

Request for Proposal - Technology Support  
Information Technology (IT) Firm  
March 24, 2021



## REQUEST FOR PROPOSAL INFORMATION TECHNOLOGY SUPPORT SERVICES

Proposals will be received by Partners in Housing Development Corporation (PIH) for Information Technology Support Services. Interested vendors should submit response documentation via email marked as follows:

(please submit electronically only)

**subject line:** IT Support Services Bid

**send to:** Jennifer C. Green, PIHgeneral@partnersinhousingindy.org

**due date:** April 15th

Vendors are required to provide as much detail as possible in this proposal, regarding scope of services, approach to support, protecting, securing and procuring the technology used by PIH users, and their capability and experience. PIH reserves the right to reject any or all proposals or to accept any proposal considered most advantageous.

**Inquirers:** Please direct all inquires to Leveal Buels at [LBuels@partnersinhousingindy.org](mailto:LBuels@partnersinhousingindy.org).

Copy of the Request for Proposal is available electronically at [www.partnersinhousingindy.org](http://www.partnersinhousingindy.org). Inquires will be posted to PIH website (inquirers will not be identified, only the questions), with the associated answer. All vendors assume the sole responsibility for monitoring the website for questions and answers. PIH bears no responsibility for vendors not receiving current information due to neglecting to check the current status of the proposal on PIH website. Any changes or clarifications to the RFP will be posted exclusively on PIH website.

### **Introduction:**

The mission of Partners In Housing Development Corporation (PIH) is helping people reach their potential through creative housing solutions. Our guiding principles are:

- People have the right to housing that is decent, safe, and affordable
- Everyone has strengths and abilities and can improve their lives
- We have a responsibility to our residents and to the community
- Our organizational strength is enhanced by the partnerships we establish in the community

PIH is unique in Indianapolis as both a service provider and affordable housing developer. Partners owns and operates 513 apartment units and coordinates services for the most at-risk populations, including the formerly homeless and low-income individuals. PIH owns 11 residential properties, all but one is in Marion County (Apperson Way in Kokomo). Most staff work full-time at six primary locations: Blue Triangle, Fall Creek View, St. George, Gladstone, Crown Pointe, Mozingo Place and Colonial Park. The remaining locations have offices with part-time staff.

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**Background Information:**

PIH contracts with Bradley Management to provide property management services. In this arrangement, Bradley staff use devices provided by PIH, while Bradley's IT provider services the property management software and provide assessment of their hardware. As Property Owner, PIH maintains fiscal controls and responsibility for the technology infrastructure and hardware

**PIH WiFi Retrofit | Tenant WiFi**

Partners in Housing received city funding to retrofit the following apartment complexes:

- Blue Triangle
- Burton
- Colonial Park (three buildings)
- Fall Creek View (three buildings)
- Gladstone
- Guerin
- Linwood (two buildings)
- Mozingo
- St George

PIH installed the Cisco Meraki equipment with the latest standards in mind and 10 years of warranty service from Cisco Meraki. Fourteen total buildings received new equipment and a separate internet connection. Each network has a battery backup and a Cradlepoint 4G modem to provide failover WAN connectivity.

Access points are WiFi6 and Power-over-Ethernet with homerun, fluorescent yellow cat6 cabling back to one data rack at each location. There is approximately one access point for every four apartments (where construction material and setup allowed). Each access point advertises a WiFi network (SSID) for the apartments assigned to it. The entire deployment is managed from the Cisco Meraki Dashboard with full visibility into the network performance from the access points, through the switch and into the firewall. Guest networks are programmed to be live during visitation hours.

