

Request for Proposal

IT Management & Related Services

PURPOSE

The Jackson Housing Authority (JHA) is soliciting proposals to contract with an outsourced information technology (“IT”) management firm to perform as the Agency’s IT support department. Generally stated, the selected firm will be responsible for the provision of proactive and reactive technical support, management, perpetual monitoring of all covered systems. The selected firm will provide IT security and software solutions that may be required for normal operations. Additionally, the selected firm will provide analysis, project and consultative services as may be related to IT operations, information security, and agency business initiatives on an as-needed basis. The Agency depends on the firm to recommend and provide effective solutions for hosted email, email and endpoint security, employee security awareness training, and password management licensing and support thereof. The term of the possible contract will be for 5 years beginning June 15, 2018.

All interested parties may obtain a copy of the Request for Proposals (RFP) by link on the authority’s website www.jacksonha.com. Questions regarding the RFP may be emailed to thopper@jacksonha.com.

General Overview:

The ultimate goal is to have Agency computer operations to run predictably and in a manner that greatly reduces the risk of loss of data and agency functionality. To do this effectively, the following areas of concern have to be addressed by contracting with a third party IT service firm:

- Network infrastructure design, monitoring, and management
- Periodic security assessment services
- Data and Process security
 - o Firewalls and firewall-related security
 - o Endpoint protection
 - o Password management
 - o Multi-factor authentication where possible
 - o Mobile device protection and management
- Business Continuity – data backup, system restore ability locally or remotely
- Mobile device encryption
- Staff Education and Awareness
 - o User training and testing on basic IT security, reducing potential to cause unintended change
- Email security and archiving, including encryption
- Security Incident and Event Monitoring (SIEM) services for servers and firewall at main office
- Dark web monitoring of internet domain assets

The above areas of IT management reduce the risk of disruption, data loss, and increase compliance.

Current Infrastructure – Overview:

Servers

Microsoft Windows Active Directory domain consisting of locally hosted virtual servers. The physical server is a Dell PowerEdge purchased new approximately 1.5 years ago and is still within manufacture warranty. The Agency relies on four (4) Windows servers. Server roles represented by these four servers include AD domain controllers, application server, remote desktop server, HyperV, DNS, DHCP, DFS, print server, and RDS Licensing.

Workstations

- Approximately 26 Microsoft Windows based desktops and laptops utilized at the main office and 11 other remote locations within the city.
- Approximately 1 Microsoft Office 365 **Business Premium** licenses are utilized by workstation-using Agency employees.
- Approximately 33 Microsoft Office 365 **Exchange Online Plan 1** licenses are utilized by other Agency employees or board members.

Tablet and Mobile devices

Specific Agency executive and management staff utilize smart phones (currently iPhones) which are configured to access the Agency's primary internet domain email system. Currently, there are 8 iPhones deployed.

SCOPE OF SERVICES

All Server and Workstation Operating Systems

- Complete monitoring and management of server operating systems including patch/update management and all user moves/adds/changes as may be required
- Timely onsite (reactive) support and/or labor necessary to resolve hardware or other failures of workstations where remote remediation is not possible
- Predictive failure analysis and/or trend reporting for common hardware metrics for all systems
- Remote application or engineering support services as needed over and above automated remote maintenance services
- Near real-time monitoring of equipment availability and/or event logs, including Agency-defined critical business systems and/or processes
- Group Policy management to support Agency policy as may be required.
- Proactive Microsoft update and patch management of all desktops and covered laptop computers

Workgroup Workstation Related (for Remote Sites or travelling personnel)

- Remote access to central office data resources with the ability to control access on a per-user basis.

Remotely Executed Support and Management

- Remote diagnostic capabilities for all desktop and server operating systems

- Remote-control support capabilities for all servers and workstations
- Remote-control support capabilities for existing phone system
- JHA-accessible (on demand) inventory/asset reporting
- Perpetual maintenance of antivirus and antispyware systems and virus- and/or spyware-event resolution

Tablet and Mobile Device Related

- iPhone endpoint security, including antivirus and endpoint encryption management with remote-wipe and remote-tracking capability

Employee Help Desk and Support

- Ability for Agency employees to initiate individual support requests by phone or email as needed.
- Unlimited help desk user support during routine business hours for non-maintenance issue resolution including support for common desktop applications (Word, Excel, Outlook, etc.)

Backup and Business Continuity

- Image-based infrastructure and data backup services for all critical servers, including local and remote business continuity (or “disaster recovery”)
- File-based restoration functionality (without requiring the complete restoration of an entire server or domain)
- Perpetual monitoring of all backup operations and frequent, systematic and manual restoration testing of all protected servers

Security Related Services

- Email
 - Cloud-based email security, per user or department mailbox, including anti-spam, anti-virus, and the ability to apply Agency-defined email policies as may be required and adjusted from time to time
 - Cloud-based email encryption services for all user mailboxes
 - Cloud-based email archiving solution, with retention of at least 7 years, for all existing mail as well as all future mail, including “internal” mail sent between Agency staff members
- Workstation and Server:
 - Advanced endpoint security, including ransomware protection capabilities and which has performance expectations exceeding that of traditional anti-virus
 - Proactive monitoring of all endpoint security operations
- User/Employee:
 - Security awareness and ongoing education for all Agency staff members with relevant management reporting as may be needed
 - Password management resource for individual Agency employees with Agency management access as needed.
 - Availability of multifactor security solution for internally-hosted (and compatible) applications and server resources as well as externally-hosted (cloud) applications as may be used currently or in the future.

