

ADDENDUM TO RFP DOCUMENTS

REQUEST FOR PROPOSALS: HACB RFP NO. 24-001: IT SYSTEM MAINTENANCE SERVICES

ADDENDUM NO.: 2

DATE: 4/16/2024

To All Potential Bidders:

This addendum is issued to modify the previously issued proposal documents and/or given for informational purposes and is hereby made a part of the proposal documents. Please attach this addendum to the documents in your possession. ***Per the RFP, the proposer shall acknowledge receipt of any and all addenda, if any, listing the Addenda by number(s) and date(s) in their Bid Fee Sheet form.***

Questions & Answers:

- Q1. In section 2.2.6.6, 2.2.6.7, and 2.2.6.16 the RFP states that licenses for these products are provided by the current IT company. Will the agency expect a new provider to provide those licenses as well? If so, is the agency open to other vendors that provide the same services?**
- A1. A) If a new provider is selected, the agency can discuss at that point whether to directly obtain the licenses or to obtain them from the selected provider.
B) The agency would be open to consider other vendors for the same services.
- Q2. Are the Microsoft cloud products (Azure, 365 etc...) being sold to the agency through the current provider, or directly from Microsoft?**
- A2. They are being sold directly from Microsoft.
- Q3. Are any of the services the agency uses sold to them from the current provider?**
- A3. No.
- Q4. Regarding the remote learning centers, does the agency want us to include those in the scope of the support contract?**
- A4. Yes. Please note that HACB and the selected vendor will negotiate any additional future services needed, to include new sites.
- Q5. What is the agency currently paying for these services?**
- A5. Please submit a Public Information Request form.
- Q6. On page two of attachment A (page 19 of the RFP) the Proposal Bid form asks for an annual flat fee. Will this fee be billed over 12 months for each year?**
- A6. Yes.

Q7. How many tickets per month does the agency generate?

A7. It varies throughout the year, but an average of 20 per month.

Q8. In section 2.2.6.3 the RFP indicates the agency is using Microsoft Exchange Online (365) for email, but in the network diagram there is an Exchange 2010 server shown. Can you please clarify if the agency is using MS Exchange Online for their email or an on-premise Exchange server?

A8. E-mail service is web-based.

Q9. Since you are a quasi-governmental agency, do you require the Microsoft 365 G3 Unattended License for GCC or which license would you be requiring?

A9. HACB does not use GCC licensing.

Q10. Follow up question to our question MS 365. If those services are being sold to the agency through the current Provider is that service part of the fee for the current IT Maintenance contract, Is that fee charged separately to the agency?

A10. It is not part of the contract fee. It is paid separately on a monthly basis.

Q11. If any services are sold to the agency through the current provider, can you please indicate if those services are part of the IT Maintenance fees, or if those services are being separately (for example BitDefend or Quest)?

A11. Already answered this question. Contract amount is solely for IT System Maintenance Services. All software/hardware costs (if provided by the selected vendor) are discussed, approved, and billed separately.

Q12. In paragraph 2.2.6.12 of the RFP there are three Window 2008 R2 Hyper V servers listed. Are there any plans to upgrade them to a new Operating System?

A12. HACB is not planning to replace the servers with physical servers and would eventually move all to Microsoft Azure.

Q13. Are there any other servers operating on earlier versions of Microsoft Operating System, i.e., 2008 and or/2012?

A13. No, there are no servers operating in versions 2008 or 2012.

Q14. Are all computer systems running on Windows 10 and/or 11?

A14. Yes, we are using both.

Q15. Is the current contract with Tech-Net consulting near the three-or five-year anniversary?

A15. Yes, the contract expires this 8/31/2024.

Q16. The RFP mentions that to qualify, firms responding need to be licensed. The City of Brownsville does not list any certification for IT service companies. Can you expand on what license(s) are required?

A16. No licenses are required per our knowledge.

Q17. Are servers covered by extended warranties?

A17. No.

Q18. Are all networking devices covered by maintenance and support contracts?

Q18. No.

Q19. Are all on-site applications covered by maintenance and support contracts?

A19. No.

Q20. Do you require service on all 6 Learning Centers computers?

A20. Yes.

Q21. Can you confirm who is your phone provider? Are the phone and services under a Maintenance and support contract?

A21. 8X8 is our current phone provider. Yes, they are under maintenance and support contract.

Q22. You mention 4 Separate network/location but on page 5 you mention the Main Office, 2x Remote Offices and the 6 learning Centers, can you elaborate? Do you require a firewall On the rest of the locations?

A22. Yes, they are all required to have a firewall.

Q23. Do you own the mentioned 5TB backup appliance?

a. If not, would you like a backup solution to replace both software and hardware?

i. If yes:

1. Do you have a predefined RPO and RTO?

Yes

2. Can we assume 5 TB as the required size including retention?

Yes

Q24. Do you require services to include the Microsoft 365 Services?

a. If yes, please provide specific Licensing requirements and number of users.

A24. No.

Q25. Do you back up the Azure Cloud Server?

A25. Yes.

Q26. Do you require back up for your Microsoft 365 environment?

A26. The back up is done withing Azure.

Q27. 2.2.6.2 55 8X8 Managed Phones, Would you like me to add phone support these 55 phones into the agreement?

A27. Yes.

Q28. 2.2.6.3 Microsoft 365 Exchange Server; Here you show Microsoft 365 as an exchange server which leads me to believe this is where all of your email accounts are hosted but on 2.2.6.14 you have Microsoft 365 listed as a cloud environment. Which email licenses are you using and is the quantity 53? Would you like me to add these licenses into the agreement, or are email services a different RFP?

A28. All Microsoft 365 licenses are paid directly by the HACB.

Q29. 2.2.6.6 Quest Rapid Recovery Software for 5TB Repository(Software licenses provided by IT Company); I've reached out to the manufacturer to see if these licenses were transferable. The current company has them licensed until January of next year. Do you want us to add this in our proposal? And are you ok with a better solution for a similar price?

A29. Yes, add them in the proposal.

Q30. 2.2.6.10 3 Windows Server 2019 Physical Servers 2.2.6.11 1Windows Servers 2019 Microsoft Azure Cloud Server; with 3 physical server and 1 Azure cloud server, how many VMs are you Running on all of these servers combined?

A30. We are running 3 VMS servers.

Q31. 2.2.6.14 Microsoft Azure & Microsoft 365 Cloud Environment; Which licenses and how many do you have for Microsoft Azure and for Microsoft 365 Cloud Environment?

A31. We have an average of 60 active licenses and are paid for by HACB directly.

END OF ADDENDUM