**MCKEESPORT HOUSING AUTHORITY**

**REQUEST FOR PROPOSAL**

**INFORMATION TECHNOLOGY SERVICES**

The McKeesport Housing Authority is requesting proposals for Information Technology Services for a three (3) year contract period with the option to extend the contract for an additional two (2) one (1) year terms. Proposals are due Tuesday, April 16, 2024, by 4:00 pm EST. Deliver to McKeesport Housing Authority, 2901 Brownlee Street, 2nd floor, McKeesport, Pa 15132 Attention: Stephen L. Bucklew. Contact Sue Remick at 412-673-6942 ext. 119 for proposal packets or download from the McKeesport Housing Authority website www.mckha.org.



**McKeesport Housing Authority**

**Request for Proposal**

For

**Information Technology Services**

For a three (3) year contract period (05/01/2024 – 04/30/2027) with the option to extend for two (2) additional one (1) year periods (5/1/2027 - 4/30/2029)

**Proposals are due** April 16th 2024 by 4:00 PM EST

Deliver to McKeesport Housing Authority

2901 Brownlee Avenue – 2nd Floor

McKeesport, Pa 15132

Attn: Steve Bucklew

**Agency Overview**: McKeesport Housing Authority (MHA) is a federal funded agency, which owns 879 low-income housing units and subsidizes over 400 private rental units in the City of McKeesport. The authority’s operations consist of 8 major housing communities. These facilities include townhouses, single-family homes and high-rise buildings. The locations are as follows:

 **Crawford Village Steel View Manor**

 **McKeesport Towers Isbir Manor**

 **Harrison Village Yester Square**

 **Grandview Apartments Kooser Court**

All of these facilities are connected to the central Administrative Building, on Brownlee Avenue, which is where our main data processing center is located. The connections between these sites are either Fiber Optic Cable, our own High-Speed Wireless Network or Internet based VPNs.

**Project Overview**: The purpose of this RFP is to find a single organization that is able to provide comprehensive, timely, and cost-effective IT and Enterprise networking services. These will include but are not limited to; Network design (Wired, Wireless and Fiber Optic), specification, installation, and maintenance. As well as assistance/project management for future system installations and upgrades. A partial list of the existing technologies in use in our network include:

- Hewlett Packard Intel Based Windows 2016 Servers w/VMWare

- Hewlett Packard Intel Based Windows 10 and Windows 11 PCs (20)

- Hewlett Packard / Aruba Core and Edge Switches with both copper and fiber interfaces

- Aruba Wireless Access Points and management for WIFI access

 - Microsoft Office 365 with Hosted Exchange Server

- Microsoft Terminal Services

 - WithSecure End Point Protection & EDR Services (End Points and Servers)

 - Web site design, edit and maintenance.

 - Gefen Digital Signage System

 - Datto AEM network monitoring and management software.

 - Datto Siris BDR Appliance w/Cloud Backup and Server Virtualization

 - Sendio hosted email filtering/protection services

- SonicWall TZ500 (1) and TZ370 (3) Internet Firewalls w/VPN Services

 - Proxim high speed outdoor point to point wireless “backhaul” transmitters and receivers

 - Allegion Handkey II (Ethernet connected) biometric hand readers and HandNet management software

 - Keyscan Access Control hardware (Ethernet connected) with a centralized Management Server

 - Avycon AI based Facial Recognition solution (Ethernet connected) for tenant access at the 3 Towers

- Avycon analog Digital Video Recorders and IP Network Video Recorders for video surveillance and storage (Remotely accessible by local law enforcement).

- Milestone XProtect Professional+ VMS servers for recording IP video

- RapidReview AI based Video Analytics servers for searching IP video.

Much of the legacy analog video surveillance network is in the process of being upgraded (Via analog to IP encoders) and integrated with the Milestone IP based video surveillance network. This will allow us to leverage the advanced Milestone Video analytics.

