

# Housing Authority of the City of Orange

## REQUEST FOR PROPOSAL (RFP) NO. NJOHA112018-01

### Managed IT Services and Support



November 21, 2018

## RFP Document

**REQUEST FOR PROPOSAL (RFP) NO. NJOHA112018-01**  
**Managed IT Services and Support**

---

TABLE OF CONTENTS

1.0	PURPOSE OF REQUEST FOR PROPOSAL (RFP) .....	3
2.0	INTRODUCTION .....	3
3.0	RFP INFORMATION AT A GLANCE .....	3
4.0	OHA'S RESERVATION OF RIGHTS .....	4
4.1.	Right to Reject, Waive, or Terminate the RFP.....	4
4.2.	Right to Not Award .....	4
4.3.	Right to Terminate .....	5
4.4.	Right to Determine Time and Location .....	5
4.5.	Right to Retain Proposals.....	5
4.6.	Right to Negotiate.....	5
4.7.	Right to Reject Any Proposal .....	5
4.8.	No Obligation to Compensate .....	5
4.9.	Right to Prohibit .....	5
5.0	SCOPE OF SERVICES .....	5
5.1.	Managed IT services for all OHA sites.....	5
5.2.	Equipment.....	5
6.0	SPECIFICATIONS .....	6
6.1.	Servers/Network/Client.....	6
6.2.	Tenmast On-Prem to Cloud Transition .....	6
6.3.	Desktops .....	6
6.4.	Printers .....	6
6.5.	Support/Consulting/Other.....	7
7.0	PROPOSALS .....	7
7.2.	Proposal Submittal Binding Method .....	8
7.3.	Proposal Submission .....	9
7.4.	Submission Conditions.....	9
7.5.	Submission Responsibilities .....	9
7.6.	Contact with OHA .....	9
7.7.	Equal Employment Opportunity and Supplier Diversity .....	9
8.0	PROPOSAL EVALUATION .....	11
8.1.	Evaluation Method.....	11
9.0	CONTRACT AWARD .....	13
9.1.	An Agreement to Abide.....	13
9.2.	Contract Conditions.....	13
9.3.	Insurance Requirements .....	13
9.4.	Negotiate Final Fees.....	13
9.5.	Contract Service Standards .....	14

# REQUEST FOR PROPOSAL (RFP) NO. NJOHA112018-01

## Managed IT Services and Support

### 1.0 PURPOSE OF REQUEST FOR PROPOSAL (RFP)

The Housing Authority of the City of Orange, NJ (OHA) hereby requests proposals from qualified firms to offer Managed IT services and support that will support our equipment and personnel at 340 Thomas Blvd., Orange, NJ, along with our remote cloud-based infrastructure for all IT services, including installing and maintaining desktops/laptops, servers, VoIP phones and applications.

### 2.0 INTRODUCTION

The Housing Authority of the City of Orange, NJ (OHA) was established in 1951, under the laws of the State of New Jersey. OHA is a quasi-governmental agency, separate and distinct from the general city or county government.

The Mission and Vision of the City of Orange, NJ Housing Authority, led by Executive Director Dr. Walter D. McNeil, Jr., Ph.D. is to develop a community where all residents have access to quality and affordable housing opportunities that empower those residents to realize their true potential.

In keeping with its mandate to provide efficient and effective services, OHA is now soliciting proposals from qualified and insured entities to provide the services described herein. All proposals submitted in response to this solicitation must conform to all of the requirements and specifications outlined within this document and any designated attachments in its entirety.

### 3.0 RFP INFORMATION AT A GLANCE

CONTACT PERSON (NOTE: Unless otherwise specified, any reference herein to "Contracting Officer" or "(CO)" shall be a reference to Brad K. Leak.)	Brad K. Leak, Assistant Executive Director Orange Housing Authority 340 Thomas Blvd., Orange, NJ 07050 Telephone: (973) 677-4566 Fax: (973) 675-6843
HOW TO OBTAIN THE RFP DOCUMENTS ON THE APPLICABLE INTERNET SITE	Access OHA's Website at <a href="http://haconj.org/public-bids">http://haconj.org/public-bids</a> Click on the applicable RFP or RFQ. Follow the listed directions. Be sure to download all applicable forms and documents If you have any problems in accessing or registering on the system, call for customer assistance at (973) 677-4566.
DEADLINE TO SUBMIT QUESTIONS	December 5, 2018 at 3:00 pm EST. Answers will be posted on DHA Website no later than December 14, 2018 at 4:00 pm.

