REQUEST FOR PROPOSAL (RFP)

IT SERVICES PROCUREMENT

KENNEWICK HOUSING AUTHORITY (KHA)
1915 W 4th Place, Kennewick WA 99336

Response Deadline: Wednesday, November 25th 2026 (5:00 P.M.)

Project Name: KHA IT Services Procurement

Project Location: KHA Admin Sunnyslope Homes Development:
1915 W. 4th Place * Kennewick, WA 99336

Owner: Kennewick Housing Authority (KHA)
1915 W 4th Place, Kennewick WA 99336
(509) 378-5439
Michael Lukson, Director of Finance / mlukson@kennewickha.org

Project Contact: Michael Lukson, Director of Finance
1915 W 4th Place, Kennewick WA 99336
(509) 378-5439

REQUEST FOR PROPOSAL (RFP):

Kennewick Housing Authority (KHA) is soliciting Requests for Proposals (RFPs) from qualified Information Technology (IT) service providers to provide regular recurring IT Services for its Kennewick office locations. KHA employs approximately 23 staff members across several locations. These office locations include:

Kennewick Housing Authority – 4th Ave Main Office
- Main Office
- Community Center
- Maintenance Office

Keywaydin Satellite Office
Nueva Vista Satellite Office
Nueva Vista II Satellite Office
Lilac Satellite Office
Sunset Ridge Townhomes

Service Scope

Kennewick Housing Authority (KHA) is soliciting Request for Proposals (RFPs) from qualified Information Technology (IT) service providers.

An outline of the scope of work includes:

Managed IT Services

- End user support for approximately 23 staff
- Remote and onsite work
- User onboarding/offboarding
- Troubleshooting network and application connectivity
- Defined support hours and emergency/after-hours procedures
- Ticketing system for support activities

Microsoft 365 Administration

- Microsoft 365 tenant administration
- Exchange Online / Outlook
- SharePoint and OneDrive
- Teams
- User accounts, groups and permissions
- License assignment and optimization
- Microsoft 365 security configuration and monitoring

Server / Active Directory Management (Physical Server)

- Windows Server Administration
- Active Directory / Group Policy
- DNS/DHCP Management
- File shares and permissions
- Server patching and updates along with health monitoring
- Domain administration management

Network Infrastructure

- Firewalls
- Routers
- Switches
- Wireless Access Points
- VPN/remote access
- Internet connectivity troubleshooting
- Network monitoring
- Documentation of network topology

Cybersecurity

- Endpoint detection and response (EDR)
- Antivirus/anti-malware

- MFA support (if required)
- Vulnerability management
- Assistance with cyber-insurance security requirements

Backup & Disaster Recovery

- Server backups
- Microsoft 365 backup
- Offsite/cloud backup
- Periodic restoration and backup verification

Hardware & Endpoint Management

- Workstation/laptop support
- Printers / Scanners
- Hardware inventory
- PC Deployment assistance
- Patch Management
- VOIP Support (AllWorx hardware Environment)
- Software license support (where applicable)

Service Levels and Response Times

The Contractor shall provide a reliable and responsive help desk and technical support process for KHA users. Proposers shall identify their standard support hours, help desk availability, escalation procedures, and procedures for emergency or after-hours support.

Proposers shall provide their proposed response-time standards for service requests based on severity or priority, including:

- **Critical:** System-wide outage, significant cybersecurity incident, or condition preventing essential KHA operations.
- **High:** Significant issue affecting multiple users or a critical business function.
- **Normal:** Routine individual user, hardware, software, or application support request.
- **Low:** Non-urgent request, configuration change, or general assistance.

Proposals shall identify the target initial response time for each priority level and describe escalation procedures when an issue cannot be resolved within the expected timeframe.

KHA recognizes that resolution times may vary depending upon the nature and complexity of an issue; therefore, response-time commitments shall refer primarily to acknowledgment and commencement of appropriate troubleshooting or corrective action.

Current IT Environment

KHA operates from a main office on 4th Place in Kennewick. The housing authority has several satellite offices with some computer and networking equipment. Satellite offices will use VPN and Wireless networking for connectivity. Of note satellite office staffing is only part time in these locations. These property managers often work from either home (remote work) or main office on 4th Street.