**Services Required:**

PIHDC requests an IT Firm to provide contractual technical support services, including:

- Computers and Printers
- Help Desk Customer Support Services
- Hardware – Procurement, Set-Up and Management
- Network Administration
- Technology Management
- Software and Security Services
  - Expertise in Microsoft O365 (Required)
- Wifi technical and administrative support

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**Desktop Support Application Support:** Desktop Application Support Performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's, laptops and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related hardware, to make available to PIH personnel upon request; and implementation of HELP Desk procedures under policy constraints of the successful vendor

**Workstation Administration and SharePoint Support:** Workstation Administrative Services and SharePoint Support, management of workstations and computer systems, including associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems. Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all HELP Desk tickets for on-site visits, remote support and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed. Configuration management, including changes, upgrades, patches, etc. is maintained; management of user login's and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

**Network Administration Services Maintenance:** Network Administration Services Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting are required. Maintenance of network documentation for daily, weekly, and monthly services is required.

**Email, Security and Backup Efforts:** Maintenance of PIH email accounts using the PIH domain, adding, changing, and/or deleting PIH employee accounts as requested; maintenance of virus detection for email traffic and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to PIH designated person are required. Introduce requirements for data backup and restore, with procedures to handle daily, weekly, and/or monthly backup of computers, data and information, emails.

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**Submission Requirements:**

**SUBMISSION REQUIREMENTS** PIH is requesting that the proposal submitted address the subjects outlined in the following herein with specificity. PIH is looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective information technology system. Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

**Letter of Transmittal:** The letter of transmittal must contain the following statements and information:

- Company name, address, telephone number(s), and website.
- Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
- Federal and State taxpayer identification numbers of the firm.
- A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
- The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
- A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date, and will become part of the contract negotiated with PIH.

**Profile:** Provide a short profile of the firm including at a minimum:

- a) Length of time in business.
- b) Length of time in providing proposed services.
- c) Number of clients.
- d) Number of clients in the public sector.
- e) Number of full-time employees and area of involvement: Technical Support, Programming, Consulting, Sales Support, Administrative Support
- f) Location of office to service the account.
- g) Small, Minority-owned, and Woman-owned business, if applicable.

**Proposal:**

1. Description of the approach the firm will use in providing the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience on providing similar services.

2. Name, title, address, and telephone number of three references for clients, whom similar services that bidding company have been provided, including information referencing the actual services performed, number of users, and length of tenure. References of other Non-Profit clients would be beneficial.

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3. Naming of staff resources, with identification of principals and key personnel,

- a) who are available to provide the services;
- b) experience and expertise of staff;
- c) local availability of staff is an important consideration
- d) role and responsibilities that each staff member will have.

4. Support services questions to be addressed:

- a) Help Desk Description
- b) Support availability (days of week and time, including how you will deal with after hours and weekend calls)
- c) Toll free number
- d) Structure of charges for support
- e) Steps for resolving problem escalation
- f) Final authority regarding conflicts
- g) Response time and goal for resolving problems

5. Explanation of any contract termination for default or other incident in the past five years.

Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated.

6. Scope of services beyond the RFP that the firm provides which may be of interest to PIH.

7. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

8. Draft Contract Language: The vendor shall submit a draft contract

### **Cost of Services**

PIH is requesting that the vendor submit a FIXED FEE service contract for ongoing maintenance items along with an hourly rate for troubleshooting, desktop maintenance and other projects for a twelve month period, with an option to renew for four successive twelve month periods. Each twelve month period must be shown separately. Payment schedule should also be included (ie monthly, bi-weekly, etc). As a bid alternate, vendor should also submit a FIXED FEE service contract for an all-inclusive service and maintenance, with the understanding that major projects will be negotiated on an as needed basis.

Vendors may also submit other alternative packages that they feel would meet the needs of PIH as an included alternate bid.

Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any changes on behalf PIH. Identify the following for those services not under the fixed fee:

- a) A fee schedule containing the vendor hourly rates
- b) A description of how services will be billed
- c) A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc

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### **Evaluation Criteria:**

A selection committee will review the vendors' qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. PIH will award the contract to the vendor who provides a proposal that it determines provides the best value for PIH. The criteria are shown below and are listed in relative order of importance:

- a. Approach and Methodology
- b. Project Staffing and Experience
- c. Pricing
- d. Satisfaction of Clients/End Users

The award of the contract will be made to a firm, whose proposal receives a favorable evaluation and recommendation of the selection committee. PIH reserves the right to accept whichever proposal is felt to be in the best interest of and provide the best value to PIH as well as to reject any and all bids for any or no reason.

### **Miscellaneous:**

PIH reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in PIH sole judgment, best meets the requirements of the program.

The RFP creates no obligation on the part of PIH to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. PIH reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

PIH further reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall furnish all such information for this purpose as request.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. However, the vendor should also understand that information submitted may be subject any Indiana Open Records Act Laws and may be disclosed if requested.

All requests from the vendor for additional information must be made in writing (includes email), and this information provided will be made available to all vendors at the discretion of PIH.

Exhibit 1: PIH's IT Infrastructure: General Information

- Approximately 50 Laptops and Desktops – used by
  - 10 Full-Time PIHDC Staff
  - 15 Full-Time Property Management Staff – Software Support provided by Bradley
- Technology is distributed across 10 Multi-family properties –
  - 9 locations are in Indianapolis - 8 locations are in Center Township
    - 1 location is in Kokomo, IN
  - 3-4 devices per property – mixture of desktops and laptops
  - Blue Triangle is the administrative headquarters and over 50% of the equipment and personnel work in this location.
  - 6-Computer Labs for residents use (maximum 2 computers per lab)
  - Staff at times work remotely and transfer between properties.
- Network Administration
  - All locations have Spectrum Internet and Telephone Service (Except for Kokomo which is Comcast).
  - Most locations have a single internet subscription to serve small offices of 2-4 staff – requiring a single modem/router. Some locations have hot spots to transmit signal for staff in different locations in the building.
  - All buildings are wired for internet service with Spectrum. Residents will have access to the internet by way of wifi connectivity hot spots provide by PIH.
- Telecommunications
  - PIH has a VOIP system through Spectrum
- Software –
  - PIH uses SharePoint and Office O365
  - QuickBooks for Nonprofits is installed on the computer for the CFO and CEO
  - A variety of web-based programs are utilized by program staff to make reports.
  - Bradley uses web-based programs for property management (Yardi)

PIH WiFi Retrofit | Tenant WiFi

Partners in Housing received city funding to retrofit the following apartment complexes:

- Blue Triangle 725 N Pennsylvania Street, 46204
- The Burton 821 N Pennsylvania Street, 46204
- Colonial Park (three buildings) 55 & 56 Linwood, 4421 E Washington Street, 46201
- Fall Creek View (three buildings) 2717 Anna Lane, 46205
- Gladstone 4317 E Washington Street, 46201
- Guerin 530 N Rural Street, 46201
- Linwood (two buildings) 4509 & 4515 E Washington Street, 46201
- Mzingo Place 2811 E 10<sup>th</sup> Street, 46201
- St George 2101 Boulevard Place, 46202
- Crown Pointe 245 W 38<sup>th</sup> Street, 46208

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Exhibit 2: PIHDC's Property Portfolio

