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www.kcdc.org

Request for Proposals

Solicitation Name	Information Technology Division Review Services
Solicitation Number	Q1924
Responses are due by	2:00 p.m. on April 4, 2019
Deliver Responses to:	<p>Knoxville's Community Development Corporation Procurement Division 901 N. Broadway Knoxville, TN 37917</p> <div style="text-align: right;">  </div> <p style="text-align: center;">The Procurement Building is behind the main office building.</p>
Electronic Copies	Electronic copies are available on KCDC's webpage or by email at purchasinginfo@kcdc.org .
Responses may be Emailed to KCDC	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Printed Responses Required	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Questions About This Solicitation	Submit questions to purchasinginfo@kcdc.org KCDC will not accept questions via telephone.
Award Results	KCDC posts both a summary of the quotes received and the award decision to its web page at: http://www.kcdc.org/procurement/
Open Records/Public Access to Documents	All document provided to KCDC are subject to the Tennessee Open Meetings Act (TCA 8-44-101) and open records requirements.
Check KCDC's webpage for addenda and changes before submitting your response	



General Information

1. **Background and Intent**

- a. Knoxville's Community Development Corporation (KCDC) is the public housing and redevelopment agency for the City of Knoxville and for Knox County in Tennessee. KCDC's affordable housing property portfolio includes 20 sites with approximately 3,400 dwelling units. Several of the properties include Low Income Housing Tax Credit units and KCDC is both the General Partner and the management company for those sites. Those properties include Eastport LP, Five Points 1, LP; Five Points 2, LP; Five Points 3, LP; Lonsdale Homes, LP; Northridge Crossing, LP and The Vista at Summit Hill, LP. KCDC also oversees approximately 3,958 Section 8 Vouchers, 82 Moderate Rehabilitation units and 20 Redevelopment areas.
- b. This solicitation is to hire a supplier to assess KCDC's Information Technology Division's (IT) operations to (1) identify strengths, weaknesses, opportunities and threats in relation to industry best practices and (2) to provide recommendations for improvements in terms of urgency and cost effectiveness.

2. **Changes after Award**

It is possible that after award KCDC will need to revise the service needs or requirements specified in this document. KCDC reserves the right to make such changes after consultation with the supplier. Should additional costs arise, the supplier must document increased costs. KCDC reserves the right to accept and negotiate these charges.

3. **Confidentiality**

- a. All reports, information, or data prepared or assembled by the supplier are confidential and the supplier agrees that said reports, information or data shall not be made available to any individual or organization without KCDC's prior written approval.
- b. In addition, KCDC may disclose certain information to the selected supplier and the selected supplier may have access to certain information that is not generally known to others and is confidential. The supplier agrees not to use or disclose to any third party except in the performance of services hereunder any such confidential information. The supplier further agrees to cause its employees and any subcontractors to undertake the same obligations of confidentiality. These provisions shall survive the termination of the contract.

4. **Contact Policy**

The supplier may not contact an officer, agent or employee of KCDC other than KCDC's Procurement Division about matters pertaining to this solicitation, from the issuance of this solicitation until its award.

Information obtained from an unauthorized officer, agent or employee of KCDC will not affect the risks or obligations assumed by the supplier or relieve the supplier from fulfilling any of the conditions of the project. Such contact can disqualify the supplier from participation in the solicitation process. Also see the affidavits section as you will so certify.

5. **Evaluation**

- a. KCDC alone determines (using NIGP's definition and other relevant sources as appropriate) the supplier's "responsive" and "responsible" status prior to award. Responsible means a business with the financial and technical capacity to perform the requirements of the solicitation and subsequent contract. A responsive proposal is one that fully conforms in all material respects to the solicitation document and all of its requirements, including all form and substance.
- b. KCDC reserves the right to request additional information to assist in the evaluation process. This includes references and business capacity information. KCDC may "audit" a class as part of the evaluation process.
- c. KCDC will review all proposals and reserves the right to request necessary modifications, waive minor technicalities, reject all proposals, reject any proposal that does not meet mandatory requirement(s) or cancel this RFP, according to KCDC's best interests.
- d. KCDC's Evaluation Team may elect to interview one or more suppliers before making an award. Interviews may include an in-person interview or presentation. KCDC shall not reimburse the supplier for the costs associated with the interview process.
- e. KCDC evaluates responses on a weighted evaluation system. The categories and points assigned for each category are below.

Factors	Points
Cost	25
Work Plan Proposal responsiveness, a clear understanding of the scope of the project, the proposed approach and the detailed work plan, including a timeline.	25
Supplier's experience and qualification In providing consulting services of a similar nature and the supplier's experience with providing these services to units of government.	25
Personnel assigned to this project Education, quality and experience, in Information Technology assessment of the individual(s) selected to perform the project as demonstrated in the resumes submitted in response to this solicitation.	25
Total	100

6. **General Instructions**

KCDC does not insert "General Instructions to Suppliers" in solicitation documents. These instructions are at www.kcdc.org. Click on "Procurement" and the link to the instructions. The supplier's submittal means acceptance of the terms and conditions set forth in KCDC's "General Instructions to Suppliers."

7. **Insurance**

The supplier agrees to maintain at its sole expense during the term of this agreement insurance coverages and limits in accordance with the supplier's standard business practices and acceptable to KCDC. Upon request, supplier shall provide KCDC with Certificate(s) of Insurance evidencing such insurance. The supplier agrees that KCDC's review or acknowledgement of insurance coverages, is not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by the /contractor under this agreement/contract.

8. **Invoicing/Ordering**

- a. Until a purchase order is in place, work is not to be performed nor are goods to be delivered. KCDC does not have a legal obligation to pay for the work performed prior to the issuance of a purchase order.
- b. Suppliers must submit invoices within 90 days of the delivery of goods or services. KCDC may deny invoices submitted after the 90 day threshold. KCDC prefers invoices arrive within 10 days following the end of the month in which goods or services were supplied.
- c. KCDC normally pays by electronic transfer (ACH) only. Suppliers have to set up their access to KCDC's Vendor Portal to track actual payments made. If the supplier is unable or unwilling to use KCDC's Vendor Portal to track payments, KCDC will not be able to offer payment history assistance.
- d. Invoices must:
 - 1. Be numbered
 - 2. List a date on them that is after the work is completed or goods delivered
 - 3. List the purchase order number
 - 4. Breakdown pricing according to the award structure
- e. KCDC requires that invoices be submitted via email.

9. **Ownership of Documents**

All documents, data, studies and reports as instruments of service are KCDC's property. The supplier is responsible for any loss or damage to the documents herein enumerated while they are in their possession and any such document lost or damaged shall be restored at the expense of the supplier.

10. **Questions**

Direct questions to purchasinginfo@KCDC.org with "IT Review" in the subject line, at least five business days prior to the due date.

11. **Introduction**

KCDC is seeking professional consulting services to conduct an IT assessment which will:

- Identify strengths, weaknesses, opportunities and threats
 - Recommend improvements for IT effectiveness and efficiency
 - Identify enhancements leading to a higher quality of services
 - Propose means by which support costs may be minimized
 - Assess capacity of technology investments to support KCDC's evolving business needs
 - Recommend internal control enhancements over data storage, retrieval and recovery
 - Recommend internal controls covering all points of vulnerability such as cyber-attacks, IT users (internal and external) and IT staff
 - Identify any IT staff training needs, provide recommendations (if any) for changes in staffing structure, staff size, et cetera
 - Option: Update the "Knowledge Transfer" documents of each IT staff member
- a. This assessment will be used to coordinate, guide and maintain the implementation and utilization of technologies for internal and external customers in the most efficient and cost effective manner possible. Internal staff requires an appropriate set of technology-based tools to allow them to satisfactorily achieve their respective customer service delivery objectives. Technology use has become so interwoven into the daily performance of job duties and service delivery that the availability of reliable and usable technology tools has become a presumptive framework for staff performing their most basic duties.
- b. One of the objectives of this assessment is to review strategies that align best practices for governance, security, operations, funding, and accountability of technology and related investment with KCDC's operational cultures and operational business plans.

KCDC's goal is to be able to develop, maintain, support, upgrade and/or improve a cost effective, responsive, secure and stable technical environment. From an administrative standpoint, KCDC's objective is to improve the process for the prioritization and funding of information systems initiatives and incorporate selection and management of technology products where possible.

- c. An additional objective is to determine the most effective and efficient method of IT service delivery to include evaluation of staff resources to accomplish needs and maximize productivity.

12. **Deliverables**

The final report shall include, at a minimum, reporting of the following information:

- a. Assessment of the current state of KCDC's IT environment including:
- Capability
 - Capacity
 - Operational procedures

- IT staff resources
- Software & hardware assessment to desired outcomes
- b. Technical advice and recommendations (as applicable) on areas identified under the Current Information Technology Environment in the Attachments hereto.
- c. Identification of any gaps or areas of concern where the current information technology environment is insufficient to meet the computing needs and requirements of KCDC for the next five years.
- d. Recommendation concerning any current identified technological issues.
- e. Identification of best practices for standard technology equipment, network infrastructure, servers, network security, and disaster recovery. Additionally it shall compare KCDC's current practices to these best practices.
- f. Recommendations as to the best means of service delivery in areas identified under the current IT Environment in the various Exhibits hereto.
- f. Recommendations, if any, to align IT employee training with IT priorities and agency needs.
- g. Recommendations, if any, for innovative and cost effective information technology solutions.
- h. Prioritization of current and future IT needs as it relates to this assessment.
- i. Updated Knowledge Transfer documents.

13. Submittal Instructions

Submit your information in the order indicated below:

Item	Title	Provided By
Solicitation Document A	General Response Section	KCDC
Solicitation Document B	Affidavits	KCDC
Solicitation Document C	HUD Form 5369A	KCDC
Solicitation Document D	Supplier's Experience and Qualifications	Supplier
Solicitation Document E	Supplier's Personnel (those to be assigned) Experience and Qualifications	Supplier
Solicitation Document F	Supplier's Work Plan	Supplies
Solicitation Document G	Cost Proposal	Supplier
Solicitation Document H	Business to Business Network Access Agreement	KCDC

- a. Place your company's name on each page and number all pages consecutively.
- b. The use of tables in presenting information facilitates the evaluation team's review.
- c. Do not use phrases such as "See the attached" or "Will be provided upon award."
- d. Bind proposals simply since KCDC ultimately scans documents into electronic format. Acceptable binding methods include paper clips, staples and three ring binders.

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Solicitation Document A General Response Section

General Information about the Supplier

Sign Your Name to the Right of the Arrow 

By signing, you indicate you read and agree to "KCDC's General Instructions to Suppliers" on www.kcdc.org.

Printed Name and Title 

Company Name 


Street Address 

City/State/Zip 

Contact Person (Please Print Clearly) 

Telephone Number 

Cell Number 

Supplier's E-Mail Address (Please Print Clearly) 

Addenda

Addenda are at www.kcdc.org. Click on "Procurement" and then on "Open Solicitations" to find addenda. Please check for addenda prior to submitting a proposal.

Acknowledge addenda have been issued by checking below as appropriate:

None ☐ Addendum 1 ☐ Addendum 2 ☐ Addendum 3 ☐ Addendum 4 ☐ Addendum 5 ☐

Statistical Information (Check all the apply)

This business is at least 51% owned and operated by a woman Yes ☐ No ☐

This business qualifies as a small business by the State of Tennessee Yes ☐ No ☐
 (Gross receipts of \$10,000,000 or less and employing less than 100 full time persons)

This business qualifies as Section 3 business (as defined by HUD): Yes ☐ No ☐
 It is at least 51% owned by a Section 3 resident (lives in Public Housing) or it employs Section 3 residents for at least 30% of its employee base; or it commits to sub contract at least 25% of the project's dollars to a Section 3 business.