KHA Enterprise applications are all cloud based. KHA utilizes Microsoft 365 for productivity applications, email, collaboration, and cloud-based file storage. Currently the main enterprise level service provided by the IT structure at KHA is a domain server and file server. File server documents may be transferred to SharePoint at some point in the future. Staff currently use remote desktop software to access their office computers. For staff who only require access to shared files, KHA intends to transition to secure VPN access to the file server.

Backup services are required for the Domain Controller environment and File Server. Employee working directories are to be setup on either File Server or OneDrive. Backups or imaging for individual workstations is not required as working files should either be on Cloud Share or File Server.

Vendor should work with KHA for procurement of new systems. KHA will have input on the type of system required for rollout. Workstation/Laptop requirements vary by office staff requirements.

Microsoft 365 Online is used for both office applications, Exchange Online email & SharePoint and OneDrive cloud storage of files. The Vendor is required to administratively manage these resources.

Phone systems are an AllWorx VOIP legacy system. KHA is currently serving as the administrator for this system. However, the vendor must be able to support VOIP systems and be able to work with SIP Service/trunk including line additions or management and phone number inventory.

Service And Compensation Structure

KHA intends to contract for comprehensive managed information technology services primarily on a **fixed monthly fee basis**. The monthly fee shall include routine support, administration, monitoring, maintenance, troubleshooting, and other recurring services identified in the Scope of Services.

The proposal shall state a total fixed monthly cost for the complete managed-services solution. Proposers may separately itemize recurring third-party licensing and subscription costs included in that total, including backup services, endpoint detection and response, antivirus or anti-malware software, cybersecurity monitoring, Microsoft 365-related services, remote monitoring and management tools, and other required software.

For each separately itemized product or service, the proposal shall identify:

- Product or service name and its purpose;
- Number and type of licenses, users, devices, servers, mailboxes, or other units included;
- Monthly or annual unit cost;
- Any vendor markup, administrative fee, or minimum commitment;
- Initial subscription term and renewal terms;
- Whether the license or subscription will be held in KHA’s name or the Contractor’s name;
- Whether the license can be transferred to KHA or a successor provider upon termination; and
- Any anticipated price adjustment during the initial contract term or optional extension periods.

The total proposed monthly cost shall include all licensing and subscriptions necessary to provide the required services unless a particular item is clearly identified as optional or excluded. Undisclosed licensing, subscription, platform, monitoring, or administrative charges shall not be billed to KHA.

Proposers shall clearly identify all services included within the monthly fee and shall identify any services that are excluded or subject to additional charges. Services outside the normal managed-services scope may be billed separately as project or professional services. Except for emergency

circumstances, **separately billable work must be authorized by KHA in advance**. The Contractor shall provide an estimate or written quote identifying the anticipated hours, hourly rates, and/or fixed project cost before beginning such work. For separately billed services a **KHA purchase order** is required before the services can be initiated and processed for payment.

KHA shall not be responsible for additional charges for work that would reasonably be considered part of routine system administration, maintenance, monitoring, troubleshooting, or end-user support unless specifically identified as an exclusion in the Contractor's proposal.

KHA anticipates awarding a contract for an initial term of **one (1) year**, with the option for KHA to extend the agreement for up to **four (4) additional one-year periods**, for a maximum total term of **five (5) years**. Any extension shall be at the sole discretion of KHA and subject to satisfactory contractor performance, continued need for the services, availability of funding, and mutually acceptable pricing.

Proposers shall state the fixed monthly managed-services fee applicable to the initial one-year contract term and each of the four (4) optional one-year extension periods, for a maximum total contract term of five (5) years. Any proposed increase must be clearly stated as either a fixed dollar amount or a fixed percentage for each applicable contract year. General references to inflation, the Consumer Price Index, market conditions, future negotiations, or the Contractor’s then-current rates will not be considered a stated price adjustment.

Any price increase not specifically disclosed in the proposal and incorporated into the resulting contract shall not be permitted. The monthly fee shall remain fixed during each contract year. Pricing for an optional extension period will apply only if KHA elects, at its sole discretion, to exercise that extension.

