

REQUEST FOR PROPOSALS (RFP)

INFORMATION TECHNOLOGY MAINTENANCE AND SUPPORT FOR READING HOUSING AUTHORITY

Date of Announcement: March 28, 2025

Date of Submission Deadline: April 28, 2025

Request for Proposals:

The Reading Housing Authority will receive proposals for **Professional Information Technology Maintenance and Support Services at All Reading Housing Authority Locations** until 11:00am (EST) on **Monday, April 28, 2025** thru email to contracts@readingha.org or delivered to our office at 400 Hancock Blvd, Reading PA 19611

On **Thursday, April 3rd, 2025**, at 10:00 a.m. (EST), Reading Housing Authority will conduct a Pre-Qualification meeting at 400 Hancock Blvd, Reading PA 19611

Copies of proposal documents are available to qualified contractors at our website Readingha.org under the business partners section – opportunities.

Questions about technical specifications can be asked on pennbid.net. Questions about HUD forms, proposal forms, etc., or pennbid.net can be emailed to Purchasing Officer, Steve Notario at contracts@readingha.org.

Overview

Reading Housing Authority (RHA) is a local government agency charged with administering the federal Public Housing and Housing Choice Voucher Programs for the City of Reading while also serving in the capacity of property manager, service provider and partner entity in a variety of other programs. The mission of the agency is to *provide a foundation for people to find a home of hope and achieve their aspirations*.

The successful candidate shall be awarded a 1-year contract, with the opportunity for up to two consecutive 1-year contract renewals as determined by mutual agreement.

Contract renewals will follow the same specifications and instructions with the original signed contract and as required by the original solicitation.

Reading Housing Authority (RHA) encourages all proposers to review the provided weblinks concerning regulations of Section 3 of the Department of Housing and Urban Development Act of 1968, prior to submitting a proposal. It is the goal of RHA to the best possible and greatest extent feasible to meet these regulations.

Information will also be available on the RHA website, www.readingha.org.

- o FHEO Documents <https://www.hud.gov/sites/dfiles/FHEO/documents/Section3rule092820.pdf>

- o Frequently Asked Questions https://www.hud.gov/sites/dfiles/documents/19580_SECTION3.PDF
- o Income Limits <https://www.huduser.gov/portal/datasets/il.html>

Submission and Award

At a minimum, the submission shall address the following questions:

- Describe your overall qualifications to deliver the requested services
- Describe your proposed staffing structure for requested services
- Provide structure that includes staff and sub-contractors' experience to deliver the requested services
- Describe how complaints, requests for additional services, and customer service issues will be addressed
- Provide three client references for current clients with similar size, scope, and goals
- Provide information for any manufacturer and software certifications
- Provide information for any current State or Federal procurement licenses or memberships
- Provide on-site and remote support response time for scheduled and non-scheduled services
- Include description and details on all products that will be used to perform requested services (patch management, remote connectivity, security monitoring, etc.)
- Show evidence of successfully performing quality service at equally sized facility, including references (References should include contact information.)
- Provide monthly and annual costs for providing support and maintenance as detailed in the solicitation
- Provide a fee structure including hourly and flat rates as well as the minimum billing increments for the following proposed services:
 - o Onsite rate
 - o Remote rate
 - o Travel charges
 - o Emergency rate including definition of time
 - o Managed services costs per workstation and per server
 - o Backup and Disaster Recovery costs
- Provide Vendor contact information who are authorized to represent the firm and whom correspondences should be directed
- Provide confirmation of understanding the services to be performed and make a positive commitment to provide the services as specified
- Provide confirmation of understanding "proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with RHA"

Proposals must contain the following required form(s). Failure to include these form(s) may result in the discarding of the proposal.

- Form HUD-5369-C, Certifications and Representations of Offerors – Non-Construction Contract https://www.hud.gov/sites/documents/DOC_12132.PDF
- **Notarized** Non-Collusive Affidavit <https://www.readingha.org/doing-business-with-rha/>

The following documents are for informational purposes:

- Form HUD-5369-B, Instructions to Offerors – Non-Construction <https://www.hud.gov/sites/documents/5369-B.PDF>
- Form HUD-5370-C, General Conditions for Non-Construction Contracts I & II

Proposals will be rated by a selection committee against the following criteria, with the maximum possible points being 135.

