

**HOUSING AUTHORITY  
OF THE COUNTY OF DAUPHIN**

**REQUEST FOR PROPOSALS**

**FOR**

**SERVER UPGRADE AND INFORMATION  
TECHNOLOGY SERVICES**

**February 28, 2017**

William Pettigrew, Sr.....Chairman  
Michael Musser II.....Vice-Chairman  
Nancy Thompson.....Assistant Secretary  
George Connor.....Treasurer  
William Roberts.....Assistant Treasurer

Leo E. Agresti.....Executive Director/Secretary  
Leah Eppinger.....Deputy Executive Director

# HOUSING AUTHORITY OF THE COUNTY OF DAUPHIN

## REQUEST FOR PROPOSALS

### SERVER UPGRADE AND INFORMATION TECHNOLOGY SERVICES

#### General Overview

The Housing Authority of Dauphin County (HACD) is looking to update the existing IT infrastructure in the main office. The mission of the Housing Authority of the County of Dauphin is to provide eligible low income families with safe, decent, and affordable housing opportunities as they strive to achieve self-sufficiency and improve the quality of their lives. Furthermore, the Housing Authority endeavors to provide accessible facilities to persons with disabilities. The Housing Authority is committed to operating in an efficient, ethical and professional manner as well as creating and maintaining partnerships with its clients and appropriate community agencies. The amount of space needed to continue to operate efficiently coupled with advances in the IT sector has lead the Authority to seek proposals for the upgrade of the existing system.

#### Existing Server Environment

- Dell Power Edge 2970
  - MS Hyper-V Host, Symantec Backup Exec 2010 Kaspersky Security Center
  - Operating System MS Windows Server 2008R2
  - Processors 2x AMD Opteron 2372 2.09GHz
  - 48GB RAM
  - 815 HDD
- 1<sup>st</sup> Virtual Drive – DCHADC01
  - Dynamic Host Control Protocol (DHCP)
  - Domain Name System (DNS)
  - Windows Server 2008R2
  - 6GB Ram
  - 100GB storage
- 2<sup>ND</sup> Virtual Drive- EliteFileServer
  - Elite
  - Windows Server 2008R2
  - 4GB RAM
  - 100GB Storage

- 3<sup>RD</sup> Virtual Drive-EliteSQL
  - MS SQL 2008
  - 12GB RAM
  - 150GB storage
- 4<sup>th</sup> Virtual Drive- EliteWeb
  - 4GB RAM
  - 100GB Storage
  - Remote Desktop Services
- 5<sup>th</sup> Virtual Drive –Fob Server
  - Primisys Software
  - 4GB RAM
  - 100GB Storage

### **Scope of Services**

HACD is seeking a vendor with the capability to install, and configure a replacement solution for the existing server equipment. The vendor must also assist in migrating from existing servers, and provide training for routine maintenance and operation of equipment to a minimum of one (1) HACD IT staff.

Proposals shall meet the following minimum requirements:

- All components must be factory new, not reconditioned or refurbished. All components must be an available commodity and supported by the vendor.
- All components must be from the same manufacturer, or partnered manufacturer.
- All expenses must be tax-exempt. Tax-exemption information shall be provided upon award of contract.
- No additional expenses, such as freight, shipping or labor shall be added after award of contract. Proposals must be inclusive of all expenses.
- Training shall be provided for a minimum of one (1) HACD IT staff person for operations and management. On-site training shall be provided.
- Advanced product support, warranty, and replacement shall be provided for a minimum of 5 years after installation.
- Must provide all installation and configuration of all proposed equipment components and necessary cabling.
- Vendor will provide the Housing Authority with the SKU numbers for all required software so it can be ordered from Tech Soup, then installed by the provider.
- Vendor will provide two backup solutions:

1. Off-site duplicate server connected to the main office via existing fiber connection.
  2. Cloud backup
- Costs to cover an on-call help desk service for the life of the server.
  - Complete clean build of domain/active directory.
  - Microsoft Software upgrade to new versions of Server and MSSQL.
  - Existing data must be transferred to new environment.

### Server Minimum Requirements

- Dell Power Edge 830 or equivalent
- Dual 2.1GHz processors or better
- 128GB 2400MHz RAM
- Dedicated RAID controller with RAID 10 configuration
- X6 400GB Solid State Drive SATA
- Extra NIC with at least 1Gb port
- Remote Access Controller
- DVD ROM
- Bezel
- Dual Power Supply
- MS Windows 2016
- MS SQL 2016
- All software SKU provided for Techsoup.org
- All virtual Drives updated to new MS OS software

Additionally the proposer shall work with Housing Authority software provider as required during this upgrade process.