Transition And Contract Termination

Termination for Cause. KHA may terminate the contract for the Contractor’s material breach, including repeated failure to meet agreed service levels, failure to maintain required insurance, unauthorized restriction of KHA’s access to its systems or data, breach of confidentiality or security obligations, or failure to provide the contracted services at the agreed pricing. Unless the breach presents an immediate threat to KHA’s operations, systems, data, or security, the Contractor shall have thirty (30) calendar days after written notice to cure the breach. KHA may terminate immediately when a breach cannot reasonably be cured or when continued performance would create a material operational, legal, or cybersecurity risk.

Contractor Termination. The Contractor may terminate the contract before expiration only for a material breach by KHA that remains uncured for sixty (60) calendar days after KHA receives detailed written notice of the breach. Nonpayment shall constitute grounds for termination only when an undisputed amount remains unpaid after the applicable payment period and cure period. The Contractor shall not suspend services, disable systems or accounts, restrict administrative access, or withhold KHA data while a dispute, notice period, cure period, or transition is pending.

Payment Upon Termination. Upon termination, KHA shall be responsible only for services properly performed and accepted through the effective date of termination and for any specifically disclosed, noncancelable third-party commitments that KHA approved in writing before they were incurred. KHA shall not be liable for an early termination charge, acceleration of remaining monthly fees, lost profits, or charges for services not performed.

Funding and Authority. KHA may terminate the contract without penalty if funding or legal authority necessary to continue the contract is withdrawn, reduced, or unavailable. KHA will provide notice as soon as reasonably practicable.

Transition Assistance. Upon expiration or termination of the contract, the Contractor shall reasonably cooperate with KHA and any successor service provider to ensure an orderly transition of IT services. Routine transition activities, including providing credentials, documentation, inventories, configuration information, and account transfers, shall be included in the managed-services fee. Any extraordinary transition work must be authorized by KHA in writing in advance and shall be charged at rates no higher than those stated in the contract.

Upon expiration or termination of the contract, the Contractor shall reasonably cooperate with KHA and any successor service provider to ensure an orderly transition of IT services.

The Contractor shall provide KHA with current administrative credentials, system and network documentation, hardware and software inventories, licensing and subscription information, backup information, vendor account information, and other documentation reasonably necessary for continued operation of KHA's IT environment.

KHA-owned data, accounts, licenses, systems, and administrative access shall not be withheld or restricted due to termination or transition to another service provider.

KHA Administrative Ownership and Control

The Contractor shall serve as KHA's primary administrator for the information technology environment and shall be responsible for the day-to-day administration, security, maintenance, and management of systems within the contracted scope of services.

KHA shall at all times retain sufficient access and administrative control over systems, services, subscriptions, licenses, accounts, and data purchased, licensed, or maintained with KHA funds to ensure continuity of operations and KHA's ability to access, preserve, transfer, or recover its information and technology resources. Contractor shall not withhold, restrict, or condition such access upon continued engagement of the Contractor.

KHA shall at all times remain the owner or primary organizational account holder for its data, domains, systems, Microsoft 365 tenant, cloud services, subscriptions, licenses, backup repositories, security platforms, and other technology resources purchased or maintained with KHA funds, except where KHA expressly approves a different arrangement in writing.

KHA shall maintain independent administrative access through one or more KHA-controlled accounts. Account recovery methods, multifactor-authentication devices, recovery codes, and associated contact information for those accounts shall remain under KHA’s control. The Contractor shall not remove, disable, reduce, or condition KHA’s administrative access.

KHA staff shall retain sufficient Microsoft 365 permissions to create and manage SharePoint sites as needed.

Microsoft 365 licensing and subscription billing shall be transitioned to KHA ownership and control and paid directly by KHA. The Contractor shall administer and maintain the Microsoft 365 environment as part of the managed services agreement.

Request For Proposal (RFP) Submittal Requirements

Proposals should include a company overview; proposed approach to providing the requested services; proposed staffing and support model; standard support hours and service-level response times;

cybersecurity, backup and business continuity approach; two comparable client references; fixed monthly managed-services fee; separately billable hourly/project rates; any onboarding or transition costs; and identification of any exceptions or exclusions from the requirements of this RFP.

