ELM CITY®
communities

Housing Authority of New Haven

AD-25-RFP-2027
Request for Proposals

IT Outsourced Help Desk and Infrastructure

Issue Date: July 2, 2025

Shenae Draughn
President

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Part I. Solicitation Information

A. Description of Services

The Housing Authority of the City of New Haven d/b/a Elm City Communities (ECC) is seeking proposals for Managed Technology Services. The scope of these services will include Infrastructure and Help Desk.

While this RFP is meant to promote competitive pricing, ECC prefers to have a single source for all services specified within this document but recognizes the complexity and variety may require multiple service providers to complete the entire scope of the RFP. When subcontracting, ECC expects to have a single point of contact regardless of the number of collaborative partners, full disclosure is required related to all subcontractors. Service providers must quote all components.

All ECC data is highly sensitive and must be kept secure and strictly confidential. The selected contractor will be subject to a Confidentiality Agreement.

B. Important Due Dates/ Locations/ Time

Schedule	
Event	**Date**
RFP Issued	**July 2, 2025 at 3:00PM**
Pre-Proposal Conference	**July 30, 2025 at 11:00AM**
Questions Due	**August 1, 2025 at 12:00PM**
Proposals Submittal Deadline	**August 22, 2025 at 3:00PM**

A Pre-Proposal Conference is scheduled for July 30, 2025, at 11:00 A.M. ONLY via conference call. Conference call link is attached as a separate document. Attendance is not mandatory but is recommended.

All questions concerning this RFP must be submitted in writing no later than August 1, 2025, 12:00 p.m. EST using the Elm City Communities Collaboration Portal website: https://newhavenhousing.cobblestonesystems.com/gateway. In order to submit questions, you must register as an Interested Respondent.

Once the question period has ended, all responses to questions will be posted as an addendum and posted on Elm City Communities Collaboration Portal website: https://newhavenhousing.cobblestonesystems.com/gateway. All Addenda's must be acknowledged with a signature and timely submitted as part of this solicitation. Bids will be rejected if the addendum is not timely submitted as stated.

C. *Preparation of Submission:*

Respondent must submit ONE complete file and must be uploaded via the Elm City Communities Collaboration Portal website https://newhavenhousing.cobblestonesystems.com/gateway.

1. **One file that contains your proposal in response to the RFP.**
2. **One file that contains your Cost Estimate on the form included in the RFP requirements.**

Directions for uploading are included in this solicitation as a separate download document.

Caution: Late Proposal submission will be handled in accordance with the provisions contained in HUD Form HUD 5369-B Titled "LATE SUBMISSIONS, MODIFICATIONS, AND WITHDRAWALS OF OFFERS".

Persons wishing to receive copies via overnight delivery are responsible for making all arrangements and paying related costs. All cost related to the preparation of this RFP and any related activities are the responsibility of the Offeror. ECC/HANH does not assume any liability for any cost incurred by the Offeror throughout the entire selection process.

All proposals submitted must conform to the requirements specified in the Instructions to Offerors, General Contract Conditions, and any/all other requirements contained herein, all of which form a part of the Request for Proposals by reference.

ECC/HANH reserves the right to postpone or cancel this RFP, to reject, in whole or in part, any and all proposals, to re-advertise for new proposals, and/or to not award any agreement pursuant to the RFP requirements if ECC/HANH deems it's in their best interest to do so. ECC/HANH further reserves the right to waive any minor informality, or the failure of any bidder to comply there with, if it is in the public interest to do so.

ECC/HANH will reject the proposal of any bidder who is suspended and/or debarred by HUD from providing services to public housing authorities and reserves the right to reject the proposal of any who has previously failed to perform any contract properly for ECC/HANH, or any instrumentality thereof.

ECC reserves the right to select more than one respondent, to select respondents for specific task/items, or to defer selection to a later date.

ECC reserves the right to reject any respondents received solely on the basis of past poor performance as reported by the references or otherwise known to ECC.

Release of Information

No information related to this RFP will be released prior to contract award.

