



## REQUEST FOR COMPETITIVE SEALED PROPOSALS (CSP) No. 20012

### Fully Managed IT Services

DATE: 4/13/2020

CONTACT NAME: All questions shall be sent via e-mail to: [procurement@hacc.org](mailto:procurement@hacc.org). All questions must be received by 4/27/20 at 3:00pm CST

One (1) original, one (1) copy and one PDF version on a storage device of the Sealed Proposal Responses are due on **Tuesday, May 5, 2020 at 2:00pm CST**. Deliver or hand carry to the Corpus Christi Housing Authority, 3701 Ayers, Corpus Christi, TX 78415 (Front Window)

#### NOTES TO ALL CONTRACTORS:

1. All work performed must meet all electrical, mechanical and building codes based on local, state, and federal regulations.
2. Contractor shall not commence work without a properly approved purchase order.
3. A non-mandatory pre-proposal conference is scheduled for Wednesday, April 22, 2020, at 10:00am, 3701 Ayers, Corpus Christi, TX 78415. A brief site visit will be conducted immediately following the meeting.

\_\_\_\_\_  
Brian Bray, C.P.M.  
VP of Administrative Support

Signature and submission of this Proposal shall serve as evidence that the Contractor understands and agrees to all conditions of the Request for Competitive Sealed Proposals – CSP 20012

Company Name: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_ (Print Name) \_\_\_\_\_ (Title)

Signature: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Date: \_\_\_\_\_

**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

- 1.0 THE AGENCY'S RESERVATION OF RIGHTS.** The Agency reserves the right to:
- 1.1 Right to Reject, Waive, or Terminate the Solicitation.** Reject any or all proposals, to waive any informality in the CSP process, or to terminate the CSP process at any time, if deemed by the Agency to be in its best interests.
  - 1.2 Right to Not Award.** Not to award a contract pursuant to this CSP.
  - 1.3 Right to Terminate.** Terminate a contract awarded pursuant to this CSP, at any time for its convenience upon 30 days written notice to the successful proposer(s).
  - 1.4 Right to Determine Time and Location.** Determine the days, hours and locations that the successful proposer(s) shall provide the services called for in this CSP.
  - 1.5 Right to Retain Proposals.** Retain all proposals submitted and not permit withdrawal for a period of 30 days subsequent to the deadline for receiving proposals without the written consent of the Agency Contracting Officer (CO).
  - 1.6 Right to Negotiate.** Negotiate the fees proposed by the proposer entity.
  - 1.7 Right to Reject any Proposal.** Reject and not consider any proposal that does not meet the requirements of this CSP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.
  - 1.8 No Obligation to Compensate.** Have no obligation to compensate any proposer for any costs incurred in responding to this CSP.
  - 1.9 Right to Prohibit.** At any time during the CSP or contract process to prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any of the requirements detailed herein.
- 2.0 SCOPE OF WORK/TECHNICAL SPECIFICATIONS.** The Agency is seeking proposals from qualified and licensed entities to provide the following detailed services:
- 2.1 Fully Managed IT Services in accordance with attached Statement of Work.**
- 3.0 PROPOSAL FORMAT AND SUBMISSION.** All Proposal responses must conform to the following format. Failure to submit requested information or submitting information in a different format, may cause the proposal response to be non-responsive to the CSP.
- 3.1 Section 1 - General Information: Form and format provided (0 pts)**
  - 3.2 Section 2: Criterion 1 - Offeror's proposed price (60 pts)**
  - 3.3 Section 3: Criterion 2 - Offeror's experience with client accounts of similar size, type and complexity (25 pts)**
  - 3.4 Section 4: Criterion 3 - Offeror's proposed onsite Technician (10 pts)**

**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

3.5 Section 5: Criterion 4 - Offeror's past performance based on references and known information (5 pts)

3.6 Section 6: All other required forms

4.0 Proposal Evaluation:

4.1 General Information: Offeror's must complete the attached General Information Questionnaire on page 8 and return it as Section 1 of the CSP response submission. (0 pts)

4.2 Proposed Price: Offeror must complete the completed Proposal Form and return as Section 2 of the CSP response submission. (60 pts)

4.2.1 The evaluation of proposed price will be evaluated as follows: Lowest responsive and responsible offer will receive maximum points. Each offer's price proposal over 1% of the lowest acceptable price will receive a deduction of 1.2 points up to a maximum of 50% over the lowest price. Proposed prices over 50% of the lowest evaluated price will receive 0 points.