This business is owned & operated by persons at least 51% of the following ethnic background:

Asian/Pacific ☐ Black ☐ Hasidic Jew ☐ Hispanic ☐ Native Americans ☐ White ☐

Prompt Payment Discount

A prompt payment discount of _____ % is offered for payment within ____ days of submission of an accurate and proper invoice.

MasterCard Acceptance

Mastercard is accepted for payment without additional fees. Yes ☐ No ☐

Mastercard is accepted for payment with a fee of _____. Yes ☐ No ☐

Supplier: _____

Conflict of Interest:

1. No commissioner or officer of KCDC or other person whose duty it is to vote for, let out, overlook or in any manner superintend any of the work for KCDC has a direct interest in the award or the supplier providing goods or services.
2. No employee, officer or agent of the grantee or sub-grantee will participate in selection, or in the award or administration of an award supported by Federal funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when the employee, officer or agent, any member of his immediate family, his or her partner, or an organization, which employs, or is about to employ, any of the above, has a financial or other interest in the supplier selected for award.
3. The grantee's or sub-grantee's officers, employees or agents will neither solicit nor accept gratuities, favors or anything of monetary value from suppliers, potential supplier, or parties to sub-agreements.
4. By submission of this form, the supplier is certifying that no conflicts of interest exist.

Drug Free Workplace Requirements:

5. Private employers with five or more employees desiring to contract for construction services attest that they have a drug free workplace program in effect in accordance with TCA 50-9-112.

Eligibility:

6. The supplier is eligible for employment on public contracts because no convictions or guilty pleas or pleas of nolo contendere to violations of the Sherman Anti-Trust Act, mail fraud or state criminal violations with the State of Tennessee or any political subdivision's award thereof have occurred.

General:

7. Supplier fully understands the preparation and contents of the attached offer and of all pertinent circumstances respecting such offer.
8. Such offer is genuine and is not a sham offer.

Iran Divestment Act:

9. Concerning the Iran Divestment Act (TCA 12-12-101 et seq.), by submission of this bid/quote/proposal, each supplier and each person signing on behalf of any supplier certifies, and in the case of a joint bid/quote/proposal, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each supplier is not on the list created pursuant to § 12-12-106.

Non-Collusion:

10. Neither the said supplier nor any of its officers, partners, owners, agents, representatives, employees or parties interest, including this affiant, has in any way colluded conspired, connived or agreed, directly or indirectly, with any other responder, supplier, or person to submit a collusive or sham offer in connection with the award or agreement for which the attached offer has been submitted or to refrain from making an offer in connection with such award or agreement, or collusion or communication or conference with any other supplier, or, to fix any overhead, profit, or cost element of the offer price or the offer price of any other supplier, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against KCDC or any person interested in the proposed award or agreement.
11. The price or prices quoted in the attached offer are fair, proper and not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the supplier or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

Accuracy of Electronic Copies:

12. If the supplier provides electronic copies of the bid/proposal/quote to KCDC, the supplier certifies that the information provided on paper matches the electronic submission unless noted otherwise.

No Contact/No Advocacy Affidavit

13. After this solicitation is issued, any contact initiated by any supplier with any KCDC representative concerning this proposal is strictly prohibited-except for communication with the Procurement Division. My signature signifies that no unauthorized contact occurred.
14. To ensure the integrity of the review and evaluation process, respondents to this solicitation nor any firm representing them, may not lobby or advocate to KCDC staff or Board members. My signature signifies that no unauthorized advocacy occurred.

The undersigned hereby acknowledges receipt of these affidavits and certifies that the submittal in response to this solicitation is in full compliance with the listed requirements.

Signed by _____	
Printed Name _____	
Title _____	
Subscribed and sworn to before me this date	
By (Notary Public) _____	
My Commission Expires on _____	
Notary Stamp	

Representations, Certifications, and Other Statements of Bidders Public and Indian Housing Programs

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1. Certificate of Independent Price Determination

(a) The bidder certifies that--

(1) The prices in this bid have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other bidder or competitor relating to (i) those prices, (ii) the intention to submit a bid, or (iii) the methods or factors used to calculate the prices offered;

(2) The prices in this bid have not been and will not be knowingly disclosed by the bidder, directly or indirectly, to any other bidder or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a competitive proposal solicitation) unless otherwise required by law; and

(3) No attempt has been made or will be made by the bidder to induce any other concern to submit or not to submit a bid for the purpose of restricting competition.

(b) Each signature on the bid is considered to be a certification by the signatory that the signatory--

(1) Is the person in the bidder's organization responsible for determining the prices being offered in this bid or proposal, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or

(2) (i) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above.

[insert]

full name of person(s) in the bidder's organization responsible for determining the prices offered in this bid or proposal, and the title of his or her position in the bidder's organization;

(ii) As an authorized agent, does certify that the principals named in subdivision (b)(2)(i) above have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and

(iii) As an agent, has not personally participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above.

(c) If the bidder deletes or modifies subparagraph (a)(2) above, the bidder must furnish with its bid a signed statement setting forth in detail the circumstances of the disclosure.

☒ [Contracting Officer check if following paragraph is applicable]

(d) Non-collusive affidavit. (applicable to contracts for construction and equipment exceeding \$50,000) • in Solicitation Document B attached

(1) Each bidder shall execute, in the form provided by the PHA/IHA, an affidavit to the effect that he/she has not colluded with any other person, firm or corporation in regard to any bid submitted in response to this solicitation. If the successful bidder did not submit the affidavit with his/her bid, he/she must submit it within three (3) working days of bid opening. Failure to submit the affidavit by that date may render the bid nonresponsive. No contract award will be made without a properly executed affidavit.

(2) A fully executed "Non-collusive Affidavit" [] is, [] is not included with the bid.

2. Contingent Fee Representation and Agreement

(a) Definitions. As used in this provision:

"Bona fide employee" means a person, employed by a bidder and subject to the bidder's supervision and control as to time, place, and manner of performance, who neither exerts, nor proposes to exert improper influence to solicit or obtain contracts nor holds out as being able to obtain any contract(s) through improper influence.

"Improper influence" means any influence that induces or tends to induce a PHA/IHA employee or officer to give consideration or to act regarding a PHA/IHA contract on any basis other than the merits of the matter.

(b) The bidder represents and certifies as part of its bid that, except for full-time bona fide employees working solely for the bidder, the bidder:

(1) [] has, [] has not employed or retained any person or company to solicit or obtain this contract; and

(2) [] has, [] has not paid or agreed to pay to any person or company employed or retained to solicit or obtain this contract any commission, percentage, brokerage, or other fee contingent upon or resulting from the award of this contract.

(c) If the answer to either (a)(1) or (a)(2) above is affirmative, the bidder shall make an immediate and full written disclosure to the PHA/IHA Contracting Officer.

(d) Any misrepresentation by the bidder shall give the PHA/IHA the right to (1) terminate the contract; (2) at its discretion, deduct from contract payments the amount of any commission, percentage, brokerage, or other contingent fee; or (3) take other remedy pursuant to the contract.

3. Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions (applicable to contracts exceeding \$100,000)

(a) The definitions and prohibitions contained in Section 1352 of title 31, United States Code, are hereby incorporated by reference in paragraph (b) of this certification.

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Solicitation Document C HUD Form 5369A - Continued

(b) The bidder, by signing its bid, hereby certifies to the best of his or her knowledge and belief as of December 23, 1989 that:

(1) No Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with the awarding of a contract resulting from this solicitation;

(2) If any funds other than Federal appropriated funds (including profit or fee received under a covered Federal transaction) have been paid, or will be paid, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with this solicitation, the bidder shall complete and submit, with its bid, OMB standard form LLL, "Disclosure of Lobbying Activities;" and

(3) He or she will include the language of this certification in all subcontracts at any tier and require that all recipients of subcontract awards in excess of \$100,000 shall certify and disclose accordingly.

(c) Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by section 1352, title 31, United States Code. Any person who makes an expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or amended by this provision, shall be subject to a civil penalty of not less than \$10,000, and not more than \$100,000, for each such failure.

(d) Indian tribes (except those chartered by States) and Indian organizations as defined in section 4 of the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450B) are exempt from the requirements of this provision.

4. Organizational Conflicts of Interest Certification

The bidder certifies that to the best of its knowledge and belief and except as otherwise disclosed, he or she does not have any organizational conflict of interest which is defined as a situation in which the nature of work to be performed under this proposed contract and the bidder's organizational, financial, contractual, or other interests may, without some restriction on future activities:

- (a) Result in an unfair competitive advantage to the bidder; or,
- (b) Impair the bidder's objectivity in performing the contract work.

[] In the absence of any actual or apparent conflict, I hereby certify that to the best of my knowledge and belief, no actual or apparent conflict of interest exists with regard to my possible performance of this procurement.

5. Bidder's Certification of Eligibility

(a) By the submission of this bid, the bidder certifies that to the best of its knowledge and belief, neither it, nor any person or firm which has an interest in the bidder's firm, nor any of the bidder's subcontractors, is ineligible to:

(1) Be awarded contracts by any agency of the United States Government, HUD, or the State in which this contract is to be performed; or,

(2) Participate in HUD programs pursuant to 24 CFR Part 24.

(b) The certification in paragraph (a) above is a material representation of fact upon which reliance was placed when making award. If it is later determined that the bidder knowingly rendered an erroneous certification, the contract may be terminated for default, and the bidder may be debarred or suspended from participation in HUD programs and other Federal contract programs.

6. Minimum Bid Acceptance Period

(a) "Acceptance period," as used in this provision, means the number of calendar days available to the PHA/IHA for awarding a contract from the date specified in this solicitation for receipt of bids.

(b) This provision supersedes any language pertaining to the acceptance period that may appear elsewhere in this solicitation.

(c) The PHA/IHA requires a minimum acceptance period of 90 calendar days.

(d) In the space provided immediately below, bidders may specify a longer acceptance period than the PHA's/IHA's minimum requirement. The bidder allows the following acceptance period: calendar days.

(e) A bid allowing less than the PHA's/IHA's minimum acceptance period will be rejected.

(f) The bidder agrees to execute all that it has undertaken to do, in compliance with its bid, if that bid is accepted in writing within (1) the acceptance period stated in paragraph (c) above or (2) any longer acceptance period stated in paragraph (d) above.

7. Small, Minority, Women-Owned Business Concern Representation

The bidder represents and certifies as part of its bid/ offer that it --

(a) [] is, [] is not a small business concern. "Small business concern," as used in this provision, means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding, and qualified as a small business under the criteria and size standards in 13 CFR 121.

(b) [] is, [] is not a women-owned business enterprise. "Women-owned business enterprise," as used in this provision, means a business that is at least 51 percent owned by a woman or women who are U.S. citizens and who also control and operate the business.

(c) [] is, [] is not a minority business enterprise. "Minority business enterprise," as used in this provision, means a business which is at least 51 percent owned or controlled by one or more minority group members or, in the case of a publicly owned business, at least 51 percent of its voting stock is owned by one or more minority group members, and whose management and daily operations are controlled by one or more such individuals. For the purpose of this definition, minority group members are:

(Check the block applicable to you)

- | | |
|---|---|
| <input type="checkbox"/> Black Americans | <input type="checkbox"/> Asian Pacific Americans |
| <input type="checkbox"/> Hispanic Americans | <input type="checkbox"/> Asian Indian Americans |
| <input type="checkbox"/> Native Americans | <input type="checkbox"/> Hasidic Jewish Americans |

9. Certification of Eligibility Under the Davis-Bacon Act

Act (applicable to construction contracts exceeding \$2,000)

(a) By the submission of this bid, the bidder certifies that neither it nor any person or firm who has an interest in the bidder's firm is a person or firm ineligible to be awarded contracts by the United States Government by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).

