



REQUEST FOR PROPOSAL (RFP)
INFORMATION TECHNOLOGY
MANAGED SERVICES PROVIDER
(MSP)

RFP 3.1.2026

TYPE OF PROJECT: The Gaffney Housing Authority (GHA) is seeking proposals from Information Technology Managed Services Provider.

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SUBMISSION ADDRESS:

Gaffney Housing Authority Administrative Office

125 Beltline Rd.

Gaffney, SC 29342

Issue Date: March 25, 2026

SUBMISSION DEADLINE:

The proposal must be received, and time stamped by GHA no later than Thursday, April 30th, 2026, at 4:00 PM EST

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1. INTRODUCTION

Gaffney Housing Authority (GHA) invites qualified and experienced vendors to submit proposals to provide comprehensive, proactive Information Technology Managed Services. The selected vendor will deliver 24/7 monitoring, preventative maintenance, help desk support, cybersecurity, strategic IT consulting, and scalable infrastructure management.

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize HELP DESK service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 7:00 AM to 5:00 PM, Monday through Thursday. The vendor is expected to report on status of technology issues and communicate effectively with GHA departments.

2. BACKGROUND INFORMATION

GHA currently operates in a decentralized IT environment. The infrastructure includes **one (1) Lenovo VMware host running two (2) Windows Server 2019 virtual machines.**

The Authority maintains the following equipment:

- **10 desktop PCs**
- **3 laptops**
- **Printers and multifunction devices located across departments**

These devices are distributed throughout five buildings within a 3-mile radius of the Administrative Office. Full inventory details are available upon request.

GHA utilizes **Microsoft 365** for email and productivity services under the following license types:

- **12 Office E3 licenses**
- **2 Business Basic licenses**
- **7 Microsoft 365 Basic Standard licenses**

GHA has no in-house IT department and relies entirely on external providers for network, server, cybersecurity, and user support.

3. SERVICES REQUIRED

This section summarizes the services to be provided to the GHA in this RFP. The GHA is looking for a maintenance and support program to be designed under two major categories. These categories are PREVENTIVE MAINTENANCE and AS NEEDED MAINTENANCE, to accommodate departmental computer system activities and user equipment performance. The GHA expects the vendor proposal to define, in detail, the approach to be used in the above categories. Distinction of time and material costs for these efforts are important to billing the GHA and future budget considerations.

4. INITIAL ASSESSMENT

- a. Review of the inventory, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes and make recommendations for improving routine support criteria and eliminating emergency maintenance situations.
- b. A report of this initial assessment shall be submitted by successful bidder following the contract executed and each **June 1st** if the contract is in force. This is to allow for necessary budget planning for the upcoming fiscal year.
- c. GHA is interested in the potential of cloud services for hosting and replacing the on-premises server infrastructure.
- d. The initial assessment should include the merits of migrating to the cloud vs. keeping the infrastructure on premises from a budget, feature, and reliability perspective.

5. SERVICE RESPONSE TIME EXPECTATIONS

To ensure consistent support, the vendor must meet the following minimum response times:

- **Critical / System Down Issues:**
 - Response within **1 hour**, resolution or workaround within **4 hours**.
- **High Priority** (Major user impact, no workaround):
 - Response within **2 hours**, resolution goal **same business day**.
- Routine / Standard Support Requests:
 - Response within **1 business day**, resolution within **3 business days**.
- Planned Work / Non-Urgent Tasks:
 - Scheduled within **4 business days**.

Vendors may propose alternative response times, provided they meet or exceed these expectations.

6. DESKTOP APPLICATION SUPPORT

- a. Performance of basic support functions, including the installation of PCs, laptops, PDAs, printers, peripherals, and office software.
- b. Diagnosis and correction of desktop application problems, configuring of PCs and laptops for standard applications.
- c. Identification and correction of user hardware problems, with advanced troubleshooting as needed
- d. Maintenance of an updated inventory of all related computer-related hardware, to make available to GHA personnel upon request; and implementation of HELP Desk procedures under policy constraints of the successful vendor.

