



IT Services Request for Qualification

RFQ COORDINATOR:
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1. Introduction

About NRHA

Nevada Rural Housing Authority (NRHA) would like to invite qualified contractors to respond to this Request for Qualification (RFQ) for IT Services. The intention of this RFQ is to solicit responses and formal proposals from qualified IT Service Providers for NRHA and its business affiliations.

NRHA was established in 1973 with a mission to promote, provide and finance affordable housing opportunities for all rural Nevadans. The corporate office is located in Carson City, Nevada and a secondary office is located in Las Vegas, Nevada. NRHA has multiple departments with a dynamic work environment. The pandemic has forced our workforce to evolve. With that, has come the need for employees to work remote and others to work a hybrid schedule, both have become part of our normal operations. NRHA currently has 50 full and part-time employees. NRHA utilizes on-site servers, VOIP phone system, and promotes paperless processes. In addition, NRHA owns a number of multi-family apartment complexes, managed by our affiliate Blue Bird Property (BBP), throughout the state. The IT department provides support to BBP locations as needed with support of end users, security systems, and hardware installation.

Purpose

With this RFQ, NRHA is requesting information about your IT company, products, and solutions you will be able provide according to the Service Requirements section. This information will be gathered from several companies and will be used to evaluate provider options to aid the current NRHA IT department. Currently, NRHA has two (2) dedicated IT employees.

This RFQ is issued solely for information and planning purposes. This document does not commit NRHA to contract for any service, supply, or subscription. NRHA will not reimburse any information or administrative costs incurred as a result of participation in response to the RFQ. All costs associated with response will solely reside at the responding party's expense.

Confidentiality Statement

All information included in this RFQ is considered confidential and intended only for use by responders. No information included in this document, or in discussions related to NRHA IT Services selection process, may be disclosed to another party or used for any other purpose without the express written or verbal consent.





2. Environment Overview

The information below outlines the general demographics of NRHA and our current technical environment.

Office Location: 3695 Desatoya Drive Carson City, Nevada 89701
2430 North Decatur Blvd. #105 Las Vegas, Nevada 89108

Management Offices: Carson City, Yerington, Winnemucca, Elko, Ely, etc.

Number of Employees: 50 full and part-time

Workforce Type: In office and remote. Hybrid schedules

Current IT Infrastructure:

- **Core Hardware**
 - Servers- Three Dell servers, two domain servers, the other NRHA's print server (formally an Exchange on premise).
 - Switches- Three, one HP Aruba that is the primary with VOIP services connected and two Ubiquiti Unifis that were recently added to provide more ports in preparation for growth.
 - Firewalls- Three Sonic Walls, Two in Carson City, one connected to NRHA and the other connected to BBP. The third in Las Vegas, used for site to site connection.
 - Unifi and Aruba Controllers via IP and console (Ubiquiti).
 - Conference Room- Logitech Rally system, Dell small-form factor computers.
- **Software and Applications**
 - Email- Microsoft O365- Exchange
 - Microsoft Office Products
 - Slack and Teams for Communication
 - Zoom/Logmein
 - Yardi- Rent Cafe, Elevate, Aspire and Voyager
 - Dropbox
 - VOIP System- Shoretel/Mitel- Support provider PacStates
 - TeamWorks
 - Adobe
 - NMap
 - Real Page (BBP)
- **ISP/Phones**
 - Spectrum
 - ATT
 - QTS
 - Cox
 - Phone Applications: Panterra (BBP) and Shoretel/Mitel





- **Backups, Anti-Virus, Remote Support Software, SPAM Filter**
 - Windows Server Backup, Synology, IDrive
 - Webroot (anti-virus)
 - Trend Micro (BBP)
 - Kaseya (also used to schedule updates and software deployment)
 - Graphus (SPAM)
 - TeamViewer (BBP)
- **Workstations and other devices**
 - Approximately- 75 laptops, 60 docking stations, 60 desk phones.
 - Apple- four iPads and four Macbooks, mainly used by Marketing department.