(b) No part of the contract resulting from this solicitation shall be subcontracted to any person or firm ineligible to be awarded contracts by the United States Government by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).

(c) The penalty for making false statements is prescribed in the U. S. Criminal Code, 18 U.S.C. 1001.

10. Certification of Nonsegregated Facilities (applicable to contracts exceeding \$10,000)

(a) The bidder's attention is called to the clause entitled **Equal Employment Opportunity** of the General Conditions of the Contract for Construction.

(b) "Segregated facilities," as used in this provision, means any waiting rooms, work areas, rest rooms and wash rooms, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees, that are segregated by explicit directive or are in fact segregated on the basis of race, color, religion, or national origin because of habit, local custom, or otherwise.

(c) By the submission of this bid, the bidder certifies that it does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not and will not permit its employees to perform their services at any location under its control where segregated facilities are maintained. The bidder agrees that a breach of this certification is a violation of the Equal Employment Opportunity clause in the contract.

(d) The bidder further agrees that (except where it has obtained identical certifications from proposed subcontractors for specific time periods) prior to entering into subcontracts which exceed \$10,000 and are not exempt from the requirements of the Equal Employment Opportunity clause, it will:

(1) Obtain identical certifications from the proposed subcontractors;

(2) Retain the certifications in its files; and

(3) Forward the following notice to the proposed subcontractors (except if the proposed subcontractors have submitted identical certifications for specific time periods):

Notice to Prospective Subcontractors of Requirement for Certifications of Nonsegregated Facilities

A Certification of Nonsegregated Facilities must be submitted before the award of a subcontract exceeding \$10,000 which is not exempt from the provisions of the Equal Employment Opportunity clause of the prime contract. The certification may be submitted either for each subcontract or for all subcontracts during a period (i.e., quarterly, semiannually, or annually).

Note: The penalty for making false statements in bids is prescribed in 18 U.S.C. 1001.

11. Clean Air and Water Certification (applicable to contracts exceeding \$100,000)

The bidder certifies that:

(a) Any facility to be used in the performance of this contract ☐ is, ☐ is not listed on the Environmental Protection Agency List of Violating Facilities:

(b) The bidder will immediately notify the PHA/IHA Contracting Officer, before award, of the receipt of any communication from the Administrator, or a designee, of the Environmental Protection Agency, indicating that any facility that the bidder proposes to use for the performance of the contract is under consideration to be listed on the EPA List of Violating Facilities; and,

(c) The bidder will include a certification substantially the same as this certification, including this paragraph (c), in every nonexempt subcontract.

12. Bidder's Signature

The bidder hereby certifies that the information contained in these certifications and representations is accurate, complete, and current.

(Signature and Date) _____

(Typed or Printed Name) _____

(Title) _____

(Company Name) _____

(Company Address) _____

Information Technology Division Review Services Q1924
Solicitation Document D Supplier's Experience and Qualifications

1. Provide a brief narrative description of the organization submitting the proposal.
2. Include as part of the description:
 - Organization Size
 - Organizational structure
 - Financial stability
 - Years in business
 - Legal status (corporation or partnership, et cetera)
 - Major type of activity or areas of consulting
 - Experience in the performance of similar projects in the past three years.
 - Experience in the performance of similar projects for governmental entities in the past three years.
3. Identify the number of IT assessments performed (and the specific team proposed for this job) in the last three years
4. Describe any unique approaches or techniques developed and used by the company that would give it an advantage in this specific type of project.
5. Using the format below, provide the names of five references. It is desirable that a minimum of two references are from a governmental agency.

Entity	
Nature of work conducted by the entity	
Number of Employees in the Entity	
Number of IT Employees	
Contact Person	
Phone	
Email	
Beginning Date of the Project	
End Date of the Project	
Description of the Project	

Information Technology Division Review Services Q1924
Solicitation Document E Supplier's Personnel (those to be assigned) Experience and Qualifications

1. Provide information on the personnel who will be handling this project listing pertinent experience and technical qualifications. Include the capacity each individual would serve on this project. The format of individual resumes for key personnel is as follows.

- Name
- Position title
- Total years of experience with this company
- Total years in this field
- Education (degree, major, institution, year)
- Summary of relevant experience and qualifications
- Identify the number of studies/plans that have been done together by the individuals who will perform KCDC's project.
- Give a representative sample and number of IT assessment projects that were handled and whom they were done for.
- Complete the chart below in order to explain the role each person will play on this project

Name	Title/Skill Set	Role on this Project	Hours on this Project

1. Describe in detail, the approach and methodology recommended by your company to insure the timely and accurate delivery of the IT Assessment and written report. Highlight all milestones and deliverables, individuals assigned and the number of hours that will be contributed to major tasks.
2. Provide a detailed description of the work plan, approach, methodology and timeline that you propose using to meet the objectives, including phasing and staffing.
3. Specify the level of involvement, number of hours and specific tasks you will require of KCDC's IT staff.
4. Provide an estimate of the time commitment to be expected from KCDC user departments on this project.
5. Identify the Project Leader(s) to be committed to this project and the conditions of the individual's continued availability for follow up work. Once identified, the project leader(s) cannot be changed without KCDC's approval.
6. Describe the Subject Matter Experts (SME) that your company is committing to this engagement.
7. If the Project Leader(s) is not the primary SME, please describe the working relationship with the Project Leader(s).
8. Identify to what extent any process, models, and/or tools are proprietary products of your company, remembering that as a governmental agency, price and proposal content cannot be protected.
9. Identify the key risks that you expect on this project and your ability to contain them.
10. Indicate any exceptions you are taking to the terms and conditions, contractual and other requirements defined in the RFP. If exceptions are taken, cite the paragraph involved, the exception taken and suggest state alternate language. Alternative language is subject to KCDC's approval.

Information Technology Division Review Services Q1924
Solicitation Document G Cost Proposal

Supplier will use this section to detail their cost proposal.

Part One:

The total cost for this project inclusive of all fees, labor, travel and expenses is	\$
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Part Two:

Use the table format below, provide a price breakdown for each deliverable. KCDC will award the project on a lump sum basis. However, this information will be used in the event that the project must be scaled back to remain within the budgeted amount.

Deliverable	Hours	Hourly Rate	Professional Services Charge (Hours times the Rate)	Travel, Lodging, Meal, Incidentals	Other	Total
Assessment of the current IT environment						\$
Technical Advice on area identified under the current IT environment						\$
Identification of Best Practices						\$
Recommendations concerning service delivery						\$
Recommendations concerning IT training						\$
Recommendations for innovative cost effect IT solutions						\$
Option: Update Knowledge Transfer documents						\$

Use of KCDC networks or systems may be granted subject to the following terms and conditions:

1. Description of access:

The supplier will be granted access to KCDC's facilities and the IT Division during normal business hours and additional hours as agreed to in advance. The supplier will be allowed remote access to systems via VPN connection. For purposes of this agreement, the point of contact for the KCDC IT Division is Terry McKee (tmckee@kcdc.org).

2. Single Point of Contact:

The supplier shall provide KCDC with the name of an individual who will serve as the single point of contact and that individual will be responsible for receiving and disseminating information and maintaining the security of user IDs, passwords and networking and configuration information. This individual may be subject to a background investigation under the provisions of this access agreement.

3. Non-Disclosure:

The supplier shall not disclose any elements of IDs, passwords, and/or configuration or security information related to KCDC networks or systems without the prior knowledge and approval of KCDC. All accounts, systems, and account information are and shall remain the property of KCDC, exclusively.

4. Term:

The term of this access agreement shall be for the period of the review and report.

5. Access Characteristics:

KCDC reserves the right to approve or amend as necessary, any engineered or recommended connections requested or required by the supplier and to dictate connection protocols and standards. The supplier will determine the required access characteristics and transmit those requirements to KCDC's IT contact identified above, which shall retain all rights to deny any portion of the requested access characteristics.

6. Access Restrictions:

Access shall be restricted to the systems and for the purposes described in paragraph one above. Any access, which is not expressly permitted, is denied. KCDC networks shall not be used by the supplier to access the internet, other systems or networks, or personal Email. In addition, KCDC networks shall under no circumstances be used to sweep, scan or attempt to determine the topology or security of other systems or networks. In the event that accidental or unintended intrusion does occur, the connection will be terminated immediately, and KCDC will be notified the next business day.

7. Supplier's Corporate Security Policy:

As a part of this agreement, the supplier will provide KCDC with a copy of its corporate security policy-prior to KCDC granting access.

8. KCDC's Information is Proprietary:

All information, including but not limited to: phone numbers, IP addresses, login IDs, passwords, configuration information, system names, server counts, model numbers or uses, applications names or information, volumes, network topology, security devices programs and practices, storage locations, file and folder structures and all information therein is considered proprietary and KCDC's confidential property and may not be disclosed to business partners, subcontractors or any other entity without KCDC's prior written approval.

9. Privacy:

KCDC does actively monitor and record information on network activity. Supplier should therefore have no presumption of privacy when using KCDC's network and/or resources.

10. Compensation for Loss:

By signing the agreement, supplier agrees to compensate KCDC for any loss, damage or denial of service caused through its connection to KCDC systems and/or networks. Supplier shall also agree to participate fully in any security; privacy or acceptability of use investigation such as may be required during the course of this contract, whether or not fault or liability has been established.

11. Security:

Supplier shall ensure that it is fully protected from viruses, spyware, Trojans, and other malicious programs or files before attempting to connect to KCDC networks. If supplier detects a virus or security incident within its enterprise at any time during its connection, supplier is required to terminate the connection and notify KCDC immediately.

12. Installation:

Supplier shall make no attempt to implant code, cause the connected network, workstation or system to sniff or collect packets, create additional user accounts (or unauthorized access methods, commonly known as "backdoors"), or in any way alter or record the activities of KCDC systems. Only those things specifically allowed in paragraph 1, above, may be accomplished, installed or altered.

13. Supplier Employees:

All connections require authentication, which must be unique to each user. Users may be subject to background checks and prior approval in order to be granted access. KCDC must be notified in writing or by acknowledged Email of the full names of anyone requiring access or receiving the login information or password. KCDC must be notified immediately if any employee having access is terminated from employment with or voluntarily leaves the supplier's organization so that passwords can be changed, or accounts closed.

14. Background Checks:

KCDC will notify supplier of all background checks required. Supplier shall confirm in writing to KCDC's IT contact identified above that they have conducted the background checks and that the supplier will not use any personnel for whom background checks have revealed factors that make them unsuitable for the activity to be undertaken for KCDC.

15. Remote Access:

Remote access will be suspended when not in regular use, and at KCDC's discretion. It will be reestablished on an as needed basis and only when required. KCDC requires password changes on a regular basis.

I agree to the terms of KCDC's Business to Business Network Access Agreement. Any violation of the agreement may result in contract cessation and civil and/or legal penalties as determined by KCDC.