ECC RESERVES THE RIGHT TO

1. Request additional information as part of the selection process
2. Request an interview as part of the selection process
3. Negotiate fee and or pricing schedule

Part II. Bid Protest

Disagreements over the award of a HANH contract, referred to as protests, may occasionally arise between the PHA and an offeror. Usually, the protestor asserts that he/she should have received the contract award and alleges that HANH did not conduct the competition appropriately. (Note: While protests are commonly referred to as bid protests, any type of contract award, including small purchase, competitive proposal, or sealed bid, may be protested by an unsuccessful offeror.) HANH, in accordance with sound business judgment, is responsible for the settlement of protests arising from the procurement process.

1. **Designation of Protest Officials**. The Contracting Officer shall be responsible for the receipt of any form bid protest in writing and with conducting the initial bid protest hearing. Bid protest must be submitted within ten (10) days of the award of contract by the Authority.

The Contracting Officer shall render an impartial decision regarding any bid protest.

2. **Appeal of Initial Bid Protest Decision**. If the Contracting Officer denies the bid offeror's bid protest, the protestor must request an appeal of said finding in writing no later than ten (10) days of the date of receipt of the decision of the Contracting Officer. The appeal hearing will be conducted by no less than two (2) members of the Board of Commissioners (i.e., the Service Committee or the Planning and Development Committee.) The request for an appeal hearing shall be directed to the Contracting Officer.

3. **Requirements for Written Protests**. Protestors shall submit a bid protest in writing to the Contracting Officer within ten (10) days of the award of the subject contract by the Authority to the following address. **Protest against terms of the solicitation must be made prior to the due date of solicitation.**

Contracting Officer
360 Orange Street
3rd Floor
New Haven, CT 06511

The bid protest must clearly state the basis for the protest. Protests should include, at a minimum, the following information:

a. Name, address, and phone number(s) of the protestor;

b. Solicitation number and project title;

c. A detailed statement of the basis for the protest;

d. Supporting evidence or documents to substantiate any arguments; and

e. The form of relief requested (e.g., reconsideration of their offer).

4. **Submission Time Period**. Generally, the offerer shall submit bid protest no later than ten (10) days of date the award of subject contract is made by the Board of Commissioners. **Protests against the terms of a solicitation should be considered late if submitted after the due date for offers.**

5. **Time Period for Formal Protest Hearing.** The Contracting Officer, or his/her designee, shall conduct a protest hearing, if the written request warrants within ten (10) calendar days of receipt of the writing request by the protestor. The Contracting Officer may deem, based upon the evidence presented by the protestor, that a hearing is not warranted and that an unbiased and impartial initial decision can be rendered without the need of a face to face hearing.

6. **Remedial Action.** If a protest is decided in favor of the protestor, HANH may consider, inter alia, the following remedies:

If the contract has not been awarded, the HANH may cancel or revise the solicitation or proposed contract award, or

If the contract has been awarded, the contract may be terminated for convenience and awarded to the protestor, or the procurement may be canceled and offers re-solicited.

7. **Emergencies or Unusual and Compelling Circumstances**. HANH may allow a contract to remain in place despite a successful protest in cases of emergency or unusual or compelling need for the supplies or services. However, if the HANH determines, based on compelling circumstances such as an emergency or serious disruption of its operations, that termination or re-solicitation would not be in the best interest of HANH, then HANH may allow the award to stand and pay the successful protestor costs associated with preparing the bid along with the cost of filing and pursuing the protest and other damages determined.

8. **Denials.** HANH shall notify the protestor in writing of its decision and state the basis for the denial. The notification shall apprise the protestor of any appeal rights in accordance with our protest procedures.

9. **Appeal Procedures.** As stated above, appeal of the Contracting Officer's initial decision shall be heard by no fewer than two members of the Board of Commissioners (i.e., the Service Committee or the Planning and Development Committee). The request for an appeal must be made in writing as stated above and must include, but not be limited to:

   1. A statement of the factual and legal grounds on which reversal or modification of the decision is deemed warranted, specifying any errors of law made or information not previously considered.

