

# HARRIS COUNTY HOUSING AUTHORITY

1933 Hussion St. Building 3, Houston, Texas 77003  
713-578-2100 P

## AMENDMENT OF SOLICITATION

---

### AMENDMENT # 2

DATE: 02-05-2024

ISSUED BY: Melissa Oujiano, Executive Director/CEO

AMENDMENT TO SOLICITATION NUMBER: Request For Proposal  
(RFP) # 24-01 for Information Technology Managed Services

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

#### ITEM 1: Written Questions/Responses:

**Question 1: What manufacture are you using for network firewalls, routers, switches, wireless devices?**

**Response 1:** Cisco Meraki

- Are they currently under any warranty or support agreement? *Yes*
- Is any of the equipment End of Life or need replacing? *Yes*
- Is the equipment leased or owned? *Owned*

**Question 2: What manufacture are you using for Workstations, laptops, & Server?**

**Response 2:** Lenovo Desktops, Laptops – Server- HPE

- Are they currently under any warranty or support agreement? *Server Yes*
- Is any of the equipment End of Life or need replacing? *Yes*
- Is the equipment leased or owned? *Owned*

**Question 3: Who is your software provider for MIP, MRI, and Various Programmatic Software?**

**Response 2:** Direct with Software Vendor

- Is there a current support agreement? *Yes*
- Can you provide a list of software that is used to complete daily work activity?
- Do all workstations and laptops use the same software? *Yes*
- Do you have the CD/Media for all software is install or is it cloud base software?  
*Digital Download*
- Is the Windows 10 Operating System Pro or Home version? *Pro*

**Question 4: Are all workstations & laptops using the same version?**

**Response 4:** Yes

**Question 5: Are all workstations & laptops using a registered copy?**

**Response 5:** Yes

**Question 6: Is this an active directory environment or Azure?**

**Response 6:** Active Directory

**Question 7: What is the operation system of the server?**

**Response 7:** Server 2016

**Question 8: Is dedicated support required to reside on a Houston Housing Authority?**

**Response 8:** No

**Question 9: Is remote user required to meet support at a designated location at the Housing? Authority or do they mail in their devices that need servicing?**

**Response 9:** Onsite Main Office

**Question 10: Are any Service Level Agreement response times required?**

**Response 10:** See RFP

**Question 11: Who currently provide these services for Housing Authority?**

**Response 11:** N/A

**Question 12: Has a yearly budget been set for the services to be provided, if so, what is that budget?**

**Response 12:** Yes N/A

**Question 13: What is the support model today for IT infrastructure (I.E Servers, network, voice, databases, backup)?**

**Response 13:** See RFP

**Question 14: What is the current IT staff count?**

**Response 14:** 45 as stated in RFP

**Question 15: Are there any known challenges with the current support model?**

**Response 15:** See RFP

**Question 16: Desired helpdesk hours of operations?**

**Response 16:** See RFP

**Question 17: Total number of end-users to be supported by the provider?**

**Response 17:** See RFP

**Question 18: Anticipated customer contacts per month?**

**Response 18:** Varies

**Question 19: Is a central knowledge base in place?**

**Response 19:** N/A

**Question 20: Are there any specific reporting requirements?**

**Response 20:** See RFP

**Question 21: Are there on-site support requirements? If yes, full or partial time?**

**Response 21:** See RFP

**Question 22: To what level is it envisioned on-site support will be required?**

**Response 22:** See RFP as needed

**Question 23: To what level of support will the Housing Authority desire services for the MIP and MRI applications?**

**Response 23:** Fully Managed – Vendor Support is available

**Question 24: What is the ideal skill level of the on-site resource?**

**Response 24:** See RFP

**Question 25: Does the Housing Authority have a security policy in place?**

**Response 25:** No

**Question 26: Does the Housing Authority have an EDR solution in place?**

**Response 26:** No

**Question 27: Does the Housing Authority wish to have SOC services included?**

**Response 27:** See RFP

**Question 28: Should Security Awareness and Training be included in the providers' proposal?**

**Response 28:** See RFP

**Question 29: Can a list with quantities of all cloud-based licenses be shared? (i.e. O365 E3, Azure P1, etc.) Does the 50 workstations include the 35 laptops or is that 85 devices total?**

**Response 29:** No, There's a total of 85 devices. HCHA has a total of 42 end-users as to date. We are looking to increase that number by 10 for a total of 52.