Signed: _____

Printed Name: _____

Title: _____

Company: _____

Date: _____

Notarized by: _____

KCDC's Current Information Technology Environment Overview

1. The Main Office at 901 North Broadway houses 37 employees. Fourteen property offices have from two to six employees who have their own personal computers, and additional maintenance staff who share a kiosk computer. The Section 8 staff located at a remote office has 13 employees. KCDC has a total of 132 employees (as of 02/20/19).
2. The property offices and the Section 8 office are connected to the Main Office by a combination of Comcast cable for data and T1 for voice. The predominate connections are through AdTran routers and switches.
3. The main server room is located on the second floor of the Main Office. The servers, IT staff and all main office clients are on a Gigabit Ethernet backbone. All clients are served with Gigabit speed.
4. The Procurement staff (3 people) is housed in a separate building connected to the Main Office by fiber on the same campus.
5. Physical servers are all Dell equipment. The majority of KCDC's production servers now run in a virtual environment, hosted on four Dell PowerEdge M630 Blade servers in a Blade chassis with room for 16 blades.
6. All operating systems are Microsoft, mostly Windows Server 2012 R2 Data Center. The industry system runs on Windows Server 2008.
7. Clients are running Windows 10, with a few laptops with Windows 7.
8. There are approximately 175 client computers, which include, but are not limited to the following: workstations, training laptops, travel laptops, public kiosks, employee kiosks, travel laptops (used by employees when traveling), personal laptops (used primarily by executive staff to work from home), I-pads and Surface Pro tablets.
9. For employees who do not use the computer as part of their daily work, kiosk computers are installed at the 14 property offices. These give access to individual email accounts and to the company Intranet and other corporate software.
10. KCDC has 50 leased multifunction printers (Konica-Minolta) on KCDC's network. These range from 30 Pages Per Minute (PPM) to 50 PPM with the ability to scan (the larger units can scan at a very high rate), print, copy and fax (on selected devices.) Each location has 1 device with fax capabilities, the exception being Section 8 and the Main Office which have several devices with fax capability. Each site has a minimum of one of the larger, high speed color devices. The IT department has a Canon TX-4000 Large format scanner, copier and printer used for print jobs larger than 11x17 such as blueprints, signs, banners, et cetera.
11. The industry software used by 90 of KCDC's employees is ELITE, created by Emphasys Software in Petoskey, MI (www.emphasys-software.com). This is a proprietary system running on SQL, Windows 2008, and IIS. The Human Resources and Payroll Module is from an Emphasys partner called Vista while the Procurement Module is from a partner called Verian.

12. Office productivity software is Microsoft Office with around 150 copies of Office 2010, with all users having Outlook 2013. A small number, primarily Executive staff, use Office 365.
13. Adobe Acrobat versions 11 and DC are currently used by about 22 employees to create and manipulate documents.
14. Until 2017, KCDC used EMC's Application Extender document management used to house scanned document images and photos. KCDC has over four million images in storage. This has now been replaced by DocStar's Eclipse. Application Extender data is being migrated to Eclipse.
15. KCDC maintains its own on-premise Domain and DNS.
16. KCDC hosts its own Email on a Windows Exchange 2013 server. KCDC has around 204 email accounts.
17. KCDC recently moved its website hosting off premise to Moxley Carmichael Inc., who created the website for KCDC. Updating of the website is mostly done by KCDC IT staff. KCDC's website is built on WordPress. The website provides a link for residents to pay rent online. KCDC also has a web presence for a portal for residents, applicants and suppliers to conduct business. It allows applicants to complete a pre-app online for housing. Suppliers can get 1099s and payment information. Residents can see apartments available for rental.
18. The IT staff consists of three fulltime employees. Their job duties are divided as detailed in Attachments M and N.

1. KCDC has a star-topography WAN. The Main Office at 901 N. Broadway is the hub, with data connections coming from all the remote offices. Connection to the Internet through a Comcast Metro-E 100Mbps is provided at the Main Office to support all remote locations.
2. Each office is connected using a Comcast cable connection. One site uses a Wide Open West (WOW) 5Mbps point-to-point connection because of Comcast reliability in the area.
3. Traffic on the WAN, both internal and external is monitored using a Watchguard Firebox M500.

Servers: Physical Servers are all Dell products. The following servers are in use.

Server Model	Purpose	Memory	CPU
Blade servers are mounted in a Dell M1000E, PowerEdge Blade Server Enclosure. It contains slots for up to 16 blade servers			
Dell PowerEdge M630 (4)	Cores for Virtual Servers	128 GB	2xIntel Xeon E5-E2600 v4 processors
Storage Area Networks			
KCDC has five Storage Area Networks.			
EqualLogic fully populated with 16 disks	Used as the SAN for the Virtual Servers and their data		
Promise VessRAID 2600i	Used for non-critical data and Application Xtender and Eclipse data		
Promise VessRAID 1840i w/16 x 1TB drives	Used for backups 5-year retention		
Promise VessRAID 2600i	Exchange backups mailbox and archive 5-year retention		
ExaGrid Dedupe Device	Used for backups 90-day retention		

Client Computers-Tower machines	
Desktop client computers are assembled on site by KCDC IT employees.	
Generally, when an upgrade of client computers is done, a single motherboard, CPU chip set, memory chip combination is used, and an image of the company workstation setup is replicated to each of the new workstations.	
The great majority of KCDC workstations are less than 2 years old.	
Most Desktops have 8GB of memory, but some have up to 16 GB of memory.	
Local hard drives (SSD) are generally small, at 256 GB since file storage is on the network not locally.	
The following is a list of components appearing in many of the client computers.	
Mother Boards	CPUs
ASRock	Intel i5

Laptop Computers
Laptop computers have been purchased from various manufacturers over the last 10 years. They were generally purchased with off-the-shelf configurations. Various HP models comprise KCDC's active laptops, the most widely used and highest number of which are the HP Pro-Book S series used primarily for the Training Room. KCDC also has several laptops occasionally used by staff when they are on the road. These are all older devices that have been taken out of active circulation for various reasons, but still function well enough for their intended use. The models, make and configurations are varied.

Appendix D KCDC Software

KCDC servers and computers have hundreds of software installations. The following are the most numerous, but there are other specialty programs in use.

Server Software

Servers are both Virtual and physical. The following is a list of the most prominent software and does not list many maintenance and sub-modules by name.

The Dell PowerEdge 600M servers on which the virtual servers run have the following software:

Microsoft Windows Server 2008 Datacenter (3) and Enterprise (1). Server 2012 R2 (47)

VMware 6.7 is used for virtualization with an Enterprise License

The domain controller virtual server is running:

MS .Net Framework 3.5 SP1

PDQ-Deploy Deployment software and related modules

Windows Server 2012 R2

The Citrix XenApp servers are running:

Adobe Reader

Citrix XenApp 7.19

Crystal Reports XI and related modules

Connection to Emphasys Elite, KCDC's proprietary Public Housing Accounting software

Java

MS.Net Framework 4.0

MS.Net Framework 3.5

Windows Imaging component

Windows Internet Explorer

Windows Server 2012 R2

Appendix D KCDC Software**The Physical Server that houses KCDC's Veeam Backup software is running:**

Adobe flash play & reader
Dell on-line diagnostics and related software
Messaging API & Collaboration Data Objects
MS .Net Framework 2.0, 3.0, and 3.5
MS iSCSI Initiator
MS SQL Server 2005 and related modules
MSXML 4.0
Veeam Backup And Replication 9.5
Windows Server 2012 R2 Enterprise

The Virtual Server that houses KCDC's Emphasys Proprietary Industry Software is running:

Broadcom Management Programs
Crystal Reports XI
Emphasys ELITE all modules + Crystal plug-ins
Macromedia Coldfusion X
MS .Net 2.0, 3.0 and 3.5
MS Office 2010 Excel Viewer
MS SQL Server 2008
MSXML 4.0
An interface to KCDC's Payroll System
Windows Internet Explorer
Windows Server 2008

The Virtual Server that connects to KCDC's EMC Application Extender document storage is running:

EMC Application Extender 5.4 and related modules
MS .Net Framework 2.0,3.0, and 3.5
MS iSCSI Initiator
MSXML 4.0
Snagit Version 6
Windows Server 2008 Enterprise

The Virtual Server that serves at the file and print server is running:

MS .Net Framework 3.5
Windows Server 2012 Standard

Client Computer Software

The operating system software on nearly all tower clients is Windows XP SP3. Notebooks have XP, and Windows Vista.

There are literally hundreds of software packages running within KCDC's system. Many are utilities and add on's. The list below is the most prominent software items in use at KCDC, by number of copies in use.

Acronis TrueImage
Adobe Acrobat Versions DC
Adobe Acrobat Reader DC
Adobe Spelling Dictionary for Adobe Reader
Adobe Shockwave Player
Advanced Network Diagramming
AdventureWorksDB
Aegis 9000 Management System
Application Extender, AX Desktop
Ccleaner
Citrix Studio
Citrix WorkSpace App
Crystal Reports 2008, XI, 2013
Emphasys Elite
Google, Toolbar, Earth, Update
Java and related
MS .Net Framework from 1.0 to 3.5
MS Office 2010 Standard
MS Office 2003 Professional
MS Office 365
MS Publisher
MS SQL server native client
MS SQL Server VSS Writer
MS Visio 2003 Professional
MS Visual C++ 2005
MS Visual J# 2.0
MS Windows-Journal Viewer
Mozilla Firefox
MSXML 4.0
TeamViewer 14
QuickTime
SimpleHelp
Seagate Report ActiveX viewer
Realtek Audio
SnagIT Version 14, 2018
Soundmax
Malwarebytes EndPoint
WaveReader Ver 3.1
WebEx
Windows Internet Explorer
Windows Media Player
Windows 10, Windows 8.1 and Windows 7

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Appendix E KCDC Software License Information

The following summarizes major general software licenses in effect in February 2019. All software with expiration dates have support in place from the manufacturer.

Name	Copies	Last Support Renewal Cost
Adobe Acrobat DC Full	14	
Adobe DC Upgrade from 11	26	
Application Extender		\$6,800
AX Server Licenses V5.4	1	
AX Connection Licenses	5	
Veeam 9.5		\$6,000
BE 12.5 for Windows	1	
Agent for MS SQL	1	
Advanced Disk Backup	1	
Option Library Expansion	1	
Agent for MS Exchange	1	
Agent for Virtual Server	4	
Citrix		\$8,100
Xenapp Enterprise	90	
DocStar Eclipse		\$14,000
Microsoft Licenses		
Office 2003 Professional	103	
Office 2007 Standard	4	
Office 2007 Professional	2	
Office 2007 Ultimate	1	
Exchange Server 2013	1	
Office 365	4	
Exchange User CALs	150	
Project Server 2002	1	
Project 2002 user cals	28	
Rollback version 11	20	
Windows Server 2008 Datacenter	8	
Windows Server 2008 Datacenter	8	
Win Server 2012 R2 Datacenter	8	
Server Management Suite Enterprise	4	No charge-new
Server Management Suite Datacenter	2	
SQL Server 2017 Standard-16 cores	1	
Visio 2003-User CALS	5	
Visual Studio/MSDN	1	\$2,500
TeamViewer 14	150	\$1,500
Snagit 2018	50	\$500
PDQ-Deploy	1	\$900

Appendix E KCDC Software License Information

VMware Enterprise		\$15,000
VMware Standard		\$10,000
Barracuda Cloud	150	\$1,500
Malwarebytes EndPoint Protection	150	\$2,700
Watchguard software for FireBox		
UTM Suite	1	
Web Controls Software		
Telerik Controls		\$1,168
Sitefinity software		\$269

Enterprise Resource Planning Software (ERP)

KCDC uses ELITE software from Emphasys Software Inc. in Petoskey Michigan as its ERP. ELITE is software written for Housing Authorities to provide the record-keeping needed both for financial purposes and to meet the requirements of the Housing and Urban Development (HUD) department of the federal government. HUD is the federal agency which provides most of KCDC's funding.

