



REQUEST FOR PROPOSAL (RFP): Information Technology (IT) SERVICES

The Southeastern Minnesota Multi-County Housing and Redevelopment Authority invites you to submit a proposal for IT services.

Additional information about our organization, project & scope of services are provided in subsequent pages.

Questions Regarding RFP

Inquiries concerning this RFP should be submitted to admin@semmchra.org using the subject line: "IT Services RFP Inquiry" by 4:30pm on August 25, 2023.

Submission of Proposals

Proposal and supporting documents must be submitted in PDF format via e-mail to admin@semmchra.org or arrive by mail at our office located at 134 2nd St. E. Wabasha, MN by 4:30pm on September 5, 2023. Subject line should clearly state: **Proposal Attached-RFP for IT Services**. Late proposals will not be considered.

Award of Contract

SEMMCHRA intends to award a contract by October 31, 2023, with the goal of full account functionality by March 1, 2024. All candidates will be informed of a decision after the contract has been awarded.

Note

All costs related to the submission of this RFP must be assumed by the submitting contractor/firm. No expenses will be reimbursed.

REQUEST FOR PROPOSAL

SECTION I. Organizational Overview and Introduction

The Southeastern Minnesota Multi-County Housing and Redevelopment Authority is a respected expert and a leading advocate for advancing affordable, decent, safe, and sanitary housing and community development for more than three decades. SEMMCHRA and its affiliated entities service area in Southeastern Minnesota includes Dodge County, Fillmore County, Goodhue County, Houston County, Wabasha County and Winona County. SEMMCHRA operates out of five (5) physical office locations.

The HRA is operated legislatively by a nine-member Board of Commissioners selected by the respective County for a five-year term with the option of a second five-year term.

SECTION II. Scope of Work/Services Required

The Southeastern Minnesota Multi-County Housing and Redevelopment Authority invites proposals from qualified companies to provide managed information technology (IT) services. The qualified company will have the ability to provide input and recommendations to the organization surrounding hardware and software technologies, assist the agency being especially proactive with new technologies, while ensuring data integrity and confidentiality within the company.

The HRA reserves the right to accept or reject any or all proposals and to waive any specification or requirement deemed to be adverse to the best interest of the HRA. The HRA also reserves the right to request additional information from proposing companies.

The HRA is in no way obligated to award a contract or pay expenses of the proposed company concerning the preparation or submission of a RFP for IT services.

Our decision to accept a proposal for IT services will be based on many factors but not limited to service, cost, and innovation.

The information technology company shall make available qualified staff to provide the services provided in the IT Services Proposal. The IT company shall have the capability to perform all of the required duties specified in this Request for Proposal.

The selected company will be designated IT services provider for a period commencing on January 1, 2024, and ending on December 31, 2026. The HRA will have the option to extend the contract period for additional two-year periods without repeating the competitive process.

A. Description of Company Hardware and Software

The organizations current user and system profile is as follows:

- Hardware
 - 23 Users
 - 17 Desktop Computers
 - 17 Laptop Computers
 - 4 Microsoft Surface Pros

- Jive Phone System
- Five Office Locations
- Software
 - Microsoft 365 -based computer network infrastructure
 - Windows 10 and 11
 - Community Development Manager (CDM) Software
 - Adobe
 - GoTo
 - Keeper
 - Other as indicated in list of services.
- Server
 - 1-Sync Cloud File Storage Platform
 - 1-Physical Server (Will not be upgraded)

SECTION III. Proposal Requirements

Proposers must submit a detailed proposal which includes, at a minimum the following:

A. General Information

- Name of company
- Contact Person
- Title
- Mailing Address
- Telephone Number
- E-mail

B. Software Application

- Ability to fix general troubleshooting and system issues promptly with live and afterhours on-call support. Capable of maintaining adequate performance levels of software and hardware by customizing, developing, organizing, and sustaining company databases, records, and backup that suits the company's needs best. Proficient in routine defragmenting and system update installation of traditional and cloud technologies.

C. New Hire System Setup

- Establish SEMMCHRA systems access for new hires and train new and current staff how to efficiently use their equipment most efficiently.

D. Software Monitoring

- Give individual staff ability to monitor employee's use of company system. Instill a system of hierarchy which will allow authorized employees with access and unauthorized employees no access to certain areas of the system.

- Provide state of the art remote monitoring to provide 24/7 protection from intruders.
- Ability to provide input and recommendations to the organization surrounding hardware and software technologies and how these technologies can assist the business being especially proactive with new technologies, while ensuring data integrity and confidentiality within the company

E. List of Services

- Indicate your ability to provide the following list of services and the cost to provide the services

Services	Ability to Provide	Cost to Provide Service
24/7 L2 Dispatch	Yes / No	\$
24/7 SOC Monitoring	Yes / No	\$
Advice, supply, installation, and training for data backup	Yes / No	\$
Asset Lifecycle Management	Yes / No	\$
BDR Appliance Management	Yes / No	\$
Cabling installations for networks and other data requirements	Yes / No	\$
Cellular phone management	Yes / No	\$
Cloud Services Management	Yes / No	\$
Consultation and advice on Network Planning	Yes / No	\$
Cybersecurity insurance coverage review	Yes / No	\$
Data transfer between computers	Yes / No	\$
Device Encryption Management	Yes / No	\$
EDR System Management	Yes / No	\$
Firewall protection	Yes / No	\$
Hardware recycling	Yes / No	\$
Image scanning	Yes / No	\$
Installation and training of networks	Yes / No	\$
Internet connection (including hardware, software, and training)	Yes / No	\$
Maintenance of system documentation – changes, upgrades, software, hardware	Yes / No	\$
Manage encrypted email license; setup and configuration	Yes / No	\$
Microsoft 365 Management	Yes / No	\$
Network assessments	Yes / No	\$
On-site installation and training of IT hardware and software	Yes / No	\$
Password management system installation and training	Yes / No	\$
PC Hardware repairs	Yes / No	\$
PC Hardware/Software troubleshooting	Yes / No	\$
Performance optimization of hardware and software	Yes / No	\$

Phone system implementation, management and maintenance	Yes / No	\$
Preventative maintenance of hardware	Yes / No	\$
Remote access	Yes / No	\$
Security assessments	Yes / No	\$
System faultfinding for both hardware and software	Yes / No	\$
Telephone support, both verbal and electronically	Yes / No	\$
Upgrading of existing hardware/software	Yes / No	\$
vCIO Availability	Yes / No	\$
Virus detection, eradication, and prevention	Yes / No	\$

Section IV. Evaluation Criteria

Proposals shall be reviewed and evaluated by the SEMMCHRA Board of Commissioners. The following criteria will be considered to evaluate proposals received; however, the Committee may consider any other criteria it deems relevant with respect to the best interests of the HRA. The criteria, *not* listed in priority order, include the following:

- Overall capabilities of the IT services provider to meet the required service levels described in this RFP
- The thoughtfulness in understanding our IT needs and goals, and the creativity the IT service provider shows in introducing new technologies and efficiencies which exceed proposal requirements
- Cost of services
- Any other factors that we believe would be in the HRA’s best interest.