



**REQUEST FOR PROPOSALS:
INFORMATION TECHNOLOGY SUPPORT SERVICES**

Responses Due
October 30, 2017 at 4:00 PM



TABLE OF CONTENTS

- I.** INTRODUCTION

- II.** SUBMISSION TIME AND PLACE

- III.** STATEMENT OF WORK

- IV.** EVALUATION CRITERIA

- V.** SUBMISSION REQUIREMENTS



SECTION I: INTRODUCTION

Navigate Affordable Housing Partners, Inc. ("Navigate") is a 501 (c) (3) corporation, incorporated in the State of Alabama with offices in Mississippi, Connecticut and Virginia. Pursuant to an Annual Contributions Contract ("ACC"), as amended, with the U. S. Department of Housing and Urban Development ("HUD"), we are the current Performance Based Contract Administrator ("PBCA") for the states of Alabama, Mississippi, Connecticut, and Virginia. As such, Navigate is responsible for completing specific tasks including sensitive information for HUD, our Owner/Agent customers, and the residents living at their properties and must have the ability to continue to do so in the event of an emergency. It is imperative that we maintain a reliable system to complete these tasks securely and in a timely manner.

Navigate is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. Given our goal to limit the footprint of on-site IT staff along with our scope of needs, this outsourcing strategy has been designed to secure a broad and reliable range of services from a vendor prepared to take the defined responsibilities for the tuning, reliability, and integration of Navigate's information systems. The qualified vendor would provide necessary technical services that include but are not limited to:

End User Support

- Help desk monitoring and ticket resolution
 - 48 End users
 - 41 users In Alabama
 - 2 users in Mississippi
 - 3 users in Connecticut
 - 2 users in Virginia
- On-Call monitoring
- Other end user questions and support
- New user setup
- Software installations
- License usage / expiration monitoring

Network Monitoring and Support

- Internet connectivity monitoring and troubleshooting
- Intranet/LAN connectivity monitoring and troubleshooting
- Network device management and updates

Server Monitoring and Support

- Ensure server infrastructure remains in operational state
- Monitor system reports and alerts
- Ensure essential systems are up to date on updates/patches
- Ensure essential systems are backed up



Service Monitoring and Support

- Ensure Azure infrastructure remains in operational state
- Monitor Azure services reports and alerts
- Ensure essential services are backed up
- Ensure Office 365 services remain operational
 - Monitor license usage
 - Disk usage quotas
- Ensure VDI systems are up to date on updates/patches

Network Security Support

- Provide network audit and recommendations
- Monitor security status for intrusions / threats
- Provide periodic feedback on operational security

The vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize HELP DESK service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 7:30AM to 5:30PM, Monday through Friday, in addition to after hour support. The vendor is expected to report on status of technology issues and communicate effectively with Navigate staff. Paramount will be the vendor's demonstrated ability to provide professional, timely, and expert scheduled and on- demand Managed Information Technology Services.

SECTION II: SUBMISSION TIME AND PLACE

Responses to this RFP may be submitted by regular mail or email.

Submissions by regular mail must be on 8.5" x 11" paper, printed on one side, typed using 1" margins and numbered pages. Place the words **Information Technology Services** in the bottom left corner of the envelope and address it to:

Attn: LaShunda Cameron
Navigate Affordable
Housing Partners, Inc. 1827
1st Avenue North, Suite 100
Birmingham, Alabama
35203

Submission by email must be in a portable document format (.pdf) or Microsoft Word. Place the words **Information Technology Services** in the email subject line and send to:



lcameron@navigatehousing.com

All responses are due **Friday, October 30, 2017 by 4:00 PM.**
Responses received after this date and time will not be accepted.

SECTION III: STATEMENT OF WORK

Navigate is requesting proposals from providers of support, maintenance, and repair of computers, network hardware and peripherals, and system software to provide such support services. Navigate intends to outsource certain work and tasks for the installation, servicing, maintenance, repair, and related activities for computer and network hardware and peripherals, network administration and network management, and related information technology services.

The selected vendor will be required to provide the following support features for the described network below:

- Initial Assessment - Evaluate all technology and correct any issues in the system while setting up the system for monitoring and alerting
- Asset Tracking - Track all hardware and software inventory connected to the network
- Quarterly management meetings
- Annual strategic planning meeting
- Quarterly health check
- Project planning and guidance
- Technology procurement consulting
- Knowledge of VMware vSphere systems
- Knowledge of VMware Horizon systems
- Hardware warranty coordination
- Monthly reporting
- Proactive monitoring of the network and server environment
- Proactive server and workstation operating system patch controls
 - Identify current patch levels and Windows update process during onboarding.
 - Configure servers to utilize updates.
 - Monitor and Manage Microsoft patch releases.
 - Review the patches and provide list of those that



will be deployed during the next mutually agreed upon maintenance window.