Proposers shall separately identify any one-time onboarding or transition costs and any recurring third-party software, licensing, backup, security, or other charges not included in the fixed monthly fee.

Please submit the requested information by or no later than **Wednesday November 25th 2026 by 5:00 P.M.**

The Contractor shall comply with all applicable federal, State of Washington, and local laws, regulations, and requirements in performing services under this contract. The Contractor shall also comply with applicable KHA policies and requirements communicated to the Contractor in connection with the services.

KHA is a public agency and tax-exempt governmental entity. The Contractor shall be responsible for identifying and maintaining any licenses, registrations, or other authorizations required to perform the services described in this RFP.

Insurance Requirements

The Contractor shall maintain insurance coverage appropriate to the services provided under this contract, including Commercial General Liability, Workers' Compensation as required by Washington State law, and Technology Errors and Omissions and/or Cyber Liability coverage appropriate to the Contractor's access to KHA systems and data. Upon request, the selected Contractor shall provide KHA with certificates of insurance demonstrating required coverage. Insurance shall be maintained throughout the term of the contract.

Request For Proposal (RFP) "Evaluation Factors":

Proposals will be evaluated based upon the factors identified below. KHA intends to select the proposal determined to provide the best overall value to KHA based upon qualifications, technical approach, service capabilities, past performance, and cost. Award will not necessarily be made to the proposer submitting the lowest-priced proposal.

Evaluation Factor	**Points**
Understanding of KHA's Needs and Proposed Technical Approach	20
Managed IT Service Capabilities and Service Levels	25
Experience, Qualifications, and Key Personnel	15
Cybersecurity, Backup, and Business Continuity Approach	15
Past Performance and References	5
Cost and Overall Value	20
Total	**100**

Criteria Additional Information

Understanding and Technical Approach (20 points): Demonstrated understanding of KHA's IT environment and requirements and the appropriateness of the proposer's approach to providing the services identified in this RFP.

Managed IT Service Capabilities and Service Levels (25 points): Ability to provide responsive end-user support, system administration, network management, Microsoft 365 administration, monitoring, onsite support, and other services required by KHA, including proposed response times and escalation procedures.

Experience, Qualifications, and Key Personnel (15 points): Experience providing comparable managed IT services, qualifications of personnel assigned to KHA, technical certifications, and availability of appropriate local or regional resources.

Cybersecurity, Backup, and Business Continuity (15 points): Quality of the proposer's approach to cybersecurity, endpoint protection, system monitoring, backup and recovery, incident response, and continuity of operations.

Past Performance and References (5 points): Provide contact information for two current or recent clients for whom the proposer has provided managed IT services comparable in scope to those requested by KHA. Public-sector references are preferred but not required.

Cost and Overall Value (20 points): Reasonableness and competitiveness of the proposed fixed monthly fee, separately billable rates, transition costs, and other charges, considering the overall services and value offered to KHA.

KHA reserves the right to request clarification of proposals, conduct interviews with one or more proposers, verify references, and consider information obtained through the evaluation process in determining the proposal that provides the best overall value to KHA.

Request For Proposal (RFP) "Must Be Submitted To":
Kennewick Housing Authority
Attention: Michael Lukson, Director of Finance
1915 W 4th Place
Kennewick WA 99336
(509) 378-5439

Request For Proposal (RFP) "Delivery Method":

Proposal submissions will be submitted by email to mlukson@kennewickha.org in PDF format. Vendors may also request a secure SharePoint upload link by contacting mlukson@kennewickha.org prior to the submission deadline.

Final selection for the firm to provide services will be made **on or before December 1st 2026.**

For questions and additional information please contact Michael Lukson, KHA Director of Finance at (509) 378-5439.

Optional Site Walkthrough

Proposers may request an optional walkthrough of KHA's primary IT facilities prior to submitting a proposal. Walkthroughs will be scheduled individually and are not required for proposal submission. Requests should be made sufficiently in advance of the proposal deadline. The proposal deadline will not be extended to accommodate walkthrough requests.