Each criterion will be given a weight, and proposal will be judged on how well they meet the criteria, with the rating multiplier of Low (1 point), Medium (2 points) and High (3 points). Proposers who fail to address a criterion in their proposal will receive a 0-point score for the item. The criterion areas for this RFP are as follows:

		Multiplier	Weight
1	Experience, qualifications, and reference feedback	0, 1, 2, 3	7
2	Understanding of Services to be provided	0, 1, 2, 3	8
3	Response time for routine and non-routine service requests	0, 1, 2, 3	10
4	Service Approach	0, 1, 2, 3	10
5	Cost of Service	0, 1, 2, 3	10

Proposers may be invited for oral discussion concerning elements of the proposal, negotiation of pricing and overall costs, and invitation for revision(s) prior to the final selection. RHA reserves the right to award the contract to the proposer who represents the best overall value and likelihood of assisting the agency in meeting its stated goals and to reject any or all responses to this RFP. RHA anticipates that a contract for the successful proposer will be issued on or around May 30, 2025.

Please be sure to label all pages containing information that is proprietary to your business clearly as information not designated in this way is potentially subject to publication.

Detailed RFP Overview

I. Introduction

RHA is soliciting proposals for an IT support company who supports their mission and can provide support to RHA employees by providing a variety of services. This will include technical support, system analysis, and consulting services geared at continually improving and modernizing their IT infrastructure, improving security, and ensuring uptime and performance for all housing authority employees.

II. Background Information

RHA has one central office and nine remote offices all located within the Reading city limits. The central office serves as the network hub for RHA, holding ten virtual servers and the largest concentration of staff. The nine remote sites are all connected back to the central office. Currently, across the organization there are over seventy (70) laptops, and approximately fifty (50) Samsung tablets.

RHA has a contract with MRI Software to provide software, software upgrades including HUD mandated requirements, and support including help desk and training for our day-to-day operations. MRI Software acquired the company HAB which developed the software Encompass. This software will eventually be replaced, but is currently responsible for maintaining the organization's financial, applicant, tenant, and property management data. Company information can be found at: <https://www.mrisoftware.com/solutions/public-affordable-housing-management/>

III. Current Organization Overview:

- a. Number of locations: 10
- b. Number of HPE Physical Servers: 2

- c. Number of Microsoft Virtual Servers: 10
- d. Number of Dell Camera servers: 10
- e. Number of users: 96
 - a. 57 use laptops and need support
 - b. 39 use tablets – *supported internally*
- f. Number of HP laptops: 70
- g. 50 Samsung Tablets – *supported internally*
- h. Printers
 - a. 50 mostly HP
 - b. 10 large copiers, maintenance on these is handled separately
 - c. 10 Epson desktop scanners
- i. Number of Watchguard Firewalls: 10
- j. Number of Network Switches: approximately 60 – *combination of HPE and Aruba*
- k. Number of Aruba Wireless Access Points: approximately 15
- l. Number of Meraki Wireless Access Points: approximately 30
- m. Microsoft Licensing
 - a. 4 - Exchange Online Plan 1
 - b. 56 – Microsoft 365 Business Premium
 - c. 39 – Microsoft 365 F3
 - d. 2- Microsoft Teams Rooms Pro

IV. Consulting Services

The successful proposer shall be able to provide consultation in the following service areas:

- a. VoIP system projects and functionality
- b. Cyber security
- c. Document management, retention, and protection best practices
- d. User education strategies
- e. Incident response and resolution
- f. Process evaluation and remediation
- g. Network design, optimization, and refresh strategies
- h. Workstation maintenance and refresh strategies
- i. Infrastructure improvements as it relates to IT systems
- j. Disaster Recovery processes and strategies

V. Maintenance and Support Services

The successful proposer shall be able to provide the following services:

- a. Automated patching of server and laptop operating systems and drivers
- b. Monitoring of critical equipment and environments
- c. Updates and monitoring security software
- d. Maintain secure remote connection service to end users PCs and to servers
 - i. Make this connection available to 2 internal RHA staff members
- e. Desktop and laptop troubleshooting, both hardware and software
- f. User management through active directory and group policy
- g. Troubleshooting and maintenance of server software and hardware
- h. Troubleshoot, maintain, and repair network infrastructure at all levels (configuration, and physical equipment, cabling, terminations, labeling, routine back-ups and documentation)
- i. Administer, maintain, and support virtual environments
- j. Administer, maintain, and support wireless networks
- k. Printer troubleshooting and support
- l. Data backups and disaster recovery services and strategy

- m. Microsoft Office 365 resale and support
- n. Antivirus software resale and support
- o. Spam and anti-phishing support
- p. Onsite support as needed
- q. General project management
- r. Provide proper and secure disposal of old or deprecated equipment
- s. Ability to offer fair pricing on equipment that still has value

VI. New Opportunities

The successful proposer shall have demonstrable experience in the following potential projects and initiatives at Reading Housing Authority

- a. Microsoft Cloud Infrastructure and management products
 - i. Azure AD/Entra ID
 - ii. SharePoint
 - iii. OneDrive
 - iv. Intune
- b. VoIP System implementation and management

Additional Information

VISIT TO SITE: Contractor/vendor shall visit the sites and familiarize itself with all conditions and limitations. The submission of a proposal is evidence that such an examination has been made and later claims or difficulties encountered that could have been foreseen if an examination had been made will not be recognized.

WORKING HOURS: Service under these specifications shall typically be performed during normal RHA working hours of 8:00 a.m. - 4:30 p.m., Monday through Friday. At times, service under these specifications may be required to be performed after normal business hours, depending on priority.

SANITARY FACILITIES: RHA will provide the contractor/vendor with facilities on this contract.

WORKMANSHIP AND CLEAN UP: Work shall be performed in strict accordance with the covenants, terms and conditions of this contract. All workmanship shall be first class following accepted trade standards.

SAFETY REQUIREMENTS: Contractor/vendor shall maintain project in accord with local safety codes. In an instance of hazardous materials, the contractor shall store volatile wastes in covered metal containers and remove from premises daily. The contractor shall conduct cleaning and disposal operations to comply with local ordinances and anti-pollution laws as applicable.

SMOKING POLICY: RHA is a smoke-free campus. Contractor/vendor is expected to abide by these requirements. Smoking is prohibited on any property owned and operated by Reading Housing Authority in conjunction with the Public Housing Program. "Smoking" means inhaling, burning or carrying any lighted or heated cigar, cigarette, pipe, or any other lighted or heated tobacco or plant product intended for inhalation, including water pipes ("hookahs"). "Smoking" also includes the use of an electronic smoking device ("e-cig") which creates an aerosol or vapor, in any manner or form, including by use of materials for "vaping".

PARKING: Parking is limited at RHA locations, and therefore designated parking cannot be assigned.

TERMS OF INVOICES/PAYMENT REQUESTS: RHA operates under 30-day payment terms. Invoices shall be sent to accountspayable@readingha.org or by First Class USPS to 400 Hancock Boulevard, Reading, PA 19611. Invoices shall contain detailed documentation explaining the invoice. Documentation shall include

RHA location, list of goods, materials and/or services being invoiced and any additional requirements with the specific purchase order or contracted procurement. Invoices that fail to contain required documentation will be put on hold or rejected until the required information is provided by the contractor/vendor. The 30-day clock for payments shall begin when fully completed invoices are received by RHA.

INSURANCE: Contractor/vendor shall add Reading Housing Authority as an additionally named insured party to the Contractors & Sub-Contractors Comprehensive General Liability of no less than \$1,000,000.00 and Automobile Liability Coverage of \$500,000.00.

