

Solicitation for Quotes for Information Technology (I.T.) Services & Maintenance

March 8, 2023

The Amherst Housing Authority (“AHA”), offices located at 33 Kellogg Ave, Amherst, MA, invites written quotes from qualified vendors for Information Technology (I.T.) Services and Maintenance, for the offices located at 33 Kellogg Avenue and 9 Chestnut Street both Amherst, MA as well as 41 Everett Ave, Office 24, Belchertown, MA and also 42 Golden Court, Hadley, MA.

1. RULE FOR AWARD

AHA intends to award a single Contract under this solicitation to the “responsible” and “responsive” vendor who is offering the lowest price quotation. The term “responsible” means the Contractor demonstrably possesses the skill, ability, and integrity necessary to faithfully perform the work called for by the scope of services for this contract, based upon a determination of competent workmanship and financial soundness; the term “responsive” means the Contractor has responded completely to all aspects of this solicitation.

AHA reserves the right to reject any or all quotes and to waive any informalities in quotes if it is in the best interest of the agency to do so. Quotes which are incomplete, conditional, or obscure will not be considered for award.

Vendors shall submit their quote on the attached *Form for Quote – Information Technology (I.T.) Services & Maintenance*.

2. TIME OF PERFORMANCE

The services under this Contract are effective for two (2) years starting May 1, 2023, and ending on April 30, 2025. AHA reserves the right to terminate the contract for any reason, upon thirty (30) days’ notice to the Vendor, in the event of a default of the Vendor or if it is in the best interest of the AHA.

3. SCOPE OF SERVICE

The Contracted vendor shall serve as an outsourced IT department for the AHA.

3.1 “Basic Services” – The Contracted vendor shall be responsible to provide the following services, billed to AHA at a flat monthly rate according to the price quoted in the *Form for Quote – Information Technology (I.T.) Services & Maintenance*:

- I. Provide service/support, management, maintenance and troubleshooting of all IT components, including but not limited to: the server, network, equipment, computer workstations, laptops and tablets.
 - a. 10 workstations, 1 server, and 1 docking stations, located at 33 Kellogg Ave., Amherst
 - b. 1 workstation located at 9 Chestnut St., Amherst
 - c. 1 workstation and 1 docking station located at 42 Golden Court, Hadley
 - d. 1 workstation and 1 docking station located at 41 Everett Avenue, Belchertown.
 - e. 13 Employee Laptops
 - f. 6 Tablets (Currently iPads) for maintenance and Inspector
- II. Provide and monitor virus/malware protection for the server, computer workstations and laptops and tablets.
- III. Manage Office 365 and Server Environment.

- IV. Provide support for all existing and future IT needs/services.
- V. Provide remote support as the primary means of service, (if an on-site visit is deemed necessary, AHA prior authorization shall be required, and shall be billed as outline under “Additional Services” below).
- VI. Provide/undertake monthly virus scan, windows updates, cleanup, program updates, general virus removal (not a complete computer refresh and data recovery), and Office 365 administration.
- VII. Consult with AHA to help improve the agency’s technology and infrastructure needs and suggest money saving modernization when possible.
- VIII. Assist and advise in the purchasing of new hardware and/or software including installation.
- IX. Guarantee timely response/dispatch for requested services as outlined:
 - a. Research – two (2) weeks
 - b. Normal service – five (5) days
 - c. Emergency service – three (3) hours
- X. VOIP phone administration (Currently using Nextiva)

3.2 “Additional Services” – The Contracted vendor shall be responsible to provide the following additional services, billed at a per hour rate according to the pricing outlined in the Form for Quote – Information Technology (I.T.) Services & Maintenance. (These services are not included in the “General Scope of Services”. AHA prior authorization shall be required for any “Additional Services”):

- I. On-site visits when necessary.
- II. New computer or server setups/migrations.
- III. Complete computer refreshes and data recovery because of a virus/malware.
- IV. Other IT projects

3.3 “Purchases Mark-up” – The Contracted vendor shall be responsible to shop for, and purchase, new hardware and materials only when granted prior authorization by AHA. The percentage (%) mark-up for hardware and material purchases shall not exceed what the Contracted vendor indicates on their Form for Quote – Information Technology (I.T.) Services & Maintenance.

4. PAYMENT SCHEDULE

The Vendor shall submit invoices to AHA on a monthly basis. Invoices shall reflect the flat monthly rate covered under the “General Scope of Services” and shall detail any additional work or purchases completed as “Additional Services” for the corresponding month.

AHA will reimburse the Vendor within 30 days from the receipt of the invoices.

Any work, expenses or purchases outside of the “General Scope of Services” must be pre-approved by AHA prior to the undertaking of the activity or purchase.

5. QUALIFICATIONS OF VENDOR

- I. Extensive knowledge of operating systems and applications used to perform essential functions for the Authority's IT needs.
- II. Proven ability to analyze, troubleshoot and repair computer hardware and devices.
- III. Ability to respond remotely and physically (if needed) for hardware, software, server and IT needs.
- IV. Vendor shall provide a minimum of three (3) references consisting of clients who have used their IT Services with similar company needs and size.

6. INSURANCE REQUIREMENTS

- I. Proof of Workmen's Compensation in the statutory amount
- II. General Liability and Auto Insurance in the following amounts during the contract period:
 - a. General Liability - \$ 1,000,000 / \$ 2,000,000.
 - b. Auto Insurance:
 1. Property Damage - \$ 500,000
 2. Liability - \$ 1,000,000 / \$ 2,000,000.
 - c. AHA must be named as an additional insured on the selected vendor's general liability policy.
 - d. A copy of the selected vendor's insurance certificate shall be furnished to the Amherst Housing Authority prior to execution of the Contract.

7. DEADLINE

Vendors shall submit their quote on the attached *Form for Quote – Information Technology (I.T.) Services & Maintenance*. Although a pre-quote site-visit is not mandatory, Vendors are encouraged to visit the AHA offices to familiarize themselves with the components involved in this Service Contract. Vendors who submit a quote shall be deemed to know all things ascertainable through such a visit.

Quotes shall be emailed to Bruce Budrick of the AHA, and must be received no later than the deadline of: **March 29, 2023 at 2:00 p.m.**

E-Mail: bbudrick@amhersthousingauthority.org

For additional information or to schedule a site-visit, please Contact:

Bruce Budrick

(413) 256-0206 ext. 7304

bbudrick@amhersthousingauthority.org

**FORM FOR QUOTE –
Information Technology (I.T.) Services & Maintenance:**

Vendor Name: _____ Date: _____

Signature & Title of Person Signing Quote: _____

Business Address: _____

Telephone: _____ Email: _____

PRICE QUOTATION:

(Refer to Section 3: "Scope of Service" for the outline of services)

\$ _____

Basic Services – Flat monthly rate to provide the outlined services.

\$ _____

Additional Services – Hourly rate to provide the outlined services, (please include travel charge/fee on line below if applicable).

\$ _____

Additional Services – Travel charge/fee for site visits (if applicable).

% _____

Purchases Mark-up – Percentage (%) mark-up on hardware and material purchases.

Hours of business: _____

Please attach a minimum of three (3) references consisting of past or current clients, of comparable needs and size of the AHA, who have used the IT Services of the signed vendor.