## REQUEST FOR PROPOSAL (RFP) NO. NJOHA112018-01

### Managed IT Services and Support

HOW TO FULLY RESPOND TO THIS RFP BY SUBMITTING A PROPOSAL SUBMITTAL	Submit one original and four copies of your "hard copy" proposal to OHA Central Office. Be sure that all documents are executed as required. Be sure that all required forms and exhibits have been included.
PRE-PROPOSAL CONFERENCE	November 30, 2018, 9:30am EST. Located at 340 Thomas Blvd., Orange, NJ 07050
PROPOSAL SUBMITAL RETURN & DEADLINE	December 14, 2018, 3:00 pm EST. To: Housing Authority of the City of Orange Attention: Brad K. Leak – Assistant Executive Director 340 Thomas Blvd., Orange, NJ 07050 * The "hard copy" proposal must be received in-hand and time-stamped by OHA by no later than 3 p.m. EST on this date.
DHA EVALUATION PROCESS	December 17, 2018 to January 4, 2018
POTENTIAL INTERVIEWS	There will be interviews for this RFP, if OHA deems necessary
ANTICIPATED APPROVAL BY DHA BOARD OF COMMISSIONERS	January 15, 2019 at 4:30 pm EST. Orange Housing Authority 340 Thomas Blvd., Orange, NJ 07050

#### 4.0 OHA'S RESERVATION OF RIGHTS

OHA reserves the right to:

**4.1. Right to Reject, Waive, or Terminate the RFP**

Reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by OHA to be in its best interests.

**4.2. Right to Not Award**

Not award a contract pursuant to this RFP.

**Managed IT Services and Support**

**4.3. Right to Terminate**

Terminate a contract awarded pursuant to this RFP, at any time for its convenience upon 10 days written notice to the successful proposer(s).

**4.4. Right to Determine Time and Location**

Determine the days, hours and locations that the successful proposer(s) shall provide the services called for in this RFP.

**4.5. Right to Retain Proposals**

Retain all proposals submitted and not permit withdrawal for a period of 60 days subsequent to the deadline for receiving proposals without the written consent of CO.

**4.6. Right to Negotiate**

OHA reserves the right to negotiate a contract with the individual(s), firm(s), or organization(s) who provides the greatest benefit to OHA, not necessarily the lowest price.

**4.7. Right to Reject Any Proposal**

Reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to incomplete proposals and/or proposals offering alternate or non-requested services.

**4.8. No Obligation to Compensate**

Have no obligation to compensate any proposer for any costs incurred in responding to this RFP.

**4.9. Right to Prohibit**

At any time during the RFP or contract process to prohibit any further participation by a proposer or reject any proposal submitted that does not conform to any of the requirements detailed herein. By downloading electronic RFP or RFQ, each prospective proposer is thereby agreeing to abide by all terms and conditions listed within this document and further agrees that he/she will inform the CO in writing within five (5) days of the discovery of any item listed herein or of any item that is issued thereafter by OHA that he/she feels needs to be addressed. Failure to abide by this timeframe shall relieve OHA, but not the prospective proposer, of any responsibility pertaining to such issue.

**5.0 SCOPE OF SERVICES**

**5.1. Managed IT services for all OHA sites.**

The contractor provides timely and expert information technology services to OHA. This is to include servers, desktops, laptops, cloud computing, applications and connectivity to other sites. Services of a help desk with support to staff along with emergency support. Monitoring of servers and networks, security, and disaster recovery.

**5.2. Equipment**

Recommend and assist in the purchasing of new equipment when needed that is in compliance with practice of purchasing equipment showing best price with at least two other prices. Build out the computers for the user to be able to use.

**Managed IT Services and Support**

**6.0 SPECIFICATIONS**

The services must be performed, but not limited to:

**6.1. Servers/Network/Client**

- Maintain transition of servers from on-prem to cloud
- Facilitate client transition to new accounting platform
- VPN access to network from offsite.
- 24/7 monitoring of servers, networks and desktops. Providing notifications and reporting of issues. With security and audit scans.
- Onsite and offsite backups for disaster recovery
- Web security protection with anti-spam/virus management, along with anti-virus protection for all desktops and servers.
- Maintain all updates, hotfixes, moves, adds, and changes to the network
- Internet access via vendor to be selected by OHA.
- Maintain haconj.org email to ensure it does not get on blacklists.