**Question 30: How many total End-Users are there at HCHA?**

**Response 30:** See RFP

**Question 31: Ref: IX. TRAVEL AND REIMBURSABLES - This only refers to expenses related to travel and support, and not other expenses such as materials to fix a PC or adding RAM, etc. Correct?**

**Response 31:** See RFP

**Question 32: Will the successful applicant manage existing or provide new:**

**Response 32:**

- Back-up (what is the current local backup device): Cloud Backup
- Security: manage existing
- Disaster recovery: Vendor to provide Solutions

**Question 33: on IT System, more specifics**

**Response 33:**

- Approximately, how many Wireless Access Points (WAPs)? 10
- Hardware Vendors for Switches, Firewalls, and WAPs. Cisco Meraki

**Question 34: Servers: Please specify the key role for each VM: i.e., DC, File Print, Applications, etc.**

**Response 34:** HCHA-AD01 – Active Directory  
HCHA-FS01 -File  
HCHA-FS02 - File  
HCHA-ABILA01- MIP Abila  
HCHA-DOCUWARE - Docuware  
HCHA-PRINT01-Print Services  
HCHA-HAPPY01 – Happy MRI Software  
HCHA-RDSX – RDS Broker

**Questions 35: Ref MRI Housing Pro, and Accounting Software**

**Contact information for Key Applications**

**Are there support contracts in place with these applications**

**Response 35:**

- MIP
- Yes, available
- Yes

**Question 36: Are phones managed separately?**

**Response 36:** Yes

**Question 37: Email and Office Applications:**

- **Who is the email provider?**
- **If MS 365, which MS 365 subscriptions are being used, and how many of each?**
- **Is SharePoint being used?**
- **If so, then what is the current and future use case?**

**Response 37:**

- O365 Microsoft
- Office 365 E1 – 5 Licenses  
Office 365 E3 – 56 Licenses
- No
- N/A

**Question 38: Circuits:**

- **Who is the current internet provider?**
- **Internet contract status?**
  - i. **When does the contract expire?**
- **What is the current bandwidth?**
- **Are you evaluating the current internet provider?**

**Response 38:**

- ATT
- Active
  - i. Available when onboarding
- 100x100 20x20 all other circuits
- N/A

**Question 39: Antivirus:**

- **Is there currently an antivirus installed?**
- **Who is the current provider?**
- **When do the current licenses expire?**

**Response 39:**

- Yes
- Bitdefender
- Vendor MSP Provided

**Question 40: Cybersecurity:**

- **There is no mention of cybersecurity protocols, should a solution be included in the proposal?**
- **What are the compliance expectations to adhere to?**

**i. HIPAA, NIST, FINRA, FERPA, PCI-DSS, GDPR, CIOSC 104, CIS 8.0, ISO 27001, SOC2, CMMC or FTC Rules?**

**Response 40:**

- List as an option
- N/A

**Question 41:**

**Website:**

- Are we responsible for only ensuring that the site is operational on the bandwidth circuit?
- Are we responsible for website updates?
- Who is currently updating the website?
- 

**Response 41:**

- Hosted in GoDaddy
- No
- Internal Staff

**Question 42: After Hours Help Desk: Both remote and onsite requirements for response time? For example, our current remote response time is 7 minutes.**

**Response 42:** See RFP or propose SLA

**Question 43: Please provide an example of “suitable documentation”**

**Response 43:** N/A

**Question 44: Does HCHA require a 24/7 remote support center, including HCHA holidays?**

**Response 44:** Yes

**Question 45: For onsite support, does HCHA prefer a dedicated, 40 hour per week onsite Systems Engineer, or only for incidents that are not able to be resolved remotely?**

