LOWELL HOUSING
AUTHORITY

RFP ADDENDUM #3

To: All Bidders

From: Rita V. Brousseau, Chief Procurement Officer

Date: August 17, 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: Six (6) typed pages and 2-page Revised Attachment F/Cost/Price Proposal.

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 Where any original item is amended, voided, or superseded here, the other provisions of such items not specifically amended, voided, or superseded shall remain in effect.

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

PLEASE NOTE: The RFP Due Date has been extended. Proposals are due on Tuesday, August 29, 2023 by 11:00 a.m. at the same location listed in the RFP.

Below is a brief overview of the housing authority's technology environment:

Managed Normal End Users	114
Managed EMAIL ONLY	20
Managed Sites	21
Managed Normal Windows Endpoints	66
Managed Mobile Android Endpoints	60
Managed Windows Servers	6
Managed Linux Servers	4
Managed Normal M365 Accounts	117
Managed "EMAIL ONLY" M365 Accounts	20
Total Managed M365 Accounts	137
Email Archive System # of Archived Mailboxes	186
Email Archive System Total Compressed Data Storage	1.6TB
Servers being backed up (Does NOT include Email Archive)	7
Total Estimated Compressed Storage	1.9TB
Total ESET Endpoint Protection/Antivirus/AntiSPAM Licenses	120

The following are answers to bidder's questions:

1. **Question:** For onsite installation of PCs, laptops, mobile devices, printers, scanners, etc., can that work be done during the one day per week onsite?
    Answer: Yes

2. **Question:** How many switches, firewalls, routers, and other security devices do you have that need to be managed?
    Answer: Information not available at this time.

3. Question: What antivirus software are you currently using?
    Answer: ESET & Windows Defender.

4. **Question:** What are the number of licenses used in Office 365, their name/SKU including if they are government, commercial, or nonprofit, and the renewal dates.
    Answer: 137 total managed M365 accounts.

5. **Question:** The proposed fees table in section 3.2 lists 10 servers with up to 5 TB of data to be backed up. Are any user workstations/desktops/PCs backed up or just servers?
    Answer: Servers and workstations/desktops/PCs are backed up. Please see revised Fee Table (**ATTACHMENT F**) that **MUST** be submitted in "Cost Proposal" envelope. Cost proposals not submitted on the revised ATTACHMENT F - Cost/Price Proposal sheet may be rejected as non-responsive.

6. **Question:** What is the backup solution you have in place now and is the new provider responsible for replacing the existing solution?
    Answer: Bidder can propose replacing existing.

7. **Question:** If replacing the existing backup solution is an option, is a cloud backup solution acceptable?
    Answer: Bidder can propose backup solutions in their proposal.

8. **Question:** Section 3.2 references 8 hosted servers with 4 TB storage, 64 GB memory, and 36 cores. Is this an on-premises virtual environment such as Hyper-V or VMware, or is this hosted in a cloud environment like AWS or Microsoft Azure?
    - If in the cloud, will the new provider be responsible for licensing fees, compute and storages, etc.? Yes
        - If that is the case, please provide specific details on each server including their used disk space, memory, and core count.
    Answer: Two servers are on premises at 350 Moody Street. The others are virtual machines. See below.

Device Type	Operating System	Manufacturer	Model	Processor	Memory	Storage U
LINUX_SERVER	Ubuntu		Virtual Machine	Intel(R) Xeon(R) Gold 6342 CPU @ 2.80GHz	1.88 GB	14.7 GB
LINUX_SERVER	Ubuntu	Microsoft Corporation	Virtual Machine	Intel(R) Xeon(R) Gold 6342 CPU @ 2.80GHz	7.79 GB	66.8 GB
WINDOWS_SERVER	Windows 10 Professional Edition	HP	ProLiant DL60 Gen9	Intel(R) Xeon(R) CPU E5-2620 v4 @ 2.10GHz	15.75 GB	95.7 GB
WINDOWS_SERVER	Windows Server 2019 Standard Edition	Microsoft Corporation	Virtual Machine	Intel(R) Xeon(R) Gold 6342 CPU @ 2.80GHz	16 GB	290.6 GB
WINDOWS_SERVER	Windows Server 2019 Standard Edition	Microsoft Corporation	Virtual Machine	Intel(R) Xeon(R) Gold 6342 CPU @ 2.80GHz	4 GB	70.6 GB
WINDOWS_SERVER	Windows Server 2019 Standard Edition	Microsoft Corporation	Virtual Machine	Intel(R) Xeon(R) Gold 6342 CPU @ 2.80GHz	4 GB	64.1 GB
WINDOWS_SERVER	Windows Server 2019 Standard Edition	Microsoft Corporation	Virtual Machine	Intel(R) Xeon(R) Gold 6342 CPU @ 2.80GHz	8 GB	1.3 TB
WINDOWS_SERVER	Windows Server 2012 R2 Standard Edition	Dell Inc.	PowerEdge R530	Intel(R) Xeon(R) CPU E5-2603 v3 @ 1.60GHz	15.78 GB	7.5 TB
FIREWALL	Linux		Virtual Machine	Intel(R) Xeon(R) Gold 6342 CPU @ 2.80GHz	4 GB	4 GB

9. **Question**: Do your mobile devices include tablets or phones – or are they simply laptops?
   - If they include tablets or phones, please provide the count of each and their models.
   Answer: Phones. (60) Samsung G990U GS21 FE 5G 128GB

10. **Question**: What skillset is required for the on-site support personnel? What will they be doing during on-site visits?
    Answer: Should be an employee who has all of the technical knowledge to provide network, desktop, security, software, etc. services in person as they would if they were virtual.

