ADDENDUM TO RFP DOCUMENTS

Request for Proposal: Computer Equipment Upgrade and IT/Computer Support Services
Addendum Number: 1
Date: January 24, 2020

PURPOSE OF THIS ADDENDUM

The Greater Metropolitan Area Housing Authority of Rock Island County is issuing this Addendum to the Request for Proposal named above to respond to questions received about the RFP.

NOTE: RESPONSES GIVEN ARE TO THE BEST OF OUR KNOWLEDGE AS GIVEN STAFF HAS LIMITED TECHNICAL EXPERTISE IN THIS AREA.

In order to provide an accurate and helpful proposal, we would like some additional information concerning the hardware and software currently in use at GMAHA.

Servers

The RFP states that there are 3 servers in use at GMAHA. In order to determine the support requirements for these devices, we would like to know the following:

- What is the manufacturer, model, and approximate age of existing server hardware? (1) One machine for the 3 servers (Enterprise, Terminal & Network) - Dell Power Edge T620/ Model E17S
- Is the server hardware still covered by a manufacturer warranty? No
    - If serial numbers can be provided, this can be looked up for inclusion in our proposal.

    Serial # R-41000868

- What is the operating system on these servers (are they running Windows 2008 R2, Windows 2012, etc)? (Windows 2000/2003/2008)
- Is Microsoft Exchange in use on-site? Yes
    - If so, what version? Exchange 2008
- Is Microsoft SQL server (or another database server) in use on-site? Unknown
    - If so, what version?
- Are any/all of the three servers running in a virtual environment such as VMWare ESXi or Microsoft Hyper-V? Don't believe so
- Is it GMAHA's intent to replace or upgrade these servers near the beginning of the contract? Yes
- What is the approximate size of a full backup of these servers? Unknown

Workstations

The RFP states there are 32 desktops or laptops in use at GMAHA. In order to determine support and replacement schedules for these devices, it would be helpful to know the following:

- What is the manufacturer and model of the workstations? Dell OptiPlex 7010 Desktop/ Microsoft Surface Notebooks

- What is the approximate age of the current workstation hardware? 7 years for the Desktops and the Surface Notebooks were purchased less than a year ago at different times
- Are any of the workstations still running Windows 7 or 8.1? Yes
    - If so, how many? Most of them
- Are laptops using full disk encryption? Unknown
- Are the mobile devices mentioned in the RFP (iPads, Surface notebooks, etc) provided by the company or owned by employees? Provided by the company

Printing

- How many printers/multi-function devices are in use? 6 multi-function copiers
- What brand and model are the printing devices to be supported?

    (3) Okidata CX3535T
    (1) Toshiba 2515ac
    (2) Toshiba 407cs

Network and Internet

- Who is your current internet provider at each location? Mediacom
- Are all sites linked to each other via VPN? Yes
- Do users use a VPN to work remotely? Yes
    - If so, how many VPN users are there? Approximately 10 employees have the ability to work remotely
    - What VPN software is currently in use? Not sure
- What brand and model are your current switches? HP 1950 24 Port 1 GB POE SWITCH
- What brand and model is your current firewall? Sonic Fire Wall Network TZ215
- Is PoE (Power over Ethernet) used for wireless access points, VoIP phones, or other equipment? Yes
- Are there any unconventional network devices in use, (i.e. timeclocks, HVAC units, manufacturing equipment), that the applicant will be expected to support? No
- Will applicants responding to this MFP be expected to manage and support a phone system (VoIP or otherwise) at GMAHA sites? No
    - If not, who provides and manages the phone system currently? Midland Communications
    - If the current phone system is VoIP-based, what type of system is it and approximately how many phones are in use? Zultys MX250, 19 phones
    - If VoIP-based, is the VoIP network isolated from the main network? Not sure
- What restrictions and security measures do you place on employees accessing the internet, if any? Some restrictions
- Are any junk email (spam) filtering solutions currently in use? Yes

Software

- What software is in use for business management and accounting? (i.e. SAP, Quickbooks, Peachtree, Sage, etc) HAB/Encompass and Housing Pro/Happy
- Do users rely on any "niche" software that is not widely used outside your industry? Yes

- What 3rd-party vendors are relied on for supporting software, other than Microsoft and Adobe? Platinum Information Services, Midland Communications, MRI/Hab Inc., Housing Pro/Happy
- What software package do user spend *most* of their time working with? HAB/Encompass and Housing Pro/Happy

Infrastructure/General

- How much growth is expected over the next five years? Is overall headcount expected to rise or fall? There might be growth if we accumulate more properties. The overall headcount has the potential to rise.
- Would GMAHA prefer to lease equipment or purchase it outright? Currently leasing most equipment, however, we will consider whatever method is most advantageous for GMAHA.
- Does GMAHA have a solution in place for e-waste and/or secure destruction of data, or is that to be the applicant's responsibility? Applicant's responsibility
- Is GMAHA subject to any federal regulations concerning personally identifiable information (PII), such as HIPAA or FERPA? Yes