General Information

The Housing and Redevelopment Authority of St. Cloud (HRA) is located at 1225 West St. Germain, St. Cloud, Minnesota 56301. The Agency’s primary mission is to administer subsidized rent programs throughout the City of St. Cloud, Benton, Sherburne and Wright Counties. These programs are funded by the U.S. Department of Housing and Urban Development (HUD). The agency currently services over 1000 households each month through the rental assistance programs. The Agency also owns 16 subsidized or affordable apartment complexes with 720 units. There are four departments within the Agency. They are as follows: Executive, Housing, Finance, and Neighborhood Development.

The governing body of the HRA is a seven member Board of Commissioners, each appointed by the Mayor of St. Cloud.

Purpose of the RFP

The HRA is seeking the services of a qualified firm experienced in assessing Information Technology (IT) for the purpose of performing an Audit Assessment of the HRA’s IT environment and developing a continuing IT audit plan. The successful proposer will review the existing equipment, software, policies, and procedures for their reliable information technology systems and data storage.

Important Dates for the RFP

- Issue Date: 10-05-2011
- Deadline for Submittal of Proposals: 11-05-2011

Scope of Services

Consultant will obtain an understanding of key business operations, the IT environment, new and ongoing IT initiatives, key data information flows, and IT risk management infrastructure (policy, procedures, organization, etc.).

a. Consultant will analyze and evaluate the quality of processes, routines, and controls of the following general IT processes:
   i) Organization and management of IT operations
   ii) Local area networks infrastructure
   iii) Application development and maintenance
   iv) Computer operations and disaster recovery plan
   v) IT application, network and infrastructure security
vi) Identify opportunities for improvement and develop practical and cost effective recommendations for each opportunity identified.

vii) System access control. Assessment should include evaluations specific to the following functions:

- IT Structure within organization
- Cross training and skills of IT staff
- Change control process and accompanying documentation
- User id/password management and logical access controls
- Local Area Network (LAN) and Wide Area Network (WAN) management
- Network, system, and application security control
- Cryptographic systems
- Antivirus systems
- Authentication and remote access infrastructure
- Problem escalation, resolution
- Maintenance and testing
- Assets and infrastructure
- Physical access and environmental controls
- Standards used to evaluate third party vendors
- Standards used in purchasing and maintenance
- Software licensing audit
- In house application development, maintenance, application roll out and training
- Security camera system for each apartment complex

Implementation and Deliverables
Consultant shall meet with the HRA’s management team to discuss the scope of services. Consultant will provide the following:

- Conduct weekly meeting or a deemed necessary to discuss progress and unique issues that may have surfaced
- Provide a weekly status report against each contact performance measure to the management team
- Prepare a detailed listing of each of the assessment activities performed by phase, with links to reports and outputs created by all of the tools used during the assessment
- Provide a list of key security measures already in place and depiction of the network environment that was assessed, including reliability of hardware, software for secure/reliable data storage
- A list of the IT issues identified the risk they pose, and recommendation for improvement
- Identify opportunities for improvement and develop practical and cost effective recommendations for each opportunity identified

Project Completion
The assessment completion date shall be within two months after receipt of Notice to Proceed.

Proposal Submission Requirements
The Consultant shall be responsible for preparing an effective, clear, and concise proposal. It is recommended proposals contain the following information:
I. Provide number of years firm has been in business and the firm’s qualifications and experience performing similar IT reviews/audits.

II. Provide a list of similar engagements that the firm has performed within the last two years.

III. Provide a list of name(s) and professional qualification, responsibilities and resumes of the managerial, technical and support staff identified to conduct the engagement.

IV. Provide at a minimum, one (1) audit professional with valid Certified Information Systems Security Professional (CISSP) certificate or equivalent credentials, and one (1) Project Manager dedicated to project oversight and communication with the HRA.

V. Reference check. Provide a minimum of three (3) references of similar projects, including date of project, contact person and phone number and brief description of the project.

VI. Fee Schedule. Provide a standard fee schedule (hours rates, or other fee schedule) for the personnel who would be assigned to this project.