11. **Question**: Please define the business preference documentation requested.
    Answer: Do not understand the question.

12. **Question**: When is the project scheduled to begin?
    Answer: November 19, 2023

13. **Question**: What are the quantities and manufacturers of the following: Switches, APs, Controllers, and firewalls?
    Answer: Unknown at this time.

14. **Question**: What are the services in technical support used to determine feasibility?
    Answer: All

15. **Question**: Please define "pre-implementation services"
    Answer: Meetings and conversations regarding the implementation and feasibility of future projects as they arise.

16. **Question**: Imperium Data utilizes several disaster recovery processes, what is the current disaster recovery policy & process for better understanding?
    Answer: No policy in place at this time.

17. **Question**: What are you currently using for asset tagging? Is it fulfilling your needs? If not, what is lacking?

Answer: Current MSP uses their own system. Bidders may recommend their own asset tagging system.

18. **Question:** What are you currently using for mobile device management? Is it fulfilling your needs? If not, what is lacking?
Answer: Management of mobile devices is handled by LHA staff.

19. **Question:** Are there any specific GRC requirements? If so, what are they?
Answer: What is GRC?

20. **Question:** Imperium Data utilizes several endpoint protections, what're you currently using and how is it working?
Answer: See Question #3.

21. **Question:** What is the budget allocated for this engagement?
Answer: $240,000/yr.

22. **Question:** Who is the incumbent vendor (Current MSP) currently providing the services in the scope of this RFP to the Housing Authority?
Answer: Resolve I.T.

23. **Question:** What is the current monthly/annual spending on Managed Services?
Answer: $19,430.00/monthly

24. **Question:** Kindly provide the headcount of number of resources currently providing the services mentioned in the Scope of this engagement?
Answer: One vendor providing Managed I.T. Services.

25. **Question:** Can the Vendor propose Onsite-Remote resource model for Managed Services? Can the remote resources proposed be located Offshore (India)?
Answer: No

26. **Question:** Does Housing Authority have a repository for all IT assets, associated documentation, SOP's etc.?
Answer: All LHA assets are managed by the Chief Procurement Officer.

27. Question: Kindly provide the volumetric details about the number of tickets/Service requests by category, priority, avg. time to resolve, channel etc. for at least past 1 year and also provide us with the ticket dumps.
Answer: This service is provided by our current MSP and the information is not available.

28. **Question:** Kindly let us know the number of days/months to be expected for Transition-In from the incumbent vendor.

Answer: 90 days.

29. **Question:** When was the previous contract for Managed IT Services published by the Housing Authority? Also, Is the current MSP, the first Managed services provider for the Housing Authority?
Answer: 2018, Yes, current MSP is the first provider for the housing authority.

30. **Question:** There will be a complete disengagement when the current vendor transitions out with the existing tools and new MSP proposes completely new tools/softwares. How does the Housing Authority plan to mitigate this?
Answer: Unsure at this time.

31. **Question:** Does the Housing Authority plan to have an internal IT team/department in near-future or expects the selected MSP to manage the end-to-end IT needs?
Answer: Unknown at this time.

32. **Question:** Kindly confirm if digital signatures are sufficient in all the Proposal submission documents?
Answer: Acceptable but prefer wet signatures.

33. **Question:** We assume that the selected Managed Service Provider should bring all the tools required for providing the services in the RFP and the pricing for the same should be included in the proposal. Kindly confirm.
Answer: Yes

34. **Question:** Where should the proposed vendor include the pricing for all the softwares/monitoring tools proposed in the pricing template?
Answer: Housing Authority purchases all software and hardware utilized by the authority. Any software/monitoring tools needed to perform services by the MSP are included in the cost of doing business and should be all inclusive as defined in Schedule F of the RFP.

