

**TAGIUGMIULLU NUNAMIULLU
HOUSING AUTHORITY**



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Utqiagvik, Alaska 99723

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**SUBJECT: REQUEST FOR PROPOSAL
NETWORK AND TELECOMMUNICATIONS ADMINISTRATION
SUPPORT SERVICES**

Tagiugmiullu Nunamiullu Housing Authority (TNHA) will receive sealed proposal for Network and telecommunications Administration Support services contract with a qualified consultant to provide IT services for TNHA for a period not to exceed two (2) years. The sealed proposal will be received at the office of Tagiugmiullu Nunamiullu Housing Authority until 2:00 p.m. local time, April 5th, 2019. Proposals will be held in confidence and not released in any manner until after contract award. The contract award will be based on the evaluation system within the Request for Proposals (RFP).

A. PROPOSAL FORM:

Proposers should respond with sufficient detail to evaluate all factors listed. Refer to paragraph D of this RFP, which lists the TNHA evaluation criteria and required submissions. Failure to provide mandatory items may result in the proposal being considered non-responsive. Failure to provide sufficient information for a particular item will result in receiving zero evaluation points for that particular item.

Arrange the proposal in the same order as these selection criteria.

All proposals are to be submitted to:

Aireen Amad-Antes, CFO/Deputy Director
Tagiugmiullu Nunamiullu Housing Authority
P. O. Box 409
Utqiagvik, Alaska 99723

The document shall be sealed in an envelope, labeled “Network and Telecommunications Administration Support Services Proposal”, and identified date and time the proposal is due.

B. TIME FOR RECEIVING PROPOSAL:

Time is as stated in the Request for Proposal unless subsequently modified by an addendum.

C. INDIAN PREFERENCE:

The work to be performed under this contract is subject to Section 7(b) of the Indian Self Determination and Education Assistance Act (25 U.S.C. 450e (b)), and 24 CFR 1000.48, 52.

D. SELECTION CRITERIA:

TNHA will select a firm on a point system of significant specified evaluation factors. A failure to respond to any significant factor will render the proposal as non-responsive. A maximum of one hundred points is possible. The points are distributed as follows:

1. Indian Ownership. (15 points)
2. Qualifications and experience of the consultant member(s). Include a brief background summary for each key staff member assigned to this project, company profile, length of time in business and core competencies. (20 points)
3. Provide current reference information from three former or current clients. (10 points)
4. Consultant’s explanation of “**How**” the services will be provided and the “**Capability**” to provide timely service and handle the required work load in reasonable and timely manners. What type of team will be assigned to this project? What will each person’s role be? Include in the proposal the support plan, research capabilities and other pertinent information. (20 points).
5. Experience in TNHA current system or similar. (10 points)
6. Proposed Compensation. (25 points)

E. PERIOD OF THE CONTRACT

A Firm will be retained for an initial term of twenty-four (24) months upon execution of a contract to provide IT services to TNHA.

F. SUBMISSION REQUIREMENT

Be advised that TNHA requests the following items to be submitted to be considered:

1. Signed Proposal (by the principle of the consultant or the authorized person)
2. Proof of Insurance Coverage:

Commercial General Liability including Error and Omission, \$1,000,000 Limit.

3. Three (3) current references
4. Indian Ownership Certification, if applicable

G. MISTAKES IN PROPOSALS

Correction or withdrawal of the proposal by facsimile request dispatched by the proposer in time for delivery in the normal course of business prior to 5th day of April, 2019, 2:00 p.m. local time will be accepted, provided that the written confirmation of any facsimile correction or withdrawal over the signature of the proposer is placed in the mail and postmarked or received by TNHA prior to the 5th day of April 2019, 2:00 p.m. local time.

Negligence on the part of the proposer in preparing his/her proposal confers no right of correction or withdrawal of the proposal.

H. CANCELLATION OF SOLICITATION

TNHA reserves the right to cancel this solicitation, if TNHA determines:

1. TNHA no longer requires the Services; or
2. TNHA can no longer reasonably expect to fund the procurement; or

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3. When all proposals received are at unreasonable prices, as determined at sole discretion of TNHA; or
4. For Good cause of a similar nature when it is in the best interest of TNHA.

TNHA reserves the right to reject any or all proposals or to waive any errors or informalities in the proposals.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Amad-Antes', with a stylized flourish at the end.

Aireen Amad-Antes
CFO/Deputy Director

EXHIBIT A REQUIRED SCOPE OF SERVICES

1 DESKTOP/HELP DESK MANAGEMENT

Explain how the consultant plans to provide help desk service that offers first-level technical support covering a full range of software, hardware and peripheral products from leading manufactures. Instead of relying on support from multiple vendors. Standard help desk coverage is 8 hours per day, Monday to Saturday, and can be scaled to accommodate TNHA business scheduling needs. Provide a complete solution for supporting and managing the ongoing health of each desktop. Support must include making sure that thin clients and other desktops are working properly and are secure all the way to supporting the end users. Be available to assist TNHA employees to resolve hardware, operating system, application, or network connectivity issues, including on-site and after hours support as necessary.

A proposal may include unlimited Remote Control Support using secure “remote access” software to take control of TNHA desktop and either through an online chat or a phone call so that end users can walk through the problem or question while the consultant watch them work.

1.1 PC/Thin Client Management must include the followings:

1.1.1 24/7 Support

- 1.1.1.1 Unlimited Phone Support
- 1.1.1.2 Unlimited Remote Control Support
- 1.1.1.3 MS Application Support
- 1.1.1.4 TNHA Proprietary Software Support
- 1.1.1.5 Unlimited On-Site Support (as required)
- 1.1.1.6 Emergency After Hours Support (6pm-6am, M-F, Sat/Sun/Holidays)

1.1.2 Maintenance Support

- 1.1.2.1 Asset Management and Report; provide both historical and daily, real-time view on all updates, service requests and asset information to optimize assets management, while minimizing total cost of ownership throughout each IT asset’s life cycle.
- 1.1.2.2 Case Management and Report; provide a system that gives TNHA complete visibility into the issues the end users experienced and end results.
- 1.1.2.3 License Management; provide online update to allow TNHA to track assets to ensure TNHA business remains in compliance with licensing laws.

- 1.1.2.4 Include desktops and virtualization on-demand support, perform tune-ups as needed.
- 1.1.2.5 Spyware and Adware & Removal.
- 1.1.2.6 VPN/remote desktop Client Management.
- 1.1.2.7 Patch Management solutions, including NOS patches.
- 1.1.2.8 Rollout and transition management including coordinating the movement of the workstation (thin client) to end user workspaces; migration of end user profiles and data to temporary network storage; set-up of new equipment, migration of end user profiles and data onto the workstation as needed.

1.1.3 Security

- 1.1.3.1 Antivirus Software Management & Update; monitor and manage all aspects of network security, antivirus software and VPN, coordinate firewall security with 3rd party vendor as required.

2 SERVER MANAGEMENT

Explain how the consultant will provide support via 24/7 remote monitoring combined with On-site Support to ensure TNHA availability to its business if something isn't working properly. As TNHA grows and its data management needs increase, typically new servers, applications and, in some cases, different operating systems will be added to accommodate the needs of TNHA's users across its various operating units. While addressing the problem of accommodating additional data volumes, these additions also create new issues, most notably by increasing the costs and operational complexities brought about by the growing "server sprawl."

Explain how the consultant will provide server consolidation solutions by combining the hardware and software to reduce the physical number of servers used by TNHA while at the same time increasing the end users' efficiency, performance capabilities and cost reductions.

2.1.1 Maintenance Support

- 2.1.1.1 Software Patch Management.
- 2.1.1.2 Event Log Maintenance; proactively monitor daily event logs to ensure that warnings and signs of trouble are handled prior to them affecting TNHA network health.
- 2.1.1.3 Log File Maintenance; determine the correct log maintenance schedule for TNHA server based on TNHA business needs to reduce storage needs, increases server performance and reduces the risk of downtime.
- 2.1.1.4 Drive Space Monitoring; monitor TNHA drive space to assist TNHA with capacity planning to optimize storage constraints, notify TNHA to either remove files or add additional storage prior to it adversely affecting the business.
- 2.1.1.5 Printer Setting Management.

2.1.1.6 Daily backups of servers.

2.1.2 Security

2.1.2.1 User Account Administration; add or remove users from TNHA network resources as soon as the consultant is notified.

2.1.2.2 File sharing Permission Administration; coordinate this task with TNHA to determine the correct file structure for TNHA. Maintain a file storage system and enabling end users access rights. Assist end users in administering this system and ensuring critical TNHA data is guarded.

2.1.2.3 Security Administration; work with TNHA to ensure security best practices are in place and followed.

2.1.2.4 Virus Definition & Prevention; monitor TNHA virus definitions to ensure that TNHA receives daily updates to prevent viruses from infiltrating and corrupting the network.

2.1.4 Server Applications

2.1.4.1 MS Exchange Maintenance & Administration; actively manage TNHA email services thru 3rd party vendor to ensure both inbound and outbound mail is flowing properly, monitor TNHA exchange services for responsiveness to ensure TNHA mail is functioning. If the system is down, the consultant must ensure TNHA has back up and run within minutes. In the event this fails, the consultant must work with 3rd party vendor around the clock to resume the business.

2.1.4.2 Backup Monitoring and Administration; assess TNHA backup needs and make recommendations on how to best protect TNHA business, provide backup regimen; monitor and maintain backup on a daily basis. Ensure that daily jobs are running and provide monitor logs and investigate critical errors. In the event of data loss, the consultant must restore TNHA data to ensure business continuity.

2.1.4.3 Major Database/Critical Proprietary Application; the consultant must ensure the current or future database and/or applications are well maintained. Such database includes but not be limited to MS Dynamics Navigator “Navision”, HDS, WASPTIME, and etc.

3 NETWORK MANAGEMENT

Explain how the consultant will provide regular and daily care to optimize network performance and network health, including router, firewall, antivirus and remote desktop combined with the management and written project strategic planning service. Reliable **data backup** and continuous access to business-critical data are vital to TNHA’s viability and even its survival. **Disaster recovery solutions** will be required to get TNHA’s storage and other systems up and running as quickly as possible in the event a disaster strikes. TNHA business continuity solutions focus on keeping its business operating - prioritizing its business processes and recovering the most important ones first.

3.1 Network Management must include the followings:

3.1.1 Maintenance

- 3.1.1.1 ISP Management. TNHA is using MS Exchange Online services.
- 3.1.1.2 Web Host Support; recommend and assist TNHA with communications with hosting provider for current service.
- 3.1.1.3 LAN, maintain and support current services as required.
- 3.1.1.4 Wireless networks, maintain current wireless networks within TNHA office to support upper management personnel.
- 3.1.1.5 3rd Party Vendor Management.

3.1.2 Network Management

- 3.1.2.1 Router Management; ensure router is configured properly to optimize network performance and ensure critical business systems run efficiently.
- 3.1.2.2 Antivirus Management; recommend and install anti-virus solutions to meet specific vulnerabilities and requirements, and can also provide ongoing software patches to ensure protections against the latest threats.
- 3.1.2.3 Firewall Management; including email security and achieving services; actively coordinate firewall management with 3rd party vendor to avoid persistence of malicious hackers, keep abreast with the latest security trends and stay current.
- 3.1.2.4 VPN Management; provide required a secure tunnel by which upper management users and other consultants can access the network remotely by ensuring that all users have secured access to protect TNHA users' privacy and that of the business. Ensure secured access solution by providing an effective authentication process to prevent unauthorized users from gaining entry to their VPN via internet.

3.1.3 Asset Management

- 3.1.3.1 Asset Lifecycle Management, assist TNHA in reviewing its assets and develop a lifecycle plan for both software and hardware. Ensure that only the right technology which will increase workforce productivity will be used.
- 3.1.3.2 Asset Reporting; provide semi-annual inventory of asset.

3.1.4 Projects & Strategic Planning

- 3.1.4.1 Assigned CTO, provide TNHA with CTO to ensure uninterrupted services 24/7 and ongoing health of TNHA network, meet with TNHA official to discuss strategic growth plans and additional ways that TNHA business can leverage technology.
- 3.1.4.2 Provide unlimited purchasing support as required.
- 3.1.4.3 Project Research & Proposals; scope a project, including the time to project the implementation of a new upgrade, deployment of a new software application, or the implementation of a new backup

- system; oversee and management additional projects from requirements to completion.
- 3.1.4.4 Disaster Recovery Planning; provide written proposal for disaster recovery plans, solutions, data storage monitoring and offsite data management including system planning, consulting, design and implementation, testing, and ongoing verification.
- 3.1.4.5 Annual Technology Plans; assist and recommend TNHA to forecast hardware and software requirements and recommend a budget for new technology purchases and upgrades.

4 REQUIRED HARDWARE, SOFTWARE AND TELECOMMUNICATIONS ON-SITE SUPPORT

Technology is a critical tool that allows agencies such as TNHA to be successful in today's business environment. With very little time to manage its own network and other required telecommunications systems such as fax machines, automated timekeeping system, office security and printers, it is the wish of TNHA to require optimum on-site support for hardware/software installation, and maintenance of telecommunications and office security systems. Explain how the consultant will provide on-site support.

4.1 The required on-site support must include the followings:

- 4.1.1 Upgrades and installation; install and configure new workstations for end users. Workstation setups may include unpacking and connecting workstation components; configuring operating systems for network connectivity; installation of operating system patches or updates;
- 4.1.2 Installation of applications; upgrade, transfer of data from an existing computer to a new machine. Basic data conversion may be performed as well. Complex data conversions may be required when migrating from one platform to another may require an hourly contract in excess of the monthly flat fee rate.
- 4.1.3 Install, configure, troubleshoot, and answer basic user's questions regarding MS products; maintain a high level of expertise with these products and provide in depth troubleshooting when necessary.
- 4.1.4 Maintain, install or upgrade office security and timekeeping systems as required.
- 4.1.5 Coordinate the installation of new printers with 3rd party vendor.

5 RESPONSE TIME

It is required that the consultant provide the service as quickly as possible. TNHA prioritizes requests using the following general guidelines.

- 5.1 Urgent requests are those that meet one or more of the followings criteria:
 - 5.1.1 Multiple users are affected;

- 5.1.2 End user's computer is not functional;
 - 5.1.3 The network is inaccessible;
 - 5.1.4 The end user is working under a deadline or on a time sensitive task;
 - 5.1.5 The problem is with software that is vital to the nature of the end user's work;
 - 5.1.6 The end user is unable to send or receive email;
 - 5.1.7 The security of one or more machines is compromised.
- 5.2 Normal requests typically fall into the following categories:
- 5.2.1 The request is specified as non-urgent by the end user;
 - 5.2.2 The request involves peripheral equipment such as printers;
 - 5.2.3 The end user is experiencing an application problem that does not interfere with critical functions;
 - 5.2.4 The end user has an informational question (e.g., "How do I...?")
- 5.3 Planned requests are those require scheduling, research, or other advance preparation. Hourly rate negotiation required for all items listed below. Examples of planned requests might include the following:
- 5.3.1 Hardware or software recommendations;
 - 5.3.2 Workstation setups;
 - 5.3.3 Other maintenance not included above;
 - 5.3.4 Requests for other services;
 - 5.3.5 Software installation or upgrades;
 - 5.3.6 Hardware upgrades or service;
 - 5.3.7 Desktop/thin client moves (e.g., configuring machines for a new location).

Note that the boundaries among categories are not absolute. For example, there are times when a request that would normally fall into the "Normal" category might in fact be urgent. Below is the approximate response.

Category	Initial Response Time	Commencement of Work
Urgent	0-90 minutes	0-3 hours
Normal	0-90 minutes	0-6 hours
Planned	2-4 hours	Within 2-4 weeks

The "initial response time" refers to the time during which the consultant will get in touch with the end user (generally by email or telephone but in some cases by an in-person visit) to get additional information or schedule a time for a visit. In some cases, the problem may be resolved in the initial response phase. For cases in which the problem cannot be resolved in the initial response phase, "commencement of work" refers to the period, in which the consultant will be able to take steps to resolve the problem.

6 REQUESTING SERVICE

It is end user's responsibility to submit the request for service to the consultant via email. In cases where email is not operational, end user may call the consultant directly. Requests regarding specific computer problems should include the following information.

- 6.1 The name and location where service is requested;
- 6.2 The exact error messages, if any, that appeared on the end user's screen;
- 6.3 Information on any applications that may have been running on the machine when the problem occurred;
- 6.4 What the end user did immediately prior to the occurrence of the problem;
- 6.5 Information regarding any applications or programs that may have been installed recently or any changes made by the consultant;
- 6.6 Information about the request's priority; for example, is it the sort of issue that can wait until another day or does it need to be looked at as soon as possible?

EXHIBIT B
PRICING LIST

The proposers may choose to submit pricing for both groups or choose between group A or B. The proposers must itemize their price in each category listed below.

<u>Service Plan Group A</u>	<u>Price Structure</u>	<u>Total Price</u>
PC Management	Prices monthly per workstation	_____
Server Management	Prices monthly per server	_____
Network Management	Prices monthly per company	_____

Total cost monthly for service plan group A

<u>Service Plan Group B</u>	<u>Hourly Rate</u>
Hardware, software installation, maintenance of telecommunication system (See Exhibit A, Section 4 for detail)	
Regular hours (6:00 AM to 6:00 PM; M-F, except Holidays)	_____
Service is paid in one hour increment for on-site visit	_____
After hours and emergency calls (6:01 PM to 5:59 AM)	_____
Travel or out of pocket expenses	_____
Others	_____

EXHIBIT C

TNHA NETWORK STRUCTURE

TNHA network structure is composed of an automated datacenter built on VMware virtualization platform with approximately 30 Thin Clients, 3 Dell Optiplex 7050 desktops for executive offices in Utqiagvik, and 8 Tough Books and/or desktops to support our satellite stations in villages. Most employees in the villages rely on their personal laptop to communicate with the hub in Utqiagvik, using their private e-mail accounts such as Yahoo, Hotmail or Gmail. TNHA VMware and Engineering support for its virtualization project has been in operation for approximately four years from its inception.

TNHA Mail Exchange is outsourced to Microsoft Exchange Online Services. TNHA is currently looking for content and application filtering to ensure that employees are appropriately assigned to tight granular access to the web-applications. Our goal is to ensure access to business-critical and certain restrictions are applied rather than non-productive or recreational applications being utilized by employees. **To date, the system has not met TNHA's expectation in terms of detailed employees' activity reporting requirements.**

Aside from virtual environment, TNHA maintains several proprietary software programs outlined below:

Housing Data System (HDS): This software program is utilized by Occupancy and Accounting Divisions for tenants' account management and tenants' account receivable. The system is exclusively maintained and upgraded by HDS. For more information, contact:

Email: support@housingdatasystemd.com

Website: housingdatasystems.com

Address: P.O. Box 883
West Salem, WI 54669
(608) 786-2366

Microsoft Dynamics Navigator (SQL Database): The system is an integrated business management which includes financial, payroll and accounting software solutions developed by Serenic Corporation. TNHA implements this software program thru its consultant, Finley & Cook who maintains and upgrades the system as required. For more information, contact:

Email: cdudley@finley-cook.com

Address: Finley & Cook PLLC
601 N. Broadway
Shawnee, OK 74801
(405)275-1650

Listed below are miscellaneous software applications utilized by TNHA employees.

1. **WASPTIME Bio Thermal Timekeeping System:** This software is installed on three Dell desktops and being utilized by the administrators and executives offices.
2. **Adobe Acrobat X Pro**
3. **Laundry Logic:** A stand alone laundry card system issued to TNHA tenants residing in its Low Income multi-unit complexes.