7. SERVER AND WORKSTATION ADMINISTRATIVE SERVICES

- a. Management of network and computer systems including complex applications, databases, messaging, server and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.
- b. Scheduling preventive maintenance for equipment in the areas of coverage is properly and promptly performed.
- c. Maintenance of records for all HELP Desk tickets for both onsite visits and telephone support is available.
- d. Development of operations and quality assurance for backup plans and procedures are being followed.
- e. Configuration management including changes, upgrades, patches, etc. is maintained.
- f. Management of user login and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

8. HELP DESK TICKETING & REPORTING REQUIREMENTS

The vendor must maintain an electronic Help Desk ticketing system that tracks:

- Date and time of request
- Request type and priority
- Assigned technician
- Status updates
- Resolution notes
- Ticket closure time

Monthly reports must be provided to GHA **summarizing**:

- Total number of tickets
- Average response time and resolution time
- Recurring issues or trends
- Outstanding or escalated items
- Recommendations for process or system improvements

9. NETWORK ADMINISTRATION

- a. Maintenance and support of network equipment, including switches, firewalls, routers, copiers, and other security devices is included.
- b. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment.
- c. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations.
- d. Network performance and capacity management services; continuous troubleshooting is required.
- e. Maintenance of network documentation for daily, weekly, and monthly services is required.

10. EMAIL, SECURITY AND BACKUP EFFORTS

- a. Maintenance of GHA email accounts using the GHA domain, adding, changing, and/or deleting GHA employee accounts as requested.
- b. Maintenance of virus detection programs and spam filtering and advanced threat protection on the GHA server and user computers and laptops.
- c. Performance of periodic security audits, including notification of suspected breaches of security to the GHA designated person are required.
- d. Configuration of the GHA systems to enable remote access in a secure environment with provisions for remote access administration as requested by the GHA designer is required. Multi-factor authentication for remote employees must be utilized.
- e. Requirements for a data backup policy with procedures in place to handle daily, weekly, and monthly backup of the server, data and information, email and the like; program to restore systems and data from Offsite Replication if server and/or computers go down are required.

11. CYBERSECURITY

- a. Maintain antivirus and malware protection.
- b. Monitor and resolve vulnerabilities.
- c. Assist with audits and federal requirements.

12. BACKUP & DISASTER RECOVERY

- a. Maintain secure, automated backups.
- b. Support disaster recovery planning.

- c. Assist with data restoration

13. IT PLANNING & STRATEGIC SUPPORT

- a. Engineering, planning and design services for major system enhancements and/or upgrades to existing systems.
- b. Recommendations for future purchasing and technology needs, when requested or necessary.
- c. Installation of new equipment, software, and transferring existing data when acquired will be needed.

14. NOT INCLUDED

- a. The contract to be awarded does not obligate the GHA to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor.
- b. Replacement parts are not part of this contract. However, the successful vendor is expected to comparison shop at minimum 3 vendors for hardware and software and recommend GHA best pricing when new equipment or software is required.

15. SUBMISSION REQUIREMENTS

The GHA is requesting that the proposal submitted address the subjects with specificity. We are looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operation, efficient process and effective informational technology system.

The selected vendor must maintain appropriate business liability and cyber liability insurance. Proof of insurance may be required prior to contract execution.

The selected vendor must not be suspended, debarred, or otherwise excluded from federal contracting, and GHA will verify contractor eligibility in SAM.gov prior to award.

Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than **5** pages. Each proposal shall provide the following information.

Letter of Transmittal:

The letter of transmittal must contain the following statements and information:

1. Company name, address, telephone number(s), and website.
2. Name, title, email address and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
3. Federal and State taxpayer identification numbers of the firm.

4. A brief statement of your understanding of the services to be performed and make a positive commitment to providing services as specified.
5. The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
6. A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the GHA.