ELITE runs on Microsoft SQL. There are over 2,240 tables underlying ELITE. The software is subdivided into modules as follows:

Accounts Payable

Accounts Receivable

Bank Book

Family Self Sufficiency

General Ledger

Inspections

Low Income Public Housing (LIPH)

Multi-Family/Tax Credit

Rent Reasonableness

Section 8

Waiting List

Work Orders

In addition KCDC uses two 3rd party additions to the ELITE software:

1. ProcureIT, a product of Verian Technologies located in Charlotte, NC, is used for purchasing, inventory, warehouse transfers, et cetera.
2. VISTA, a product of PDS Software in Blue Bell, PA, is KCDC's Human Resources and payroll software system.

Emphasys has written an interface between each of these systems to transfer financial and inventory data to Elite GL.

Emphasys financial model consists of charging their clients yearly support costs with future software upgrades are "free". In FY19, KCDC paid approximately \$104,000 for this support. This does not include custom programming costs nor reporting/programming edits performed by KCDC IT staff.

KCDC has over 50 custom programs written by its IT staff and utilized by KCDC to streamline processes and reports and allow for tracking of information in a database as opposed to Excel.

KCDC plans to issue an RFP in 2019 to obtain proposals to consider for replacing all or portions of Emphasys.

Landline Voice and Data Systems

Phone System
KCDC uses two different phone systems. The first is an ATT Centrex system comprised of copper, analog lines. This is still maintained for the various fax/alarm lines used throughout the company. The second system, a VoIP Setel system is used for voice and is the primary system currently used by the company.
The Centrex system is comprised of 81 lines: 44 dedicated alarm/security lines, 20 fax lines and the remainder of which are various voice lines for public use such as the lines feeding our telentry panels.
The VoIP system was installed 3 years ago by Setel and is KCDC's primary voice system. It currently provides service to over 120 employees across the company. Multiple auto attendants provide call routing throughout the company to help better service KCDC's clientele.
The multiple servers for the VoIP system are hosted by KCDC, the primary ones being the maintenance server from which the bulk of the system's programming is done, including programming of extensions and auto attendants, voicemail and recording, the last of which is dedicated to the recording of incoming calls to KCDC. There is also a web interface used to program the NEC UC700 software which is the client software that allows each user access to a "Live" phone directory which includes both desktop and cell phones, allowing the user to send/accept and forward calls directly from their workstation.
The client equipment utilized are NEC DT800 series phones and Polycom Soundstation 600 series conference phones. There is also a global Conference bridge available to employees that can host up to 8 concurrent calls.
Data Lines
KCDC uses Comcast cable to connect each remote office to the Main Office.
KCDC's connection to the internet is made using Comcast Metro-E 100Mbps. All locations connect through this one point.
There are 14 Comcast cable connections as described on the WAN page of this Workbook.
Pricing for T1s is based on a contract between AT&T and the State of Tennessee and is based on total mileage from the remote site to KCDC's Main Office.

Cellular Phones/Devices
KCDC uses a combination of T-Mobile and Verizon Wireless to provide cellular service for the company. Samsung Galaxy J7s constitute the majority of KCDC's cellular fleet. These are used by employees in management positions. KCDC's maintenance crew and office assistants primarily use Samsung Galaxy J3. Higher end models such as Galaxy Samsung S7s and iPhones can be found at KCDC's main office, primarily among the executive staff.
95% of all KCDC T-Mobile Cellular Devices are managed by 42Gears Mobile Device Management system, allowing for full control of KCDC's cellular fleet including but not limited to remote location/tracking, application management, remote assistance and device data cleansing services.
KCDC uses 18 Verizon Cellular devices to service the various elevators found throughout the company.
Approximately 7 employees use their personal cell phone as company phones.

Information Technology Division Review Services Q1924
Appendix G KCDC Audio/Visual Information

Cameras
Sony HDR-AX2000 Digital Video Camera
Projectors
Overhead projectors are installed and used in both the Training room and Boardroom at KCDC's Main office.
KCDC's Small Conference Room and Executive Conference Room use a Q-Connect wireless system to project the laptop to a wall-mounted, widescreen television in each room.
Two portable projectors and screens are available for off-site use by employees.
White Board
In 2015 KCDC purchased and installed a Qomo Hit Vision whiteboard in the training room.

The Dell core servers are covered with a three year all-everything agreement from CDWG.

The recently purchased VessRAID SANs have annual hardware maintenance renewals of \$1,400.

The Watchguard Firebox Firewall appliance was purchased with three years of support, in June 2017. In the past, after three years, technology has advanced to the point that purchasing a new firewall appliance made more sense than buying support. This contract will expire in June 2019.

Information Technology Division Review Services Q1924

Appendix I KCDC Cost Information for On-Going Support

KCDC pays annual or in some cases bi-annual or tri-annual charges for Hardware and Software support. The following figures are for the most recent payments. Costs may increase with time.

Software Support Costs

	Annual	Biennial	Triannual
Emphasys Software support	\$104,000		
Citrix Annual Maintenance	\$8,200		
EMC Application Extender	\$0		
Veeam 9.5	\$6,000		
MSDN annual membership	\$2,500		
PDQ-DEPLOY	\$900		
Telerik Controls-2 years		\$1,168.50	
Tenmask QuickPIC	\$715.00		
Comodo Web Certificate-3 year			\$1,185.00

Hardware Support Cost

KCDC has blade servers with 3 years of support and eliminated support costs for nine standalone servers.

	Annual	Biennial	Triannual
Firebox Firewall	\$4,500.00	\$2,700.00	\$4,800.00

Other Costs for continuing operation. (Not all charged to IT)

IT purchases materials for computer construction and new software licenses for users as they are needed. The following are recent purchases that give an idea what this on-going cost can be.

Hardware supplies and replacements

Power Supplies for field computers that fail	\$74 - \$135 each. Buy 5-10 of these a year.
LCD replacement monitors	\$130-\$175 each. Buy 8-12 per year
SSD Hard drives for preparing images for quick install	\$32-\$40 each. Buy and use about 15 per year
Patch Cables of various sizes	\$6-\$20 each depending on length. Buy 20-30 per year
VoIP Desktop Telephones for failures	\$317 each.
Polycom Conference Telephones for failures	\$650-\$850 each. Buy as needed
SCSI drives for our servers, can hot swap out failures	\$400-\$900 each depending on system (3-6 per year)
New complete computers without monitors	\$400 each and six to ten replaced a year

Software purchases

MS Office 2010	\$200-\$445 depending on version
----------------	----------------------------------

Printer Costs

KCDC has a multi-function printer for the IT office area. The cost is about \$150 per month.

KCDC owns an HP color printer, but pays for support that includes all color ink, parts & labor. This is based on the number of copies run each month. This costs about \$2,000 - \$2,500 a year. Much of the printing work is for newsletters for the property offices.

ISP Costs

KCDC pays Comcast for their fastest available Internet connection, including the modem and the IP addresses KCDC needs. This costs \$190 a month. (\$2,280 per year).

Telephone and Cell Phone costs

The charge for cell phones for the other three staff members is approximately \$95-100 per month

Information Technology Division Review Services Q1924
Appendix J KCDC Cost Information for On-Going Support

Costs for continuing operation. (Not all charged to IT)	
IT has to purchase materials for computer construction and new software licenses for users as they are needed. The following are recent purchases that give an idea what this on-going cost can be.	
Hardware supplies and replacements	
Power Supplies for field computers that fail	\$74 - \$135 each. Buy 5-10 of these a year.
LCD monitors for monitors that fail or to make dual monitors	\$130-\$175 each. Buy 8-12 per year
SSD Hard drives for preparing images so they can be quickly installed:	\$32-\$40 each. Buy and use about 15 per year
Patch Cables of various sizes	\$6-\$20 each depending on length. Buy 20-30 per year
VoIP Desktop Telephones for failures	\$317 each.
Polycom Conference Telephones for failures	\$650-\$850 each. Buy as needed
SCSI drives for our servers, can hot swap out failures	\$400-\$900 each depending on system. Buy 3-6 per year
New complete computers without monitors	\$400 each and six to ten replaced a year

Application Extender Software

In 1998 KCDC began to scan and store images of the files left when tenants left KCDC's housing. KCDC used software made by a company called OTG. The product is now known as EMC-Application Extender and starting in 2001, InfoTek supplied support for Application Extender. This program has been replaced with DocStar's Eclipse. The data is slowly being migrated from AX to Eclipse. Going forward we use Eclipse exclusively.

KCDC's vision is to continue to implement DocStar to scan documents but also to re-engineer processes so that paper is never generated. This requires processes to be programmed electronically through workflows in Eclipse.

Storage of Scanned Documents

KCDC purchased a Promise VessRAID 2600i Storage Area Network (SAN). The main purpose of this SAN was to provide disk-to-disk backup for data backup process. However, KCDC set-aside 5 TB of storage on the SAN for the AX documents. KCDC migrated all previously stored images from CDs to the SAN. This greatly increased access speed and image availability. As of February 2019, KCDC has individual documents, containing over 11,451,039 pages of information in storage. Eclipse has over 2,867,840 pages.

Scanning and accessing the documents

KCDC has multiple scanning stations. Each of these stations has access to the Eclipse web app with a locally installed Eclipse client and a dedicated Fujitsu scanner capable of scanning 41 pages a minute. Scanners are given the rights to the Eclipse databases into which they need to scan. Employees at the scanning station can view and print stored data using the local software. All other employees who need access to the stored data use the aforementioned Eclipse web app. This access is read-only; users can view and print documents, but not modify them. Documents can also be added from files and as photographs, imported from files or pushed via add-ins for Office or printed directly into Eclipse so more than scans can be stored. All employees are able to access the Eclipse documents for which they have permissions.