Contractor/vendor is responsible for all damage or loss by fire, theft or otherwise, to materials, tools, equipment and consumables owned by the contractor/vendor which are left on RHA property. Contractor/vendor may be entrusted with RHA issued keys and key access to RHA locations. During the contracted period, contractor/vendor will be held responsible for any damages, theft, or loss, up to and including the cost of replacing cylinders, locks, keys, etc. as the result of key loss.

All disputes between RHA and contractor/vendor shall be resolved in accordance with the HUD General Conditions Form 5370. Any litigation arising out of this Agreement shall be had in the Courts of Berks County, Pennsylvania

This Agreement is considered a non-exclusive Agreement between the parties.

This Agreement is deemed to be under and shall be governed by, and construed according to, the laws of the State of Pennsylvania.

Questions:

Regarding HUD Forms: Jonathan Runkle, Administrative Services Manager, 610-775-9430 x 1119, contracts@readingha.org

Regarding site visits and existing conditions: Anders Smith, Information Technology Manager, 610-775-4813 x 1118, asmith@readingha.org

*****DURING THE PROPOSAL PROCESS, QUESTIONS MUST BE SUBMITTED THROUGH PENNBID**

SPECIAL CONDITIONS

1. **PROPOSALS:** All bids must be submitted on www.pennbid.net and shall be subject to all requirements of the Specifications and the Instruction to Bidders form.
2. **ALTERNATE BIDS:** No alternate bids will be accepted, unless otherwise specified.
3. **VISIT TO SITE:** Contractor shall visit the site and familiarize itself with all conditions and limitations. The submission of a proposal is evidence that such an examination has been made and later claims or difficulties encountered that could have been foreseen if an examination had been made will not be recognized.
4. **WORKING HOURS:** Service under these specifications shall be performed during normal working hours - 8:00 a.m. to 4:30 p.m. and regular working days - Monday through Friday.
5. **PRECAUTIONS:** Provide such protections and precautions as might be required by any party having jurisdiction for protection of life and property such as barricades, lights, warning signs, guard, etc. Remove such precautions when directed. The contractor shall maintain such barricades satisfactory to the RHA to isolate the work in order that the continual operations of the facilities are interfered with as little as possible.
6. **SANITARY FACILITIES:** The RHA **will not** provide the contractor with facilities on this project at the Maintenance shop for each site. Contractor is responsible to maintain cleanliness of area being used.
7. **WORKMANSHIP AND CLEAN UP:** Work shall be performed in strict accordance with the covenants, terms and conditions of this Contract. All workmanship shall be first class following accepted trade standards.

During the course of the work, do not allow debris to accumulate, but have it removed at once. Removal shall be done in a manner to avoid spillage. Police the premises to maintain cleanliness. Premises shall be left in a condition acceptable to RHA. Any damage to exteriors or landscaping will be repaired or replaced by the contractor.

8. **SAFETY REQUIREMENTS:** Maintain project in accord with local safety codes. Hazard Control – store volatile wastes in covered metal containers and remove from premises daily. Conduct cleaning and disposal operations to comply with local ordinances and anti-pollution laws. Do not burn or bury rubbish and waste materials on project site.
9. **PARKING:** Parking is limited at these locations therefore designated parking cannot be assigned.
10. **PERMITS – LOCAL TAXES:** The contractor shall give all requisite notices, obtain and pay for all permits and pay for all fees or taxes imposed by the Local Governing Body for the completion of this project.
11. **VEHICULAR TRAFFIC:** Damages to sidewalks and landscaping are the responsibility of the contractor.
12. **TERMS OF PAYMENT:** The RHA shall make payments approximately every 30 days as the work proceeds. RHA will process payment within 30 days of approval of payment requests submitted on form Periodic Estimate for Partial Payment HUD-51001.