- Review list with Navigate personnel.
- Maintaining proactive virus protection
- Quarterly security penetration assessments
- Maintaining backups and proactively ensuring that they are working
- Password administration
- 24/7 Help Desk support
 - Provide hands-on engineering support for server and network infrastructure at Navigate's main and remote locations.
 - Enable users to more effectively perform their job functions by providing help desk support.
- Local remote and on-site support
 - Follow-up and resolve alerts generated from the support center.
 - Troubleshoot and resolve application issues as necessary.
 - Perform maintenance on hardware, network, equipment, etc.
 - Back-up jobs troubleshooting and remediation.
 - Active Directory and Group Policy management.
 - Escalations from the Help Desk.
 - Vendor management - Coordinate incidents, troubleshoot issues, etc.
- Remote help desk support
 - Receive, resolve and close inbound break/fix, support, and maintenance service requests generated through the Help Desk system.
 - Attempt to resolve issues through client interaction or using support tools onsite or remotely for Navigate's remote locations.
 - Triage to determine appropriate escalation and follow through to a successful resolution.
 - Identify appropriate solution point for hardware, software, and network issues.
 - Administer user privileges, password resets, etc.



- Review of tickets, escalations, priorities, for the week.
- Coordinate the hardware and software installation of new or replacement computers (leveraging the remote team).

Certifications

- ISO 9001 Certified
- SOC 2 Type 2 Compliance Report
- Certified staff- PMP, CISSP, VCP

Navigate Affordable Housing Partners network environment

- 48 Computers/Laptops
 - Alabama
 - Microsoft Surface Pro 3
 - Microsoft Surface Pro 4
 - Microsoft Surface Book
 - MAC Book Pro 15 Laptop
 - HP SB Thin Client T310 256 MB 512 Ram
 - Mississippi, Connecticut, Virginia
 - Microsoft Surface Pro
 - Microsoft Surface Book
- 6 Servers
- 10 Switches
- 1 Internet connection
- 2 Firewalls
- 4 Wireless AP system
- 20-25 Virtual desktop
- 17 Virtual servers
- 3 Network Area Storage (NAS)

SECTION IV: EVALUATION CRITERIA

Navigate will evaluate responses based on the Agent's approach and methodology, project staffing and experience, pricing and satisfaction of clients/end users. Navigate will award the contract to the vendor who provides a proposal that it determines provides the best value for Navigate.

Proposals will be evaluated based on the following criteria.

- Proposal Summary: Provide a brief summary of your proposed solution
- Company Profile/History



- Solution Requirements
- Call Center System Support (if applicable)
- Data and System Security

The award of the contract will be made to a vendor, whose proposal receives a favorable evaluation and recommendation of the selection committee, with final approval by the CEO and Board of Directors. Navigate reserves the right to accept whichever proposal is felt to be in the best interest of and provide the best value to Navigate as well as to reject any and all bids for any or no reason including price.

SECTION V: SUBMISSION REQUIREMENTS

Navigate is looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective information technology system.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. When responding to this RFP, please include the information below and any supporting documents necessary to a complete response.

Summary/Profile/History of Company

- Provide a brief summary of your proposed solution.
- Provide a brief history of your company. If you are a partner of a larger firm please include that information.
- Describe the number of years that your firm has been in business.
- Provide the total number of clients as well as those in Birmingham, Alabama and the state of Alabama.

Solution Requirements

- Describe your approach to the initial network assessment
- Describe your proactive approach to system enhancements.
- Provide scope of coverage. (i.e. 24/7/365, etc.)
- Provide coverage for commonly used Enterprise applications? (i.e. Microsoft Office, etc.)
- Flexibility to adjust support options as they relate to emerging technologies and call volume.
- Staff available for contact outside of normal Help Desk hours if needed.
- Provide monthly, quarterly and annual detailed reporting.



System Support

- State the different user options and the hours that support is available.
- How does vendor response work in case of an emergency (Who would we call/Who would be able to respond?)

Data and System Security

- Describe your security architecture or your company wide certifications.

References

- Provide at least three references that we may contact.
- Provide the number of years your company provided services.

Price Proposal

- Provide a price proposal including the cost of the initial network assessment.

ADDITIONAL SUBMISSION REQUIREMENTS

Equal Opportunity Requirements: Each Agent responding to this RFQ must certify compliance with all applicable equal opportunity requirements.

E-Verify: The Agent must certify that they do not knowingly employ, hire, or currently employ an unauthorized alien.