Application Extender Databases

The following databases, called "Applications" in AX are in use at KCDC

Accounts Payable Checks and supporting documents	FY97
	FY98
	FY99
	Suppliers -FY97-2003 IN ONE DATABASE
	FY2004
	FY2005
	FY2006
	FY2007
	FY2008
	FY2009
	FY2010
Bids	Procurement Division Bid Documents
Budgets	Scans of Budget Documents
CD Images	
Closed Lawsuits	
Contract	Contract files

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Appendix K KCDC EDMS Information

Eric's photos	KCDC photographs of all kinds
GenLedg	Scans of General Ledger reports including digital "COLD" reports
HOPE6&99006	Documents related to KCDC's HOPE 6 project, 1998-2003
JV	Journal Vouchers by fiscal year
	JV-FY08
	JV-FY09
	JV-FY10
Moveout	The major database with move out records on thousands of former tenants
New Horizon Homes	Documents related to KCDC's New Horizon homes, 1998-2000
Purchase Order	Databases containing scans of our various PO records
	PO-Field
	PO-Emergency
	PO-Regular
Surplus Records	
Telephone Bills	Scans of complete AT&T billing images, 2006-2010
Tenant AR	Tenant Accounts Receivable documents
Wage Compliance Forms	
Eclipse Workflows	
Accounts Payable	
Journal Vouchers	Fixed Assets
Audit/Tax Returns	Tax Credits
Check/DD Related	Checks AP OLD
Check/DD	DD/Stubs OCR
AP ROUTING	LIHTC
Contract Pay Request	Check/DD RelatedV1
Check/DD Related	Check/DD RelatedV2
Check/DD	Moveout Barcode
AP ROUTING	Bank Statement Split
Contract Pay Request	APMAIN - ITCRev1
Utilities	Contracts Old
Operating Budgets	Accounts Payable - Active
Tenant Checks	Direct Deposit
Tenant Checks - VOIDS	Capital Funds
Accounts Payable - Inactive	AX Vendor Statements
Journal Vouchers - Approvals	W9
Checks AP OCR	Vendor Statements
Receiving Report	Bank Statements

LIPH AP Checks	
Procurement	
Bids	Insurance Certificates
Wage Compliance - KCDC	AX Ins Certificates
Section 8	
SECTION 8 Barcode	Rent Reasonableness
Split Barcode section 8	Section 8 MOD REHAB
SEMAP	Section 8 Family Self-Sufficiency
SEMAP BARCODE SPLIT	Section 8 Landlords
Contracts	S8 Moderate Rehabilitation Damage Claims
Section 8 - FSS Escrow	S8 Moderate Rehabilitation Documents
SECTION 8 - Tenant Archives	S8 Moderate Rehabilitation Renewal Contracts
	S8 Moderate Rehabilitation Rent Increases
Other	
Knox County Housing Authority	
301 Western Heights RV1	

Web-Internet and Intranet
KCDC's website is hosted. The domain is www.kcdc.org . KCDC has an outward facing Internet page and an Intranet to supply our employees with Reports, Forms, Information and links to email and other websites.
Web-site Software
The web site is designed in WordPress. Most changes and edits can be made using the Wordpress web interface.
The Internet Pages
The Internet pages present KCDC's history and the main activities of interest to the public, including our Public Housing properties, Section 8 Housing Choice Voucher program, Redevelopment activities and news of interest to residents and others. Pages are available that show how to do business with KCDC, job openings and how to apply and main contacts. The Section 8 internet page also has an in-house written "portal" that allows landlords to look up HAP payments and to see checks distributed to them. KCDC does no e-commerce through the website; e.g. sales.
The Intranet Pages
KCDC's Intranet, built using the same software, provides our employees with a central location to get information about KCDC and each individual department. The Intranet contains departmental forms and allows users to go to a department's page to quickly find the most often used forms they need.

Appendix M KCDC IT Personnel Information

The IT Division has three fulltime employees, who for the first seven months of this fiscal year, responded to 22,251 Help Desk requests plus performing their day to day duties and special projects. The following is a summary of the work performed by each member. Three staff members provide front line support to the employees in addition to their specialized areas of work.

IT Director	
Reports to the Chief Financial Officer.	
Administration of the IT Department.	
	Long Term Planning .
	Support for the other members of the IT staff, providing what they need to accomplish their jobs.
	Meeting with KCDC Executives to discuss technology and communications needs and opportunities.
	Job reviews with staff.
	Liaison with outside technology suppliers.
	Arranges appropriate technical training for self and staff.
	Prepares the yearly budget for the IT Division and prepares monthly budget variance reports.
	Serves as the communication liaison with Emphasys management staff.
Assists in administration of KCDC.	
	Serves as a member of the KCDC Leadership Team, helping to form and carry out the KCDC strategic plan.
	Helps prepare the yearly budget for all accounts in the areas of computer support, telephone and cell phones, and cabling needs.
	Provides the CFO with information, data, and answers concerning KCDC's IT operations.
	Assists property managers and executives when they are planning new construction or remodeling that impacts phone lines and service.
	Coordinates training in software of all kinds for KCDC employees.

IT Systems Analyst II (Jeff)	
Responsible for the Wide Area Network and the network inside each KCDC building.	
	Provides specifications for the purchase of routers and switches.
	Installs and maintains routers, switches, firewall appliances, and other network components.
	Can program the Cisco routers and Cisco switches used throughout KCDC.
	Troubleshoots any connection problems involving routers or switches anywhere in KCDC.
	Programs the firewall appliance to allow the traffic needed over KCDC's network.
	Installs updated firmware for Routers, Switches and the Firewall as needed.
	Liaison with KCDC's Internet Service Provider and works on any problems with Internet connectivity.
	Does long range planning for wide area connections, is aware of technology changes that impact KCDC's network.
On-Site Expert in KCDC's Emphasys Public Housing Software.	
	Installs Emphasys software modules as they are purchased.
	Applies all patches, updates, custom programs, SQL scripts and other modifications to the Emphasys Software.
	Understands the structure of the SQL tables holding Emphasys data, and the other data containers, such as the Data Hub.

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Appendix M KCDC IT Personnel Information

Assists Emphasys employees in the initial software setup and maintains security setups for each KCDC employee.

Serves as the "Help Desk" for staff using Emphasys, solving problems software login and usage issues.

Consults with managers as to application of the Emphasys software in their areas of control.

Is the main liaison with Emphasys support members, submitting support tickets as needed, following up on tickets, and assisting with solutions.

Is proficient in writing reports from the Emphasys data using Crystal Reports as well as SQL report writer. Prepares reports as requested by employees.

Manages HUD Program PIC for S8 maintaining a 98% or higher submission rate.

Maintains the Backup Software system and backs up the KCDC data in a timely manner.

Installs and maintains the Backup Server software used to maintain backup copies of all KCDC data.

Sets up backup jobs within the software that insure that critical data is backed up often enough to provide protection against loss of a server or database.

Monitors the progress of backup jobs each day, and troubleshoots any that do not finish successfully.

Works with the IT director in planning long term data safety and Disaster Recovery.

Assists in maintaining the Quantum Tape Libraries.

Maintains the Citrix Presentation Servers.

Specifies and installs servers that can run the Citrix XenApp software.

Applies all updates, patches and other software changes on the Citrix Servers.

Uses the Citrix server system to present Emphasys ELITE and other software to users.

Troubleshoots all problems related to the Citrix Server system.

Serves as the liaison with Citrix support and sales.

Suggests ways to use the Citrix Server system to assist KCDC employees.

Assists with the management of the other servers in the KCDC IT Division as needed.

Maintains the centralized software that monitors the use of the Networked Multifunction Printers.

Assists in Administering the IT Division.

As asked provides data, reports, purchasing suggestions and other assistance to the Director.

Helps prepare the annual budget for the IT Division.

Watches for technology developments that have application at KCDC, bringing them to the IT staff attention, and researching them as needed.

Serves as lead for the Help Desk, helping to solving any problem in the system brought by an employee.

Responsible for Backup Management and storage.

Check job success and failure.

Monitor backup storage free space.

Restore data from backups as requested.

Maintain server OS software updates.

Maintain jobs as needed to add or remove servers.

Create new backup jobs and provision new storage as needed.

Maintain backup software updates and upgrades.

Manage licensing and renewals.

Provision or add new storage as needed.

Respond to data retention policies with changes to storage or backup jobs as needed.

Maintains KCDC's Document Storage system.
Maintains access to and use of the EMC Application Extender document storage system.
Maintains access to and use of the DocStar Eclipse document storage system.
Provides training for new users of the AX and Eclipse systems.
Works with KCDC's AX and Eclipse support companies to install updates, solve support problems, and view new components of the system.
Plans long range changes and installations of document management systems as needed.
Obtains, installs, and trains users on stand-alone scanners used to scan documents for Eclipse.
Encourages managers to scan more and copy less, and discusses scanning applications where they would be of benefit.
Design of Eclipse workflows to ingest both paper and digital content into Eclipse EDMS.
Setup of related client software and scanners for ingestion of content.
Design and planning of workflows in conjunction with departmental staff to meet needs.
Maintains all servers in the KCDC Infrastructure
Specifies hardware and software operating systems for KCDC servers, including storage, memory, CPU, and other components.
Installs and maintains both physical servers and virtual servers.
Administers and maintains VMware infrastructure at main site and disaster recovery site.
Applies all updates, patches and other software changes on the servers.
Monitors server health and uses, "tuning" server systems as needed. Uses appropriate Server Manager Software.
Troubleshoots all server problems and is liaison with outside support for KCDC's servers.
Determines what services will be located on each server, and moves services as needed for network efficiency.
Constructs and maintains Client Computers used throughout KCDC.
Specifies the components of the client computers to be constructed.
Prepares and maintains a stored image of the software installed on each Client Computer so that clones of the system can be applied quickly to new machines.
Builds computers as needed by KCDC employees.
Serves on the Help Desk contact, travels to client sites or uses remote connect software to assist with any problems they have.
Answers calls and responds to emails requesting assistance with hardware and software problems.
Is proficient in using remote desktop software and other software that allows connection to the computer giving trouble.
Makes decisions as to what the best course of action is, with the goal of getting the employee back to work in minimal time.
Requests purchases of parts or software as appropriate to solve the problems, and installs new parts and software as they are received.
Prioritizes problems when faced with more than one employee having difficulty. Asks other IT staff members for assistance as needed.
Keeps appropriate records of work done, and anticipates the cause of problems when he has seen them before.

IT Systems Analyst I (Eric)	
Prepares all Graphic designs, displays, and reports for KCDC and handles all Audio and Visual projects.	
Is a proficient graphic artist, who prepares 95% of KCDC's graphic needs personally.	
Meets with KCDC employees needing design work, helping them decide the best approach for their particular project.	
Is proficient in a wide variety of graphics software to produce high quality graphics.	
Is familiar with the capabilities of the color printer(s) used at KCDC, working with the support company to maintain the printer(s) at peak operating efficiency.	
Works with managers on various graphic needs such as newsletters, brochures, banners, cards, just to name a few.	
Produces quality graphics projects in a timely manner, occasionally at the last minute.	
Maintains the KCDC photograph database of KCDC activities.	
Films KCDC Board Meetings (as well as other meetings when needed) with a digital camera, transferring the recording to media for long term storage, and for distribution to news outlets and other interested parties.	
Maintains the audio and visual equipment used in KCDC's training room, boardroom and various conference rooms, setting up the rooms for various uses as requested.	
Works with the Systems Analyst II on the website graphic.	
Constructs and maintains the Client Computers used throughout KCDC.	
Builds computers as needed by KCDC employees .	
Helps prepare and maintain a stored image of the software installed on each Client Computer so that clones of the system can be applied quickly to new machines.	
Maintains backup stock of hard drives, power supplies, monitors, and various other critical equipment necessary to restore failed systems in the field back to an active state to minimize downtime for employees due to component failures.	
Is familiar with the operating system software used on the computers, and can assist users with operating system problems.	
Serves on the Help Desk contact (except for Emphasys), travels to client sites or uses remote connect software to assist with any problems they have.	
Answers calls and responds to emails requesting assistance with hardware and software problems.	
Is proficient in using remote desktop software and other software that allows connection to the computer giving trouble.	
Makes decisions as to what the best course of action is, with the goal of getting the employee back to work in minimal time.	
Requests purchases of parts or software as appropriate to solve the problems, and installs new parts and software as they are received.	
Prioritizes problems when faced with more than one employee having difficulty. Asks other IT staff members for assistance as needed.	
Keeps appropriate records of work done, and anticipates the cause of problems when he has seen them before.	
Assists the IT Director with the annual inventory of all computer equipment owned by KCDC.	
Checks the function of all servers at the beginning of the work day, correcting minor problems and notifying other IT staff immediately of serious problems that would disrupt workflow.	
Administrator of KCDC's Cellular communications	

