**REQUEST FOR PROPOSALS**

**INFORMATION SYSTEMS ASSESMENT & CONSULTANT SERVICES**

**HOUSING AUTHORITY OF THE CITY OF LAREDO**

**Date Issued: 07/28/2021**

**Closing Date: 08/13/2021**

Prepared by:

Laredo Housing Authority

2000 San Francisco Ave.

Laredo, TX 78041

**SCOPE OF WORK**

The Laredo Housing Authority seeks proposals for an independent comprehensive review of its Information Technology infrastructure as it relates to its business processes. The selected firm will produce an Information Technology Report for the Board of Commissioners and Executive Director that includes strategic plans and recommendations to achieve the requirements established by the Agency. In addition, the assessment will give an appraisal of the IT environment’s ability to provide administration services and the capabilities to meet current and future services.

**GENERAL REQUIREMENTS**

The following types of services are intended as examples and are not necessarily inclusive of all of the type of services the selected firm may be required to perform during the life of the Contract.

* Evaluate and assess the current system in terms of efficiency, management, security, redundancy, of all administrative areas and housing programs ( Public Housing, Housing Choice Voucher, Rental Assistance Demonstration, Special Programs). The firm will conduct a confidential survey of organization department and users in assessing system function and staff performance.
* Identify and recommend opportunities to increase the use of functionally within the current software system, and/or by upgrading or changing hardware or processes
* Identify and recommend technical IT trainings and non-technical end user trainings that can benefit the ease of use and/or performance
* Identify and recommend technological upgrades or process improvement to increase employee ease of use and productivity
* Identify and recommend methods, processes, or hardware upgrades or changes to functionality, timeliness and reliability of reporting and related processes
* Identify and recommend improvements leading to cost-effective paperless solution
* Assess, identify and recommend any customer service improvements (toward service stakeholder including staff) in the Information System’s department environment
* Identify, compare, and recommend options of in-house and online hosting
* Ensure internal and external security to mitigate risks to internal controls
* Maintain compliance with Federal and State regulations
* Assess the viability of upgrading, changing, or converting any hardware and/or software systems that provides a wider range of functions and external integration, performance, security, or redundancy to meet the rapidly changing needs of LHA.

The selected firm will work with each business area to identify a list of technology requirements, examine the extent of use with the current system and develop a long term technology road map. The firm will work with key individuals in each business unit to get an understanding of internal processes and how technology is used to gather, analyze and share data.

**TECHNICAL REQUIREMENTS**

* Communicates effective and promptly using various mediums, as may be required by the LHA –including by phone, email, working group applications, etc.
* Is available, and is responsive, to work during hours outside a regular 8:00 a.m. to 5:00 p.m. work-day, and is willing to travel, as may be required; if so, less than 5 percent of the time.

**MINIMUM QUALIFICATIONS**

Respondents must meet and evidence of the following criteria:

* Minimum of 15 years’ experience in similar Information Technology network and systems.
* Minimum of 3 or more recent references that can attest to the firm’s capabilities to perform the Scope of Service.
* Background record determined acceptable by the Laredo Housing Authority.

**REQUIRED DOCUMENTS**

Detailed Statement of Qualifications that includes the following:

* Cover letter
* Detailed project approach
* Resume detailing the last 15 years of work experience,
* Copies of educational and professional credentials.
* Listing of 3 work references (Including name, telephone number, mailing, and e-mail addresses)
* Listing of jobs where similar work was performed (Including name, telephone number, mailing, and e-mail addresses)
* Authorize a background check for any person working on this project.
* Copy of sealed criminal record dated within the last 45 days. This can be provided once contracted, but prior to beginning any work.
* Provide an hourly rate to be charged, or a schedule of hourly fees if more than one hourly rate

**FEES PROPOSAL**

The cost breakdown should include, but not limited to direct labor (hourly rates, proposed hours, and travel fees).

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| **Service Proposed** | **Hourly Rate for Services** |
| IT Consultant Services | $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Include a schedule of fees if more than hourly rate is anticipated |

**EVALUATION CRITERIA**

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| **NO.** | **MAX POINT VALUE** | **SUMMARY SCORE** | **DESCRIPTION** |
| **1** | **20 points** |  | **Level of Quality and Professional Responsiveness** |
| **2** | **30 points** |  | **Overall Statement of Qualifications and Knowledge of Subject Matter** |
| **3** | **30 points** |  | **Quality of Key Personnel Assigned. Available and Response to Client** |
| **4** | **\*20 points** |  | **Cost Effectiveness and Technical Value** |
| **5** | **15 points** |  | **Section 3 Business Preference** |
|  | **115 points** |  | **Total Points (other than preference points) 115 points** |