Profile:

- Provide a short profile of the firm including at a minimum:
 - Length of time in business
 - Length of time in providing proposed services
 - Number of clients
 - Number of clients in the public sector
 - Number of full-time employees and area of involvement. Technical support, programming, consulting, sales support, administrative support
 - Location of office to service the account
 - Section 3, small, minority owned and woman owned business if applicable.
 - Active Corporate Certifications or Compliance designations held. i.e. SOC 2, ISO 27001, etc.
- Proposal:
 - A. Description of the approach the firm will use in providing the services requested.
 - B. Description of how the firm is positioned to provide the services requested, with a history of experience in providing similar services.
 - C. Name, title, address and telephone number of three references for clients, for whom similar services have been provided, including information references regarding the actual services performed, number of users and length of tenure.
 - D. Naming staff resources with identification of principals and key personnel,
 - Who are available to provide the services
 - Experience and expertise of staff
 - Local availability of staff is an important consideration
 - Knowledge of Laserfiche and SACS
 - E. Support services questions to be addressed
 - Help Desk Description

- Support availability (days of week and time)
 - Toll free number
 - Structure of charges for support
 - Steps for resolving problem escalation
 - Final authority regarding conflicts
 - Response time and goal for resolving problems
- F. Explanation of any contract termination for default or other incident in the past five years.
- G. Termination for default is defined as notice to stop services for non- performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party.
- H. If NO such termination occurred for default, declare it. The GHA will evaluate the facts and may at its sole discretion reject the vendor’s proposal.
- I. Scope of services beyond the RFP that the firm provides which may be of interest to the GHA.
- J. Proposal summary including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

16. COST OF SERVICES

The GHA is requesting that the vendor submit a **FIXED FEE** service contract for a twelve-month period, with an option to renew annually for three consecutive years. Each twelve-month period must be shown separately. Payment should also be included (i.e. monthly)

Vendors must list, specifically, any services which would **not** be covered in the proposal price. The vendor shall indicate the impact, if there is any, of changes in GHA’s IT infrastructure (number of servers and PCs) on the fixed fee. Identify the following for those services not under the fixed fee:

- A fee schedule containing the vendor hourly rates
- A description of how services will be billed
- A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.

The proposal must clearly identify any services **not included** in the fixed fee. For excluded items, vendors must provide:

- Hourly rates for billable work
- A schedule of applicable charges (travel, after-hours work, parts, third-party services, etc.)

- The impact of any changes in GHA’s IT environment (device count, server changes, etc.) on the fixed fee.

No additional charges will be permitted unless explicitly identified in the proposal and agreed upon by GHA in writing.

- Conflict of Interest Certification:

The proposer must certify that no employee, officer, agent, or board member of GHA has a financial or personal interest in the firm, as required by 2 CFR 200.318(c).

17. EVALUATION CRITERIA

Proposals will be evaluated based on:

- Experience & Qualifications (30%)
- Technical Approach (25%)
- Pricing (25%)
- References (10%)
- Section 3 / MBE / WBE Participation (10%)

18. GENERAL CONDITIONS

- GHA reserves the right to reject any or all proposals.
- GHA may award the contract based on initial proposals without further negotiation.
- All submissions become public records unless clearly marked confidential.
- The selected vendor must comply with all applicable HUD procurement regulations.

19. KEY DATES

RFP Release: Wednesday March 25, 2026

- Deadline for Questions: Wednesday April 8, 2026
- Final Proposal Due: Thursday April 30, 2026, at 4:00 PM EST

20. CONTACT INFORMATION

- For all inquiries related to this RFP, please contact:
- Brooke Coleman, Director of Administrative
- 864-490-3193 x222
- bcoleman@gaffneyha.org

Submission Method

Proposals must be **submitted electronically in PDF format** to:

Dee Meadows
dmeadows@gaffneyha.org

Subject Line: GHA IT Managed Services Proposal

OR mailed to:

Gaffney Housing Authority
PO Box 1477
Gaffney, SC 29342

Gaffney Housing Authority (GHA)

Cost Proposal Form – IT Managed Services Provider (MSP)

RFP No. 3.1.2026

Vendor Name: _____

Address: _____

Contact Name & Title: _____

Phone: _____ Email: _____

Vendor must provide a **single fixed monthly fee** covering all services described in the RFP, including preventive maintenance, as-needed support, help desk, onsite/remote support, monitoring, cybersecurity, backups, ticketing, reporting, and administrative services.