Appendix M KCDC IT Personnel Information

Is the Primary Liaison with T-Mobile/Verizon.
Is familiar with the currently available cell phones and makes recommendations as to which phones should be obtained as needed.
Handles requests for new cell phones and keeps track of the location of all KCDC cell phones.
Responsible for purchasing any needed accessories for cellular devices including replacement of faulty/non-working devices.
Reviews the monthly bill from T-Mobile/Verizon/42Gears, investigating discrepancies and preparing a spreadsheet distributing costs to the appropriate accounts.
Performs needed maintenance, repairs and support for various cell phones.
Responsible for submitting trouble tickets on any and all cellular devices at KCDC.
Manages all cellular devices using 42Gears MDM client.
Assists in Administering the IT Division.
As asked, provides data, reports, purchasing suggestions and other assistance to the Director.
Attends IT staff meetings and leads discussion on projects, problems, ideas, or plans in his areas.
Helps prepare the annual budget for the IT Division.
Watches for technology developments that have application at KCDC, bringing them to the IT staff attention, and researching them as needed.
Responsible for companywide alerts such as weather delays/closings using the webpage and by sending out calls/texts/emails utilizing OneCall Emergency contact system. Also adjusts KCDC's phone system to give the caller the appropriate message depending upon the circumstances.
Purchases needed equipment for KCDC Main Office, Section 8 and Field upon request.
Administrator for KCDC's Pots/VoIP for Landline voice, data, and long distance phone system.
Liaison with AT&T/Setel for all moves, adds, changes and new technology.
Maintains the Setel VoIP servers.
Monitors and approves the various AT&T/Setel invoices for POTS/Cellular lines.
Prepares a detailed spreadsheet each month that distributes landline and T1 charges to the appropriate accounts.
Provides new hires with instruction on use of the phone system.
Receives telephone user problems and works with Setel/ATT to fix with onsite visits, new equipment or checks on cabling.
Uses the Setel servers to setup automated answering and transfer systems such as the emergency workorder line.
Responds to any T1/Comcast network outage to help restore service as quickly as possible.
When needed, periodically helps prepare RFP information for rebidding the telephone system for KCDC.
Administrator for KCDC's Leased Multi-function printer fleet
Maintains Papercut print server that services all of KCDC's MFP devices.
Responsible for working with field staff on any trouble ticket problems to ensure quick resolution of any issues.
The main liaison with NovaCopy for KCDC.
Works with managers to determine if their devices are sufficient for their printing, faxing, copying and scanning needs.
Works with Novacopy to work through any issues personnel may have with their MFPs working to find the best solution to minimize any possible downtime and create the best outcome for staff.

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Appendix M KCDC IT Personnel Information

Responsible for analyzing and submitting the monthly Usage/Papercut invoices.
Determines the size of MFP needed for each location.
Reviews MFP usage each month and monitors usage changes that might require a change in machine size.

Systems Engineer (Jerry)
Creates and maintains the online portals for Housing
Determines the needs of all KCDC employees for information presented via the world wide web.
Is proficient in a wide variety of software used to construct and maintain websites.
Constructs the KCDC Internet Website, presenting information about KCDC to the exterior world.
Constructs/maintains the KCDC Intranet to provide employees with needed data and information.
Writes and posts reports to the website using Crystal Reports and other reporting tools.
Troubleshoots any problems with the Website or any web pages.
Works with managers throughout KCDC to insure the information on both sites is up to date and accurate.
Continuously works to improve the web sites, applying new software and new ideas to make the KCDC websites outstanding.
Assists IT staff and other employees place data and arrange page information on the Intranet.
Does long range planning on the use and improvement of the website and the its maintenance software it.
Serves as a liaison with people from outside KCDC for problems, ideas, and projects involving the websites.
Is the expert in the database and web based software system used in KCDC's PDS HR/Payroll system, assisting to maintain the software, and troubleshooting problems.
Maintains KCDC's SQL databases, other than Emphasys, and applies SQL to solve problems.
Specifies and installs Microsoft SQL Server software as needed to support KCDC programs.
Assists employees in the creation and use of SQL databases.
Is expert in writing reports from SQL databases including use of Crystal Reports, SQL report writer.
Prepares reports for employees in a timely manner, using Crystal Reports and other SQL reporting tools.
Assists the System Analyst II with the SQL system used by Emphasys to include SQL scripts & Crystal Reports.
Utilizes other programming software and skills to improve commercial software and software written for KCDC by third parties.
Architects and Develops in house .NET C# applications to fill gaps in applications needs that cannot be filled by other third party applications (i.e. KUB Exporter, Fixed Asset Tag Importer, Property Tracker, et cetera).
Uses AGILE programming methods to develop solutions for the Web and Windows.
Utilizes the latest in programming patterns to keep in house software current and extensible.
Works with third party suppliers to interface their products with the products in use at KCDC.
Subscribes to Microsoft MSDN program for developers and experiments with early releases of software to anticipate and prove applications to benefit KCDC.
Serves as a member of the help desk, helping to solving any problem in the system brought by an employee.
Assists in Administering the IT department
As asked provides data, reports, purchasing suggestions and other assistance to the Director.
Attends IT staff meetings and leads discussion on projects, problems, ideas, or plans in his areas.
Helps prepare the annual budget for the IT Division.
Watches for technology developments that have application at KCDC, bringing them to the IT staff attention, and researching them as needed.

Classification: Information Technology Analyst II

Reports To: Information Technology and
Procurement Director

FLSA Status: Exempt

Skill Level:

Class Code: 416

Revision Date: January 31, 2018

SUMMARY

Under the supervision of the Information Technology and Procurement Director, the Information Technology Analyst II is responsible for troubleshooting and correcting network infrastructure problems, maintaining the Emphasys software system (or subsequent software systems), providing assistance with information service planning, and assisting employees with computer hardware problems and software applications. Provides training for employees as needed for both hardware and software. The incumbent is responsible for the installation, maintenance, and administration of network servers and network security and intrusion detection.

All activities must support Knoxville's Community Development Corporation's ("KCDC" or "Authority") mission, strategic goals, and objectives.

SUPERVISORY RESPONSIBILITIES

The System Analyst II is a non-supervisory classification however the position provides significant technical advice and assistance to system users. This position also provides guidance to Information Technology Analyst I position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Solves network engineering and design problems in Windows, VMware vSphere, Citrix networks, and WAN connections to remote sites and connection to the Internet provider.
- Anticipates problems pro-actively within the network as new software and hardware are added and makes appropriate changes to servers and cabling to allow smooth network operation.
- Reacts to problems that develop in the network utilizing troubleshooting skills to diagnose and fixes problems as they arise.
- Designs/redesigns the network as needed to accommodate growth and other needs including specifying hardware needed to implement proposed design.
- Staffs and directs Help Desk operations and responds to calls for assistance ensuring that all clients' problems are solved in a satisfactory and prompt manner.
- Utilizes the Help Desk and installs new hardware and software to facilitate the correction of problems.
- Keeps customers informed of changes in the Network and/or hardware and software that could impact the way customers use their computer and the network.
- Maintains all data communications systems including electronic mail and Internet connections.
- Maintains and programs routers, switches, and connections to data lines to ensure the smooth flow of information and maximize performance.
- Installs and maintains servers required to provide Internet connectivity for KCDC employees.

Appendix N KCDC IT Position Descriptions

- Provides Internet Protocol (IP) addresses for client PC's, Servers, Routers, Switches, Printers, and other devices using either DHCP or manual assignment; ensures there are no IP address conflicts and maintains IP address assignments.
- Serves as a liaison with Internet Service Provider(s) (ISPs) ensuring that KCDC receives the highest quality of service and support.
- Administers all Emphasys databases and programs supplied to KCDC by Emphasys Computer Solutions and serves as a resource for KCDC employees and ECS technicians when installing, troubleshooting, and modifying these databases.
- Applies updates and patches to Emphasys software when directed and works with ECS support techs to resolve daily problems reported by users.
- Prepares customized reports for KCDC employees upon request utilizing the appropriate report writing software.
- Installs and maintains application software used by KCDC employees in a manner consistent with software licensing and configures software to optimize the efficient use by clients.
- Obtains and applies updates and patches as needed; investigates reported problems by applications software users and makes appropriate fixes available to all users.
- Ensures that all application software in use at KCDC is appropriately licensed; maintains records of installed software licenses and seeks support from application software companies when necessary.
- Installs, maintains, and administers all network servers insuring redundancy in operations in an effort to minimize downtime.
- Applies service packs and other updates to Server operating systems and insures that all Server operating systems are properly licensed and the number of licenses is adequate for the number of KCDC employees utilizing the servers.
- Identifies and corrects Server operation problems using Technical Support resources at Operating System companies as appropriate.
- Provides assistance to the Information Technology and Procurement Director and other staff as required; helps prepare the annual IT budget and participates in short and long-range planning of projects throughout the year.
- Assists in assembling personal computers from components and maintaining an inventory of parts for personal computers.
- Serves as a liaison with suppliers selling computer hardware and software; obtains cost information from suppliers to assist with budget preparation and cost projections and discusses problems with delivery and/or billing when necessary.
- Assists in designing and maintaining KCDC's Internet and Intranet web site.
- Performs comprehensive network vulnerability assessment through penetration testing and risk assessment.
- Implements, maintains, and monitors the defined Security Policy and Intrusion Detection Systems.
- Remains abreast of security threats, responds immediately with countermeasures, and investigates and responds to intrusion attempts.
- Ensures that anti-virus definitions are updated and all updates to Windows OS's are distributed on a daily basis.
- Implements and maintains a security enhanced network through design, planning, and executing the installation, integration, and testing of Security Products.

- Coordinates Access Control and Digital Video Security systems. Accesses and sets up equipment. Retrieves video as directed.
- Manages and maintains tele-entry system at high-rise locations.
- Coordinates with various s to schedule and work cooperatively on various specialized systems in use.
- Maintains all internal and external data communications pathways.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of networking hardware and software applications including routers, remote communications, and servers.
- Knowledge of personal computer operating systems including common hardware problems and their effect on software applications.
- Knowledge of the fundamental principles of PC operation and effective troubleshooting procedures for personal computer hardware, operating systems, and software applications.
- Knowledge of routers and data routing including acceptable installation and maintenance procedures.
- Knowledge of Microsoft, VMware, and Citrix operating systems necessary for the installation and maintenance of servers utilizing these operating systems.
- Knowledge security protocols and software applications available to protect network systems and interfaces.
- Knowledge of the purpose and functions of each of the Emphasys program modules and the databases that each module utilizes.
- Knowledge of the KCDC requisition and purchasing system including appropriate procedures for requesting bids and placing orders for hardware and software.
- Skill in the installation, maintenance, and trouble-shooting of data communications with hardware and software.
- Skill in assembling personal computers including motherboards, CPU, hard disks, memory, power supplies, and other components.
- Skill in applying logical thought to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical and/or diagrammatic form and to deal with multiple abstract and concrete variables.
- Ability to communicate effectively, both orally and in writing and provide clear instructions to users.
- Ability to prioritize work activities in a constantly changing environment and work effectively under stressful situations and tight deadlines.
- Ability to establish and maintain effective working relationships with internal customers, external customers, and computer hardware and software suppliers.
- Ability to remain current with advances in computer technology and recommend appropriate changes in components utilized at KCDC.
- Ability to work with diverse activities where decision making is based upon highly specialized and technical analysis, often requiring extensive research and study to resolve.
- Ability to understand, coordinate and develop the relationships among the various work processes and suppliers as necessary to ensure a successful outcome.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Effective Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Teamwork: Employee balances team and individual responsibilities. Exhibits objectivity and openness to others' views and gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; and supports everyone's efforts to succeed.

