WATERBURY HOUSING AUTHORITY
REQUEST FOR PROPOSALS INFORMATION TECHNOLOGY SERVICES RFP IT-10162023
ADDENDUM No. 1

1. How many users are on Office 365? What license do they have? Provide a license count.
   A: 36 License and user count. Exchange Plan 1 and M365 Business Standard License

2. Are the licenses being purchased directly with Microsoft or through a Microsoft Partner?
   A: Microsoft Partner

3. Do you currently use Microsoft Teams and/or Microsoft SharePoint?
   A: Yes

4. Is there a software in place currently to manage endpoints remotely? If so, what product(s) are being used?
   A: Connectwise Automate

5. How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis?
   A: Windows updates an ran every night

6. Do you have employees working remotely that use a company device?
   A: Yes

7. Do you offer Bring Your Own Device (BYOD) to employees?
   A: No

8. Is there a Mobile Device Management (MDM) solution deployed?
   A: Yes. Jamf

9. How many desktops/laptops/mobile devices are you supporting?
   A: 34 Devices

10. Which version of Windows are the desktops/laptops running on?
    A: Windows 10 / 11 Pro

11. Are user devices being backed up? If so, how often, and do you have retention policies in place?
    A: No backup on user devices

12. Are the servers on-site or on the cloud? Hybrid?
    A: Servers are on-site
13. If you have a cloud environment, is it Azure/AWS/other?
    A: No cloud environment

14. How many servers do you have? What operating system are they on?
    A: 3 Servers

15. Do you have any Windows Server 2012/2012R2? Any Linux Servers?
    A: No

16. Is there a Disaster Recovery plan in place? What is the infrastructure at the failover location?
    A: Yes.

17. How many databases are you using? Please specify which ones.
    A: No databases

18. What are some of the critical applications being used today? Any ERP applications?
    A: Microsoft Office

19. Microsoft is sunsetting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers. Please provide details.
    A: No Server 2012

20. What is the network topology currently used, and how are these locations communicating to each other?
    A: Site to Site VPN is setup for locations

21. Is there a VPN in place for remote access? Is there a firewall?
    A: Yes. Firewall is in place.

22. What is the speed of the network connection to the internet?
    A: 1 Gigabit up and down

23. Do you have a backup connection?
    A: Yes

24. How many Routers, Switches, and Firewalls are in your network?
    A: 1 firewall, 2 network switches

25. How many buildings/locations?
    A: 5 Locations

26. Is there a current vendor now supporting the County? If so, what is the monthly spend with them? How many hours are being utilized per month or year?
    A: Current vendor is Automated Business Solutions. Spending and hours vary due to projects.

27. Do you have any major projects in progress?
    A: No major projects at this time.

28. How big is your current IT department, if any?
    A: IT is outsourced to MSP Vendor

29. Please provide the brand for the switches, network devices, laptops, desktops, and printers.
    A: Dell, Lenovo, Unifi, Kyocera, Cisco

30. Do you have any cameras to support?
    A: There is a Camera vendor

31. Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers?
    A: CCi Voice, Polycom and Digium phones, 30

32. Do you have ticketing system in place? Estimate of tickets per month/quarter?
    A: Tickets are handled by MSP Vendor

33. Do you require someone to be on-site all the time?
    A: No

34. Is this a multi-vendor or single vendor award?
    A: no preference

35. Is there Change Management system in place?
    A: unknown

36. Is there an Information Technology Asset Management (ITAM) solution in place?
    A: unknown

37. What applications are currently in use?
    A: Microsoft Office, Web browser,

38.   Who is the current vendor?
    A: Automated Business Solutions

39.   Are there any local preferences for the award?
    A: No

40.   Is subcontracting mandatory?
    A: No

41.   What is the budget?
    A: N/A

42.   Basic network system maintenance, including: establishing and enforcing protocols, performing setups, troubleshooting problems, administering print and periphery functions, assessing configurations, installing hardware and software or overseeing their installation, and supervising systems backups;   What is the current backup and disaster recovery configuration?

    A. Local Backup and Cloud back up using Cove. Files and folders along with full image back up as well.

43.   Security and protection of the entire system, including: virus protection, control of access and maintenance of security codes, physical security of the network, and disaster preparation and prevention, and maintenance of all backup systems   What is the current backup and disaster recovery configuration? What solution is in use? Will the current BCDR solution be in the midst of any current long-term commitments? Can the MSP utilize their own stack of technology (i.e. RMM, MDR, AV etc...) or would they have to use the current stack utilized by the WHA? Can we get a list of the tools that are in use today?

A. MSP can use their own stack. Connectwise Managed , Connect , Automate, Watchguard ,AUTH point.

44.   Maintenance of Internet and e-mail capacity for all designated WHA staff with email security and Office 365 Business standard exchange online;   Will the number of Office 365 Licenses that will be managed be consistent with the number of workstations being supported? (35)

    A. Count may vary, also using Barracuda Sentinel and MFA

45.   Employee Count   The document references 35 PC's; does the current employee headcount differs? RFP mentions 35PCs and 30 VoIP Users

    A. Yes may vary.

46.   Make recommendations to WHA concerning personal training needs and training needs of end-users;   Can you clarify the type of training that would need to be recommended and performed? Phishing and spam awareness training? Or would this correspond with the operating manual bullet below.

    A. Anything that has to do with improvement to security to the organization. Phishing and spam awareness training is available.
    B.
47.   Develop operating manuals for all areas of responsibility in a format approved by the Executive Director   Is it possible to expand on what the manuals would cover operationally? Can you please expand on the format of the manuals? Does WHA have any of this documented today?