| Property      | Address                       | Total Units | All Staff<br>(PIH Staff) | Hours                        | Computer<br>Lab | Notes  |
|---------------|-------------------------------|-------------|--------------------------|------------------------------|-----------------|--|
| Blue Triangle | 725 N.<br>Pennsylvania<br>St. | 44          | 10<br>(6)                | 8-6<br>(Daily)               | Yes             | Downtown Indianapolis<br>One 5-story building<br>Recently underwent renovation<br>Office network not touched.<br>Need to evaluate service delivery (switches).<br><ul style="list-style-type: none"> <li>- Establish office phone system</li> <li>- Improve wifi in front office</li> <li>- Establish community wifi</li> <li>- Consider Fiber Connection (\$9,000 installation cost)</li> </ul> |
| Burton        | 821 N<br>Pennsylvania         | 23          | 2<br>(0)                 | 8-5<br>(One-Day per<br>week) | No              | Downtown Indianapolis<br>One 4-story building<br>Staff on-site 8 hours per week<br>Minimal Internet Service, Phone and Security<br><ul style="list-style-type: none"> <li>- Set up community wifi</li> <li>- Manage office set-up.</li> </ul>  |
| Colonial Park | 4421 E<br>Washington St       | 106         | 4<br>(1)                 | 8-5<br>(Daily)               | Yes             | Near Eastside<br>Three 3-story buildings (Office in 1)<br>Currently undergoing renovation<br>Internet available in offices, community space,<br>and computer lab<br>Desk phones are set up and used.<br><ul style="list-style-type: none"> <li>- Set up community wifi during construction</li> <li>- Evaluate office set-up</li> </ul>  |
| Crown Pointe  | 245 W 38th St                 | 39          | 3<br>(1)                 | 8-5<br>(One Day per<br>week) | Yes             | Near Northside of Indianapolis<br>One 3-story building (Community Room and<br>Office in LL; PM Office on Floor 1)<br>Desk phones are set up and partially used.<br>Renovations planned in 2021<br><ul style="list-style-type: none"> <li>- Set up community wifi during renovation</li> </ul>  |

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|                 |                      |    |          |                           |     |   |
|-----------------|----------------------|----|----------|---------------------------|-----|---|
|                 |                      |    |          |                           |     | - Evaluate office set-up  |
| Fall Creek View | 2717 Anna Lane       | 50 | 2<br>(0) | 8-5<br>(Daily)            | Yes | Near Northside of Indianapolis<br>Three 3-story buildings<br>Office and community room in 1 building<br>Wired for residential wifi<br>Security System On Site<br>Contract with Spectrum through 2023  |
| Gladstone       | 4317 E Washington St | 48 | 1<br>(1) | 8-5<br>(Daily)            | No  | Near Eastside<br>One 3-story building<br>Office for one Resource Coordinator and<br>Community Room<br>- Set up community wifi; hardwire to improve speed for staff desktop<br>- Phones and Internet are set up on different networks  |
| Guerin Place    | 530 N. Rural St.     | 19 | 1<br>(0) | 8-5<br>(1/2 Day per week) | No  | No Internet Service or Security System (Staffed 4 hours per week)<br>- Evaluate setting up office and community wifi.   |
| Linwood         | 4509 E Washington St | 28 | 2<br>(0) | 8-5<br>(1/2 Day per week) | No  | Near Eastside of Indianapolis<br>One 3-story building<br>Internet Available in Office<br>- Evaluate setting up community wifi.  |
| Mozingo Place   | 2811 E. 10th Street  | 28 | 3<br>(1) | 8-5                       | No  | Near Eastside of Indianapolis<br>Two – 2-story buildings<br>Office and Community Room in One Building<br>Completely Renovated in 2019;<br>New Internet Service; Wifi Only for Office Staff<br>Security Cameras and Biometrics are on-site<br>- Consider hardwiring office staff and creating public wifi network. |

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|              |   |     |           |                |    |  |
|--------------|---|-----|-----------|----------------|----|--|
| St. George   | 2101<br>Boulevard Pl                          | 59  | 4<br>(0)  | 8-5            | No | Near Northside of Indianapolis<br>One – 3 Story Building<br>Three offices, multiple community rooms<br>Anthem operates case management on site<br>Residential internet service in two offices<br>(apartments);<br>Security Cameras and Biometrics on-site<br>- Consider consolidating network for both<br>offices. |
| Apperson Way | 521 N<br>Apperson<br>Way, Kokomo,<br>IN 46901 | 69  | 3<br>(1)  | 8-5<br>(Daily) |    | Kokomo<br>Two Buildings – One 3-story with Office and<br>Community Building; One -2 Story Townhome<br>Building   |
|              |   | 513 | 35<br>(9) |                |    |  |