Cost Category	Monthly Cost	Annual Cost
Managed IT Services – Fixed Fee (All	\$ _____	\$ _____

Total Fixed Annual Cost: \$ _____

BILLABLE SERVICES NOT INCLUDED IN FIXED FEE

Vendors must list any services that are **not included** in the fixed fee and provide hourly rates, consistent with 2 CFR 200.323 cost transparency requirements. [\[govinfo.gov\]](http://govinfo.gov)

Service Category	Hourly Rate	Notes / Conditions
After-hours Support	\$ _____	
On-site Emergency Response	\$ _____	
Project Labor / Engineering	\$ _____	
New Equipment Setup / Deployment	\$ _____	
Data Migration	\$ _____	
Other (specify): _____	\$ _____	

ADDITIONAL OR PASS-THROUGH COSTS (If Applicable)

List any costs such as third-party software, licensing, hardware, cloud backup fees, etc.

Product/Service	Monthly One-Time	/	Estimated Cost	Vendor Percentage	Mark-up
_____	<input type="checkbox"/> Monthly <input type="checkbox"/> One-time	<input type="checkbox"/>	\$ _____	_____ %	
_____	<input type="checkbox"/> Monthly <input type="checkbox"/> One-time	<input type="checkbox"/>	\$ _____	_____ %	
_____	<input type="checkbox"/> Monthly <input type="checkbox"/> One-time	<input type="checkbox"/>	\$ _____	_____ %	

DEVICE & INFRASTRUCTURE COUNTS USED FOR PRICING

(Used for future cost adjustments as required in the RFP.)

Item	Quantity Used for Pricing
Desktops	10
Laptops	3
Servers	2
Network Devices	_____
Microsoft 365 Licenses (Total 21)	21

Vendor acknowledges that changes in counts may impact on pricing **only as permitted by contract.**

Vendor Initials: _____

OPTIONAL SERVICES & PRICING (Not Scored)

Vendors may include additional services that could benefit GHA.

Optional Service	Monthly Cost	One-Time Cost	Description
_____	\$ _____	\$ _____	_____
_____	\$ _____	\$ _____	_____

TOTAL PROPOSED COST SUMMARY

Category	Cost
Total Fixed Annual Fee	\$ _____
Estimated Annual Non-Fixed Services	\$ _____

Estimated Annual Total Cost	\$ _____
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AUTHORIZED SIGNATURE

I, the undersigned, certify that the pricing provided above is complete, accurate, and binding for **90 calendar days**, in accordance with the RFP requirements.

Authorized Representative (Print): _____

Signature: _____ **Date:** _____

Company Name: _____

NON-CONCLUSIVE AFFIDAVIT
STATE OF SOUTH CAROLINA
COUNTY OF CHEROKEE

BEFORE ME, the undersigned authority, personally appeared _____,
who, being duly sworn, deposes and states as follows:

1. That the Affiant is over the age of eighteen (18) years and competent to make this affidavit.
2. That the Affiant states that all information provided to the Gaffney Housing Authority (GHA) is true and correct to the best of their knowledge.
3. That this affidavit is NON-CONCLUSIVE and does not guarantee, warrant, or affirm the absence of additional information, evidence, or documentation that may later become known or available.
4. That this affidavit does not supersede or replace any federal, state, or local laws, regulations, or requirements, including those issued by the U.S. Department of Housing and Urban Development (HUD).
5. That the Affiant agrees to promptly disclose any new or relevant information that may arise following the submission of this affidavit.

FURTHER AFFIANT SAYETH NOT.

Affiant Signature

Printed Name

Title / Company

Date

Sworn to and subscribed before me this ____ day of _____, 20____.

Notary Public Signature

My Commission Expires: _____

HUD form 5369-A – Representations, Certifications, and Other Statements of Bidders [5369-a](#)

HUD form 5370-C General Conditions for Non-Construction Contracts [5370.pdf](#)

HUD form 5369-B Instructions to Offers—Non-Constructions [5369-b.pdf](#)

HUD 50070 Certification for a Drug-Free Workplace [50070.pdf](#)

HUD 50071 Certification of Payments to Influence Federal Transactions [50071.pdf](#)