EDUCATION AND EXPERIENCE

Bachelor's Degree in computer science or related field and a minimum of seven (7) years of IT experience supporting networks with remote sites. An equivalent combination of education and experience may be considered.

CERTIFICATES, LICENSES, AND REGISTRATIONS

The following certifications are preferred: Microsoft Certified Solutions Expert; Citrix Certified Associate; CompTIA Network+; and VMware Certified Professional 6.5.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Must be capable of and legally licensed to drive to various KCDC sites to perform work as needs arise.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

Classification:	Information Technology Analyst I	Skill Level:	
Reports To:	Information Technology and Procurement Director	Class Code:	415
FLSA Status:	Non-Exempt	Revision Date:	April 4, 2018

SUMMARY

Under the supervision of the Information Technology and Procurement Director, the Information Technology Analyst I ensures the proper operation of computer hardware, software, copiers and communications systems. This position also is responsible for maintaining KCDC's webpage, responding to Help Desk needs and produces newsletters, flyers and other communication documents as requested by KCDC staff and the administrative duties with procuring and paying for services. Provides training for employees as needed for both hardware and software.

All activities must support Knoxville's Community Development Corporation's ("KCDC" or "Authority") mission, strategic goals, and objectives.

SUPERVISORY RESPONSIBILITIES

The Information Systems Analyst I is a non-supervisory classification.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Receives requests from KCDC employees about problems with personal computer hardware and software applications; discusses problems with employees either by phone or in person; locates the source of the problem and either ensures that the software and/or hardware is returned to an operational mode or that the employee is trained to use the hardware or software effectively in the future.
- Develops newsletters, brochures, reports, stationary, and forms for employee use on computer applications; provides instructions to employees on the use of computer generated forms and other documents.
- Maintains an accurate inventory of computer hardware and software.
- Administers audio and video equipment to include setup, takedown, recording, editing, and distribution of product.
- Conducts audio and video recording of KCDC Board meetings, pre-bid meetings, training meetings, and other meetings.
- Assists in designing, maintaining and programming KCDC's Internet and Intranet web site.
- Repairs computer and peripheral equipment.
- Provides assistance to IT staff in a variety of areas including server restarts, trouble shooting and some programming.

Appendix N KCDC IT Position Descriptions

- Maintains KCDC's cell phone directory.
- Maintains and processes all monthly communications bills
- Coordinates cell phone repair and replacement. Maximizes KCDC's cell phone systems and capabilities to maximize KCDC's efficiencies and effectiveness.
- Coordinates telephone moves, adds, changes, and replacements for both the VOIP and Wireless communication systems. Oversees relations and orders with KCDC's s for both VOIP and wireless services. Programs/applies technological needs into management software for telephones.
- Represents the Information Technology and Procurement Director in meetings with technology s.
- Makes service, , and program recommendations to the Information Technology and Procurement Director for technology related goods and services.
- Implements, installs, monitors, and analyzes data about KCDC's multifunction copiers. Orders changes to equipment, installs software as needed, program/re-programs set ups and networks, reports on usage, and makes recommendations to improve the efficiency and effectiveness of KCDC's multi-function copier program.
- Posts documents, updates, audio and video to KCDC's webpage. Adjusts colors and structures. Maintains the KCDC on-line calendar of events.
- Converts documents to fillable Adobe for KCDC staff as needed.
- Prepares bid specifications for technology purchases and participates in the evaluation process.
- Oversees, analyzes, and reports on performance for the IT Division.
- Assists with most aspects of preparing the annual IT budget and budget revisions.
- Sets up audio visual as needed for training sessions and teleconferences.
- Assists residents when they experience issues related to KCDC's participant portal
- Stays abreast of advances in computer technology and recommend appropriate changes in components utilized at KCDC.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of personal computer operating systems such as DOS and Windows, including knowledge of their most common problems, and how these problems affect application software.
- Knowledge of effective problem-solving procedures for personal computer hardware, operating systems, and software applications.
- Knowledge of back-up systems, networks, networking, scanning, and HelpDesk.
- Skill in the installation, maintenance, and trouble-shooting of data and voice communications hardware and software.
- Skill in explaining hardware and software operations to users with little or no experience with computers.

- Skill in using software to design and maintain web pages on a WordPress or another web server.
- Ability to apply procedures of logical thinking to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagrammatic form and to deal with several abstract and concrete variables.
- Ability to communicate effectively, both orally and in writing.
- Ability to work effectively under stress and close deadlines.
- Ability to establish and maintain effective working relationships with internal customers, external customers, and computer hardware and software s.
- Ability to prioritize work activities in a constantly changing environment and work effectively under stressful situations and tight deadlines.
- Ability to work with diverse activities where decision making is based upon highly specialized and technical analysis, often requiring extensive research and study to resolve.
- Ability to understand, coordinate and develop the relationships among the various work processes and s as necessary to ensure a successful outcome.
- Ability to prioritize tasks in a constantly changing environment.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Effective Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment and decision making in accordance with level of responsibility.

Appendix N KCDC IT Position Descriptions

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Teamwork: Employee balances team and individual responsibilities. Exhibits objectivity and openness to others' views and gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; and supports everyone's efforts to succeed.

EDUCATION AND EXPERIENCE

Bachelor's Degree in computer science or related field and a minimum of three (3) years of experience supporting users in a network environment, maintaining telephone systems (cellular and VOIP), and installing and maintaining computers and software. An equivalent combination of education and experience may be considered.

CERTIFICATES, LICENSES, AND REGISTRATIONS

No special requirements at appointment.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Must be capable of and legally licensed to drive to various KCDC sites to perform work as needs arise.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

Appendix N KCDC IT Position Descriptions

Classification:	Systems Engineer	Skill Level:	
Reports To:	Information Technology and Procurement Director	Class Code:	403
FLSA Status:	Exempt	Revision Date:	February 2, 2018

SUMMARY

Under the supervision of the Information Technology and Procurement Director, the Systems Engineer designs and develops enterprise software and/or software applications and reports for all agency departments. The incumbent employs extensive enterprise software design and development experience in order to design, maintain, create, and troubleshoot enterprise SQL database tables, stored procedures, triggers, and functions. This incumbent also corrects database data issues and interfaces with numerous third-party software systems.

All activities must support Knoxville's Community Development Corporation's ("KCDC" or "Authority") mission, strategic goals, and objectives.

SUPERVISORY RESPONSIBILITIES

The Systems Engineer is a non-supervisory classification, however, the position provides significant technical advice and assistance is provided to system users.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Designs, codes, implements, and modifies enterprise level software programming applications (both stand alone and integrated with KCDC's Electronic Resource Planning [ERP] software).
- Designs and develops reports for internal and external use.
- Provides technical support to KCDC staff.
- Writes database procedures, functions, and triggers to help with data integrity and change tracking.
- Optimizes the databases used by various programs.
- Debugs program issues, database stored procedures, functions and triggers.
- Reviews departmental processes and procedures and recommends efficiency and improvement options related to technology.
- Performs data mining and data fixes within software programs.
- Designs and develops in-house custom program modules.
- Develops documentation and processes for in-house program modules.
- Administers, manages, monitors, and maintains physical and virtual SQL databases supporting business-critical software such as KCDC's ERP system.

- Creates backup records of the information contained in the databases.
- Tests custom programs or databases, corrects errors, and makes necessary modifications.
- Tunes, troubleshoots, and recommends ways to increase database performance.
- Maintains existing custom applications.
- Analyzes methods to efficiently address software system requirements.
- Gathers requirements from users for developing custom applications and reports by agreed-upon deadline.
- Builds custom applications from beginning to end on an as-needed basis.
- Trains users on the utilization of custom applications.
- Improves data visualization and presentation techniques.
- Creates code that meets system standards.
- Responds to Help Desk inquiries such as reporting issues, client software, ODBC, other database connections, and specialized third-party software.
- Participates in IT planning and training opportunities.
- Participates in team meetings related to productivity, process, work flow, and quality.
- Designs and maintains (or arranges for the maintenance) Internet and Intranet web sites.
- Serves as resource for IT staff and KCDC employees. Provides suggestions for better automation of existing processes.
- Oversees, maintains, and enhances KCDC's dashboard.
- Oversees, maintains, and enhances KCDC's Participant Portals.
- Supports the Information Technology Director and Analysts as required.
- Helps prepare relevant portions of the annual IT budget.
- Participates in short and long-range planning of projects throughout the year.
- Obtains cost information from s to assist with budget preparation and cost projections and discusses problems with delivery and/or billing when necessary.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of Windows SQL Server.
- Knowledge of Business Objects Crystal Reports writer.
- Knowledge of Emphasys Elite application and databases preferred.

- Knowledge of programming languages such as ASP/ASP .NET, Transact SQL, C#, .NET Framework and Embarcadero/Borland Delphi and VB .NET.
- Knowledge of Windows Server Microsoft Hyper-V virtual server environment preferred.
- Knowledge of HUD's regulatory requirements for Public Housing Authorities (PHAs) and Projects Based Rental Assistance (PBRA).
- Skill in applying logical thought to define problems, collect data, establish facts and draw valid conclusions.
- Skill in utilizing personal computer operating systems such as Windows and their most common problems. Knowledge of how these problems affect application software.
- Ability to apply technical standards, principles, theories, and techniques.
- Ability to communicate (orally and in writing) effectively to clients while showing patience for various levels of understanding.
- Ability to work effectively under stress and close deadlines.
- Ability to prioritize tasks in a constantly changing environment.
- Ability to establish and maintain effective working relationships with internal customers, external customers, and computer hardware and software s.
- Ability to interpret an extensive variety of technical instructions in mathematical and/or diagrammatic form and to deal with multiple abstract and concrete variables.
- Ability to remain current with advances in computer technology and recommend appropriate changes in components utilized at KCDC.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Effective Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. The incumbent communicates information with appropriate personnel in a timely manner.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. The incumbent applies feedback for continued growth by mastering concepts needed to perform work.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. The incumbent demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment and decision making in accordance with level of responsibility.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Teamwork: Employee balances team and individual responsibilities. Exhibits objectivity and openness to others' views and gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; and supports everyone's efforts to succeed.

EDUCATION AND EXPERIENCE

Bachelor's Degree in computer science or related field and a minimum of five (5) years of experience with .Net, C#, ASP, ASP/ASP.NET, Transact SQL, .NET Framework, Microsoft SQL server 2012 and higher, and Embarcadero/Borland Delphi programming. A minimum of one (1) year supporting virtual networks with remote sites and supporting websites is required. An equivalent combination of education and experience may be considered.

CERTIFICATES, LICENSES, AND REGISTRATIONS

The following certifications are preferred: Microsoft Certified Systems Developer; MCITP: Database Administrator; Windows Server, Virtualization Administrator; MCTS: .NET Framework 4, Data Access; and MCTS: .NET Framework 4, Web Applications.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

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Exhibit 1 KCDC Employees by Department

Location	Number of Employees
Austin Homes/The Vista	6
Autumn Landing/Nature's Cove	4
Cagle Terrace	5
Five Points	10
Isabella Towers	5
Lonsdale Homes	7
Love Towers	6
Main Office-Accounting	10
Main Office-Development	1
Main Office-EMT and Supports	7
Main Office-HR	2
Main Office-IT	3
Main Office-Public Housing Management	1
Main Office-Purchasing	3
Main Office-Regulatory & Compliance	10
Montgomery Village/Verandas	7
North Ridge Crossing	6
Northgate Terrace	7
Section 8	13
Supportive Maintenance	8
The Manor at Northgate	2
Western Heights	10