VII. Three (3) copies of the proposals must be submitted by 2:00 PM, November 5, 2012

VIII. Executed Non-Collusion Affidavit

Selection Process

Each proposal received will be evaluated and a determination will be made if it meets the minimum requirements. Failure to meet these requirements will be a cause for eliminating the proposal from further consideration.

The HRA reserves the right to reject any and all proposals, to waive any technicalities, informalities and irregularities, to accept or reject all or part of the proposal, and to be the sole judge of the suitability of the proposals offered.

Evaluation of the proposals will be made by the Executive Director. In addition to evaluating written proposals, oral interviews may be requested. Proposals will be evaluated generally on the following criteria, which is neither weighted nor prioritized:

I. Ability, capacity, and skill of the Proposer to perform the scope of work
II. Proposed fee structure that is the most advantageous to the HRA
III. Staff qualifications – quality of staff/team members assigned to the project
IV. Reference check

All submittals in response to this RFP are public records and available for inspection and copying upon request.

The St. Cloud HRA reserves the right to reject any and all proposals submitted in response to the RFP. The St. Cloud HRA is under no obligation to award any Agreement as a result of this RFP.

Affirmative Action

The St. Cloud HRA strongly encourages minority-owned and women-owned businesses, socially and economically disadvantaged business enterprises, and small businesses to submit proposals, to participate as partners, or to participate in other business activity in response to this RFP.
The firm awarded the contract agrees to use its best efforts to subcontract and employ minority business enterprises and/or women business enterprises. The St. Cloud HRA is an equal opportunity employer and requires its entire contractor to comply with policies and regulations concerning equal employment opportunity.

Terms and Conditions

Withdrawal of RFP:
Proposals may be withdrawn before and after the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, proposals may not be re-submitted after the deadline.

RFP Costs:
All costs incurred in the preparation and presentation of the RFP shall be completely borne by the responding party to the RFP. All documents submitted as part of the RFP will become the property of the St. Cloud HRA. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

Affidavit:
All proposals must include an executed non-collusion affidavit on the form furnished in the RFP packet.

Housing Authority Contacts:
The designated individual responsible for coordination of the RFP is Louise Reis, Executive Director, (320) 252-0880. Any technical questions relating to this RFP should be directed to Michael Zellgert, (320) 252-0880.

Technology Environment

Mission-Critical Applications
1. Section 8/Public Housing Management Software – The St. Cloud HRA’s core Section 8/Public Housing Management software is SB Client, Release 8.13.
2. Financial Management Software – The St. Cloud HRA’s financials are managed through SB Client.
3. Payroll and Benefits – The St. Cloud HRA’s payroll and benefits data is managed by ECS.

Insurance Requirements

Contractor shall indemnify, defend, and hold harmless the St. Cloud HRA (owner), its officers, and agents from claim, liability, loss, injury or damage arising out of, or in connection with, performance of this Agreement by Contractor and/or its agents, employees or sub-Contractor, excepting loss, injury or damage caused by the negligence or misconduct or personnel employed by the Owner to the maximum extent allowed. Contractor shall reimburse the Owner for all costs, attorneys’ fees, expenses and liabilities incurred with respect to any litigation in which the Contractor is obligated to indemnify, defend, and hold harmless the Owner under this Agreement.
Without limiting Contractor indemnification of the Owner, Contractor shall provide and maintain at its own expense, during the term of this Agreement, or as may be further required herein, the following insurance coverage and provisions:

1. **Evidence of Coverage** – Prior to commencement of this Agreement, Contractor shall provide a Certificate of Insurance certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition, a certified copy of the policy or policies shall be provided by the Contractor upon request. Contractor shall not receive a Notice to Proceed with the work under the Agreement until it has obtained all insurance required and such insurance has been approved by the Owner. This approval of insurance shall neither relieve nor decrease the liability of the Contractor.

2. **Notice of Cancellation** – All coverage as required herein shall not be canceled or changed so as to no longer meet the specified Owner insurance requirements without 30 days’ prior written notice of such cancellation or change being delivered to the Owner of their designated agent.