**6.2 Accounting System On-Prem to Cloud Transition**

- Create password protected spreadsheet of users:
  - First Name
  - Last Name
  - Username
  - Password
- Assist new accounting platform in pulling backup copy of on-prem server database
- Receive spreadsheet back from new accounting platform with updates
- Assist OHA personnel in testing cloud version of Tenmast in conjunction with Tenmast personnel. Client applications to be installed include:
  - Citrix (Stream desktop session)
  - TS Print
- Review bandwidth utilization statistics to ensure OHA is prepared for the transition “go-live”
- Work with platform technical personnel to schedule go-live date and failback strategy for weekend transition
  - Assist new cloud platform in pulling final copy of database for production transition
- Do a post-mortem with OHA personnel to ensure all applications are working correctly and efficiently

**6.3. Desktops**

- Facilitate plan for phased obsolescence of client machines to keep current
- Maintain, 20+ client computers (XP Pro 2002, Win 7 Pro, Win 10 Pro).
- Ensure connectivity of the computers to the server.
- Maintain software, and hardware keeping desktop computers operational.
- Help-desk support to employees to support computer errors/issues.
- Setup of new users into the server with access to drives, set up of email via Microsoft Office 365.

**6.4. Printers**

- Support OHA Printers to enable high-availability.

## REQUEST FOR PROPOSAL (RFP) NO. NJOHA112018-01

---

### **Managed IT Services and Support**

- Ensure that printer's drivers are updated and that access to the printer's work.
- Printer setup may be required for additional new or updated printers.

#### **6.5. Support/Consulting/Other**

- Help desk via phone, email and/or web portal
- Emergency after hour support
- Remote support – unlimited
- Unlimited on-site support
- Cost saving measures for future of IT at OHA.
- Bi-annual technology summary, design desk resources, annual planning of impact of technology updates (hardware/software) decisions, procurement services on any purchases
- List cost for any additional project hours that would outside of the scope of work.

### **7.0 PROPOSALS**

Each section of the printed proposal must have a tab separator with the title of the section included. The sections are detailed below.

#### **7.1.1. Section 1 – Proposal Overview**

Section 1 must contain an overview of the subsequent sections of the proposal.

#### **7.1.2. Section 2 - Form HUD-5369-C**

Certifications and Representations of Offerors, Non-Construction Contract (attached).

This two-page Form must be fully completed, executed where provided and submitted under this tab as a part of the proposal submittal.

#### **7.1.3. Section 3 – Profile of Individual or Firm**

The Profile of Individual or Firm is a two-page form attached hereto to this RFP document. This form must be fully completed, executed, and submitted under this tab as a part of the proposal submittal.

#### **7.1.4. Section 4 – Statement of Qualifications.**

Briefly state the qualifications of the firm. OHA requests that the description be as short as possible. The description should include the following:

- a) Identify each person who will work on the project and include a resume of his/her experience and qualifications.
- b) Include a list of references for whom the firm has conducted similar work for. (Describe scope of work and contact person.)
- c) Provide any additional information that will assist the Housing Authority to evaluate the firm's "demonstrated capability" to perform the services and "general responsiveness" to the RFP.

Include any other information that you consider essential to a fair evaluation of your firm's experience and capabilities.

#### **7.1.5. Section 5 - Price Proposal**

Proposals must include the following:

- a) Detailed Proposal as follows:
  - a.1. Description of services to be provided (see Scope of Services and Specifications).

## REQUEST FOR PROPOSAL (RFP) NO. NJOHA112018-01

---

### **Managed IT Services and Support**

a.2. Approach to providing services including a proposed task schedule and time frame (term of contract).

- b) Completed fixed price schedule
- c) Form of contract to be used if the firm is selected. (The contract must have a termination provision).
- d) Signed and Notarized Non-Collusive Affidavit (Attached)

#### **7.1.6. Section 6 – Client Information - References**

The proposer shall submit a listing of at least 3 and no more than 5 former or current clients, including any Public Housing Authority, for whom the firm has conducted similar work. Listing must include client contact, contract value and description of work performed.

#### **7.1.7. Section 7 – Equal Employment Opportunity/Supplier Diversity**

The proposer must submit in this section a copy of its Equal Opportunity Employment Policy and a complete description of the positive steps it will take to ensure compliance, to the greatest extent feasible, with the regulations pertaining to supplier diversity (e.g. small, minority-, and women-owned businesses). If no hires, suppliers, or vendors are contemplated, the proposer should so state.

#### **7.1.8. Section – E-Verify Certification**

The proposer must submit an executed copy of the attached E-Verify Certification form.