35. **Question:** Kindly provide the list of 21 locations provided for Network Monitoring & Management.
Answer:
89 Appleton St, Lowell, MA, 01852
735 Broadway St, Lowell, MA, 01854
580 Chelmsford St, Lowell, MA, 01851
117 High St, Lowell, MA, 01852
130 South St, Lowell, MA, 01852
145 Gorham St, Lowell, MA, 01852
174 South St, Lowell, MA, 01852
183 Gorham St, Lowell, MA, 01852
227 Gorham St, Lowell, MA, 01852
43 Summer St, Lowell, MA, 01852

5 Avenue C, Lowell, MA, 01852
50 Summer St, Lowell, MA, 01852
65 Summer St, Lowell, MA, 01852
11 Colwell Ave, Lowell, MA, 01852
133 Fletcher St, Lowell, MA, 01854
111 Hildreth St, Lowell, MA, 01850
39 Quimby Ave, Lowell, MA, 01851
350 Moody Street, PO Box 60, Lowell, MA, 01853
21 Salem Street, Lowell, MA, 01854
198 South Street, Lowell, MA, 01852
50 Stackpole Street, Lowell, MA, 01852

36. **Question**: In order to provide the most cost-effective and comprehensive response, Will the Housing Authority extend the deadline by two weeks from when answers to the questions are published?
Answer: Deadline has been extended to August 29, 2023 by 11:00 a.m.

37. **Question**: Is there any NIPS/NIDS tool currently utilized by Lowell. If so, please name them.
Answer: Unknown.

38. **Question**: Is there any SIEM tool currently utilized by Lowell for Security Incidents and Reporting? If so, please name them.
Answer: This service is provided by our current MSP and your proposal solution should be submitted as part of your proposal.

39. **Question**: For the Asset Life Cycle Management, does Lowell expects the vendor to carry out e-disposal of assets also?
Answer: No

40. **Question**: Can you please confirm if LHA expects EUC Analyst to be onsite for 1 day per week?
Answer: Yes

41. **Question**: If Virtualized, please let us know the Virtualization Platform currently in use.
Answer: This service is provided by our current MSP and your proposal solution should be submitted as part of your proposal.

42. **Question**: How many Virtualized server & VM's in total to be supported?
Answer: Unknown.

Attachment F
REVISED Cost/Price Proposal
(This form shall be sealed in a separate, labeled envelope)

Vendor shall provide the following functions as proposed and priced below. Prices shall remain firm for the initial contract period. No escalations will be accepted.

Unless otherwise stated, the proposed compensation is all-inclusive of all related costs that the successful respondent will incur to provide the noted services, including, but not limited to: employee wages and benefits; clerical support; overhead; profit; licensing; insurance; materials; supplies; tools; equipment; long distance telephone calls; travel expenses; document copying not specifically agreed to by the Lowell Housing Authority (LHA); etc.

PROPOSER/FIRM NAME: _____

Please use the following grid to provide prices. Add an additional sheet if more space is needed.

Product / Services	Quantities	Unit Price	Total
Installation / Start Up Fees (one-time fee)	1		
Monthly Services:			
Managed Hosted Servers (3TB, 64GB, 36 Core total resources)	7		
Managed Onsite Servers	2		
Managed Hosted Email Archive & Retention (1.9TB Compressed)	186 Mailboxes		
Total Managed Servers (Including Email Archive Server)	10		
Backup and Data Recovery (5TB Total Uncompressed Data between all servers)	10 Servers		
Normal Endpoints(Must include RMM & antivirus)	66		
Mobile Endpoints(Must include RMM & antivirus)	60		
Total Managed Endpoints	126		
Network Monitoring & Management (all sites include managed firewall)	21 Locations		
Normal End User Support (Must include premium M365)	60 Users		
Mobile End User Support (Must include premium M365)	54 Users		
Additional M365 Mailboxes (Must include M365 account with Security)	20 Additional Mailboxes		
Total Managed Users w/ M365 Accounts	134		
On-Site Support(1 day/week)	4 days/month		

Additional On-Site Support(As needed)	1 day		
Other Monthly Fees (add rows as needed)			
Total Monthly Services Fees*:			
CIO Services (hourly rate)	40 hours		

*Total Monthly Service Fees should include all fees for services laid out within Section 2.0, with the exception of CIO Services and Project Feasibility and Pre-Implementation Services. If additional rows are required to incorporate all services referenced requiring a monthly fee, please add the rows.

**Each project will be quoted for the full scope, once determined if feasible. It will then be LHA's option to execute a task order for the pre-implementation services. LHA does reserve the right to quote and issue an award in the best interest of LHA.

Pursuant to M.G.L. Chapter 62C, §49A, I hereby certify, under the penalties of perjury, that, to the best of my knowledge and belief, compliance with all the laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support subject to the conditions stated in the statute referenced herein.

The undersigned certifies under the penalties of perjury that this bid or proposal is in all respects bona fide, fair and made without collusion or fraud with any other person. As used in the section the word "person" shall mean natural person, joint venture, partnership, corporation or other business or legal entity.

The undersigned certifies under penalty of perjury that this entity is not presently debarred or limitation from doing work for any federal, state or local public agency or political subdivision in the Commonwealth under the provisions of M.G.L. ch. 29, §29F, or any other applicable debarment provisions under federal statute, regulation or under Massachusetts General Laws.

Authorized Signature: _____

Contact Person: _____

Address: _____

Phone: _____ **Email:** _____