Proposers shall complete the final installation process with as little downtime as possible. Proposer should assume no more than one (1) business day as acceptable office downtime. Weekend transfer should be priced into the proposal.

### **Proposed Solution**

Response to this RFP shall include the following information:

- Project description: proposals must contain description of the vendor's solution in paragraph format. The proposal may also contain figures or attachments to illustrate description.
- Project outline: proposals must contain an itemized outline of the solution referencing each requirement listed in the Scope of Services section of this RFP. This outline shall

describe how the vendor's solution will meet or exceed the needs that have been established.

- **Equipment Description:** proposals must contain an itemized list of unique equipment components and a description of each component's role in accomplishing the proposal objectives. Specifications of each unique equipment component or a URL to such specifications must be included.
- **Project Phase Descriptions:** proposals must include a detailed description of how each phase of the project is to be completed by the vendor.
- **Project Timeline:** proposals must contain a theoretical project timeline. Daily start and stop times may fall outside of hours of operation (9 AM to 4:30 PM), if necessary. Project timelines must include:
  - Daily start and stop time for vendor employees
  - Number of days to complete each phase of the project
  - Number of hours/days of network downtime
- **The HACD's Responsibilities in Completing Project:** If applicable, proposals must contain details of any project tasks to be completed by the HACD's employees.
- **Project Expenses:** proposals must contain an itemized list of all project expenses. The HACD shall incur no additional expenses due to vendor omission, error, or misunderstanding after submittal of the proposal. The itemized list must contain all applicable expenses including the following:
  - Name, description, part number, and cost of each equipment component
  - Description, length, and cost of warranty option(s) for each or any equipment component
  - Reoccurring maintenance fees for each or any equipment component
  - Reoccurring subscription fees for each or any equipment component
  - Labor
  - Training
  - Software or equipment upgrade or expansion privileges
  - Trade-in value for existing equipment, if applicable
  - Travel expenses, if applicable
  - Any other expenses

## **Selection Process**

The Housing Authority of the County of Dauphin will award a contract to the vendor that appears best suited to perform the scope of services at a reasonable cost. Proposals will be evaluated according to the following criteria.

1. The prior experience of the firm in performing the professional services outlined in the scope of services. Proposers shall submit evidence of appropriate professional

certifications and affiliations and provide at least 3 references on previously completed or ongoing jobs of a similar nature.

2. Narrative in support of the vendor's approach in delivering high quality services in a timely and cost effective manner in order to minimize delay.
3. The proposed total fee for the performance of the required services. This fee should be displayed as two options, one for off-site server backup, and one for cloud service.

Interested firms are to prepare a proposal which provides sufficient information for the Housing Authority to evaluate the proposing firm according to the above criteria. Proposals that do not present a well-developed approach supported by a record of solid experience and professional credentials will not be giving serious consideration.

A Pre-Proposal Conference will be held at the offices of the Housing Authority at 501 Mohn Street, Steelton, PA 17113 on March 14, 2017 at 10:00 AM. Proposers are encouraged to participate in an on-site exploration of current server infrastructure, but must be scheduled in advance.

All proposals shall be submitted to the following address no later than **12:00 NOON on April 6, 2017**:

Leah Eppinger, AICP, Deputy Executive Director  
Housing Authority of the County of Dauphin  
501 Mohn Street  
Steelton, Pennsylvania 17113

Envelopes should be clearly marked "Request for Proposals Server Upgrade and IT Services"

**CONTRACT FOR SERVER UPGRADES AND IT  
SERVICES BETWEEN THE**

**HOUSING AUTHORITY  
OF THE COUNTY OF DAUPHIN**

**AND**

**CONTRACT H-17-03**

**AGREEMENT FOR SERVER UPGRADES AND INFORMATION TECHNOLOGY SERVICES**

**BY AND BETWEEN THE**

**HOUSING AUTHORITY OF THE COUNTY OF DAUPHIN**

**AND**

**THIS AGREEMENT**, entered into as of this \_\_\_\_ **day of** \_\_\_\_ **2017** by and between the HOUSING AUTHORITY OF THE COUNTY OF DAUPHIN, 501 Mohn Street, Steelton, Pennsylvania 17113, hereinafter known as the "HOUSING AUTHORITY," and \_\_\_\_\_, hereinafter, known as the "CONTRACTOR."