#### **7.1.9. Tab 11 – Proof of Insurance**

Firms submitting bids must furnish the Housing Authority with evidence showing that the following insurance in force and will cover all operations under the contract:

- Workers Compensation in accordance with State Workers Compensation requirements.
- Professional Liability/Errors and Omissions insurance of \$1,000,000 to protect the consultant and the Housing Authority as their interest may appear, against claims.

#### **7.1.10. Section 10 – Business Preference Documentation**

For any proposer claiming a Section 3 Business Preference, he/she shall include the fully completed and executed Section 3 Business Preference Certification Form attached and any documentation required by that form. If no hires, suppliers, or vendors are contemplated, the proposer should so state.

#### **7.1.11. Section 11 – Other Information (Optional Item)**

The proposer may include hereunder any other general information that the proposer believes is appropriate to assist OHA in its evaluation.

If no information is to be placed under any of the above noted tabs (especially the "Optional" tabs), place a statement such as "NO INFORMATION IS BEING PLACED IN THIS SECTION" or "THIS SECTION LEFT INTENTIONALLY BLANK." DO NOT ELIMINATE ANY OF THE SECTIONS.

#### **7.2. Proposal Submittal Binding Method**

It is preferable and recommended that the proposer bind the proposal submittals in such a manner that OHA can, if needed, remove the binding or remove the pages from the cover (i.e. 3ring binder; etc.) to make copies, and then conveniently return the proposal submittal to its original condition.



## REQUEST FOR PROPOSAL (RFP) NO. NJOHA112018-01

---

### **Managed IT Services and Support**

#### **7.3. Proposal Submission**

All proposals must be submitted and time-stamped received in the designated Agency office by no later than the submittal deadline stated herein (or within any ensuing addendum). A total of 1 original signature copy (marked "ORIGINAL") and 4 exact copies of the proposal submittal, shall be placed unfolded in a sealed package and addressed to:

**Housing Authority of the City of Orange**

**Attention: Brad K. Leak**

**340 Thomas Blvd.**

**Orange, NJ 07050**

The package exterior must clearly denote the above noted RFP number and must have the proposer's name and return address. Proposals received after the published deadline will not be accepted.

#### **7.4. Submission Conditions.**

DO NOT FOLD OR MAKE ANY ADDITIONAL MARKS, NOTATIONS OR REQUIREMENTS ON THE DOCUMENTS TO BE SUBMITTED! Proposers are not allowed to change any requirements or forms contained herein, either by making or entering onto these documents or the documents submitted any revisions or additions; and if any such additional marks, notations or requirements are entered on any of the documents that are submitted to OHA by the proposer, such may invalidate that proposal. If, after accepting such a proposal, OHA decides that any such entry changed the intent of the proposal that OHA intended to receive, OHA may accept the proposal and the proposal shall be considered by OHA as if those additional marks, notations or requirements were not entered on such. By downloading these documents, each prospective proposer that does so is thereby agreeing to confirm all notices that OHA delivers to him/her as instructed, and by submitting a proposal, the proposer is thereby agreeing to abide by all terms and conditions published herein and by addendum pertaining to this RFQ.

#### **7.5. Submission Responsibilities**

It shall be the responsibility of each proposer to be aware of and to abide by all dates, times, conditions, requirements and specifications set forth within all applicable documents issued by OHA, including the RFP document, the documents listed in this RFP and any addenda and required attachments submitted by the proposer. By completing, signing and submitting the completed documents, the proposer is stating his/her agreement to comply with the all conditions and requirements set forth within those documents. Written notice from the proposer not authorized in writing by the CO to exclude any of OHA requirements contained within the documents may cause that proposer to not be considered for award.

#### **7.6. Contact with OHA**

It is the responsibility of the proposer to address all communication and correspondence pertaining to this RFP process to the designated CO, Brad K. Leak, Assistant Executive Director, only. Proposers must not make inquiry or communicate with any other OHA staff member or official (including members of OHA Board of Commissioners) pertaining to this RFP. Failure to abide by this requirement may be cause for OHA to not consider a proposal submittal received from any proposer who may Agency not abided by this directive.

#### **7.7. Equal Employment Opportunity and Supplier Diversity**

Both the Contractor and OHA have, pursuant to HUD regulation, certain responsibilities pertaining to the hiring and retention of personnel and subcontractors.