- Internet:
 - DNS-based content filtering services for all protected workstations and servers
 - Unified Threat Management (UTM) functionality of existing firewall at central office. Respondent may include replacement firewall if no Agency capital expenditure required (ie: include hardware cost in service fee proposal).
 - UTM services shall include Intrusion Detection, gateway antivirus, gateway antimalware, and application content filtering functionality
 - Log monitoring and security correlation of all Firewall processes via central Security Information Event Monitoring (SIEM) solution with log retention of at least 30 days.
 - Dark web monitoring of compromised credentials associated with the internet domain name

EVALUATION CRITERIA

Comprehensive Proposal:

1. Technical Approach:

The evaluation of the proposal for this factor will be based on the Respondent's understanding and awareness of the various functions required to perform activities and requirements of the RFP. The evaluation of the Respondent's proposal will be based upon the degree to which the Respondent has presented a quality approach to the specifics dynamics of the RFP. The quality of the approach will be evaluated in terms of the Respondent's areas of staffing, proposed procedures and methodologies, the proposed work plan and schedule and the expected outcomes and deliverable as follows:

- **Responsiveness** – Proposal clearly states the respondent understands the work to be performed including a complete understanding of all state and federal guidelines applicable to public housing agencies and tax credit recipients, and has the capabilities and staff to perform such services. **(30 Points)**
- **Respondent's Experience** – This includes not only the firm's technical experience in representing other Tennessee public housing authorities and similarly situated clients, but the individual experience of key personnel who will be conducting the services. Respondent shall be evaluated on their submission of detailed information on Respondent experience in providing similar services to similar agencies. Respondents shall have a demonstrated minimum of five (5) years of experience in conducting the required services, which can be documented through the references/work experience provided. **(30 points)**
- **Work Plan** - Respondents shall be evaluated on their overall work plan including proposed schedule, availability of key personnel, and quality and effectiveness of proposal. **(20 points)**

2. Fee Proposal:

- All Respondents shall submit a price proposal which shall include a proposed fixed fee for all services to be performed under the terms and conditions of this RFP. Any such proposal shall also indicate the rates at which such fees have been calculated. **(20 points)**

Total Possible Points - 100 Points

PROPOSAL REQUIREMENTS

1. Proposals shall be submitted on company letterhead, and signed by the owner or an executive officer of the firm. Interested firms should have at least five (5) years of experience
2. Proposals shall contain a copy of the organization's/firm's Business Registration issued by the State of Tennessee Division of Revenue.
3. Incorporation certification or affidavit stating the date of partnership was established, including the names and address of corporate ownership/partners.
4. Description of the company and 3 client references including any current housing authorities for whom you are providing with IT management services. For each agency, please include a brief description of scope of work provided and a point of contact with telephone number.
5. Professional licenses and qualifications, including resumes, of all personnel that will be dealing with this contract.
6. Each company submitting a proposal shall execute an affidavit to the effect that he or she has not colluded with any other person, firm or corporation in regard to any proposal submitted. Such affidavit shall be attached to the proposal.
7. Statement that neither the firm nor the members of the firm or individuals are debarred, suspended or otherwise prohibited from professional practice by any Federal, State or Local oversight, regulatory or law enforcement authority.
8. Evidence of all appropriate and applicable insurance coverage carried by the firm or individual, including policy coverage periods.
9. Statement that the firm operated in full compliance with all applicable civil rights and non-discrimination statutes, executive orders, rules and regulations.
10. Provide an executive summary of the proposal, including a statement of the firm's understanding of the services to be provided, range of services available, and why their services meet JHA needs.
11. Provide your description of fees. A comprehensive monthly fee is preferred. The basis for the fees should be stated (i.e., number of staff, level of staff, hourly rates, etc.). Please include a description of expected billing arrangements.
12. Each offeror is required to submit four (4) signed copies of their proposal at the time and date specified. Failure to include any of the above information or a proposal received after the appointed time will result in the rejection of a proposal.

TERMS AND CONDITIONS

All proposals shall remain valid for a period of sixty (days) calendar days after the date specified for receipt of proposal in accordance with procurement regulations. All costs of the proposal process, interviews, contract negotiation and related expenses, are solely the responsibilities of the respondent.

The Executive Director and the appointed staff will review proposals. JHA reserves the right to award the contract to the responsible proposer whose qualifications, price, and other factors considered are the most advantageous to JHA. JHA also reserves the right to reject any or all proposals, to waive informalities and minor irregularities, and/or modify or cancel the solicitation. Proposals which appear unrealistic in terms

of management commitments or are indicative of failure to comprehend the complexity of this RFP and Subsequent contracts may be rejected.

Jackson Housing Authority is an equal opportunity employer. Businesses submitting RFPs are not to contact PHA staff, board members, or residents during the selection process. Any questions regarding clarity of the RFP should be sent to the email provided in the RFP: thopper@jacksonha.com.

Respondents are requested and advised to be as complete as possible in their response. JHA reserves the right to:

- Contact any respondent to clarify their proposal
- Contact any past/current clients of the respondent
- Solicit information from any available source concerning any aspects of the proposal
- Seek and review any other information deemed pertinent to the evaluation process

PROPOSAL SUBMISSION

Proposals should be mailed or hand delivered to the Authority on or before **5:00 PM, May 31, 2018**, and should be addressed as follows:

Tiffany Hopper, Finance Director
Jackson Housing Authority
125 Preston Street
Jackson, TN 38301

ATTN: PROPOSAL FOR IT MANAGEMENT SERVICES.

Office Hours: Monday through Friday (Excluding Holidays), 8:00 a.m. to 5:00 p.m.
Telephone: (731) 422-1671