**Selection Criteria**: Proposals will be graded on a point system; based on their ability to design, install, troubleshoot, maintain, and upgrade the above listed products and any future IT/network needs within our agency as well as their ability to respond in a quick and cost-effective manner for said services. Please provide documentation that full-time personnel havecertifications and accreditations to sell, install and maintain the products or equivalents of the technology and software being utilized by the McKeesport Housing Authority (any equivalent technology or software must interface with MHA equipment and software).

1. **Professional information technology expertise -**

**Factors:** Years of experience op principals, staff, college degrees, professional licenses, certifications and accreditations of key staff. **(20 points)**

1. **Ability to service, maintain and upgrade the Housing Authority’s existing information technology network –**

**Factors:**

Microsoft Authorized Partner

Hewlett Packard Enterprise Authorized Reseller / Installer

Hewlett Packard, Inc Authorized Reseller / Installer

Aruba Authorized Reseller / Installer

Datto Professional Partner

WithSecure Authorized Partner

SonicWALL Authorized Reseller / installer

VMware Authorized Reseller / Partner

Sendio Authorized Partner / Installer

Proxim Authorized Partner / Installer

Allegion Handkey Authorized Reseller / Installer

Avycon Authorized Reseller / Installer

Milestone Authorized Partner

RapidReview Authorized Partner

Corning Single and Multi-mode Fiber Optic Products reseller / installer

Gefen Digital Signage

If your firm is an authorized reseller / installer of an equivalent or better information technology supplier for any of the Authority’s equipment, please provide information supporting all claims **(20 points)**

1. **Ability to timely respond to Housing Authority technology support calls -**

**Factors:**

Expected response time to our service calls

Staffing levels

Office location in proximity to Authority sites

Past experience and / or customer references

**(20 points)**

1. **Ability to maintain and expand (design, specify and install) our existing and any future fiber-optic based networks, including planning and supervision of any excavation and installation of underground (conduit) infrastructure**. **(20 points**)
2. **Cost of services and components – Clearly define the hourly rate charged for the following categories of services:**

**Hourly Services Rates Year 1 Year 2 Year 3**

**Network Infrastructure Services \_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_**

**Network Administration Services \_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_**

**Network Technical Services –**

 **Hardware \_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_**

**Network Technical Services –**

 **Software \_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_**

**Other \_\_\_\_\_\_ \_\_\_\_\_\_ \_\_\_\_\_\_**

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**(20 Points)**

**Are any of the rates dependent upon a monthly or annual retainer fee? If yes, what is your required fee?**

**COMPONENTS:**

The Housing Authority whenever possible utilizes Federal (GSA), Pennsylvania (Dept. of General Services), U.S. Communities, and Local Municipality Cooperative Pricing Contracts to obtain goods or services. **Please detail whether or not your firm is willing to obtain and supply needed components under any or all-available government pricing contracts.** Please provide referrals of Government Municipal / Non-Profit customers whom you supplied such pricing.

In order for your proposal to receive the maximum points entitled, please provide documentation supporting all claims (i.e., copies of degrees, certifications, diplomas, lever of dealer (gold, silver, etc.)

**Other Required Submissions:**

Proof of current general liability or professional liability insurance.

Coverage minimum: $100,000 per claim

**INDEFINITE SERVICE CONTRACT LIMITS**

The Contractor shall be required to furnish at least a minimum quantity of services in the amount of $50,000 a year in labor hours billed and a maximum of no more than $200,000 a year in labor hours during each of the contract years. Payments for hardware, supplies, software subscriptions or warranties are not included in these estimates, these items are expected to be purchased via government pricing contracts or subject to best pricing procurement.

**PROCEDURE IN ORDERING**

The authority will issue a written order for all replacement projects (i.e. server upgrades, security system replacement/upgrades) using ordinary media (fax, email) except if the executive director determines that an emergency exists shall an oral order be permitted. For normal maintenance work such as replacing a computer, camera, network video recorder, etc. the vendor may invoice for the agreed upon work, which will be reviewed and approved by the executive director.

**CONTRACT LENGTH**

The initial term of this contract is three years, however it may be renewed annually for two additional years for a maximum term of 5 years.