**7.7.1. 24 CFR §85.36(e) states:**

**Managed IT Services and Support**

(e) *Contracting with small and minority firms, women's business enterprise and labor surplus area firms.*

- (1) *The grantee and subgrantee will take all necessary affirmative steps to assure that minority firms, women's business enterprises, and labor surplus area firms are used when possible.*
- (2) *Affirmative steps shall include:*
  - (i) *Placing qualified small and minority businesses and women's business enterprises on solicitation lists;*
  - (ii) *Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;*
  - (iii) *Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority business, and women's business enterprises;*
  - (iv) *Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority business, and women's business enterprises;*
  - (v) *Using the services and assistance of the Small Business Administration, and the Minority Business Development Agency of the Department of Commerce; and*
  - (vi) *Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (e)(2) (i) through (v) of this section.*

**7.7.2. HUD Procurement Handbook 7460.8 REV 2 states:**

- a) Section 15.5.A, Required Efforts. Consistent with Presidential Orders 11625, 12138, and 12432, the <Agency> shall make every effort to ensure that small businesses, MBEs, WBEs, and labor surplus area businesses participate in <Agency> contracting.
- b) Section 15.5.B, Goals. <The Agency> is encouraged to establish goals by which they can measure the effectiveness of their efforts in implementing programs in support of contracting with disadvantaged firms. It is important to ensure that the means used to establish these goals do not have the effect of limiting competition and should not be used as mandatory set-aside or quota, except as may otherwise be expressly authorized in regulation or statute. Some localities have adopted minority contracting set-aside policies or geographic limitations, which may be in conflict with Federal requirements for full and open competition.

**7.7.3. OHA Procurement Policy states that our Agency will:**

- a) Assistance to Small and Other Business, Required Efforts:
- b) Including such firms, when qualified, on solicitation mailing lists;
- c) Encouraging their participation through direct solicitation of bids or proposals whenever they are potential sources;
- d) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by such firms;
- e) Establishing delivery schedules, where the requirement permits, which encourage participation by such firms;

## REQUEST FOR PROPOSAL (RFP) NO. NJOHA112018-01

### Managed IT Services and Support

- f) Using the services and assistance of the Small Business Administration, and the Minority Business Development Agency of the Department of Commerce;
- g) Including in contracts, to the greatest extent feasible, a clause requiring contractors, to provide opportunities for training and employment for lower income residents of the project area and to award subcontracts for work in connection with the project to business concerns which provide opportunities to low-income residents, as described in 24 CFR Part 135 (so-called Section 3 businesses); and
- h) Requiring prime contractors, when subcontracting is anticipated, to take the positive steps listed above.

### 8.0 PROPOSAL EVALUATION

The following factors will be utilized by OHA to evaluate each proposal submittal received; award of points for each listed factor will be based upon the documentation that the proposer submits within his/her proposal submittal:

CRITERIA	MAX POINT VALUE
Experience – Resume - Approach	40 points
Response time to trouble calls	15 points
*Costs (monthly and outside of scope)	30 points
Diversity	15 Points
	100 points

\*Though cost is an important factor, it will not be the sole nor primary factor considered in selecting the successful contractor.

#### 8.1. Evaluation Method

##### 8.1.1. Initial Evaluation for Responsiveness.

The contract shall be awarded to the firm submitting the most reasonable and responsible proposal complying with the requirements for the Request for Proposal, provided the proposal is reasonable and in the best interest of the Housing Authority to accept.

##### 8.1.2. Evaluation Packet.

An evaluation packet will be prepared for each evaluator, typically including but not required the following documents:

- a) Instructions to Evaluators;
- b) Written Narrative Form for each proposer;
- c) Recap of each proposer's responsiveness;

**Managed IT Services and Support**

d) Copy of all pertinent RFP documents.

**8.1.3. Evaluation Committee**

OHA anticipates that it will select a minimum of a three-person committee to evaluate each of the responsive “hard copy” proposals submitted in response to this RFP. PLEASE NOTE: No proposer shall be informed at any time during or after the RFP process as to the identity of any evaluation committee member. If, by chance, a proposer does become aware of the identity of such person(s), he/she SHALL NOT make any attempt to contact or discuss with such person anything related to this RFP. The designated CO is the only person at OHA that the proposers shall contact pertaining to this RFP (see Section 7.6). Failure to abide by this requirement may (and most likely will) cause such proposer(s) to be eliminated from consideration for award.

**8.1.4. Evaluation**

It is anticipated that the CO will evaluate and award points pertaining to Evaluation Factor No. 5 (the “Objective” Factor); and that the appointed evaluation committee, independent of the CO or any other person at OHA, will evaluate the responsive proposals submitted and award points pertaining to Evaluation Factors No. 1, 2, 3 and 4 (the “Subjective Factor”). Upon final completion of the proposal evaluation process, the evaluation committee will forward the completed evaluations to the CO.