13. **INSURANCE:** The RHA is to be added as an additionally named insured to the Contractors Comprehensive General Liability of no less than \$1,000,000.00 and Automobile Liability Coverage of \$500,000.00.
14. The contractor is responsible for all damage or loss by fire, theft or otherwise, to their materials, tools, equipment and consumables, left on RHA property by the Contractor.
15. All disputes between the parties shall be resolved in accordance with the HUD General Conditions Form 5370.
16. This Agreement is considered a non-exclusive Agreement between the parties.
17. This Agreement is deemed to be under and shall be governed by, and construed according to, the laws of the State of Pennsylvania.
18. Any litigation arising out of this Agreement shall be had the Courts of Berks County, Pennsylvania
19. Questions regarding the job site and existing conditions:

Matt Smith, Glenside and Hensler Homes Maintenance Foreman – **484-744-3784**

Rory Ulrich, Maintenance Superintendent - **484-219-7586**

Greg Snook, Assistant Maintenance Superintendent – **484-7942955**

Questions regarding HUD Forms:

Steve Notario, Purchasing Officer - **610- 775-9430 x 1115**, Direct line **484-878-2017**.

Questions regarding technical information:

Rory Ulrich, Maintenance Superintendent - **484-219-7586**

**Reading Housing Authority
NON-COLLUSIVE AFFIDAVIT**

Note: Failure to submit this affidavit by the date specified in this solicitation may render the bid nonresponsive. No contract award will be made without a properly executed affidavit.

By submission of this bid or offer, each Vendor and each person signing on behalf of any Vendor certifies, and in the case of joint bids or offers each party thereto certifies as to its own organization, under penalty of perjury, that to the best of his knowledge and belief.

1. The prices in this quotation have been arrived at independently without collusion, consultation, communications, or agreement for the purpose of restricting competition, as to any matter relating to such prices with any other bidder/offeror or any competitor;
2. Unless other wise required by law, the prices which have been offered in this bid/offer have not been knowingly disclosed by the bidder/offeror and will not knowingly be disclosed by the bidder/offeror, directly or indirectly to any other bidder/offeror or to any competitor;
3. No attempt has been made or will be made by the bidder/offeror to include any other person, partnership or corporation to submit or not to submit a bid/offer for the purpose of restricting competition;
4. No employee or Board member of the Reading Housing Authority or their consultants have received or will receive any payment or any other form of financial compensation from the bidder/offeror as a result of award of a contract or promise of award to the bidder/offeror.

Name: _____

Signature: _____

Title: _____

Company Name: _____

Date: _____

Subscribed and sworn to before me _____

This _____ day of _____, 20____.

My Commission expires _____, 20____.

Certifications and Representations of Offerors

Non-Construction Contract

U.S. Department of Housing and Urban Development Office of Public and Indian Housing

Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

This form includes clauses required by OMB's common rule on bidding/offering procedures, implemented by HUD in 24 CFR 85.36, and those requirements set forth in Executive Order 11625 for small, minority, women-owned businesses, and certifications for independent price determination, and conflict of interest. The form is required for nonconstruction contracts awarded by Housing Agencies (HAs). The form is used by bidders/offers to certify to the HA's Contracting Officer for contract compliance. If the form were not used, HAs would be unable to enforce their contracts. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

1. Contingent Fee Representation and Agreement

(a) The bidder/offeror represents and certifies as part of its bid/offer that, except for full-time bona fide employees working solely for the bidder/offeror, the bidder/offeror:

- (1) ☐ has, ☐ has not employed or retained any person or company to solicit or obtain this contract; and
- (2) ☐ has, ☐ has not paid or agreed to pay to any person or company employed or retained to solicit or obtain this contract any commission, percentage, brokerage, or other fee contingent upon or resulting from the award of this contract.

(b) If the answer to either (a)(1) or (a) (2) above is affirmative, the bidder/offeror shall make an immediate and full written disclosure to the PHA Contracting Officer.

(c) Any misrepresentation by the bidder/offeror shall give the PHA the right to (1) terminate the resultant contract; (2) at its discretion, to deduct from contract payments the amount of any commission, percentage, brokerage, or other contingent fee; or (3) take other remedy pursuant to the contract.