10. **Documentation.** The Contracting Officer shall fully document the protest decision in writing in the contract file. Documentation shall include but not be limited to:

   1. A copy of the subject solicitation and supporting documentation, including the copy of the advertisement of the bid.
   2. A copy of the protestor's written protest.
   3. A copy of the written finding of the Contracting Officer and that of any appeal officer(s).

4. Copy of documentation used by HANH to make its decisions that was protested by the protestor.

11. Informal Resolution Processes. Protestor may request an informal review of their protest either in writing or by phone.

EQUAL EMPLOYMENT OPPORTUNITIES REQUIREMENTS

All Equal Employment Opportunities including Section 3 (EEO) forms are provided in this package. The contractor/vendor must review all EEO forms, complete and submit the required EEO forms at the time of submission of bid or proposal. Bids/Contracts at <u>all</u> dollar values are subject to Section 3/MBE/WBE requirements.

After a Contract has been awarded, the contractor must attend a mandatory meeting with HANH's Director of Procurement. If there are any questions regarding the completion of the EEO forms please contact the Director of Procurement, at 203-498-8800 ext 1200.

Staff is available at 360 Orange Street, 3rd floor, to assist persons with disabilities. The TTY/TDD number is (203) 497-8434. HANH is an equal opportunity housing agency.
HOUSING AUTHORITY OF THE CITY OF NEW HAVEN

Shenae Draughn

By:
    Shenae Draughn
    President

Date: 6/30/2025 1:59:16 PM

Housing Authority of New Haven

Part III. Index of Submittal Documents

The INDEX OF SUBMITTAL DOCUMENTS shown below is provided to assist all Offerors in correctly preparing and submitting a responsive RFP HANH in accordance with the requirements of the above RFP. The Index contains a listing of all required submittal items.

Please review this index and submit all documents that are checked **"REQUIRED SUBMITTAL"** with your proposal. Documents that are checked **"SIGNATURE REQUIRED"** must be properly executed. Documents that are checked **"NOTARY/CORPORATE SEAL REQUIRED"** must be notarized and/or have the Bidder's corporate seal affixed.

Please view/ download the below listed documents from:
https://newhavenhousing.cobblestonesystems.com/gateway/DocumentLibrary.aspx

INDEX OF SUBMITTAL DOCUMENTS				
DOCUMENT	REQUIRED SUBMITTAL	SIGNATURE REQUIRED	NOTARY/ CORPORATE SEAL REQUIRED	FOR YOUR REVIEW
ALL PROJECTS				
Letter of Interest	X	X		
Executive Summary	X			
Team Experience and Qualifications	X			
Offeror's Approach	X			
Project Schedule / Availability	X			
Staffing & Qualifications	X			
Sample of Relevant Material	X			
Required Acknowledgements and Certifications as listed below:				
Cover Sheet *(Attached)*	X			
Bid Sheet *(Attached)*	X	X		
HUD 5369 – Instructions to Offerors				X
HUD-5369-C Certifications and Representation of Offerors	X	X		
Reference and Past Performance Form	X			
Acknowledgement of Addenda Form	X	X		
ECC Section 3 Clause				X
Section 3 Application	X			
General Conditions for Non-Construction- HUD 5370				X
HUD Form 50071- Certification of Payments to Influence Federal Transactions	X	X		
Non-Collusive Affidavit	X	X	X	

Part IV. Scope of Service

Scope of Work for Outsourced Infrastructure Management with Cybersecurity, Data Center Services, and Additional IT Support Services

1. Project Overview

This Scope of Work (SOW) outlines the responsibilities and deliverables for outsourced infrastructure management services to be provided for Elm City Communities (ECC). The goal of this engagement is to ensure ECC's IT infrastructure is secure, reliable, and efficiently managed, with a focus on key areas such as cybersecurity, data center/cloud services, remote office support, and various IT services. This includes providing cybersecurity training, technical support, web hosting, and a range of additional services tailored to ECC's needs.

2. Goals and Objectives

- Ensure the stable and optimized performance of IT infrastructure (network, servers, storage, etc.). Support requirements are 24 x 7.
- Provide cybersecurity protection and training for employees to mitigate risks.
- Manage and support data center or cloud-based services.
- Offer flexible support options, including remote office support and onsite technical assistance (in excess of 150 employees).
- Improve operational efficiency through the support of managed services such as print management, UCaaS, and web hosting.
- Deliver responsive support for remote offices (22+ locations) and provide training and proactive maintenance.

