April 14, 2016

AMENDMENT #1
AMENDMENT TO SOLICITATION NUMBER RFP 16-06: IT SERVICES

Issued by: <u>Kristen Domeracki, Director of Administration</u>

The date and time specified for receipt of proposals is unchanged. The solicitation mentioned above is amended as set forth above and below. Proposers must acknowledge receipt of this amendment by signing the form below and submitting it with the proposal.

Attachment A: Questions & Responses

Proposer/Respondent: _____   Date: _____
      Name

      _____
      Signature

Attachment A
QUESTIONS & RESPONSES

Question 1:   Can you confirm exactly how many servers you want supported?

Response: We have three virtual machines running on two physical servers using a Hyper-V platform, four physical servers (two run our telephone system, one application server and one domain controller), and one SAN.

Question 2:   Are you looking for this RFP to support the phone system also, or just to keep the physical servers maintained?

Response: We have a separate support agreement to maintain our phone system/make any necessary changes. The successful bidder for this RFP would only need to help troubleshoot any problems with the physical servers.

Question 3:   If MBWBE is required, what % is required?

Response: MBE/WBE/DBE participation is strongly encouraged, but HCHA has not established a minimum percentage that is required.

Question 4:   What kind of phone system do you have?

Response: We use a Mitel VOIP phone system.

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April 20, 2016

AMENDMENT #2
AMENDMENT TO SOLICITATION NUMBER RFP 16-06: IT SERVICES

Issued by: Kristen Domeracki, Director of Administration

The date and time specified for receipt of proposals is unchanged. The solicitation mentioned above is amended as set forth above and below and as set forth in Amendment 1 (http://hchatexas.org/wp-content/uploads/RFP-16-06-IT-Support-Amendment-1.pdf).   Proposers must acknowledge receipt of this amendment by signing the form below and submitting it with the proposal.

Attachment A: Questions & Responses

Proposer/Respondent: _____   Date: _____

     Name

     _____
     Signature

Attachment A
QUESTIONS & RESPONSES

Question 1:   Is the eSet antivirus "centrally managed" through a single administration console?

Response: Yes.

Question 2:   Are all desktops/laptops joined to the Active Directory domain?

Response: Yes.

Question 3:   Are there laptop/desktop "spares" that are currently available in the event of a failure?

Response: Currently, we have one spare desktop, but no spare laptops. We also still have our old inventory of Dell desktops that can be used for interns/infrequent use/etc.

Question 4:   What are the HCHA expectations when a laptop/desktop fails? Is there a current plan in place to refresh the Dell workstations noted that are over 4 years old?

Response: If a laptop/desktop fails, HCHA will purchase a new computer and would require our IT company to install an (already existing) image on the machine, add it to our domain, and perform other set up as necessary. All staff members are currently working on updated Lenovo computers. Older Dell computers are only used in situations that have limited computing requirements (i.e. to load presentations in a conference room).

Question 5:   Is there a pre-existing plan to migrate the server(s) running Windows 2003 to an operating system that isn't considered "end of life"?

Response: We do not have a formal plan in place. The selected company will assist us in managing any data migration/OS updates.

Question 6:   Do you think Harris County Housing Authority will be interested in Manage services?

Response: HCHA is requesting managed IT services as part of this RFP. The successful bidder should be capable of monitoring and proactively maintaining our servers/equipment/network.