



**REQUEST FOR PROPOSAL
#2014-02**

Information Technology Services

ADVERTISEMENT

Sealed proposals for furnishing the Avon Park Housing Authority (APHA) with IT Services at numerous locations throughout the City of Avon Park for a period of two (2) years with the option of the Authority to renew for three additional one (1) year periods shall be received by the Avon Park Housing Authority, until Thursday, June 12, 2014 at 3:00 p.m. E.S.T. All proposals shall be labeled "IT Services, APHA RFP #2014-02.

The Requests for Proposal are available by downloading the electronic PDF version from the APHA website at www.avonparkha.org or by contacting Mr. Larry P. Shoeman, Executive Director, Avon Park Housing Authority, via email at director@avonparkha.org.

Questions must be sent as an e-mail ONLY to director@avonparkha.org on or before May 7, 2014. Any response to questions will be made by May 12, 2014, and shall be provided to all firms that requested a proposal. Response to questions shall also be made available on the APHA website.

Those submitting a proposal are responsible for ensuring timely delivery of the written proposal. Three (3) copies of technical proposals must be submitted, with at least one bearing original signatures. At least one original of the cost proposal must be submitted. No oral, electronic, telephonic, facsimile or other versions are acceptable. Late or otherwise deficient proposals may not be considered.

The APHA reserves the right to reject any and all proposals and to accept the proposal it deems to be in the best interests of the APHA.

The Executive Director will notify the successful Proposer of the award of the Contract within sixty (45) days following the deadline for receipt of proposals.

The APHA is an Equal Opportunity/Affirmative Action Employer, including Minority and Woman Business Enterprises.

Published this 3rd day of May, 2014
by; Larry P. Shoeman, Executive Director

GENERAL DESCRIPTION OF THE APHA

The Avon Park Housing Authority Main Office (APHA) is located within the corporate city limits of Avon Park, Florida, in rural Highlands County, Florida. The main office physical address is 21 Tulane Drive, Avon Park, Florida.

The APHA was established in 1968 to provide safe, clean, and affordable housing to the low income citizens with assistance to improve the quality of their lives. The APHA operates as a governmental unit, chartered under Florida Chapter 421 F.S. and funded primarily through the Department of Housing and Urban Development (HUD).

The APHA operates from a primary Administrative Office, has a secondary office in close proximity to the Administrative Office, and manages 238 dwelling units contained within four separate community locations throughout the City of Avon Park. One of the four communities contains a wireless based security camera system that is monitored by the Administrative Office.

INTENT

The APHA is requesting proposals from qualified vendors to provide Information Technology Services, including maintaining and further developing the Information Systems of the Housing Authority, including all software applications, workstations (currently 20 ±) and peripherals. Assistance with the conversion of the housing management software shall be needed in the form of ensuring compatibility of workstations/servers and maintenance of the APHA website as needed.

EVALUATION PROCESS

The contract will be awarded to the Vendor whose proposal will be the most advantageous to the APHA. Price will not be the sole determining factor in the selection of the successful bidder. Price constitutes only one of the several evaluation criteria and is to be considered only after the evaluative process. The APHA will base its decision on the merit of the proposals received that shall include, but are not necessarily limited to, those listed in the section below.

1. **Proposal Forms**
 - a. All proposals shall be submitted on 8.5 X 11" paper, clearly marked on the exterior "Information Technology Services - Narrative Proposal", and addressed to Mr. Larry P. Shoeman, Executive Director, Avon Park Housing Authority, P. O. Box 1327, Avon Park, Florida 33826-1327
 - b. Proposer may correct, modify or withdraw a Proposal by written notice received by the Authority prior to the time and date set as the deadline for submission of proposals.
 - c. The envelope should be enclosed for mailing or delivery purposes, with a notation on the outside that it contains "IT SERVICES RFP Documents, #2014-02".
 - d. The Proposer is required to organize its proposal to respond to each evaluation criteria.
2. **Minimum Evaluation Criteria** (The Proposer is required to organize its proposal to respond to each evaluation criteria.)
 - a. Narrative;
 - b. Submission of satisfactory evidence that the Proposer has been in the business of providing the services required by this contract for a minimum of three years;
 - c. Submission of a list of all personnel who will perform work under this contract. Please indicate whether personnel are full/part time employees or independent contractors;

- d. Submission of a resume showing complete work history over last ten years, education, professional skills, certifications, abilities and qualifications of all personnel who will perform work under this contract;
- e. Submission of at least three (3) favorable references from agencies which have been provided similar services by the Proposer. (Describe services provided and include contact person and telephone number);
- g. Submission of evidence demonstrating that the Proposer (and other personnel who will perform work under this contract) has knowledge of and experience with MS Word, Excel, Access, and any other applications software program;
- h. Submission of evidence demonstrating that the Proposer (and other personnel who will perform work under this contract) has knowledge of and experience maintaining and operating a Windows Server 2003 or later environment;
- i. Submission of evidence demonstrating that the Proposer (and other personnel who will perform work under this contract) has broad knowledge of the MIS field, including knowledge and experience in maintaining computer networks in a Windows Server 2003 or later environment;
- j. Submission of evidence demonstrating that the Proposer (and other personnel who will perform work under this contract) has broad knowledge of the website management at an acceptable level to maintain the APHA website;
- k. Submission of evidence demonstration that the Proposer (and other personnel who will perform work under this contract) has knowledge of and experience maintaining, operating, troubleshooting, and repairing desktop PCs, Servers, printers, internet connectivity concerns and various other IT hardware and software;
- l. Mandatory Forms
 - 1. Proposal/Cost Form
 - 2. Non-Collusion Form
 - 3. HUD 5369-C-Certifications and Representations of Officers-Non Construction
 - 4. Certification of Conflict of Interest Provision Form
 - 5. Reference Form
 - 6. Completed Questionnaire

3. Interview

An evaluation committee determined by the APHA *may* interview Proposers who are considered well qualified. The APHA reserves the right to "short list" the Proposers and to interview only those which the APHA determines are best qualified.

4. Negotiation

In the event the parties are unable to negotiate and enter into a contract with the most responsible bidder, the APHA may elect to negotiate with the next most responsible bidder.

5. Cost Proposal

The Proposer shall set forth a flat hourly rate which will be billed for all services to be performed under the contract.

GENERAL STATEMENT OF SERVICE

The Proposer is hereafter referred to as the "IT Provider". Subject to instruction and direction from the APHA's Executive Director or his/her designee, the IT Provider will be responsible for maintaining and developing the Information Systems of the APHA, including all software applications, all workstations and peripherals, the file servers and network systems, email and all on-line systems, including Internet access.

SCOPE OF SERVICES:

- Basic network system maintenance, including: establishing and enforcing protocols, performing setups, troubleshooting problems, administering print and periphery functions, assessing configurations, installing hardware and software or overseeing their installation, and supervising systems backups;
- Ongoing development of the network system, including maintenance of the APHA's primary Administrative & other remote offices & Community Center(s);
- Security and protection of the entire system, including: virus protection, control of access and maintenance of security codes, physical security of the network, and disaster preparation and prevention, and maintenance of all backup systems;
- Provide a proper environment for the server room, ensuring that it is clean, secure and well organized and serviced periodically;
- Maintenance of all workstations, controlling the selection and loading of software applications, troubleshooting local desktop problems, tracking and utilizing warranties and licenses as applicable, and functioning as a helpdesk to all APHA staff;
- Supervise, facilitate and troubleshoot all electronic reports to HUD, State of Florida and other relevant agencies;
- Maintenance of Internet and e-mail capacity for all designated APHA staff;
- Make recommendations to APHA concerning personal training needs and training needs of end-users;
- Maintenance of the APHA website to include, at a minimum, design, additions, deletions, using *Microsoft Word Press*;
- Maintain detailed records of all activities, including daily maintenance of the IT Department work order tracking system;
- Report user problems to vendor(s), as appropriate, maintaining logs and following through with vendor(s) to ensure resolution;
- Work with APHA staff to develop and maintain adequate security procedures and disaster plans, including the implementation of organization-wide read and write access for end-users, based on need;
- Provide consultation for the development of operating manuals for all areas of responsibility in a format approved by the APHA;

- Assist in developing annual IT department planning and budget recommendations;
- Make recommendations to Executive Director and/or APHA designee concerning possibilities for cost reduction and greater efficiencies;
- Participate in user groups and professional organizations as approved by the Executive Director or designee;
- Develop, implement and document preventive maintenance procedures for all areas of responsibility;
- Develop specifications for the purchase of any software, hardware, or other IT equipment desired by the APHA; and
- Perform other related duties as assigned by the Executive Director or designee.

RFP TERMS AND CONDITIONS

ASSIGNMENT OF RIGHTS OR OBLIGATIONS. Except as noted hereunder, Successful Proposer may not assign, transfer or sell any rights or obligations resulting from this solicitation without first obtaining the specific written consent of the Authority.

ATTORNEY FEES. In the event a suit or action is instituted in connection with any controversy arising out of this contract, the prevailing party shall be entitled to receive, in addition to its costs, such sum as the court may adjudge reasonable as to attorney's fees and costs.

AUTHORITY OF THE Authority. Subject to the power and authority of the Authority as provided by law in this contract, the Authority shall in all cases determine the quantity, quality, and acceptability of the work, materials and supplies for which payment is to be made under this contract. The Authority shall decide the questions that may arise relative to the fulfillment of the contract or the obligations of the contractor hereunder.

CANCELLATION OF THE CONTRACT. *Without* cause, the Authority may cancel this contract at any time with thirty (30) days written notice to the Contractor. *With cause*, the Authority may cancel this contract at any time with ten (10) days written notice to the Contractor. Cancellation for cause shall be at the discretion of the Authority and shall be, but is not limited to, failure to supply the materials, equipment or service specified within the time allowed or within the terms, conditions or provisions of this contract. The successful Proposer may not cancel this contract without prior written consent of the Authority's Executive Director.

CHANGES IN WORK. The Authority may, at any time work is in progress, by written order, make alterations in the terms of work as shown in the specifications, require the performance of extra work, decrease the quantity of work, or make such other changes as the Authority may find necessary or desirable. The Contractor shall not claim forfeiture of contract by reasons of such changes by the Authority. Changes in work and the amount of compensation to be paid to the Contractor for any extra work as so ordered shall be determined in accordance with the unit prices of contractor's proposal.

COMPLIANCE WITH OR DEVIATION FROM SPECIFICATIONS. Proposer hereby agrees that the material, equipment or service offered will meet all the requirements of the specifications in this solicitation unless deviations from them are clearly indicated in the Proposer's response. Proposer may submit an attachment entitled "Exceptions to Specifications," which must be signed by Proposer's authorized representative. An explanation must be made for each item in which an exception is taken, giving in detail the extent of the exception and the reason for which it is taken. Proposals failing to

comply with this requirement will be considered non-responsive. Submittal of brochure or other manufacturer literature is desirable but may not be a substitution for this requirement.

COMPLIANCE WITH LAWS. All Proposals shall comply with current federal, state, local and other laws relative thereto.

CONTRACT INCORPORATION. This contract embodies the entire contract between the Authority and the Contractor. The parties shall not be bound by or be liable for any statement, representation, promise, inducement or understanding of any kind or nature not set forth herein. No changes, amendments, or modifications of any of the terms or conditions of the contract shall be valid unless reduced to writing and signed by both parties. The complete contract shall include the entire contents of the RFP solicitation, all addenda, all of Proposer's successful submittals, supplemental agreements, change orders, any required bond(s), and any and all written agreements which alter, amend or extend the contract.

FORCE MAJEURE. If execution of this contract shall be delayed or suspended and if such failure arises out of causes beyond the control of and without fault or negligence of the Contractor, the Contractor shall notify the Authority, in writing, within twenty-four (24) hours, after the delay. Such causes may include but are not limited to acts of God, war, acts of a public enemy, and acts of any governmental entity in its sovereign or contractual capacity, fires, floods, epidemics, strikes and unusually severe weather.

FORMATION OF CONTRACT. Proposer's signed offer (Proposal) and Authority's written acceptance shall constitute a binding contract.

LAWS GOVERNING CONTRACT. This contract shall be in accordance with the laws of the state of Florida. The parties stipulate that this contract was entered into in the county of Highlands, in state of Florida. The parties further stipulate that the county of Highlands, Florida, is the only appropriate forum for any litigation resulting from a breach hereof or any questions risen here from.

SEVERABILITY. If any provisions or portion of any provision, of this contract are held invalid, illegal or unenforceable, they shall be severed from the contract and the remaining provisions shall be valid and enforceable.

SPECIFICATIONS, CHANGES TO. The parties shall not be bound by or be liable for any statement, representation, promise, inducement or understanding of any kind or nature not set forth herein or by written amendment. No changes, amendments, or modifications of any of the terms or conditions of the specification shall be valid unless reduced to writing and signed by both parties.

SPECIFICATIONS, DEFINITION. The term "specification" or "RFP specification" as used in this solicitation shall be interpreted to mean all the pages that make up this solicitation, including *but not limited* to the Request For Proposals, Instructions To Proposer, Terms and Conditions, Detailed Specifications or Scope of Work, Proposal form, Special Provisions, Proposed Equipment & Material Manufacturers form, Experience Statement, Subcontractor's List, Workers Compensation Insurance Certificate, Contractor Guaranty statement and Proposal Security Bond.

INSURANCE REQUIREMENTS

The Proposer shall maintain insurance coverage as listed below with respect to the operations of this contract. This insurance shall be provided at the Proposer's expense and shall be in full force and effect for the full term of the Contract.

All policies shall be issued by companies authorized to write that type of insurance under the laws of the State of Florida.

Current, valid insurance policies meeting the requirements herein identified shall be maintained during the duration of the contract. The Contractor may not begin work until these insurance coverage's are obtained with the Authority being listed therein as an additional insured, as specified below. An original Certificate of Insurance MUST be provided at the time of contract execution by the Contractor for the following coverages:

Worker's Compensation: Insurance covering all employees meeting statutory limits in compliance with the applicable state and federal laws;

Commercial General Liability: Coverage shall have minimum limits of \$500,000 general aggregate, products/completed operations aggregate, personal and advertising injury and each occurrence. This shall include premises and operations, independent contractors, products and completed operations, broad form property damage, XCU coverage and contractual liability. Coverage shall be written on an occurrence basis;

Business Auto Liability: Coverage shall have minimum limits of \$100,000 per occurrence, combined single limit for bodily injury liability and property damage liability. This shall include owned vehicles, hired and non-owned vehicles and employee non-ownership;

Umbrella/Excess Liability At the option of the Contractor, the limits of the primary general liability, auto liability and employers' liability may be less than stipulated herein, with an excess policy providing the additional limits needed. This form of coverage will only be accepted when both the primary and excess policies include the coverage and endorsements required herein; and

Special Requirements The Contractor shall name the AVON PARK HOUSING AUTHORITY as an additional insured on the commercial general liability, business auto liability, and umbrella excess liability policies with a required thirty (30) day written notice to the Authority prior to cancellation, material change, or renewal refusal.

INDEMNIFICATION: The Contractor shall indemnify, defend and save harmless the APHA and all its officers, agents and employees against all suits, claims of liability of every nature and name, for or on account of all injuries to persons or damage to property arising out of the negligence of the Proposer in the performance of the work covered by this Agreement, and/or failure to comply with the terms and conditions of this Agreement, whether by itself or its employees or subcontractors, or other agents, including reasonable attorney fees.

PROPOSAL CONTENT & FORMAT

This section describes the form and required content of the respondent's submittal in response to this RFP. The RFP is intended to identify the IT Provider that can best meet the requirements of the APHA. All proposal content must be organized as delineated below, and each section must be clearly identified.

A. Executive Summary

The Executive Summary should include a brief non-technical overview of the Proposer's business including the range of services offered. Proposers should provide information reflecting how and why Proposer's services meet the APHA's needs.

B. Company Profile

The Company Profile should include the following:

History of the company:

Number of employees: in management, development, engineering, support, and training

C. Responses to Minimum Evaluation Criteria

D. Mandatory Forms

1. *Certificate of Non-collusion*
2. *Form HUD 5369-C, Certifications and Representations of Offerors-Non Construction*
3. *Reference Form*
4. *Completed Questionnaire*
5. *Cost Proposal*
6. *Certification of Conflict of Interest Provision Form*

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

Signature of individual submitting proposal

Name of business

Cost Proposal Form

Dear Proposers:

Please submit a flat hourly rate for all services.

Year One: \$ _____

Year Two: \$ _____

Year Three: \$ _____

Year Four: \$ _____

Year Five: \$ _____

PLEASE NOTE: If on-site service is required, Proposer's charges commence at site and end at site with proposer charging a one (1) hour minimum, but may not charge travel or related expenses.

Name and Address of Firm:

FED# _____

BY:

Signature of Authorized Individual/Officer

Date

Printed Name and Title

REFERENCE FORM

Proposer: _____
RFP Title: INFORMATION TECHNOLOGY SERVICES (#2014-02)

Bidder must provide references for ALL CONTRACTS performed within the past four (2) years.

Reference: **Contact:**

Address: _____ Contact Title _____

_____ Phone: _____

Fax: _____

Description and date(s) of services provided: _____

Reference: _____ Contact: _____

Address: _____ Contact Title _____

_____ Phone:

Fax: _____

Description and date(s) of services provided: _____

Reference: **Contact:**

Address: _____ Contact Title _____

_____ Phone: _____

Fax: _____

Description and date(s) of services provided: _____

Reference: **Contact:**

Address: _____ Contact Title _____

_____ Phone: _____

Fax: _____

Description and date(s) of services provided: _____

QUESTIONNAIRE

To assist the Authority in the evaluation process, please answer the following questions pertaining to your company. Please use additional sheets as needed.

1. The name of your company?
2. List the owner(s) of the company:
3. How many employees do you have?
4. Have you or any of your agents been convicted of a felony crime? If yes, please describe the particulars.
5. Disclose any legal actions taken against your company by a Housing Authority customer and/or other business within the past three years.
6. How many years have you been in business?