3. Service Requirements

As part of this RFQ, NRHA has established requirements for the following services. We realize that not every IT service provider will be able to provide all the services listed below, we encourage you to respond regardless. Proposals will be evaluated using the following criteria:

- **Business Continuity and Disaster Recovery-** The service provider must assist with the creation of a Disaster Recovery Plan. The plan would need to meet all Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon during the creation of the plan. The provider will also work with current IT staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future road map that enables the organization to fulfill its mission to rural Nevadans.
- **Server and Network** - Active 24x7 monitoring of NRHA's server and network systems. Providing proactive communication and escalation protocols based on the severity of any unscheduled outages. Also assisting with bringing current server and network to best configuration standards. The provider will assist with proactive management and monitoring of our firewalls, switches, and Wi-Fi systems. Provide advice on re-configuration of our DNS and DHCP services, assuring NRHA is meeting all best standard security and practice standards.
- **Preventive maintenance and Remote Backup-** Providing management of critical security and system patches to the servers and network systems. Ensuring NRHA's IT systems are properly managed and maintained. Implementation of an off-site backup for servers (2) and Office 365 Exchange. Create scheduled nightly backups that follow all best practice standards and establish routine testing of the recovery process.
- **Procurement Management-** Assist with the selection of commercially rated IT equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
- **Reporting-** Provide NRHA with reporting based on system health, uptime, and assist in keeping an accurate hardware inventory to ensure maintenance, warranties, and refresh schedules are met.
- **Project Management** – NRHA will be provided project management and technical engineering resources to assist with technical projects as identified by the service provider or NRHA. As





NRHA continues to grow its portfolio and workforce. This will include projects such as providing recommendations to NRHA's Construction department for network and camera systems at any new NRHA property.

- **Service Level Agreements-** The provider agrees to set objectives with scheduled meeting to discuss progress on any objectives that have been agreed upon.
- **IT Policy Review-** The provider should be able to assist in the review of customized policies related to the use of technology.
- **Compliance-** Must use systems that comply with published Payment Card Industry Security (PCI) Standards. In addition, the service provider should also support rules and regulations as provided by relevant governing organizations as identified by regulatory or grant based requirements.
- **Scalability-** The service provider must be able to offer a model where scaling up or down from a systems and cost perspective is simple and nimble.
- **Vulnerability Testing-** The service provider should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of NRHA's business network.
- **End-User Support-** The service provider must be able to provide end-user support on an as needed basis to two NRHA locations in Carson City and Las Vegas, along with our affiliate properties throughout the state.

4. Response Process

Notification of Intent to Respond and Clarifying Questions- Please indicate your intention to respond to this RFQ by email to the primary contact listed below by the intent to respond and questions due date outlined below. In addition, please provide the contact details of the individual responsible for coordinating your RFQ response. At the same time, we ask that you submit any clarification questions regarding the RFQ.

Primary Contact:

Marcos Coronado, IT Manager
Nevada Rural Housing Authority, mcoronado@nvrural.org
775.887.1795 ext 102

Response Delivery Instructions

NRHA requires responses to this request for quotations to be delivered in writing or via email. You may attach documentation to support your answers, if necessary.





Please submit all responses no later than 5pm on November 30, 2021 to:

Marcos Coronado, IT Manager
Nevada Rural Housing Authority
3695 Desatoya Drive Carson City, NV 89701
mcoronado@nvrural.org

Any response received after the delivery date specified, will not be considered without prior written or electronic approval.

Please include a pricing breakdown; the breakdown must include standard hourly rate, additional hourly rates, cost for travel time and a version of the master service agreement or other contract information that would be utilized if chosen.

5. Selection Criteria and Process

Selection Criteria

NRHA will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. NRHA is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

1. Business Continuity (25 points)
2. Network Support (20 points)
3. Preventive Maintenance and Remote Backup (20 points)
4. Project Management (15 points)
5. References (10 points)
6. Price (10 points)

Selection Process

All responses will be evaluated and received. The receiving process is as follows:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of 2–3 final candidates to conduct in-depth review of capabilities, including on-site interviews and presentations.
- Conducting site visits and/or reference calls as deemed appropriate by the evaluation team.





Finalist Presentations

NRHA will meet with one or more candidates, once the finalist are chosen. The meetings will be held at NRHA Carson City location. We will try to provide candidates with as much advance notice as possible.

Thank you

NRHA looks forward to reviewing your response. We would like to thank you for your participation in helping NRHA reach it's mission. We appreciate your time and effort and value your expertise and feedback.

