

REQUEST FOR PROPOSAL
MULTIMEDIA SYSTEM
FOR
BOARD ROOM – 300 PERRY OFFICE

Buffalo Municipal Housing Authority
Executive Department 300 Perry Street
Buffalo, New York 14204
Telephone: [716] 855-6711 FAX: [716] 855-6898

REQUEST FOR PROPOSAL

The Buffalo Municipal Housing Authority (*BMHA*) requests sealed proposals to provide all engineering, design, acquisition and implementation of a multimedia system to be used in the 300 Perry board room. The system proposal must include all hardware, connections, and software required to capture, record, digitize and store audio data including microphones, recording devices, processors and software. The system must be compatible with windows operating system, able to hook into the existing network architecture, include backup and retrieval technology and be end-user friendly. The audio system will be housed in the Board Room (podium) with connectivity and microphones in the ceiling and conference table. Proposal must include installation of all equipment, server/software setup, maintenance, extended warranty information and on-going support costs, and end-user training on system utilization.

The proposal should include an analysis of the authority's (relevant) present system design and recommendations for modifications to the existing configuration which will enable optimal system performance; communication links, information exchange, and integration with the multimedia solution.

The chosen firm will be expected to provide a time table for the proposed implementation as well as reasonably accurate estimates of the costs involved in completing the work within the required operation.

The Request for Proposal (*RFP*) package may be obtained from Susan M. Lynch Kane, Director of Management Information Systems, who is located at the Administrative Office, 300 Perry Street, Buffalo, New York 14204, 716-855-6711 ext. 237 or by email at skane@bmha.ci.buffalo.ny.us. All questions on the proposal should be submitted in writing or via email to the contact information above.

Sealed proposals must be received by 3:00 PM, local time, on Wednesday, September 22, 2010 at 300 Perry Street, Buffalo, New York 14204. Proposals received after this stated time will not be accepted.

The contract will only be awarded to a single firm; no joint ventures. The Board of Commissioners reserves the right to waive irregularities and to reject any and/or all proposals submitted.

The Buffalo Municipal Housing Authority is an Equal Opportunity Employer and actively solicits the same conduct from all firms interested in this opportunity.

Susan M. Lynch Kane
Director of Management Information Systems

Date: August 31, 2010

FORMAL PROPOSAL REQUEST FOR QUALIFICATIONS

PART I - GENERAL

The Buffalo Municipal Housing Authority (*BMHA*) (*"the Authority"*) requests sealed proposals from firms regularly and routinely involved in providing multimedia technology business solutions including design, installation, and support services. The BMHA desires to install a fully integrated solution incorporating the latest technology available for multimedia office solutions. The new system must be capable of integration with existing Authority technology. Any required hardware or software would be purchased as part of this proposal. The Authority requires a system which can be operated, after appropriate training, by existing staff as a normal part of their job functions. This project is funded through the US Department of Housing & Urban Development.

PART II - BACKGROUND

The Buffalo Municipal Housing Authority (*BMHA*), a federally assisted Public Housing Authority, owns and operates its' corporate office at 300 Perry Street, Buffalo, New York. The Board Room at 300 Perry is utilized to conduct Authority business as well as public meetings and information sessions. This facility requires updating that incorporates state of the art technology to support and enhance current business operations and enables the BMHA to incorporate technology in everyday business activities.

PART III - SUMMARY SCOPE OF WORK

In general, the contract will be to:

Provide services for a total solution of a multimedia system to be utilized in our existing Board Room. The solution must include design, equipment/specification, all like hardware and implementation services including network and electrical connectivity. System must be compatible with and linked to the existing BMHA network. Design must incorporate technology already in place including an ENO Board, Projection system, and Room Wizard. System must be housed in existing conference room furniture specifically, a Steelcase Conference Table and technology lectern.

Proposal should include:

1. Multi-media design document incorporating the Authority's present system configuration and integration plan.
2. Equipment requirements.
3. Software requirements.
4. Training requirements for users of the system.
5. A project plan with specific delivery and completion dates.

Selected vendor must be able to begin project as soon as contract is in place and guarantee delivery, implementation and operation by an agreed to completion date.

PART IV - SCOPE OF SERVICES

The following is a description of the scope of services to be rendered:

1. Design: Provide detailed design of technology solution including equipment specifications, placement of equipment and installation services. The design must incorporate, at minimum, the following multimedia solution: (additional options may be included in the proposal, but must be distinguishable from the base solution).