**WITNESSETH THAT:**

**WHEREAS**, the HOUSING AUTHORITY desires to have a Contractor install and configure a replacement solution for the existing server equipment including migrating data from existing servers and providing training for routine maintenance and operation of equipment to staff,

**NOW, THEREFORE**, the parties hereto do mutually agree as follows:

**A. SCOPE OF SERVICES** The CONTRACTOR shall perform the above referenced services including meeting the minimum requirements:

- All equipment components must be factory new, not reconditioned or refurbished. All equipment components must be an available commodity and supported by the vendor.
- All equipment components must be from the same manufacturer, or partnered manufacturer.
- All expenses must be tax-exempt. Tax-exemption information shall be provided upon award of contract.
- No additional expenses, such as freight, shipping or labor shall be added after award of contract. Proposals must be inclusive of all expenses.
- Training shall be provided for a minimum of one (1) HACD IT staff person for



- operations and management. On-site training shall be provided.
- Advanced product support, warranty, and replacement shall be provided for a minimum of 5 years after installation.
  - Must provide all installation and configuration of all proposed equipment components and necessary cabling.
  - Vendor will provide the Housing Authority with the SKU numbers for all required software so it can be ordered from Tech Soup, then installed by the provider.
  - Vendor will provide two backup solutions:
    1. Off-site duplicate server connected to the main office via existing fiber connection.
    2. Cloud backup
  - Costs to cover an on-call help desk service for the life of the server.
  - Complete clean build of domain/active directory.
  - Microsoft Software upgrade to new versions of Server and MSSQL
  - Existing data must be transferred to new environment.

## **B. TIME OF PERFORMANCE**

The time of performance to complete and deliver the above mentioned services shall extend for a period of sixty (60) consecutive calendar days beginning no later than April 17, 2017.

## **C. COMPENSATION**

The HOUSING AUTHORITY agrees to pay the CONTRACTOR for services rendered under this contract an amount that shall not exceed the sum of \$\_\_\_\_\_ excluding miscellaneous reimbursements of incidental costs specified in the written proposal of the CONTRACTOR.

## **D. INSURANCE**

### LIABILITY INSURANCE

#### 1. Workmen's Compensation Insurance

The CONTACTOR shall purchase and maintain such insurance (minimum coverage required by state law) as will protect him from claims under Worker's Compensation Acts, for damages which may arise from operations by himself or anyone directly or indirectly employed by him.

#### 2. Comprehensive General Liability

The CONTRACTOR shall carry comprehensive general liability insurance with bodily injury and property damage in the following amounts:

Bodily Injury and Property Damage

- a. Each Occurrence           \$1,000,000
- b. Annual Aggregate           \$1,000,000

3. Comprehensive Automobile Liability

Bodily Injury and Property Damage

- a. Each Occurrence           \$1,000,000
- b. Annual Aggregate           \$1,000,000

4. Professional Liability (Errors and Omissions) Insurance

- a. Each Occurrence           \$500,000
- b. Annual Aggregate           \$1,000,000

**E. MERGER AND SEVERABILITY**

This contract represents the entire integrated agreement between the HOUSING AUTHORITY and the CONTRACTOR and supersedes all prior negotiations, representations, agreements or communications whether written or oral. However, this contract does hereby incorporate by reference the CONTRACTOR proposals for professional services dated and submitted to the HOUSING AUTHORITY on \_\_\_\_\_. This contract may be amended only by written instrument signed by both the HOUSING AUTHORITY and the CONTRACTOR. If any term or condition of this contract shall, to any extent, be found invalid, void, or unenforceable, the remaining provisions shall remain in full force and effect to the extent allowed by applicable law.

**F. GENERAL CONTRACT CONDITIONS**

This contract also incorporates and is further subject to the provisions in the Request for Proposals attached.

IN WITNESS WHEREOF, THE HOUSING AUTHORITY and the CONTRACTOR have executed this contract as of the date first written above.

**ATTEST:**

**HOUSING AUTHORITY  
OF THE COUNTY OF DAUPHIN**

\_\_\_\_\_  
Leo E. Agresti, Secretary

\_\_\_\_\_  
William Pettigrew, Sr., Chairman

501 Mohn Street, P.O. Box 7598  
Steelton, Pennsylvania 17113

**WITNESS:**

**CONTRACTOR**

\_\_\_\_\_

\_\_\_\_\_  
Name of Firm

\_\_\_\_\_  
Address

By: \_\_\_\_\_

Title: \_\_\_\_\_