Request for Proposals

**Qualified Firm to Maintain and Provide Technical Service for an Existing Network**

**September 16, 2025**

**Winchester Housing Authority**

**80 Chestnut Street**

**Winchester, CT 06098**

**September 16, 2025**

Winchester Housing Authority (WHA) is soliciting proposals from qualified firms maintain and provide technical services for its existing network infrastructure for a one to three year period.  **An onsite tour with a pre-bid meeting to follow will be held on Tuesday, October 7th at 10:30 AM at the Central Office located at 80 Chestnut Street, Winchester, CT 06098.** Additionally proposers may receive an electronic copy by sending an email to **Betsy@Winchesterhousing.org.** **Proposals will be received until 2:00 p.m. on October 24th, 2025 at the Central Office located at 80 Chestnut Street, Winchester, CT 06098.** The criteria for evaluating these proposals will be based on the items set forth in the Request for Proposals. If an award is made based on this solicitation, it will be made to the top rated responsive and responsible offeror which in the judgment of the Agency, best meets the factors presented in this RFP and the needs and long term goals of the Agency.

**The Housing Authority of Winchester, CT:**

1. Reserves the right to reject any and all proposals, to waive informality in the RFP process, or to terminate the process at any time, if deemed to by the WHA to be in its best interest.
2. Reserves the right to award a contract pursuant to this RFP.
3. Reserves the right to terminate a contract award pursuant to this RFP, at any time for its convenience upon 10 days written notice to the successful proposer(s).
4. Reserve the right to determine days, hours, and locations that the successful proposer(s) shall provide services called for in this RFP.
5. Reserves the rights to retain all proposals submitted and not permit withdrawal for a period of 60 days subsequent to the deadline for receiving proposals without written consent of the WHA.
6. Reserves the right to negotiate the fees proposed by the proposer entity.
7. Reserves the right to 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.
8. Shall have no obligation to compensate any proposer for any costs incurred in responding to this RFP.

Housing Authority of Winchester, CT

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Betsy R. Soto, PHM, VEM

Executive Director

Date: September 16, 2025

(860) 379-4573

**REQUEST FOR PROPOSALS**

1. **INTRODUCTION**

Winchester Housing Authority (WHA) is requesting proposals from a qualified firm to provide a technical team to maintain and provide technical service to the existing network infrastructure for a one to three year period.

1. **BACKGROUND**

The Housing Authority of Winchester CT is the public entity within Winchester CT that provides affordable housing to low and moderate income families. The Authority was created in 1956 and derives its authority from Connecticut State law. The Winchester Housing Authority (WHA) owns approximately 2 Federally housing sites consisting of 120 units of housing. The WHA employs approximately 4 full time equivalent employees. The WHA currently uses PHA-WEB software systems, and the network consists of, but is not limited to: 1 network server, in the process of adding another server, 5 PCs, 2 laptops, smart phone, routers, switches, printers, scanner/copier/printer, and 1 IP based camera system with one server and two monitoring PC stations. The WHA offices are at two separate sites and will be connected via servers.

1. **SCOPE OF SERVICES**
   1. Vendor will need to provide a qualified technical team (as needed) to conduct an onsite review of all infrastructure components.
      1. Switches and Routing – Provide a review of current network equipment and make suggestions for updates and upgrades.
      2. Wireless Connectivity – Review current wireless network configuration, document system connectivity and provide recommendations.
      3. Client/Server Systems – Review current desktop and server systems and make recommendations for updates and upgrades.
      4. Surveillance Systems – Review current IP surveillance systems and make recommendations for updates and upgrades.
   2. Strategic review- Meet with key stake holders of the WHA to discuss the future expansion of the network, including, but not limited to; potential switching and segmentation requirements, business continuity, and identify fit for managed services.
   3. Presentation of findings - Vendor will prepare the following deliverables:
      1. Raw data collection
      2. Executive summary of the state of all assessed systems
      3. Overview of critical infrastructure issues requiring attention (replacement or modification)
      4. Phased plan for implementation of needed upgrades or modification
   4. Recommendations for implementation of managed services - Vendor will design a proactive monitoring and alerting plan for all systems critical to the core infrastructure. This will include switches, routers, firewall, wireless hardware, spam filtering and camera infrastructure. Vendor must provide documentation regarding available services including but not limited to:
2. Marketing literature describing the breadth and licensing/fee structure available.
3. Technical documentation regarding the systems used to provide monitoring, including any agents required, reporting intervals and bandwidth requirements.
4. Sample onboarding literature which clearly describes the process for implementing solutions.
   1. Proposed managed services offered must include the following
5. Ensure network is secure at all times, provide monitoring and alerting system of network intrusions/threats
6. Customizable response plan with network, diagrams (by buildings), service level agreements, response times, define notifying parties
7. 24 X 7 X 365 availability of monitoring and alerting services
8. Monitoring, Tier I and Tier II services.
9. Qualified vendors must have a system for providing automated response and resolution for detected issues
10. Reporting portal – WHA will require quarterly reporting.
11. Ticketing system and dedicated support telephone number – The selected vendor must be able to provide a ticket based support request system in addition to a support phone number for WHA technical issues.
12. Network design, implementation, and ongoing support
13. Ongoing set up service and support for server(s), desktops, laptops and related hardware.
14. Ongoing set up service and support for data backup, disaster recovery, business continuity and security.
15. Assist in IT needs assessments and product procurement as needed.
16. Assist in design, procurement and support of IP based video monitoring equipment as needed.
17. Ongoing set up service and support internet access and email solutions including, but not limited to;
    1. Firewall, Anti-Virus and Anti-Malware protection installation and maintenance for all desktops, laptops, tablets, servers and other related devices.
    2. Email management including installation and maintenance of storage, SPAM filtering and encryption.
18. Quarterly review meetings to ensure the WHA’s needs are being met.
19. Other IT services as needed.
    1. **VENDOR REQUIREMENTS**
    2. Qualified vendors must supply sample resumes and/or qualifications for senior level technical leadership and key organizational stake holders
    3. Vendors must be able to demonstrate technical proficiency for major vendors.
    4. Vendors must provide evidence of relevant certifications and training
    5. Vendors must be able to provide demonstrate relevant experience and references from customers with similar systems and management.
    6. Vendors must document experience working with other Housing Authorities or similar environments and demonstrate familiarity and knowledge of the Housing Authority software.
    7. **PROPSALS MUST INCLUDE**
20. A statement of hours of operation and guaranteed response times.
21. A description of after hour response and additional charges, if any, for such services.
22. A description of onsite and remote support
23. A description of tools used for monitoring the health of the IT infrastructure.
24. A list of work that is not included in the proposal and the costs associated for such work if needed.
25. A description of any services outsourced to others. Include a list of sub-contractors
26. A fixed monthly fee for services which shall include up to 20 hours of monthly onsite service. Also include hourly rates for all other services not included in the Scope of Services.

1. **PROPOSAL FORMAT AND EVALUATION FACTORS**
2. **An original and three (3) copies of the Proposal must be received by 2:00 PM, Friday, October 24, 2025, in a sealed envelope to:**

**Betsy R. Soto, Executive Director**

**Winchester Housing Authority**

**80 Chestnut Street**

**Winchester, CT. 06098**

The Original submittal is to be marked on the outside of the proposal “Original”.

1. The submittal shall be arranged in the following format and sequence and will be evaluated using the four factors and assigned values listed below:
2. **Letter of Interest (5%) -** The letter should identify the proposer’s interest in the project, show complete understanding of the WHA needs and briefly explain why the proposer feels it is best qualified to undertake this engagement. Identify the principal staff who would be assigned to this engagement.
3. **The Technical Approach and the Response Plan(s) (35%) -** A detailed description of the approach and proposed work plan; and time frame for completion of this engagement.
4. **Demonstrated Experience in Similar Engagements (25%) -** The prior experience identified by the proposer in similar engagements, including, but not limited to, experience with demonstrated course of action and a history of strategies related to future course of action. The proposer will provide contact information on references for prior clients with similar engagements and provide a brief description of the role the consultant played in each engagement
5. **Cost (35%)-**  Propose hourly fees, expenses, and estimated time that would be required to complete this engagement. A fixed monthly fee for services which shall include up to 20 hours of monthly onsite service. Also include hourly rates for all other services not included in the Scope of Services.
6. **Attachments A through C**
7. **COST INCURRED IN RESPONDING**
   1. All costs directly or indirectly related to preparation of a response to the Request for Proposal or any oral presentation required to supplement and/or clarify the submittal which may be required by the **WHA** shall be the sole responsibility of and shall be borne by Offeror.
   2. Each firm by submitting its proposal waives any claim for liability against the **WHA** as to loss, injury and costs or expenses, which may be incurred as a consequence of its response to this document.
8. **INQUIRIES**
   1. Questions submitted in writing on Offeror's letterhead and properly signed will be accepted **until 2:00pm EST on Friday, October 10, 2025 .** Responses to written inquiries will be mailed, electronically transmitted or faxed to Offeror. Direct all questions to:

**Betsy R. Soto, Executive Director**

**Winchester Housing Authority**

**80 Chestnut Street**

**Winchester CT 06098**

**Betsy@Winchesterhousing.org**

1. **SUBMISSION DEADLINE**

October 24, 2025 at 2:00 pm eastern standard time, WHA located at 80 Chestnut Street, Winchester CT. 06098

**8. REJECTION**

* 1. WHA reserves the right to reject any and all submittals and/or to waive any informality in the solicitation process or parts thereof and to re-solicit.
  2. WHA does not guarantee that a contract will be awarded as a result of this Request for Proposal

**9. TERMS AND CONDITIONS**

The following shall be essential terms and conditions of any agreement resulting from this solicitation:

1. Termination. The WHAshall have the right to terminate the Agreement at any time. WHA reserves the right to terminate this Agreement for its convenience or in the event it shall abandon or indefinitely postpone the program. Such termination shall be accomplished by written notice delivered to the Contractor. Payment to the Contractor shall be made for work performed prior to receipt of the termination notice and the Contractor shall have no claim for loss of anticipated profits or any additional compensation.
2. Breach of Agreement. If the Contractor fails to fulfill its obligations under this Agreement in a timely and proper manner or if it shall violate any of the terms of this Agreement, the WHA shall have the right to immediately terminate such contract and withhold payments in excess of fair compensation for work completed. The term "breach of agreement" specifically includes, but is not limited to, failure to comply with any applicable Federal, State or Local laws or regulations. Notwithstanding the above, the Contractor shall not be relieved of liability to the WHAfor damages sustained by virtue of any breach by the Contractor.
3. Modification of Agreement. Such Agreement may be modified only by written amendment executed by all parties.
4. Partnerships/Joint Ventures. Such Agreement shall not in any way be construed or intended to create a partnership or joint venture between the parties or among any of the parties. None of the parties of such Agreement shall hold itself out in a manner contrary to the terms of this. No party shall become liable for any representation, act or omission of any other party contrary to the terms of this agreement.
5. Waiver. No waiver of any provision of such Agreement shall affect the right of the WHAthereafter to enforce such provision or to exercise any right or remedy available to it in the event of any other default.
6. Indemnification. The Contractor shall agree to indemnify and hold the WHA,its officers, agents and/or employees harmless from and against any and all lawsuits, damages and expenses, including court costs and attorney's fees, by reason of any claim and/or liability imposed, claimed and/or threatened against the WHA, its officials, agents and/or employees for damages because of bodily injury, death and/or property damages arising out of or in consequence of the performance of services under this Agreement to the extent that such bodily injuries, death and/or property damages are attributable to the negligence of the Contractor and/or the Contractor's servants, agents and/or employees.
7. Assignment-Consent Required. The provisions of such Agreement shall inure to the benefit of and shall be binding upon the respective successors and assignees of the parties hereto. Such Agreement nor any of the rights and obligations of the Contractor hereunder shall not be assigned, subcontracted or transferred in whole or in part without the prior written consent of the WHA. Any such assignment transfer or subcontract shall not release the Contractor from its obligation hereunder. Any approved assignee shall assume each and every obligation of the Contractor hereunder and WHA may contract with or reimburse any such assignee without waiving any of its rights against the Contractor.
8. Entire Agreement. Such Agreement shall set forth the entire Agreement between the parties with respect to the subject matter hereof, and shall govern the respective duties and obligations of the parties until and unless a more formal Agreement is entered into between the parties.
9. Force Majeure. No party to such Agreement shall have any liability to the other hereunder by reason of any delay or failure to perform any obligation or covenant if the delay or failure to perform is occasioned by any act of God, force majeure, storm, fire, casualty, civil disturbance, riot, war, national emergency, act of Government, act of public enemy or other cause of similar nature beyond its control.

**10.** **MISCELLANEOUS PROVISIONS**

The Contractor and the WHA mutually agree as follows:

1. Ownership of Documents. All data prepared or obtained under this Agreement shall be made available, upon request, to the WHA without restriction or limitation on their use.
2. Personnel. The Contractor represents that he/she has or will secure at his/her own expense, all personnel required in performing the services under this Agreement. Such personnel shall not be employees of or have any contractual relationship with the WHA.
3. Interest of Other Local Public Officials. No member of the governing body of the locality in which the area of the Project is situated and no other public official of such locality who exercises any functions or responsibilities in the review or approval of the carrying out of the Project to which this Agreement pertains shall have any personal interest, direct or indirect, in the Agreement.
4. Access to Records. The Contractor shall maintain books, records, documents and other evidence directly pertinent to performance of work under this Agreement in accordance with accepted professional practice and appropriate accounting procedures and practices. Audits conducted pursuant to this provision shall be in accordance with generally accepted auditing standards and formally established audit regulations, procedures and guidelines of the reviewing or audit agency.

**11.** **INSURANCE**

1. Worker's Compensation Insurance. Providing coverage in compliance with the laws of the state in which any part of the work is to be performed, and if appropriate, Employer's Liability Coverage in the minimum amount of $100,000 for each occurrence.
2. Automobile Liability Insurance. Bodily injury and property damage combined single limit in the minimum amount of $250,000 for each occurrence, $500,000 aggregate.
3. Consultant's Professional Liability Insurance. Bodily injury and property damage combined single limit in the minimum amount of $250,000 each occurrence, $500,000 aggregate.

**12.** **LICENSING & BUSINESS REQUIREMENTS**

The Offeror is responsible to comply with all licensing requirements and associated business regulations whether Local, State or Federal. It is the responsibility of the potential Contractor to determine the applicability of any rule, regulation or other requirement.

**13.** **EQUAL EMPLOYMENT OPPORTUNITY**



The Offeror shall affirm that it does not subscribe to any personnel policy which permits or allows for discrimination in the employment promotion, demotion, dismissal or laying off of any individual due to his/her race, creed, color, national origin, age or gender or physical handicap.

**14. TITLE VI**

The Winchester Housing Authority prohibits discrimination in all of its programs and activities on the basis of race, color or national origin. The agency will comply with all statutes and regulations of Title VI of the Civil Rights Act of 1964. No person should be excluded from participation in or be denied the benefit of or be subjected to discrimination under any program or service provided by or affiliated with WHA on the basis of non-merit reasons. To file a complaint of discrimination, write or call **Betsy R. Soto, PHM,VEM, Executive Director, Winchester Housing Authority 80 Chestnut Street, Winchester CT 06098, phone (860) 379-4573.**

**15. ATTACHMENTS**



1. Company Information
2. Client References
3. Non-Collusive Affidavit

**ATTACHMENT A**

**COMPANY INFORMATION**

Name of Organization

Business Address

Phone Number

Name of Principal Owners

(Leave blank if publicly owned) Number of Years in Business

Location of office which would service the WHA

Attach any additional information regarding your firm’s background, which would be useful in assessing your proposal.

**ATTACHMENT B - CLIENT REFERENCES**

**PLEASE PROVIDE ON A SEPARATE SHEET OF PAPER LABELED ATTACHMENT B, FIVE (5) CLIENT REFERENCES. INFORMATION SHOULD INCLUDE:**

Customer Name

Address Contact Person Phone Number Email Address

A brief description of the role the consultant played in the engagement(s) for this client and the current implementation status of such project(s).

**ATTACHMENT C - FORM OF NON-COLLUSIVE AFFIDAVIT**

STATE OF

COUNTY OF \_\_\_\_\_\_\_\_ , being first duly sworn, deposes and says that:

(1) He/She is of , the

Vendor that has submitted the attached Proposal:

(2) He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;

(3) Such Proposal is genuine and not collusive or sham; that said vendor has not colluded, conspired, connived or agreed, directly or indirectly, with any bidder or person to put in a sham bid or to refrain from bidding and has not, in communications or conference, with any person, agreed to fix any overhead, profit or cost element of said bid price, or that of any other bidder, or to secure any advantage against the Winchester Housing Authority or any person interested in the proposed contract; and that all statements in said proposal of bid are true; and;

(4) Any professional fees arrived at during negotiations must be fair and proper and are not to be tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Professional or any of its agents, representatives, owners, employees or parties in interest, including this affidavit.

(Signed) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title

Sworn to and subscribed before me on this day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 2016

Notary Public: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

My Commission Expires:\_\_\_\_\_\_\_\_\_\_\_ \_\_\_