3. Services and Deliverables

3.1 Cybersecurity Management & Training

- **Cybersecurity Management:**

  - Implement and monitor firewalls, antivirus, encryption, and intrusion detection/prevention systems.
  - Regular patch management and updates to maintain security across all systems and applications.
  - Conduct vulnerability assessments, penetration testing, and recommend security improvements.
  - Maintain incident response protocols and provide immediate support in the event of a security breach.

- **Cybersecurity Training:**

  - o Deliver regular, role-based training sessions for employees to raise awareness of phishing, malware, and other security threats.
  - o Provide specialized training for IT staff on advanced cybersecurity practices and tools.
  - o Develop ongoing security awareness campaigns and materials for employees.

3.2 Data Center or Cloud Service Management

- **Data Center Management:**

  - o Manage client-owned data centers or partner with a third-party provider for hosting and maintenance services.
  - o Oversee hardware provisioning, including servers, storage, and networking equipment.
  - o Ensure physical and environmental security in the data center, including disaster recovery plans, backup solutions, and business continuity strategies.

- **Cloud Service Management:**

  - o Manage and optimize cloud resources (IaaS, PaaS, SaaS) for both public and private cloud environments.
  - o Optimize resource allocation, ensure cost management, and implement strategies for cloud scaling and elasticity.
  - o Provide ongoing cloud-based disaster recovery planning and ensure security measures are in place.

- **Optional Data Center Hosting:**

  - o Offer optional hosting services in client-owned or third-party data centers.
  - o Support the design, setup, and ongoing management of server infrastructure within the data center.
  - o Manage and monitor the availability, capacity, and performance of hosted systems.

3.3 Onsite Technical Support

- Provide on-demand technical support to client's on-site teams to address issues such as hardware failures, software installation, troubleshooting, network issues, and other IT-related concerns.
- Support can be delivered on a scheduled or emergency basis, depending on the client's needs.

3.4 Web Development & Hosting

- **Web Development:**

  - Design, develop, and deploy custom websites, web applications, and content management systems (CMS).
  - Integrate e-commerce solutions, user authentication, and data analytics features as required.
  - Provide ongoing website updates, optimizations, and user experience enhancements.

- **Web Hosting:**

  - Manage the hosting of client websites, ensuring maximum uptime, security, and speed.
  - Regular backups, scalability solutions, and optimization for fast load times and high performance.
  - SSL certificate management and domain management.

3.5 UCaaS Management & Support (Including Call Center)

- **UCaaS Management:**

  - Provide management and support for unified communications systems, including VoIP phone services, instant messaging, video conferencing, and team collaboration tools.
  - Monitor and optimize system performance and reliability.
  - Provide end-user support and training on the UCaaS platform.

Call Center Support:

  - Implement and manage call center technology, including software, hardware, and agents.
  - Monitor and manage call volume, routing, and performance metrics.
  - Provide technical support for call center agents and ensure optimal system uptime and functionality.

3.6 Managed Print Services

- **Print Management:**

  - o Provide centralized print management solutions that reduce costs and improve printer usage efficiency.
  - o Maintain, monitor, and optimize all printer devices within the organization, ensuring they are operational and cost-effective.
  - o Handle printer maintenance, including supply management, repairs, and troubleshooting.

- **Print Optimization:**

  - o Implement print tracking software to monitor usage and identify opportunities to reduce waste and inefficiencies.
  - o Provide regular reports on print costs and usage trends.

3.7 Application Support

- Provide support for lightweight applications (such as office productivity tools, small business software, and custom applications) used by the client's teams.
- Ensure that the applications are running smoothly and help resolve any technical issues that arise.
- Offer software updates, troubleshooting, and user support for application issues.
- Provide support for online document management system (DocuWare).