- Media Recorder with DVR**
- VGA and Stereo Audio Switches
- Amplifiers
- Table mounted microphones
- Ceiling mounted microphones
- Lectern Microphone
- WiFi Touchpanel (audio streaming/video/phone)
- Appropriate mixers, switches, usb and Ethernet extensions.
- Connectivity to existing network as well as ENO Board and Projector; Room Wizard, telephone (conference feature/video/audio), and television/cable access.
- Future growth capabilities (e.g. video recording/broadcasting).

** The media recorder must capture digitized recordings of meetings via table and gallery microphones. The system must allow for easy operation and retrieval of recordings as well as archiving of digital information. Include Server, software and system backup design (preferably compatible with existing backup technology),

2. Procurement of Required Software and Hardware: All required hardware and software must be included in the proposal with a breakdown of each item and associated costs. Appendix A should be referenced as a template for the business solution. The selected bidder will be required to assume sole responsibility for delivery, installation, operational testing, and maintenance of all hardware and support services stated.

If the bidder's proposal includes equipment and/or software marketed by other suppliers, then the bidder must act as the prime contractor for all such items. The bidder must assume full responsibility for the procurement, installation and maintenance of such items. The Authority will consider the bidder the sole point of contact with regard to all stipulations. This includes payment of all charges and meeting all requirements of this RFP. If the bidder intends to use the services of subcontractors, the proposal must identify them.

3. Schedule Responsibility: The vendor is responsible for monitoring the coordination of work and activities of all contractors of the contract work.

4. Maintenance: The bidder shall show evidence that he can provide, or otherwise furnish, a maintenance contractor who can provide a fully equipped service organization capable of furnishing adequate inspection and maintenance service to the hardware system, for the repair and replacement of parts and components.

A service contract (Maintenance Agreement) shall be provided for the maintenance of the hardware system following the guarantee period.

The bidder will assist the MIS department in developing procedures for on-going system maintenance, backups, security control and file/data cleanup (purges; PM; configuration; file re-organization; etc.)

5. Acceptance of Hardware and Software:

a. The selected bidder must certify in writing to BMHA that the hardware and/or software is installed, tested and ready to assume normal operational functions. A performance period will commence on the first workday following receipt of the notification of installation and test completion. The performance period for hardware will not begin prior to the delivery of software.

b. During the performance period, the system must operate at an average effectiveness of one hundred percent (100%) or more for a period of thirty (30) consecutive workdays. In the event the equipment does not meet the standard of performance during the initial thirty consecutive days, the standard of performance test shall continue on a day-by-day basis until the standard of performance is met for a total of thirty consecutive days. If the equipment fails to meet the standard of performance after ninety (90) calendar days from the installation date, BMHA may, at its option, request a replacement or terminate the order, without penalty.

6. Manuals: The successful bidder shall furnish two (2) complete sets of operating manuals and instructions necessary for the operation and maintenance of hardware system components. In addition, two (2) complete sets of all manuals and instructions (including user manuals and training materials) shall be furnished for each software application.

7. Contact: BMHA will consider the selected bidder to be the sole point of contact with regard to all contractual matters. Any additional items required after installation will be provided by the bidder without claims for additional payment. In the event that the system does not perform as stated, the bidder is responsible for all costs to bring the system up to the required performance level.

8. Demonstration: At the request of BMHA, selected bidders may be asked to make presentations and/or demonstrations.

9. Preference for Section 3 business concerns in contracting opportunities: Order of providing preference. The BMHA shall direct their efforts to award Section 3 covered contracts, to the greatest extent feasible, to Section 3 business concerns in the order of priority provided in this section.

- Category 1 Business: A business concern that is 51% or more owned by residents of the housing development or developments for which the Section 3 covered assistance is expended, or whose full-time, permanent workforce includes 30% of these persons as employees.
- Category 2 Business: A business concern that is 51% or more owned by residents of other housing developments or developments managed by the housing authority that is expending the Section 3 assistance, or whose full-time, permanent workforce includes 30% of these persons as employees.
- Category 3 Business: A business concern which is a HUD Youthbuild program being carried out in the metropolitan area in which the Section 3 covered assistance is being expended.
- Category 4 Business: A business concern that is 51% or more owned by Section 3 residents, or whose permanent, full-time workforce includes no less than 30% Section 3 residents or that subcontract in excess of 25% of the total amount of subcontracts to Section 3 businesses.