**Response 45:** Incidents not able to be resolved remotely.

## **HCHA IT Systems**

**Question 46: Does HCHA have a valid Service/Maintenance Contract with the Equipment Manufacturers, if Yes Please share the details (Network Switches/Routers/Firewalls/Internet Circuits /Servers/Laptops etc.)**

**Response 46:** Yes, Cisco Meraki and HPE for Server

**Question 47: Does HCHA have a valid Support contract with the Software / Application Vendors mentioned in RFP?**

**Response 47:** Yes

**Question 48: Can you please provide the complete List of the Manufacturer with the model number for the following devices?**

**Response 48:**

Network switch

Firewall

Physical Server

Hyper V

Workstations

Laptops

Wireless Devices  
Routers

**Question 49: Can you please provide list of all ISPs (BB/DIA)**

**Response 49:** ATT Fiber

### **Server Monitoring and Management**

**Question 50: What are the specific performance thresholds you have for disk space, CPU utilization, and memory utilization?**

**Response 50:** Vendor to provide KPIs

**Question 51: How often do you require the directory structure to be optimized?**

**Response 51:** Vendor to recommend

**Question 52: What is your preferred method for patch management, and are there any specific exclusions or deadlines for deploying critical patches?**

**Response 52:** To be proposed by vendor and agreed upon

**Question 53: Can you share the current backup schedule and retention policy for server backups?**

**Response 53:** Daily, 60 Days

**Question 54: Do you have any specific security vulnerabilities or compliance requirements that need to be monitored?**

**Response 54:** N/A

**Question 55: How do you currently handle disaster recovery for your servers? Do you have a defined RTO (Recovery Time Objective)?**

**Response 55:** N/A

**Question 56: What are the specific performance thresholds for disk space, CPU utilization, and memory utilization that you would like us to monitor?**

**Response 56:** Vendor to Recommend KPIs

**Question 57: Could you elaborate on the pre-approved maintenance windows for remote server management?**

**Response 57:** Vendor to provide schedules

**Question 58: Are there any plans for server virtualization or cloud migration soon?**

**Response 58:** TBD

**Question 59: Could you provide more details about the physical server's specifications and the virtual machines it hosts?**

**Response 59:** HPE Server Hyper V with Virtual Machines

**Question 60: Are there specific server applications critical to your operations that require special attention?**

**Response 60:** ALL

### **Network Devices**

**Question 61: Do you have any specific security policies or regulations that need to be addressed through firewall and filtering configurations?**

**Response 61:** N/A

**Question 62:** What types of spam and content filtering are you currently using? Are there any plans to upgrade or change?

**Response 62:** Proofpoint provided by current vendor

**Question 63:** What is your preferred communication method for network-related incidents (e.g., email, phone, ticketing system)?

**Response 63:** Provide All forms

**Question 64:** What existing monitoring tools or platforms are you using for network management?

**Response 64:** Vendor Provided

**Question 65:** Do you have any wireless access points or guest networks that require attention?

**Response 65:** Yes Managed

**Question 66:** What is your current bandwidth utilization and any anticipated future needs?

**Response 66:** 100x100

**Question 67:** Can you provide more information about the specific models and specifications of the network devices mentioned for each building (e.g., firewall, switches, internet circuits)?

**Response 67:** Cisco Meraki ATT Circuits

**Question 68:** What is the expected network traffic and usage pattern across the buildings?

**Response 68:** N/A

**Question 69:** What are the specific security requirements for your network, and are there any compliance standards that need to be adhered to?

**Response 69:** N/A

**Question 70:** How often do you expect updates and configuration changes for firewalls and security services?

**Response 70:** Vendor Recommended

### **Help Desk and Support**

**Question 71:** Could you provide more details about the service ticket system? What information would you like to be included in each service level incident report?