3.8 Remote Office Support (22+ Locations)

- **Support for Remote Locations:**

  - o Provide support for 22+ remote office locations, ensuring each location has reliable access to IT services, systems, and tools.
  - o Offer remote desktop support, troubleshooting, and maintenance for hardware and software issues in remote offices.
  - o Manage and secure remote connections, including VPN, remote desktop, and cloud-based tools, ensuring secure and seamless access to the corporate network.

- **Hardware & Software Provisioning:**

  - o Provision and manage hardware (computers, printers, mobile devices) for remote employees and office locations.
  - o Ensure software licensing and access to required enterprise applications for remote workers.

3.9 Proactive Reporting and Documentation

- **Regular Reports:**

  - o Provide regular service reports, including system performance, incident reports, and network security assessments.
  - o Include specific metrics on cybersecurity, cloud services, remote office support, and any managed services provided.

- **Documentation:**
  - o Maintain up-to-date documentation for all infrastructure, including system configurations, network topologies, and operational procedures.
  - o Maintain a disaster recovery and business continuity plan, ensuring it is reviewed and updated regularly.

4. Service Level Agreements (SLAs)

The following SLAs will be adhered to:

- **Response Time:** Initial response to support requests and incidents within 1 hour.
- **Resolution Time:** Resolution of critical issues within 4 hours or resolution plan within 4 hours.
- **System Uptime:** Maintain 99.9% uptime for hosted systems, servers, and services.
- **Backup Recovery Time:** Ensure data recovery within 24 hours of a failure or outage.

5. Roles and Responsibilities

5.1 Client Responsibilities

- Provide necessary access to systems, servers, and applications for service delivery.
- Share requirements and expectations for the services outlined in this SOW.
- Ensure that end-users comply with cybersecurity policies and training.
- Cooperate with the outsourcing provider on project timelines and milestones.

5.2 Outsourced Provider Responsibilities

- Provide the necessary infrastructure management, cybersecurity protection, and support services as detailed in the SOW.
- Ensure that service levels and response times are met consistently.
- Deliver ongoing training and support, as well as recommendations for infrastructure optimization and security improvement.

6. Service Fees and Payment Terms

- The pricing for the services will be based on monthly fees. Any additional fees for optional services (e.g., data center hosting, onsite support) will be itemized separately.
- Payments will be made according to the agreed-upon payment schedule outlined in the contract.

7. Duration of Engagement

- This agreement will be effective for 1 year, with an option to renew or extend up to 5 years based on mutual agreement.

8. Confidentiality and Data Protection

- The service provider will comply with data protection regulations (e.g., GDPR, CCPA) and maintain the confidentiality of all client data.

9. Requirements

- Detailed breakdown of costs per service (all 3 categories)
- Monthly and annual pricing options
- Vendor must have SOC2 Type II certification
- Organization must meet NIST 800-171 compliance
- Annual third-party vulnerability scanning must be included (Hosting)
- Setup and onboarding fees from current service provider (if applicable) utilizing onsite tech support
- Transition and onboarding costs and timeline utilizing onsite tech support and network engineering

10. Conclusion This SOW sets out the services to be provided for outsourced infrastructure management, cybersecurity, and related IT services. Both parties agree to meet the outlined objectives and deliverables in a collaborative and professional manner.

Please refer to exhibit 1 for current environment.

Part V. Submission Requirements

a. *Proposal Preparation and Submission*

Offerors' proposals must be prepared and submitted in such a manner that they address, at a minimum, the requirements of Sections B through L below in appropriate detail. Other preparation and submission requirements may be required by documents contained within Part IV (Scope of Services). It is the Offeror's responsibility to ensure that their proposal submittals properly address all requirements requested by the RFP.

b. *Letter of Interest*

At the beginning of each proposal, the Offeror must provide a letter of interest listing the Offeror's members and identifying the primary contact person. The letter must be signed by an authorized principal of the Offeror's firm and include a statement that the proposal will remain valid for not less than one hundred twenty (120) days from the due date

c. *Executive Summary*

Provide a brief description of no more than two (2) type-written double-spaced pages demonstrating your organization's understanding of the services required by this RFP and how your organization's technical expertise, experience; Public Housing and/or affordable housing, financial resources, proven past performance, and proven managerial processes are consistent with and capable of supporting the specified requirements contained herein.