PART V - FORM OF PROPOSAL

The consultant's proposal must be in writing. The proposal must be in two parts, with each part in a separate, sealed envelope. The envelopes should be separately labeled "**Qualifications and Technical Proposal**" and "**Price Proposal**". The format of the proposal should include the following:

Qualification and Technical Proposal:

1. Submit six [6] copies of the "**Qualification and Technical Proposal**", for BMHA review.
2. A list of current assignments and any anticipated projects that will require professional manpower commitments from the same office.
3. Provide evidence of the firm's ability to perform the services; the qualifications and experience you list should be specific to multi-media system solutions. Expertise in other areas will not be considered. Include a listing of previously completed multimedia system solutions by the firm that were similar in scope. At a minimum, the listing shall include the following information for the BMHA's use in its selection review:

- Company's name and telephone number including contact person.
 - Year completed.
 - Description of work.
4. Has your firm ever failed to complete any contract awarded; if so, state when, where and why?
5. The start of your contract is expected to be on or about **September 2010** with completion on or about **November 2010**. State clearly if you have the capability to perform within these designated time frames without delays of service. If you cannot perform within the stated time frame, you must indicate the maximum time you anticipate will be required, stating your reasons for the same.
6. A perceived time and work schedule bar chart for professional services.
7. A statement of any potential conflicts of interest.
8. Completion of Federal Form SF100 Equal Employment Opportunity Employer Information Report EEO-1 including sub-consultants.
9. A statement of your acceptance of the items under Scope of Services and any amendments to same.
10. A narrative evaluation displaying an understanding of the scope of the project, and services required and proposed approach. Include a bar chart and time line for the services/tasks and estimated completion time for each phase of the project. Provide a proposed start date and estimated project completion date.
11. A description of the proposed project team; discuss the proposed team management plan, including all proposed sub-consultants to be utilized.

In a separate sealed envelope, submit one (1) copy of the "Price Proposal"; the following shall apply:

- The proposed fee will be a Fixed Lump Sum amount for all services required and that, for billing purposes and matters of work progress verification, will be stipulated as per the phases of work, and the percentages negotiated shall not be exceeded for the total billing of any one phase.
- Each bidder shall include a summary of all costs included within the proposal. To facilitate comparisons, bidders must show costs separately as follows:
 - a. Hardware and Software Costs (Mandatory Items - by item, Optional items - by item) as relates directly to the multi-media solution:
 - Hardware
 - Hardware Installation
 - Hardware Training
 - Hardware Maintenance
 - Application Software (by module)
 - Application Software Installation
 - Application Software Training
 - Application Software Support
 - Network and Electrical Hardware and installation
 - Shipping
 - Other
 - b. Additional costs which may be incurred due to implementation of suggested recommendations for improvement to existing hardware and software configuration which will increase our overall performance or enhance current/future processing needs (e.g. purchase of additional memory or

storage, etc.).

- The bidder must honor all prices quoted in his proposal for ninety (90) days
- Proposed fees shall be consistent with those that prevail for similar services in the local area and, where applicable, shall comply with HUD prevailing wage rates.
- All price proposals are subject to negotiation at the discretion of the Buffalo Municipal Housing Authority.
- If the BMHA elects to compensate the firm for services on the basis of direct labor cost (including payroll taxes and fringe benefits, or payroll burden) plus a fee (for overhead and profit) based on a percentage of the construction cost, this form of compensation will also be subject to negotiation.

PART VI - SELECTION PROCESS

Prior to actual receipt of responses, an evaluation plan will be established among the BMHA's Technical Evaluation Team so that a fair and objective standard is established. All proposals will be treated equally and according to the following weighted criteria:

Factor For Award	Possible Points	Excellent	Good	Fair	Poor
#1 General Response to RFP & Presentations: <ul style="list-style-type: none"> ▪ Reviewers General Opinions & Impressions ▪ Professional Presentation ▪ Thorough responses 	10	9-10	6-8	3-5	0-2
#2 Firm's Experience & Qualifications: <ul style="list-style-type: none"> ▪ Previous Related Experience ▪ Estimating Effectiveness ▪ Ability to Meet Proposed BMHA Project Schedule ▪ Project Team experience and ability to respond to client. 	20	16-20	11-15	6-10	0-5
#3 Narrative Evaluation: <ul style="list-style-type: none"> ▪ Understanding of Project Scope ▪ Ability to meet Authority's requirements ▪ Proposed Hardware and Software Configuration and integration plan. ▪ Proposed Design Approach & Philosophy ▪ Anticipated Problems & Proposed Solutions ▪ Innovative Approaches to Program Requirements ▪ On-going support capabilities. 	35	27-35	18-26	9-17	0-8
#4 Section 3 Preference: (see section 5 above) <ul style="list-style-type: none"> ▪ Category 1 Section 3 business concern (100% of 20 pts.) ▪ Category 2 Section 3 business concern (85% of 20 pts.) ▪ Category 3 Section 3 business concern (65% of 20 pts.) ▪ Category 4 Section 3 business concern (40% of 20 pts.) 	20				
#5 Price Submission	15				
Total Points:	100				

The BMHA Technical Evaluation Team will evaluate **all** responses received then rank and select the three most qualified firms based on the total points scored on Factors #1 through #4 above.

