

HARRIS COUNTY HOUSING AUTHORITY

1933 Hussion St. Houston, Texas 770003 | 713. 578-2100 P

AMENDMENT OF SOLICITATION

ADDENDUM # 1

DATE: 12-9-19

ISSUED BY: Harris County Housing Authority

AMENDMENT TO SOLICITATION NUMBER: RFP#19-07

Information Technology – Managed Services

THE DATE AND TIME SPECIFIED FOR RECEIPT OF PROPOSALS is UNCHANGED: **December 18, 2019, 2:00 PM CST.**

THE SOLICITATION MENTIONED ABOVE IS HEREBY AMENDED. PROPOSERS MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT PRIOR TO THE HOUR AND DATE SPECIFIED FOR RECEIPT OF PROPOSALS BY SIGNING THIS FORM BELOW.

ITEM I: Response to Written Questions:

- 1. The only relevant submission date is December 18? Can you confirm if a letter of intent is required prior to Dec. 18?**

The proposal due date is December 18, 2019, at 2:00 PM CST. No letters of intent are required prior to December 18, 2019. Please note all written queries must be submitted to HCHA by December 4, 2019.

- 2. Is there a provision where we will be allowed to come onsite to perform an assessment prior to submitting the RFP?**

Please see RFP; no site visits will be provided.

- 3. Is there a ticketing system that is currently in use? Which one?**

No ticketing system is in use.

- 4. Would HCHA be willing to adopt ServiceNow if not using it now?**

HCHA is willing to consider alternative ticketing system(s).

- 5. Would HCHA be willing to get its own ServiceNow license, and pay for its configuration, customization, and implementation?**

HCHA is willing to consider the practicality and feasibility of obtaining its own ServiceNow licenses inclusive of cost, configuration, customization, and implementation.

- 6. Is there a Knowledge Base (KB) for resolution of issues and escalation paths?**

No.

- 7. Who owns and maintains the KB?**

KB is not available.

- 8. Currently, are the sought services managed with in-house resources, or are these outsourced to a third party? If outsourced, name of the service provider.**

HCHA in-house staff provides very limited IT services. HCHA IT-Managed Services are outsourced, and HCHA will provide the name to the selected vendor for coordination.

- 9. Is the "IT System brief description" list (on Pg 5 of the RFP document) up to date?**

Yes.

- 10. What is the total number of end-users – both local and remote?**

See RFP.

- 11. Which service or tool is currently being used for website active domain monitoring?**

Site Lock.

- 12. Onsite Support – will HCHA provide the space and equipment to station the Service Provider's onsite resources?**

HCHA will provide the selected vendor an office cubicle to work out of when providing HCHA onsite IT – Managed Services. The IT provider is responsible for service equipment.

- 13. Will there be an opportunity for a phone call for any follow-up questions after the responses to the questions submitted till December 4, 2019?**

No. In accordance with the RFP, all queries were required to be submitted in writing by December 4, 2019.

14. Any changes to the Offer submission deadline?

No.

Offerors are solely responsible for ensuring that their proposals are received by the time and date stated. Receipt by HCHA after the due date and time specified will be cause for rejection.

Proposer/Respondent

Date

Signature