**8.1.5. Potential “Best and Finals” Negotiations.**

OHA reserves the right to, as detailed within Section 7.2.N through Section 7.2.R of HUD Procurement Handbook **7460.8 REV 2**, conduct a “Best and Finals” Negotiation, which may include oral interviews, with all firms deemed to be in the competitive range. Any firm deemed not to be in the competitive range shall be notified of such in writing by OHA in as timely a manner as possible, but in no case within no longer than 5 business days after the beginning of such negotiations with the firms deemed to be in the competitive range.

**8.1.6. Determination of Top-ranked Proposer.**

The subjective points awarded by the evaluation committee shall be combined with the objective points awarded by the CO to determine the final rankings, which shall be forwarded by the CO to the Executive Director (ED) for approval. If the evaluation was performed to the satisfaction of the ED, the final rankings may be forwarded to OHA Board of Commissioners (BOC) at a scheduled meeting for approval. Contract negotiations may, at OHA's option, be conducted prior to or after the BOC approval.

**8.1.7. Minimum Evaluation Results.**

To be considered to receive an award a proposer must receive a total calculated average of at least 70 points of the 100 total possible points.

**8.1.8. Notice of Results of Evaluation.**

If an award is completed, all proposers will receive by e-mail a Notice of Results of Evaluation. Such notice shall inform all proposers of:

- a) Which proposer received the award;
- b) Where each proposer placed in the process as a result of the evaluation of the proposals received;
- c) The cost or financial offers received from each proposer;
- d) Each proposer’s right to a debriefing and to protest.

**8.1.9. Restrictions.**

## REQUEST FOR PROPOSAL (RFP) NO. NJOHA112018-01

---

### **Managed IT Services and Support**

All persons having familial (including in-laws) and/or employment relationships (past or current) with principals and/or employees of a proposer entity will be excluded from participation on OHA evaluation committee. Similarly, all persons having ownership interest in and/or contract with a proposer entity will be excluded from participation on OHA evaluation committee.

## **9.0 CONTRACT AWARD**

If a contract is awarded pursuant to this RFP, the following detailed procedure will be followed:

### **9.1. An Agreement to Abide.**

By completing, executing and submitting the Form of Proposal the “proposer is thereby agreeing to abide by all terms and conditions pertaining to this RFP as issued by OHA, either in hard copy or on the noted e-Procurement System,” including the contract clauses. OHA has no responsibility to conduct after the submittal deadline any negotiations pertaining to the contract clauses already published

### **9.2. Contract Conditions**

The following provisions are considered mandatory conditions of any contract award made by OHA pursuant to this RFP:

#### **9.2.1. Contract and Method of Payment:**

The final form of contract and scope of services will be negotiated between OHA and the selected firm after the selection process is complete. Invoices with proper documentation can be submitted on a monthly basis. Submit separate invoices for each project, or as requested by OHA

#### **9.2.2. HUD Forms.**

Please note that OHA has no legal right or ability to (and will not) at any time negotiate any clauses contained within ANY of the HUD forms included as a part of this RFP.

#### **9.2.3. Assignment of Personnel.**

OHA shall retain the right to demand and receive a change in personnel assigned to the work if OHA believes that such change is in the best interest of OHA and the completion of the contracted work. Time spent on administrative items should not be billed at the attorney rate, but at an appropriate administrative rate.

### **9.3. Insurance Requirements**

Prior to award (but not as a part of the proposal submission) the successful proposer will be required to provide:

#### **9.3.1. Commercial general liability**

\$150,000 per person and \$1,000,000 per occurrence.

#### **9.3.2. Worker's Compensation Insurance**

Equal to or at least \$100,000 per employee (if applicable)

### **9.4. Negotiate Final Fees**

OHA shall retain the right to negotiate the amount of fees that are paid to the successful proposer, meaning the fees proposed by the top-rated proposer during negotiations may, at OHA's options, be the basis for the beginning of negotiations. Such negotiations shall begin after OHA has chosen a top-rated proposer. If such negotiations are not, in the opinion of the CO, successfully concluded within 5 business days, OHA shall retain the right to end such negotiations and begin negotiations with the next-rated proposer.

**Managed IT Services and Support**

**9.5. Contract Service Standards**

All work performed pursuant to this RFP must conform and comply with all applicable local, state and federal codes, statutes, laws and regulations.