**Response 71:** Vendor to provide solution see RFP

**Question 72:** How do you envision the remote support process for incidents during and after standard hours?

**Response 72:** See RFP and propose a solution

### **File Directory and Print Services**

**Question 73:** What data storage formats and capacity requirements do you have for user directories?

**Response 73:** N/A

**Question 74: How many network printers are there, and what types are they (e.g., laser, inkjet, multifunction)?**

**Response 74:** Managed by Pop Smart Qty 7 Network Laser

**Question 75: How many network printers are there, and what types are they (e.g., laser, inkjet, multifunction)?**

**Response 75:** Managed by Pop Smart Qty 7 Network Laser

**Question 76: How do you currently handle user access control and data security for file shares?**

**Response 76:** Security Groups

**Question 77: Are there any specific requirements for document versioning or backups?**

**Response 77:** N/A

**Question 78: Do you have any mobile device management (MDM) needs for accessing network resources?**

**Response 78:** N/A

**Question 79: Could you elaborate on the user access requirements for network printers and file directories?**

**Response 79:** Managed by Active Directory

**Question 80: What are the critical aspects of file management that you would like us to monitor and optimize?**

**Response 80:** Managed by Security Groups

#### **Remote Support Center (help desk)**

**Question 81: What features and functionalities are important to you in a service ticket system?**

**Response 81:** See RFP

**Question 82: Are there any specific software applications or services that require additional support outside of standard operating system and connectivity issues?**

**Response 82:** Vendor to propose after hours support options

**Question 83: What is your preferred SLA for response times during standard hours and outside of business hours?**

**Response 83:** Vendor to propose after hours support options

**Question 84: Do you have any preferred integrations with existing internal systems for ticketing or reporting?**

**Response 84:** Vendor to propose options

**Question 85: How do you currently track and measure the performance of your IT help desk?**

**Response 85:** Vendor Provided Ticketing System

**Question 86: What training needs do you anticipate for your staff regarding supported software and services?**

**Response 86:** Software Vendor Provided and Internal Staff Training

#### **Website (Hosted Offsite)**



**Question 87: What platform is your website hosted on, and who is the current provider?**

**Response 87:** GoDaddy

**Question 88: What level of monitoring and support do you need for your website domain?**

**Response 88:** Vendor to propose options

**Question 89: Are there any specific security concerns or compliance requirements for your website?**

**Response 89:** N/A

**Question 90: Do you have any plans for website redesign or development in the next year?**

**Response 90:** N/A

**Question 91: What are your current traffic levels and any expected growth patterns for the website?**

**Response 91:** N/A

**Question 92: Are there any specific SEO or analytics requirements we should consider for website support?**

**Response 92:** N/A

**Question 93: What specific tasks or activities are expected as part of maintaining active domain monitoring for the website?**

**Response 93:** N/A

### **Onsite Support**

**Question 94: What are the key responsibilities you envision for the dedicated system engineer?**

**Response 94:** Vendor to propose options

**Question 95: What types of hardware maintenance or repairs are typically required onsite?**

**Response 95:** Hardware Break/Fix

**Question 96: How would you like us to handle escalation procedures for critical incidents that require immediate onsite attention?**

**Response 96:** See RFP and Vendor to propose options

**Question 97: What is the average number of onsite visits you require per month?**

**Response 97:** Vendor to propose options

**Question 98: Are there any specific geographic limitations or considerations for dispatching engineers?**

**Response 98:** Main Office Address

**Question 99: Do you have any existing equipment maintenance contracts or warranties in place?**

**Response 99:** Yes

**Question 100: What types of emergency issues do you anticipate during after-hours that might require onsite support?**

**Response 100:** Yes, if needed

**Question 101: How often do you foresee the need for onsite support, and what would be the response time expectation?**

**Response 101:** See RFP and Vendor to propose options

### **Software Support**

**Question 102: Can you provide more information about the MRI – Housing Pro Software and MIP Accounting Software?**

**Response 102:** These are main applications for HCHA

**Question 103: Is there other programmatic software that require support?**

**Response 103:** Could be miscellaneous

**Question 104: How frequently are software updates or patches released for the applications you use?**

**Response 104:** Vendor will need to contact software vendor and recommend when to apply

### **Support Response Categories**

**Question 105: Can you provide more examples or scenarios for each priority classification (Critical, High, Medium, Low) to help us better understand your expectations?**