The three most qualified firms will be graduated into the second level of the selection process and at this time the Owner will open their price proposals. The price proposals will be compared to the Owner's budgeted and/or anticipated cost for the professional services indicated herein. When a firm's pricing proposal **does not exceed 10% nor fall below 25%** of the Owner's budgeted and/or anticipated cost, then that proposal shall be considered "**highly negotiable**" and that firm will receive 10 points (Factor #5).

In the final level of the selection process, the firm that has accumulated the highest number of points based on Factors #1 through #5 will be considered the "**top ranked firm**" and the Authority will enter into negotiations with them.

If the BMHA fails to reach agreement with the top ranked firm, it will follow the same procedure with the second and third ranked forms until it obtains an agreement with the most qualified firm at a fair and reasonable cost. The agreement will cover the specific services to be provided, time and order of services, staffing requirements, areas of responsibility and liability, and fee structure including amount and method of payment.

If all proposed fees are substantially above the Authority's budgeted and/or anticipated cost for professional costs, the BMHA may decide to either accept the lowest priced proposal, or reject all proposals and reevaluate the scope of the project and/or professional services requested.

PART VII - ADDITIONAL INFORMATION

1. The bidder shall defend, indemnify and hold harmless the **City of Buffalo** and the **Buffalo Municipal Housing Authority**, its members, officers, agents and employees against risk of loss, damage, or liability caused by personal injuries, wrongful death, and property damage arising out of or in connection with the performance of the contract, whether sustained before or after the completion thereof.

2. The bidder shall maintain specifically for this project during the contract period:

- Professional Liability Insurance in the amount of \$1,000,000 for each claim and aggregate amount of \$1,000,000
- General Liability Insurance for \$1,000,000. The entities named in the indemnification agreement (above) are to be named as additional insured and certificate holders.
- Workmen's Compensation & Employees Liability Insurance for \$100,000.
- Automotive Liability Insurance, *if applicable*.

3. The firm shall furnish the BMHA with Certificates of Insurance at the time of contract execution that must contain a **30-day prior written notice** of cancellation or material change clause.

4. The firm shall cover in its policies all liability imposed on it by this contract and by law for negligence, errors, mistakes or omissions, etc., as specified in the contract provisions and shall indemnify and hold harmless the BMHA against all claims, demands, liability, loss, cost, damage or expenses because of the exercise or omission by the firm of any of its rights or obligations under the contract.

5. All questions must be in writing and directed to the attention of the person so designated in PART VIII - SUBMISSION INFORMATION. The questions will be recorded, and a response will be made in writing to all respondents.

6. The Buffalo Municipal Housing Authority reserves the right to reject any and all proposals.

7. Bidders who wish to submit multiple proposals for various models of hardware or versions of software are invited to do so. It is requested that the bidder select one proposed system as the "primary" recommendation and supply complete information for this system. Secondary proposals need only include information which differs from the primary proposals. Secondary proposals should

follow the same instructions and formats as the primary proposal.

PART VIII- SUBMISSION INFORMATION

BMHA CONTACT PERSON: Ms. Susan M. Lynch Kane
Director of Management Information Systems
[716] 855-6711 Ext. 237
skane@bmha.ci.buffalo.ny.us

SUBMISSION DEADLINE: September 22, 2010 by 3:00 PM, local time
**PROPOSALS WILL NOT BE ACCEPTED
AFTER THE STATED DEADLINE.
FAXED PROPOSALS WILL NOT BE
ACCEPTED.**

SUBMISSION LOCATION: Buffalo Municipal Housing Authority
Executive Office
300 Perry Street
Buffalo, New York 14204
**PROPOSALS WILL ONLY BE ACCEPTED
AT THIS LOCATION.**

SUBMISSION ADDRESSED TO: Attn: Modesto Candelario.
Assistant Executive Director

Part IX - Milestone Chart

Proposals Received:	September 22, 2010
Interviews of Top Ranked Firms:	week of September 27, 2010
Contract Award (<i>BMHA Board & BFSA</i>):	September 30, 2010
Contract Execution:	October 2010
Completion of Contract:	around November 2010

NOTE: These dates are only offered as a tentative guideline; dates may be subject to modification as circumstances warrant.

