

To: All Offerors
From: Gary Wilhelm
Director of Procurement
Date: November 21, 2019
Re: RFP: IT-001-120419
IT Managed Services

This addendum is a part of the Request For Proposal Documents and does not modify the original Bidding Documents as noted below. Acknowledge receipt of this Addendum on the sealed RFP Envelopes. Failure to do so may subject the Offeror to disqualification.

ADDENDUM #1

1. Is there an incumbent under contract? **No**
2. How many end users will be supported? **100**
3. What are the addresses of the 8 remote locations to be supported? **Columbia**
4. Does the Columbia Housing have an IT department and if so, what positions are employed? **There is no IT Department but one staff person coordinates various IT activities.**
5. On average, how many service requests (tickets) are submitted for support per month? **NA**
6. What type of network environment is in place? 100% Windows or some Linux servers? **100% Windows**
7. Is there an Exchange Server on-premises or is e-mail hosted? **Exchange Server**
8. How many servers are to be maintained/supported and what are the hardware specifications of each? **8**
9. What is a "reasonable response time period" for support request response time? **12 hours**
10. Is there currently a managed service provider that has access to the missing information in the RFP? **NO**
11. What was the managed services budget (if any) for 2019-2020? **NA**
12. Because critical info was not included in the RFP, would an extended deadline be considered for vendor responses? **NO**
13. Given the current date and the number of devices/servers involved, it is not realistic to complete the upgrade of all operating systems prior to January 2020. We recommend this date be changed to April 2020. **A more specific timeline will be negotiated with the selected respondent.**
14. This upgrade is best handled as a project, and will not be included in the recurring monthly cost. Is that project cost to be included in this proposal? If so, we will need to complete a more detailed inventory of Columbia Housing Authority's workstations and servers to identify which devices can be upgraded versus replaced and other software that must be upgraded to ensure Windows 10 or Server 2016 compatibility. **Yes it is to be included in this proposal. You may contact Ricky Haile at 803-254-3886 ext. 328 to arrange for on site visits**

15. Our intent is to upgrade local Office installations to Office 365 Business Premium accounts. Cost will be included in our recurring monthly cost. **Proposals should provide detail on costs as determined by the vendor**
16. Does Columbia Housing Authority send any Personal Identifiable Information or Protected Health Information via email? **No**
17. What are the "Normal Business Hours" for Columbia Housing Authority? **8:00 AM to 5:00 PM**
18. How many onsite servers? **8**
19. How many cloud servers? **0**
20. How much data is needed to be backed up? **1TB**
21. Do you need offsite replication of the backups? **Yes**
22. How many mobile devices for the MDM solution? **Approximately 30**
23. How many computers are located at 8 remote offices? **Approximately 100**
24. Would Columbia Housing be open to a backend desktop solution and hosted servers? Due to typical complications and time-consuming upgrades from Windows 7 to Windows 10 this could quicken the process, provide more efficient compute resources and a more resilient system to hackers, malware and human error. This could also reduce costly hardware maintenance and repairs, as well as reduce onsite repairs and downtime waiting for onsite technician. **Yes we will consider this option**
25. Would Columbia Housing be open to an onsite visit prior to submittal deadline to gain additional information as to provide a more comprehensive response? **Yes, contact Ricky Haile at 803-254-3886 ext. 328**
26. Is the offerors final price to include the cost to upgrade the existing systems to a current version of the Operating System in use today? **YES**
27. Please provide the name of the solution currently in-place that provides Remote Monitoring and Management and Mobile Device Management today. **NA**
28. Please clarify the closing sentence, is the offeror required to include the price of 1 firewall per location for a total of 9 firewalls? **YES**
29. The RFP does not include an equipment list, number of users, hardware products, number of locations etc. **See information above.**
30. Complete migration and support is not realistic to do prior to 2020 without proper and complete information. **Please provide an estimated schedule in your proposal.**
31. Because public funds will likely be used to support this project, there lacks sufficient info to ensure the RFP is fair and equitable; all things considered. **Sufficient information is provided in the RFP and this addendum. If you have further specific questions, please direct them as indicated in the RFP.**
32. 4. Is there currently a managed service provider that has access to the missing information in the RFP? If so, this gives the appearance of an unfair advantage. If so, prospective bidders should have the access to the same information. **NO, there is currently no managed services provider. Therefore, there is no appearance for an unfair advantage.**
33. 5. What was the managed services budget (if any) for 2019-2020? **N/A**
34. Because critical info was not included in the RFP, would an extended deadline be considered for vendor responses? **Critical information is not lacking in the RFP and this addendum, therefore there will not be any extended deadline.**

This Addendum does not change the original due date of December 4, 2019 at 2:00 PM.

END OF ADDENDUM NO. 1

ACKNOWLEDGEMENT OF ADDENDUM

Offeror acknowledges having checked the Columbia Housing website, at www.columbiahousing.org for all Addenda and responses to written questions. Noted addenda numbers are listed below with the date of receipt.

Addendum Number 1 – Signature: _____ Date: _____

Addendum Number 2 – Signature: _____ Date: _____

Addendum Number 3 – Signature: _____ Date: _____