**Response 105:**

**Question 106: Are there specific communication channels preferred for incident reporting and updates?**

**Response 106:** Designated Point of Contact

### **Documentation and Access**

**Question 107: Could you clarify the level of access you expect to the documentation and incident tracking system?**

**Response 107:** Vendor provided

**Question 108: What format or platform would you prefer for sharing and accessing documentation?**

**Response 108:** Vendor to provide options

### **Disaster Recovery**

**Question 109: What are your expectations for disaster recovery planning and execution? Are there specific recovery time objectives (RTO) and recovery point objectives (RPO) to consider?**

**Response 109:** N/A Vendor to propose recommendations

### **Antivirus and Security Measures**

**Question 110: Can you provide more details about your expectations for antivirus software and virus signature profile maintenance?**

**Response 110:** Vendor to provide recommendations

**Question 111: Are there specific security measures you would like in place to protect against cyber threats such as crypto ware and ransomware?**

**Response 111:** Vendor to propose recommendations

### **Asset Inventory**

**Question 112: How frequently would you like the asset inventory to be updated, and what information should it include?**

**Response 112:** As needed by HCHA

**Question 113: Are there specific considerations for tracking and managing software licenses?**

**Response 113:** As needed

### **Remote Access**

**Question 114: What are the specific requirements and protocols for remote access to your network and systems?**

**Response 114:** Vendor Recommended

**Question 115: Do you have any preferences or restrictions regarding remote access tools and methods?**

**Response 115:** Vendor Recommended

### **Change Management**

**Question 116: How are changes to the IT infrastructure currently managed, and what is the change management process?**

**Response 116:** Vendor to propose recommendations

**Question 117: Are there specific protocols for notifying and obtaining approval for proposed changes?**

**Response 117:** Vendor to provide recommendations

### **Vendor Collaboration**

**Question 118: Are there existing vendors or third-party services that we should collaborate with or integrate into our support services?**

**Response 118:** Yes, Software and Hardware Vendors

**Question 119: How would you like us to handle coordination and communication with other IT service providers or vendors?**

**Response 119:** Vendor recommendations to be proposed

### **Training and Knowledge Transfer**

**Question 120: Is there a knowledge transfer process in place for your internal staff during the onboarding phase?**

**Response 120:** Yes

**Question 121: Do you have any specific training requirements for your team related to**

the IT systems we'll be managing?  
**Response 121:** Vendor to propose if needed

## **Service Reporting**

**Question 122:** What reporting formats or templates do you prefer for regular service performance reports?

**Response 122:** Vendor to propose formats

**Question 123:** Are there specific key performance indicators (KPIs) you would like us to track and report on?

**Response 123:** Vendor to provide recommendations

**Question 124:** Do you have any specific preferences for communication and reporting during the project?

**Response 124:** Vendor to provide recommended plans

**Question 125:** What are your preferred communication channels for project updates and reporting?

**Response 125:** Designated Point of Contact

**Question 126:** Do you have any specific risk management or audit requirements for our IT services?

**Response 126:** N/A at this time

**Question 127:** Are the switches specified in the RFP managed switches?

**Response 127:** They are managed switches

**Question 128:** Could you please provide detailed information, including the name, model, and series, for all network devices such as network switches, firewalls, access points, etc.?

**Response 128:** Cisco Meraki MX84-HW, MX65-HW, MS210-48LP, MS120-24,MR33-HW

**Question 129:** Regarding endpoint protection, is there a designated anti-virus and anti-malware solution in place?

**Response 129:** There is a cloud based solution – Bitdefender

**Question 130:** Can you elaborate on the roles and responsibilities of the servers outlined in the RFP?

**Is VoIP currently implemented? If so, what solution is being utilized (e.g., Cisco, Avaya, Nextiva, Ring Central)?**

**Response 130:** Avaya – RingCentral Hosted VOIP

**Question 131:** Does the organization have a VPN infrastructure? If yes, is it a point-to-point or client-server configuration?

**Response 131:** Meraki Client VPN

**Question 132:** Is there an offsite data backup solution in place?

**Response: 132:** Yes

**Question 133:** Regarding computer hardware and networking equipment, are they covered under a hardware maintenance contract, or are they replaced as needed at the organization's expense?

**Response 133:** Network equipment is under Cisco Meraki contract. Desktops are not under warranty. Servers are under warranty.

**Question 134: Is there standby equipment for switches and routers to minimize downtime?**

**Response 134:** There is no standby equipment.

**Question 135: Is there any software or hardware that is currently end-of-life or will reach end-of-life during the contract duration?**

**Response 135:** Network Hardware, Server Hardware, Desktop Hardware, Battery Backups will reach end of Life. Software is on an annual subscription base.

**Question 136: What preference does the organization have regarding the ticketing system – utilizing their own or a vendor-managed system?**

**Response 136:** Vendor managed preferred

**Question 137: Who will be responsible for supporting applications within the organization?**

**Response 137:** There is a point person for every application to train internal staff.

**Question 138: Could you provide insights into how accountability will be upheld, and what metrics will be used to measure success?**

**Response 138:** Vendor is to provide measurables along side those in the RFP

**Question 139: Please provide clarification on maintenance windows, specifically describing pullout vs. pull-in.**

**Response 139:** Vendor to provide their maintenance recommendations and come to an agreement on scheduled windows.

**Question 140: Please list the name of the incumbent vendor if any, along with the previous project cost.**

**Response 140:** N/A

**Question 141: Are there any existing Microsoft 365 licenses in place? Please mention the exact count and type of licenses**

**Response 141:** Office 365 E1 – 5 Licenses and Office 365 E3 – 56 Licenses

**Question 142: Who is the existing IT vendor company, and has there been any dissatisfaction with their performance?**

**Response 142:** Salco is the vendor and there has been no dissatisfaction with their performance.

**Question 143: Will onsite parking be provided to technicians?**

**Response 143:** Yes.

**Question 144: In regards of Section 3 – Do we need to hire Harris County Housing Authority residents?**

**Response 144:** No

**Question 145: What M/WBE accreditations are acceptable to HCHA?**

**Response 145:** See RFP

**Question 146: Could you please specify the duration or term of the contract?**

**Response 146:** Two (2) years with the option to renew for two (2) additional years. Please see section X in the RFP.

**Question 147: Can you share your budget range for IT services?**

**Response 147:** This information cannot be provided during the RFP process.

**Question 148: What is the preferred billing structure (hourly, monthly, etc.) and payment terms for the proposed services?**

**Response 148:** Bill Monthly for service provided. Please see section X in the RFP.

**Question 149: Are there specific contractual terms or legal considerations we should be aware of?**

**Response 149:** See RFP

**Question 150: Does the 50 workstations include the 35 laptops or is that 85 devices total? How many total End-Users are there at HCHA?**

**Response 150:** Yes, there's a total of 85 devices. HCHA has a total of 42 end-users as to date. We are looking to increase that number by 10 for a total of 52. We are also looking to convert all to laptops with docking stations in the future.

**Question 151: Section VI #5 expresses the need to have a "narrative summary describing the firm's strategy in providing financial consulting services for a proposed development". Please explain further how this relates to IT support and management for your organization.**

**Response 151:** Yes this should have been deleted from the RFP. It should read, "5. Methodology/strategy to accomplish the scope of services. Provide a narrative summary describing the firm's strategy in providing Information Technology - Managed Services. The Respondent must also address the following:"

---

Proposer/Respondent  
Name

---

Date

---

Signature