2. Small, Minority, Women-Owned Business Concern Representation

The bidder/offeror represents and certifies as part of its bid/offer that it:

- (a) ☐ is, ☐ is not a small business concern. "Small business concern," as used in this provision, means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding, and qualified as a small business under the criteria and size standards in 13 CFR 121.
- (b) ☐ is, ☐ is not a women-owned small business concern. "Women-owned," as used in this provision, means a small business that is at least 51 percent owned by a woman or women who are U.S. citizens and who also control and operate the business.
- (c) ☐ is, ☐ is not a minority enterprise which, pursuant to Executive Order 11625, is defined as a business which is at least 51 percent owned by one or more minority group members or, in the case of a publicly owned business, at least 51 percent of its voting stock is owned by one or more minority group members, and whose management and daily operations are controlled by one or more such individuals.

For the purpose of this definition, minority group members are:

(Check the block applicable to you)

- | | |
|---|---|
| ☐ Black Americans | ☐ Asian Pacific Americans |
| ☐ Hispanic Americans | ☐ Asian Indian Americans |
| ☐ Native Americans | ☐ Hasidic Jewish Americans |

3. Certificate of Independent Price Determination

(a) The bidder/offeror certifies that—

- (1) The prices in this bid/offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other bidder/offeror or competitor relating to (i) those prices, (ii) the intention to submit a bid/offer, or (iii) the methods or factors used to calculate the prices offered;
- (2) The prices in this bid/offer have not been and will not be knowingly disclosed by the bidder/offeror, directly or indirectly, to any other bidder/offeror or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law; and
- (3) No attempt has been made or will be made by the bidder/offeror to induce any other concern to submit or not to submit a bid/offer for the purpose of restricting competition.

(b) Each signature on the bid/offer is considered to be a certification by the signatory that the signatory:

- (1) Is the person in the bidder/offeror's organization responsible for determining the prices being offered in this bid or proposal, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or
- (2) (i) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above (insert full name of person(s) in the bidder/offeror's organization responsible for determining the prices offered in this bid or proposal, and the title of his or her position in the bidder/offeror's organization);
- (ii) As an authorized agent, does certify that the principals named in subdivision (b)(2)(i) above have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and

(iii) As an agent, has not personally participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above.

(c) If the bidder/offeror deletes or modifies subparagraph (a)2 above, the bidder/offeror must furnish with its bid/offer a signed statement setting forth in detail the circumstances of the disclosure.

4. Organizational Conflicts of Interest Certification

(a) The Contractor warrants that to the best of its knowledge and belief and except as otherwise disclosed, it does not have any organizational conflict of interest which is defined as a situation in which the nature of work under a proposed contract and a prospective contractor's organizational, financial, contractual or other interest are such that:

(i) Award of the contract may result in an unfair competitive advantage;

(ii) The Contractor's objectivity in performing the contract work may be impaired; or

(iii) That the Contractor has disclosed all relevant information and requested the HA to make a determination with respect to this Contract.

(b) The Contractor agrees that if after award he or she discovers an organizational conflict of interest with respect to this contract, he or she shall make an immediate and full disclosure in writing to the HA which shall include a description of the action which the Contractor has taken or intends to eliminate or neutralize the conflict. The HA may, however, terminate the Contract for the convenience of HA if it would be in the best interest of HA.

(c) In the event the Contractor was aware of an organizational conflict of interest before the award of this Contract and intentionally did not disclose the conflict to the HA, the HA may terminate the Contract for default.

(d) The Contractor shall require a disclosure or representation from subcontractors and consultants who may be in a position to influence the advice or assistance rendered to the HA and shall include any necessary provisions to eliminate or neutralize conflicts of interest in consultant agreements or subcontracts involving performance or work under this Contract.

5. Authorized Negotiators (RFPs only)

The offeror represents that the following persons are authorized to negotiate on its behalf with the PHA in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators):

6. Conflict of Interest

In the absence of any actual or apparent conflict, the offeror, by submission of a proposal, hereby warrants that to the best of its knowledge and belief, no actual or apparent conflict of interest exists with regard to my possible performance of this procurement, as described in the clause in this solicitation titled "Organizational Conflict of Interest."

7. Offeror's Signature

The offeror hereby certifies that the information contained in these certifications and representations is accurate, complete, and current.

Signature & Date:

Typed or Printed Name:

Title: