

Warner Robins Housing Authority

112 Memorial Terrace
Warner Robins, GA 31093
478-225-1208 (Office)
478-329-9347 (Fax)

2024 REQUEST FOR PROPOSAL NETWORK PROGRAM SUPPORT

The Warner Robins Housing Authority (WRHA) is currently accepting proposals for Network Program Support Services for a one (1) year period with the option for two one (1) year extension.

Interested and qualified individuals or firms that have successfully demonstrated their ability to perform the above services are invited to submit a proposal. Small businesses, minority and women owned businesses are encouraged to respond.

Proposals will be received from Monday November 4, 2024, until Wednesday, December 4, 2024 at 5:00 PM ET at WRHA's Central Office located at 112 Memorial Terrace, Warner Robins, GA 31093. Bid packets must be downloaded from the Warner Robins Housing Authority website. The website address is www.warnerrobinsha.com. ALL PACKETS MUST BE RETURNED IN A SEALED ENVELOPE, WITH "PROPOSAL FOR NETWORK PROGRAM SERVICES" ON BOTH SIDES OF THE ENVELOPE. Unmarked packets or packets received before November 4, 2024, or after December 4, 2024 will not be considered. Only the successful bidders will be notified by phone and a follow up letter. Bid results will be posted to the website after a contract or contracts have been signed.

The purpose of this Request for Proposals is to select an individual or firm to enter into an agreement for Network Program Support.

WRHA is an EEO/ADA compliant employer and reserves the right to reject any or all quotes, to waive any informality in the specifications or proposal process or to cancel in whole or in part this Request for Quotes if it is in the best interest of WRHA to do so. The attention of proposers is directed to the fact that the proposed work will be financed in whole or in part with Federal Funds, and therefore, all applicable Federal Statutes, ruling and regulations will apply. WRHA also reserves the right to award multiple contracts for services if it is in the best interest of the Housing Authority to do so.

Contractors may withdraw a proposal either personally, by written request or by FAX at any time prior to the scheduled closing time of receipt of proposals. NO PROPOSAL SHALL BE WITHDRAWN FOR A PERIOD OF THIRTY (30) DAYS subsequent to the opening of Proposals without consent of WRHA.

Any questions or clarifications or request to visit the site may be directed to the attention of Andre' F. Washington, Procurement and Contract Officer at awashington@warnerrobinsha.com.

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PROPOSAL REQUIREMENTS

SCOPE OF SERVICES

The Individual or Firm shall supply a technicians trained to perform Network Support Services. The technician must be able to provide all the below services or other reasonable services associated with the upkeep and addition of computers / software.

- a. Provide system support to include basic monthly maintenance.
- b. Maintain 15 workstations, 7 notebooks, 6 laptops.
- c. Maintain WRHA's File Server including backup maintenance and verification.
- d. Monthly or as needed spy ware and antivirus scans
- e. Remote monitoring of server and problem resolutions via remote access.
- f. Same-day on site service for critical software problems that stop business functions.
- g. Same-day response for File Server / Network OS, and networked application problems.
- h. Provide service calls for network log-in problems.
- i. Maintain email addresses.

Work Hours

Our hours of operation are 8:00 AM until 5:00 PM, Monday through Thursday. Friday work may be authorized, but only with prior approval. The successful bidders must be able to complete services during this time frame.

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INSURANCE

The Contractor shall procure, at its own expense, and keep in full force during the term of this Service Agreement, Comprehensive and Automobile Liability Insurance and Workmen's Compensation as follows:

- (a) Automobile Liability on owned and non-owned motor vehicles used in connection with this Agreement and shall contain a limit of bodily injury of at least \$500,000 per person and a total limit per occurrence of at least \$500,000 and property damage limit of \$500,000 per accident.
- (b) Commercial General Liability with a combined single limit for bodily injury of not less than \$1,000,000 injury and \$500,000 property damage per occurrence to protect the Contractor against claims for bodily injury or death and damage to the property of others.
- (c) Worker's Compensation shall be maintained in accordance with the State of Georgia requirements.

The Housing Authority shall be named as an additional insured on each policy. The Contractor shall furnish WRHA (annually) certificates of insurance.

SELECTION CRITERIA

Service providers shall provide a company profile; number of employees; and the names of key personnel to contact for emergency purposes.

Selection will also be weighted as follows:

<u>Criteria</u>	<u>Percent Weight</u>
Monthly / hourly cost	50%
Availability on call	40%
Company Profile	5%
References	5%

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Bidders are to ensure that they are capable of supplying services in sufficient quantity as needed to meet demand. Pre-qualifications, shall include but not limited to, number, capacity, and experience in servicing developments of a similar size.

The proposal will be awarded to the individual or company submitting the most competitive proposal that includes price, qualifications and responsive service, and meets all the requirements and specifications.

Monthly statements will be mailed to **our Central Office. Invoices should detail the cost for services performed. A separate statement for each site (properly identified) is required for WRHA's accounting and consumption records.** Invoices will be paid by WRHA within thirty working days of receipt.

The bidder is solely responsible for the employment, uniform identification, control and conduct of his employees during this contract.

The Contract will become effective on the date of signing for a period of one (1) year with the option for two one (1) year extension. In the event the bidder does not perform the services as specified herein to the satisfaction of WRHA, the Authority reserves the right to cancel the contract at any time for cause, by giving at least fourteen (14) days written notice of the intent to cancel this contract.

SUBMITTAL REQUIREMENTS

1. HUD Form 5369-B
2. HUD Form 5369-C
3. HUD Form 5370-C
4. HUD Form 50070
5. W-9
6. Business or Company Profile
7. List of current / prior contracts
8. Copy of Business License
9. Copy of Insurance Certificate
10. Certificate of Section 3
11. MBE Participation Certificate
12. Proposal Sheet

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In submitting this proposal, the undersigned agrees:

- (a) That the Owner reserves the right to waive irregularities, to reject proposals and to award the Contract to the most qualified contractor, should it be in the best interest of the Owner to do so;
- (b) That in the event the contractor does not perform the services as stipulated in the contract to the satisfaction of the Warner Robins Housing Authority Authority, the Authority may cancel the contract at anytime by giving at least fifteen (15) days written notice of the intent to cancel the contract; and
- (c) The contractor shall be responsible for the employment, control and conduct of his employees during the course of the contract.

The undersigned hereby designates his business structure and location:

Contractor is: (check one)

Sole Proprietor () Partnership () Corporation ()

If the Contractor is a Sole Proprietor, state the following:

Name(s) of Partners:

If the Contractor is a Corporation, state the following:

Organized under the laws of the State of _____

Name(s) and title(s) of officers authorized to sign the contract:

The Proposal is authorized and submitted by:

(Name of Firm)

Authorized Official (Please Print)

(Signature)

(Title)

(Date)

(Seal and attest Seal if Proposal is submitted by a Corporation)

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PROPOSAL SHEET

Monthly cost to maintain the network	\$ _____
Monthly cost to monitor server	\$ _____
Monthly cost for spy ware and antivirus scans	\$ _____
Cost to replace a computer / CP	\$ _____
Cost to replace a notebook	\$ _____
Cost to replace a laptop	\$ _____
Please list any other cost	\$ _____

Proposal submitted by: _____

Date: _____