4.3 Offer's Experience: Offerors must list client accounts, previous or ongoing, within the last 5 years, of similar size, type and complexity to CCHA where your company was the prime contractor. Projects must be listed in chronological order with most recent at top. Offeror's must use the following format and submit as Section 3 of the CSP response submission. (25 pts)

<b>Type of Service, Client Name, &amp; Location</b>	<b>Contact Name Phone Number Email</b>	<b>Number of Employees</b>	<b>Annual Contract Amount</b>	<b>Dates of Service</b>
Fully Managed IT Support ABC Housing Authority Somewhere, USA 12345	Name Phone Email	100	\$90,000	Jan 1, 2015 – Present or Jan 1, 2015 – Dec 31, 2018

Failure to submit information in requested format may be cause for determination of non-responsive to the solicitation.

4.3.1 Offerors with 5 or more client accounts of similar size, type and complexity will receive maximum points.

4.3.2 Offerors with 4 client accounts of similar size, type and complexity will receive 80% of the maximum points.

4.3.3 Offerors with 3 client accounts of similar size, type and complexity will receive 60% of the maximum points.

4.3.4 Offerors with 2 client accounts of similar size, type and complexity will receive 40% of the maximum points.

**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

- 4.3.5 Offerors with 1 client accounts of similar size, type and complexity will receive 20% of the maximum points.
- 4.3.6 Offerors with 0 client accounts of similar size, type and complexity will receive 0% of the maximum points.
- 4.3.7 The Agency will contact references listed.

4.4 Offeror's proposed on-site Technician: Offeror's must provide the name, resume, and list of relevant experience of the proposed onsite Technician. Offeror's must use the following format and submit as Section 4 of the CSP response submission. (10 pts)

Proposed Technician Name: \_\_\_\_\_

- 4.4.1 CCHA Evaluation Team will evaluate qualifications of the proposed Technician on a scale of 1 - 10 with 10 being superior beyond expectations.
- 4.4.2 The average of the individual evaluation scores for each offeror will be the final evaluated score for this section.

4.5 Past Performance: The Agency will contact owner representatives in Section 4.3 and use any existing information available where the Offeror has worked with CCHA in the past. (5 pts)

- 4.5.1 Points will be assessed on a scale of 0 through 5 with 5 being superior performance beyond expectations and 0 being cause for determination of non-responsibility to perform successfully.

**4.6 Evaluation Method**

- 4.6.1 **Initial Evaluation for Responsiveness.** Each proposal received will first be evaluated for responsiveness (e.g., meets the minimum of the published requirements). The Agency reserves the right to reject any proposals deemed by the Agency not minimally responsive (the Agency will notify such firms in writing of any such rejection).
- 4.6.2 **Evaluation Committee.** The Agency anticipates that it will select a committee to evaluate each of the responsive "hard copy" proposals submitted in response to this CSP. PLEASE NOTE: No proposer shall be informed at any time during or after the CSP process as to the identity of any evaluation committee member. If, by chance, a proposer does become aware of the identity of such person(s), he/she SHALL NOT make any attempt to contact or discuss with such person anything related to this CSP. The CO is the only person at the Agency that the proposers shall contact pertaining to this CSP. Failure to abide by this requirement may (and most likely will) cause such proposer(s) to be eliminated from consideration for award.

**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

**4.6.3 Evaluation Selection and Ranking.** Offerors will be evaluated on the published criteria. The evaluation committee will evaluate, rank, and publish said ranking once this has been completed. The evaluation committee will then proceed to negotiate a contract with the highest-ranking offeror. If the negotiations are unsuccessful, the Agency will notify said offeror that negotiations have been terminated and will proceed to negotiate with the next highest ranked offeror. The Agency will continue this process until a contract has been reached. The Agency reserves the right to exclude firms failing to achieve a minimum total score from any further consideration for negotiation.

