LOWELL HOUSING AUTHORITY

RFP ADDENDUM #1

To: All Bidders

From: Rita V. Brousseau, Chief Procurement Officer

Date: July 31, 2023

Re: RFP 2023-3 Managed IT Services

This Addendum modifies and forms a part of the Bid Set documents dated July 24, 2023.

This Addendum consists of the following: Five (5) typed pages.

Where any items called for in the bid documents are supplemented here, the supplemental requirements shall be considered as added thereto. Where any original item is amended, voided, or superseded here, the other provisions of such items not specifically amended, voided, or superseded shall remain in effect.

The following are answers to bidder's questions:

1. **Question**: How many users are on Office 365? What license do they have? Provide a license count.
   Answer: Please see "3.2 ENTRY OF PROPOSED FEES" on page 13 of the RFP-2023-3-Managed-IT-Services.pdf.

2. **Question**: Are the licenses being purchased directly with Microsoft or through a Microsoft Partner?
   Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

3. **Question**: Do you currently use Microsoft Teams and/or Microsoft SharePoint?
   Answer: Yes

4. **Question**: Is there software in place currently to manage endpoints remotely? If so, what product(s) are being used?
   Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

5. **Question**: How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis?

Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

6. **Question**: Do you have employees working remotely that use a company device?
   Answer: No

7. **Question**: Do you offer Bring Your Own Device (BYOD) to employees?
   Answer: No

8. **Question**: Is there a Mobile Device Management (MDM) solution deployed?
   Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

9. **Question**: How many desktops/laptops/mobile devices are you supporting?
   Answer: Please see "3.2 ENTRY OF PROPOSED FEES" on page 13 of the RFP-2023-3-Managed-IT-Services.pdf.

10. **Question**: Which version of Windows are the desktops/laptops running on?
    Answer: Windows 10 or newer

11. **Question**: Are user devices being backed up? If so, how often, and do you have retention policies in place?
    Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

12. **Question**: Are the servers on-site or on the cloud? Hybrid?
    Answer: Hybrid

13. **Question**: If you have a cloud environment, is it Azure/AWS/other?
    Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

14. **Question**: How many servers do you have? What operating system are they on?
    Answer: Please see "3.2 ENTRY OF PROPOSED FEES" on page 13 of the RFP-2023-3-Managed-IT-Services.pdf.

15. **Question**: Do you have any Windows Server 2012/2012R2? Any Linux Servers?
    Answer: Unknown at the time of this solicitation.

16. **Question**: Is there a Disaster Recovery plan in place? What is the infrastructure at the failover location?
    Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

17. **Question:** How many databases are you using? Please specify which ones.
    Answer: Unknown at the time of this solicitation.

18. **Question:** What are some of the critical applications being used today? Any ERP applications?
    Answer: Unknown at the time of this solicitation.

19. **Question:** Microsoft is sunsetting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers. Please provide details.
    Answer: Unknown at the time of this solicitation.

20. **Question:** What is the network topology currently used, and how are these locations communicating to each other?
    Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

21. **Question:** Is there a VPN in place for remote access? Is there a firewall?
    Answer: Yes

22. **Question:** What is the speed of the network connection to the internet?
    Answer: Unknown at the time of this solicitation.

23. **Question:** Do you have a backup connection?
    Answer: Unknown at the time of this solicitation.

24. **Question:** How many Routers, Switches, and Firewalls are in your network?
    Answer: Unknown at the time of this solicitation.

25. **Question:** How many buildings/locations?
    Answer: Please see "3.2 ENTRY OF PROPOSED FEES" on page 13 of the RFP-2023-3-Managed-IT-Services.pdf.

26. **Question:** Is there a current vendor now supporting the County? If so, what is the monthly spend with them? How many hours are being utilized per month or year?
    Answer: Unknown at the time of this solicitation.

27. **Question:** Do you have any major projects in progress?
    Answer: Unknown at the time of this solicitation.

28. **Question:** How big is your current IT department, if any?
    Answer: We do not have an IT Department. This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

29. **Question**: Please provide the brand for the switches, network devices, laptops, desktops, and printers.
    Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

30. **Question**: Do you have any cameras to support?
    Answer: Yes

31. **Question**: Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers?
    Answer: Outside of the scope of this RFP.

32. **Question**: Do you have ticketing system in place? Estimate of tickets per month/quarter?
    Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

33. **Question**: Do you require someone to be on-site all the time?
    Answer: Please see "3.2 ENTRY OF PROPOSED FEES" on page 13 of the RFP-2023-3-Managed-IT-Services.pdf.

34. **Question**: Is this a multi-vendor or single vendor award?
    Answer: Single

35. **Question**: Is there Change Management system in place?
    Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

36. **Question**: Is there an Information Technology Asset Management (ITAM) solution in place?
    Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

37. **Question**: What applications are currently in use?
    Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

38. **Question**: Do they have a backup solution and licensing in place or does that need to be quoted?
    Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

39. **Question**: Should the response include the software/licensing (Microsoft 365, AntiVirus, Email Archiving) or just the management of it?
Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

40. **Question**: Do you have network monitoring software in place, or will you need the proposer to provide it?
Answer: This service is provided by our current MSP and your proposed solution should be submitted as part of your proposal.

41. **Question**: Would the Housing Authority accept bids delivered electronically, such as email submissions?
Answer: No, only hard copy submissions delivered the address indicated in the RFP will be accepted

NOTE TO ALL BIDDERS: YOU MUST ACKNOWLEDGE RECEIPT OF ALL ADDENDA ON YOUR BID SUBMISSION FORM WHERE INDICATED OR INCLUDE A COPY OF ADDENDA IN YOUR BID SUBMISSION.