d. *Team Experience and Qualifications*

a. Name of Offeror and proposed role.
b. Main address, telephone/fax numbers and email address of Offeror's place of employment.
c. Address and telephone number of the office from which services will be provided to the Agency (if different from above).
d. Contact person, title, telephone/fax numbers and email address.
e. Description of the size, number of employees and the current workload of the Offeror.
f. Identify the individual who will serve as Project Manager for the Offeror and who will direct and coordinate the effort to completion.

e. *Offeror's Approach to Providing Required Services – Work Process*

Work Process – Please describe:

a. Process and timing for managing routine support issues
b. Describe the process and tools used to provide remote support for routine requests.

    c.   Describe your ability to respond, under urgent or emergency conditions, with limited prior notice.

f. Services Plan

The respondent shall describe the manner in which the respondent shall develop, implement, and provide each of the services required in the Scope of Services, Part IV. To be eligible for contract award, the respondent's service plan(s) shall include, at a minimum, the following information:

IT Support Services

a. An explanation and description of how the respondent will provide the services required in Part IV.
b. Approach to consultants and providing/receiving feedback to/from client
c. A thorough description of items, information, reports, or the like (if any) that the respondent will require from ECC in order to complete the services.
d. A thorough description of items, information, reports, etc. that the respondent shall provide to ECC in order to keep ECC informed of respondents' performance regarding the services.

g. Staffing and Qualifications/ List of Key Personnel

Provide a listing of all key personnel that will be responsible for demonstrating their relevant experience necessary to perform the required services contained herein along with copies of current resumes applicable to each.   The Contractor must provide HANH with the qualification of prospective site staff and have at a minimum, five years training and consulting experience. Proof of the firm's Connecticut Professional Registration and Licenses.

h. Sample of Relevant Material

Submit samples of any/all charts, documents, forms, etc. that your organization will utilize to perform the required services contained herein.

i. Relevant and Past Experience

Offeror(s) must complete ECC's Reference and Past Performance Form

j. Required Certifications

All certifications and other required documents shown on the "Index of Submittal Documents Required for RFPs" must be prepared and submitted with Offeror's proposal for the proposal to be considered responsive to the HANH Request for Proposals (RFP)/Solicitation requirements. <u>The minimum amount of time that Offeror's proposal must remain valid is ONE HUNDRED AND TWENTY (120) calendar days from the proposal submittal date.</u>

I. *Mandatory Clauses*

HUD FORM HUD-5370-C (General Conditions for Non-Construction Contracts) and HANH's Supplemental Conditions to HUD Form HUD-5370-C include all clauses mandated by 24 CFR 85.36.

Part VI. Evaluation Criteria and Selection Procedures

1. Proposal Evaluation/Contract Award

Evaluation of the responses to this RFP may be evaluated using a two-step process. Step 1 may be used to determine which Offerors' proposals are acceptable or potentially within the acceptable range. During Step 1, a committee will be appointed to evaluate technical proposals in accordance with the evaluation criteria stated in the RFP. The technical evaluation panel or committee performs the review of all technical proposals using the RFP's evaluation criteria.

For the purpose of conducting negotiations, proposals will be initially classified as acceptable, potentially acceptable, or unacceptable. The competitive range decision will consider the evaluation of both technical and cost/price proposals. Proposals determined by the Contracting Officer to be acceptable or potentially acceptable and that have a reasonable chance of award shall be included in the competitive range.

As part of the evaluation process, proposals classified as acceptable and potentially acceptable will be requested to present its proposal and demonstrate the system before the evaluation committee. Any information gained during the presentation(s) may be used in the evaluation of the proposal. Failure to honor this request will be grounds for rejection of the respondent's proposal with no further consideration given.

2. Evaluation Criteria

The evaluation criteria to which each Offeror's submitted proposal will be reviewed, ranked, and scored is as follows. Each proposal has a maximum total possible score of 100 points.