**5.0 CONTRACT AWARD.**

**5.1 Contract Award Procedure.** If a contract is awarded pursuant to this CSP, the following detailed procedures will be followed:

**5.1.1** By completing, executing and submitting a proposal, the "proposer is thereby agreeing to abide by all terms and conditions pertaining to this CSP as issued by the Agency, either in hard copy or by reference. Accordingly, the Agency has no responsibility to conduct after the submittal deadline any negotiations pertaining to the contract clauses already published.

**5.2 Contract Conditions.** The following provisions are considered mandatory conditions of any contract award made by the Agency pursuant to this CSP:

**5.2.1 Contract Form.** The Agency will not execute a contract on the successful proposer's form-contracts will only be executed on the Agency form and by submitting a proposal the successful proposer agrees to do so (please note that the Agency reserves the right to amend this form as the Agency deems necessary).

**5.2.2 Assignment of Personnel.** The Agency shall retain the right to demand and receive a change in personnel assigned to the work if the Agency believes that such change is in the best interest of the Agency and the completion of the contracted work.

**5.2.3 Unauthorized Sub-Contracting Prohibited.** The Contractor shall not assign any right, nor delegate any duty for the work proposed pursuant to this CSP (including, but not limited to, selling or transferring the contract) without the prior written consent of the CO. Any purported assignment of interest or delegation of duty, without the prior written consent of the CO shall be void and may result in the cancellation of the contract with the Agency, or may result in the full or partial forfeiture of funds paid to the Contractor as a result of the proposed contract; either as determined by the CO.

**5.3 Contract Period.** One initial year and four one-year options to extend.

**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

- 5.4 **Licensing and Insurance Requirements.** Prior to award (but not as a part of the proposal submission) the *successful proposer* will be required to provide:
- 5.4.1 **Workers Compensation Insurance.** An original certificate evidencing the proposer's current industrial (worker's compensation) insurance carrier and coverage amount (NOTE: Workers Compensation Insurance will be required of any Contractor that has employees other than just the owner working on-site to provide the services);
  - 5.4.2 **General Liability Insurance.** An original certificate evidencing General Liability coverage, naming the Agency as an additional insured, together with the appropriate endorsement to said policy reflecting the addition of the Agency as an additional insured under said policy (minimum of \$1,000,000 each occurrence, general aggregate minimum limit of \$1,000,000, together with damage to premises and fire damage of \$50,000 and medical expenses any one person of \$5,000), with a maximum deductible amount of \$5,000;
  - 5.4.3 **Automobile Insurance.** An original certificate showing the proposer's automobile insurance coverage in a combined single limit of \$1,000,000. For every vehicle utilized during the term of this program, when not owned by the entity, each vehicle must have evidence of automobile insurance coverage with limits of no less than \$100,000/\$300,000 and medical pay of \$5,000.
  - 5.4.4 **City/County/State Business License.** If applicable, a copy of the proposer's business license allowing that entity to provide such services within the City of Corpus Christi, Nueces County, and/or the State of Texas.
  - 5.4.5 **Certificates/Profile of Firm Form.** Pertaining to the aforementioned (within Sections 5.4.1 through 5.4.4) insurance certificates and licenses, each proposer is required to enter related information where provided for on the Profile of Firm Form (do not attach or submit copies of the insurance certificates or licenses within the proposal submittal—we will garner the necessary documents from the successful proposer prior to contract execution).
- 5.5 **Right to Negotiate Final Fees.** The Agency shall retain the right to negotiate the amount of fees that are paid to the successful proposer, meaning the fees proposed by the top-rated proposer may, at the Agency's options, be the basis for the beginning of negotiations. Such negotiations shall begin after the Agency has chosen a top-rated proposer. If such negotiations are not, in the opinion of the CO successfully concluded within 5 business days, the Agency shall retain the right to end such negotiations and begin negotiations with the next-rated proposer. The Agency shall also retain the right to negotiate with and make an award to more than one proposer, as long as such

**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

negotiation(s) and/or award(s) are addressed in the above manner (i.e. top-rated first, then next-rated following until a successful negotiation is reached).

- 5.6 **Contract Service Standards.** All work performed pursuant to this CSP must conform and comply with all applicable local, state and federal codes, statutes, laws and regulations.
- 5.7 **Prompt Return of Contract Documents.** Any and all documents required to complete the contract, including contract signature by the successful proposer, shall be provided to the Agency within (ten) 10 work days of notification by the Agency.

**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

**SECTION 1 – General Information Questionnaire (0 Points)**

1. Name of Firm: \_\_\_\_\_  
Address of Principle Office: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Form of Business Organization: \_\_\_\_\_  
Responsible Contact Personnel:  
Name \_\_\_\_\_ Cell # \_\_\_\_\_ E-mail \_\_\_\_\_  
Name \_\_\_\_\_ Cell # \_\_\_\_\_ E-mail \_\_\_\_\_  
Name \_\_\_\_\_ Cell # \_\_\_\_\_ E-mail \_\_\_\_\_
2. How many years has your organization been in business in its current capacity?
3. How many years has your organization been in business under its present name?
4. Under what other or former names has your organization operated?
5. Claims and suits (If the answer to any of the questions below is yes, please attach details).
  - 5.1 Has your organization ever failed to complete any work awarded to it?
  - 5.2 Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against your organization or its officers?
  - 5.3 Has your organization filed any lawsuits or requested arbitration or mediation with regard to construction contracts within the last fifteen years?
6. Within the last fifteen years, has any officer or principal of your organization ever been an officer or principal of another organization when it failed to complete a construction contract? (If the answer is yes, please attach details.)
7. How many full time employees?      How many part-time employees?



**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

7. Proposer's Certifications:

(1) **Instructions.** Unless otherwise specifically required, the items listed below must be completed and included in the proposal submittal.

(2) **Section 3 Statement.** Are you claiming a Section 3 business preference? Yes  No  If "YES," pursuant to the Section 3 portion within the Conditions and Specifications, which priority are you claiming?: \_\_\_\_\_.

(3) **Debarred Statement.** Has this firm, or any principal(s) ever been debarred from providing any services by the Federal Government, any state government, the State of Texas, or any local government agency within or without the State of Texas? Yes  No  If "Yes," please attach a full detailed explanation, including dates, circumstances and current status.

(4) **Disclosure Statement.** Does this firm or any principals thereof have any current, past personal or professional relationship with any Commissioner or Officer of the Agency? Yes  No  If "Yes," please attach a full detailed explanation, including dates, circumstances and current status.

(5) **Felony Disclosure.** Has any principal(s) or any person(s) proposed to perform the work ever been convicted of a felony? Yes  No  If "Yes," please attach a full detailed explanation, including dates, circumstances and current status. PLEASE NOTE: The Agency reserves the right to not make award to any proposer that has staff who has been convicted of a felony if the Agency feels that doing such is in its best interests.

(6) **Non-Collusive Affidavit.** The undersigned party submitting this proposal hereby certifies that such proposal is genuine and not collusive and that said proposer entity has not colluded, conspired, connived or agreed, directly or indirectly, with any proposer or person, to put in a sham proposal or to refrain from bidding, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference, with any person, to fix the proposal price of affiant or of any other proposer, to fix overhead, profit or cost element of said proposal price, or that of any other proposer or to secure any advantage against the Agency or any person interested in the proposed contract; and that all statements in said proposal are true.

(7) **Proposer's Statement.** The undersigned proposer hereby states that by completing and submitting this Form and all other documents within this proposal submittal, he/she is verifying that all information provided herein is, to the best of his/her knowledge, true and accurate, and that if the Agency discovers that any information entered herein to be false, such shall entitle the Agency to not consider or make award or to cancel any award with the undersigned party. Further, by completing and submitting the proposal submittal, and by

**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

entering and submitting the costs, the undersigned proposer is thereby agreeing to abide by all terms and conditions pertaining to this CSP as issued by the Agency, including an agreement to execute an Agency Contract form. Pursuant to all CSP Documents, this Form of Proposal, and all attachments, and pursuant to all completed Documents submitted, including these forms and all attachments, the undersigned proposes to supply the Agency with the services described herein for the fee(s) entered within the areas provided in this CSP.

**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

## **Statement of Work:**

The Corpus Christi Housing Authority and Affiliates (CCHA) provides affordable housing to low and mixed income residents at 15 properties located in the Corpus Christi area. All remote sites are connected through the main server room at the Central Office building at 3701 Ayers. CCHA has approximately 115 employees with approximately 65 employees having domain credentials.

1. CCHA is seeking proposals from qualified licensed insured IT companies to provide fully managed IT support services to manage all network connectivity, ensure devices are working properly and serve as consultant partner in developing and implementing both strategic and tactical IT solutions.
2. Vendor shall provide all equipment, materials, vehicles services, managerial, administrative, and labor personal to accomplish fully managed IT services.
3. Vendor shall provide one full-time (at least 35 per week) onsite support Technician who is fully qualified and handle routine helpdesk tickets and day to day operations.
  - a. CCHA will provide an onsite IT office at the Central Office with workstation, phone and working space for trouble shooting, repairing and configuration. IT office is located adjacent to the IT Server Room.
  - b. Onsite Technician will service routine helpdesk tickets and also day to day operational issues.
  - c. Onsite Technician will be given free access to all CCHA locations and issued a CCHA contractor badge.
  - d. Onsite Technician may also be asked to assist in setting up computer and Audio/Visual equipment for presentations.
  - e. CCHA retains the right to request vendor to change onsite Technician if not a good fit within the organizational culture.
4. Fully Managed Services:
  - a. Management:
    - i. Online ticket tracking system
    - ii. Periodic summary of strategic IT plan for CCHA
    - iii. Weekly IT status meetings
    - iv. Vendor management assistance as requested.
  - b. Monitoring:
    - i. 24x7 network and server, monitoring with alerting
    - ii. Desktop monitoring with alerting
    - iii. Network device monitoring
    - iv. Monthly server audit and network performance monitoring

**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

- c. Asset Tracking:
    - i. Update and maintain hardware inventory
    - ii. Software license management
  
  - d. Security:
    - i. Fully managed service and desktop antivirus and monitoring
    - ii. Fully managed server malware prevention and monitoring
    - iii. Email SPAM and Phishing filtering and virus scanning
    - iv. Virus removal and remediation
    - v. Regular server maintenance
    - vi. New user provisioning and set up
    - vii. Firewall monitoring and management
  
  - e. Helpdesk Services:
    - i. Unlimited helpdesk support
    - ii. Ticket management and communication
    - iii. Onsite service when ticket is beyond Onsite Technician capability
  
  - f. Response Time:
    - i. One (1) hour for critical tickets
    - ii. Two (2) hours for priority tickets
    - iii. Twenty-four (24) hours for routine tickets
5. General Overview of CCHA IT Assets and Systems. For security reasons, detailed information will be provided to the apparent best offeror to this RFP.
- a. Servers - VMWare ESXi Hypervisor (virtual servers) along with Windows Domain Controller and File Server.
  
  - b. Network Controllers - Firewall is Sophos type with Meraki and Cisco switches.
  
  - c. Workstations - Approximately 100 workstations laptops operating in Window environment.
  
  - d. Network Printers- Approximately 20.
  
  - e. VOIP phones - Approximately 100 with Cloud Hosted PBX server.
  
  - f. Connectivity - Spectrum (Time Warner), fiber to Central Office and cable to property offices.

Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services

- g. Software In-house:
  - i. Microsoft Office Suite
  - ii. Adobe Products
  - iii. FileVision
  - iv. Zoom
  - v. CCleaner
  - vi. Topaz eSignature
  
- h. Software Externally Hosted:
  - i. ADP - Payroll system
  - ii. MS Exchange
  - iii. Skype
  - iv. YARDI Voyager

**Request For Competitive Seal Proposal (CSP) 20012,  
Fully Managed IT Services**

**Proposed Price**

1. Fully Managed IT Services: \$ \_\_\_\_\_ per User Account/month.
  
2. 3CX Hosting - VOIP                    \$ \_\_\_\_\_/month
  
3. Onsite Technician                    \$ \_\_\_\_\_/month

\*Prices will be converted to yearly costs for evaluation purposes.

4. List out any additional services not included in Fully Managed IT Services you provide and CCHA pricing for those services.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date