1. Evidence of the firm's knowledge and experience (including specific qualifications of personnel assigned to this project). **(Max of 30 points)**

2. Reference of accomplishments demonstrated on similar projects- Excluding ECC including the Housing Authority City of New Haven and any affiliates. **(Max of 25 points)**

3. Quality of proposal to include preliminary concept for process design, facilitation & implementation strategies, and ability to perform according to time frames and deliverables. **(Max of 25 points)**

4. Section 3, MBE and WBE: Responsiveness of the Affirmative Action Plan and Section 3 Plan to HANH's goals and demonstrated evidence of the firm's prior effectiveness in promoting Affirmative Action and Section 3 goals. **(Max of 10 points)**

5. Compensation structure preference given to the most cost-efficient proposal. **(Max of 10 Points)**

Proposals will be reviewed by an Evaluation Committee and in accordance with ECC/HANH's Procurement Procedures.

For the purpose of conducting negotiations, proposals will be initially classed as:
- Acceptable (within range of 70-100 points),
- Potentially acceptable (within range of 60-69 points) or
- Unacceptable (within range of 0-59 points).

Proposals determined by ECC/HANH's Contracting Officer to be either acceptable or potentially acceptable and that have a reasonable chance of resulting in a contract award considering their technical evaluation results and their proposed costs will be included in the competitive range. Proposals deemed acceptable or potentially acceptable will be invited for an interview.

Once ECC/HANH has completed the review process, ECC/HANH will enter negotiations with the highest ranked firm selected by the evaluation criteria, with the intention of reaching a best and final offer on a fair and reasonable rate schedule for professional services. If an agreement cannot be reached, ECC/HANH will terminate negotiations with that firm and will proceed to the next-highest ranked firm until rates determined to be fair and reasonable to both parties are obtained. Please note that if negotiations are terminated with a firm, ECC/HANH may not go back to that firm for any additional negotiations – even if the next lower ranked respondent is higher in price.

ECC/HANH will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to ECC/HANH, cost or price and other factors, specified elsewhere in this solicitation, considered.

ECC/HANH may
1. Reject any or all offers if such actions are in ECC/HANH's interest,
2. Accept other than the lowest offer,
3. Waive informalities and minor irregularities in offers received, and
4. Award more than one contract for all or part of the requirements stated.

If this solicitation is a request for proposals (RFP), ECC/HANH may award a contract based on initial offers received, without discussion. There, each initial offer should contain the offerors best terms from a cost or price and technical standpoint.

All Offeror(s) must disclose any conflicts of interest, e.g., family member on HANH staff or a resident of public housing or Section 8 (Housing Choice Voucher) in the City of New Haven.

Exhibit 1

Managed IT Services

1. Spam Filtering and Email Encryption – 250 users
2. (300 tickets per month)
3. Remote Monitoring and Management (RMM) – 250 computers/servers
4. Antivirus with EDR – 250 devices
5. User Training (Microsoft Office 365, Windows, and CoPilot Training)
6. Help Desk Ticketing System
7. DUO Mobile MFA – 250 users
8. Cybersecurity Training – 250users
9. Backups & Offsite Storage – 5TB storage for on-premises servers (at datacenter) (Must be AES-256 Bit Encryption)
10. Currently Two Full-Time Onsite Helpdesk Technicians, may increase to 2-1/2 and finally 3 (35 hrs/week each technician)
11. 24/7 Emergency Support Included
12. Network, System/Server, VMware, and Cybersecurity Support Included

Infrastructure & Network Support

1. Support & Management of Office 365 GCC
2. Support & Management of UCaaS
3. Development and Support for WordPress Website
4. Support for HPe 3PAR Array
5. Support for VMware vSphere Environment
6. Support for Workstations (Imaging, patching, software deployment)
7. Support for Servers (Patching, software deployment, upgrades)
8. Support for RDS Gateway and Farm
9. Support for Active Directory, DNS, DHCP
10. Support for Networking Equipment (VLANs, Firewalls, WAN Providers)
11. 22 Sites (22 Firewalls, 29 Switches, 30 Access Points)

Hosting Services

1. WordPress Website Hosting
2. Hosting for corporate WordPress website with security and backup solutions.

Server Hosting and Backup Solutions

Hosting of the following servers, including:

1. Nightly backups (60 days retention)
2. Offsite backups (7 days retention)
3. West Coast Replication for all VMs in an off-state
4. Annual third-party vulnerability scanning

Server	vCPU	RAM	Storage	OS
Server 1	2	8GB	80GB SSD	Windows 11
Server 2	8	32GB	3.6TB SSD	Windows 2019
Server 3	4	12GB	8.1TB SSD	Windows 2022
Server 4	4	12GB	8.1TB SSD	Windows 2022
Server 5	2	8GB	50GB SSD	Windows 2022
Server 6	2	8GB	80GB SSD	Windows 2019
Server 7	4	28GB	360GB SSD	Windows 2019
Server 8	4	28GB	400GB SSD	Windows 2019
Server 9	4	16GB	110GB SSD	Windows 2022
Server 10	2	8GB	380GB SSD	Windows 2008
Server 11	2	8GB	160GB SSD	Windows 2008
Server 12	3	8GB	80GB SSD	Windows 2019
Server 13	4	16GB	1.6TB SSD	Windows 2019
Server 14	4	26GB	128GB SSD	Windows 2022
Server 15	4	26GB	256GB SSD	Windows 2022
Server 16	4	26GB	128GB SSD	Windows 2022
Server 17	4	26GB	128GB SSD	Windows 2022
Server 18	4	26GB	128GB SSD	Windows 2022
Server 19	4	32GB	9.2TB SSD	Windows 2019
Server 20	2	6GB	40GB SSD	Windows 2019
Server 21	2	8GB	100GB SSD	Windows 2019
Server 22	4	16GB	170GB SSD	Windows 2019
Server 23	2	8GB	170GB SSD	Windows 2019
Server 24	8	32GB	1.75TB SSD	Windows 2022

| Server 25 | 2 | 8GB | 170GB SSD | Windows 2019 |

| Server 26 | 2 | 16GB | 170GB SSD | Windows 2019 |

| Server 27 | 2 | 4GB | 60GB SSD | Windows 2022 |

| Server 28 | 1 | 4GB | 32GB SSD | Linux |

| Server 29 | 4 | 16GB | 60GB SSD | Windows 10 |

Current License Counts

Product ID ^	Description	Quantity
MS - 365 Power BI Premium	Microsoft Power BI Premium Subscription -Adjust Power BI Premi...	20.00
MS - 365 Power BI Pro GCC	Microsoft Power BI Pro GCC Subscription -Share rich data visualiz...	75.00
MS - Microsoft 365 G3 GCC	Microsoft 365 G3 GCC Subscription - Productivity Suite -Includes ...	315.00
MS - Microsoft Teams Room Pro	Microsoft Teams Room Pro -Seamlessly shift to hybrid with AI-po...	1.00
MS - Project Plan 3 GCC	Microsoft 365 Project Plan 3 GCC Subscription -Includes Desktop ...	27.00
MS - Visio Plan 2 GCC	Microsoft 365 Visio Plan 2 GCC Subscription -Includes Desktop V...	15.00
Skykick Backup	Skykick Backup for MS365 -Up to Unlimited Retention (Client can ...	382.00
Software	Stacked Clustered Chart License	20.00

Housing Authority of New Haven

Request for Proposals

AD-25-RFP-2027
IT Outsourced Help Desk and Infrastructure

Company Name: _____

Address: _____

City, State & Zip Code: _____

Telephone: _____

Fax Number: _____

Contact Person Name: _____

Email Address: _____

Date Submitted: _____

Shenae Draughn
President

SPECIFICATIONS	Estimated Yearly Hours	Cost/Hour	Cost Yr 1	Cost Yr 2	Cost Yr 3	Cost Yr 4	Cost Yr 5
IT Outsourced Infrastructure							
**On-Site Technical Support- Estimated 3 fulltime @35 Hours per week	5460	$					
**Network Engineering Programming	500	$					
Hosting Services (Data Center & Cloud)	Flat Rate Per Month	$					
Total			$	$	$	$	$
Total 5 Year Contract	$						

Name of Company

Name and Title of Authorized Signer

Authorized Signer