    A. Looking to implement these in 2024.

48. Assist in developing annual IT Department planning and budget recommendations; To what extent would the awardee be involved in planning and budgetary recommendations?

    A. Recommendations for hardware and software for upcoming budget planning and always open to consider other options for improvements if within budget

49. Develop specifications for the purchase of any software, hardware, or other IT equipment desired by the WHA; and   I assume the "and" was supposed to be in conjunction with the following bullet. This bullet is confirmed.
    A. Yes

50. Perform other related duties as assigned by the Executive Director or designee.   Is this expected to be included in the cost for monthly support or will these projects be expected to be billed according to the hourly rates provided by the Service Provider on the IT project level?

    A. Yes included in monthly support. Projects would be well defined.

51. ...demonstrated experience providing IT services to Public Housing Authorities (page 11, section 10.2)   Are new suppliers in PHA sector mandatory or are new suppliers being considered? Are there any specific PHA requirements that may differ from industry standards

    A. There are HUD requirements, and it would be a benefit if the vendor has experience with other housing Authorities.

52. Budget for telephony?   Can we provide a budgetary pricing per station? Or most accurate? If Most Accurate, Request answers to VoIP Workbooks incorporated on this file.

    A. The RFP is looking for a new VoiP solution with overall benefits. Call center is not required at this point.

53. "2.   We will need some clarification around their "video surveillance system network infrastructure and connectivity" (Scope of Services, page 5). "   Does support for CCTV or access control go beyond validating network connectivity?

    A. Yes, may need to assist within the network. We are looking for collaboration between vendors.

54. Page 4 under General Statement of Services, WHA says they will need 10-20 hours of scheduled onsite hours, but that number could vary by month.   Is it acceptable for field support to work on a pre-set schedule and any variations would require several weeks notice in advance, and there would be an "overage" rate applied to the additional hours?

    A. The average is 10-20 some scheduled some not. Emergency service is required. This is done within the monthly charge. No overage.

55.   On page 4, the WHA states that "the IT provider will be responsible for maintaining and developing the Information Systems of the WHA, including all software applications, all workstations and peripherals, the file servers, amil and all on-line systems, including Internet access".   Can we get a listing of the software currently in use and the specs on the workstations and any other "on-line systems"?

   A. See attached

56.   For WHA BUaaS and DRaaS quote requirements   Count of agents designated for backup? The cumulative size of the critical data environment in terabytes? The proposed commitment duration (assuming a 3-year commitment) is aligned with the associated support, and considering a 2.5 multiplier based on your current critical data set.

   A. 4 TeraByte. Agents on all servers.

Asset Summary

Displays a summary of all assets for each client,
followed by detailed device lists grouped by asset
type.

Automated Business Solutions

Asset Summary

November 13, 2023

WATERBURY HOUSING AUTHORITY

Address	2 LAKEWOOD ROAD, UNIT B
	WATERBURY, CT 06704
Country	United States
Phone	2035962640
Fax	
Locations	5

Asset Analysis

Servers	Workstations	Network Devices
5	34	0

	Windows	Other
Servers	5	0
Workstations	34	0

Assets by Location

Computers

- Springbrook: 3
- Truman: 1
- 2 Lakewood: 27
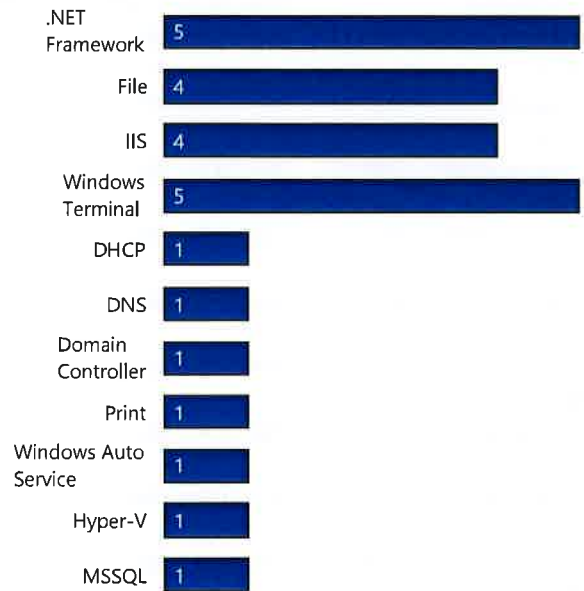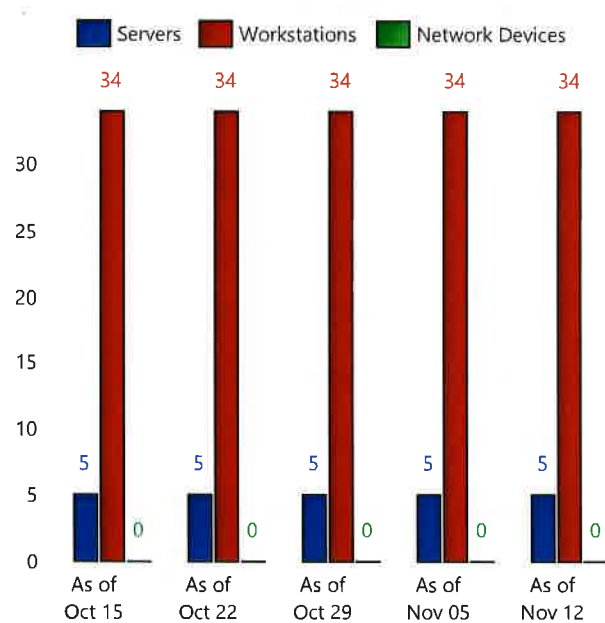- Berkeley: 4
- Bergin: 4
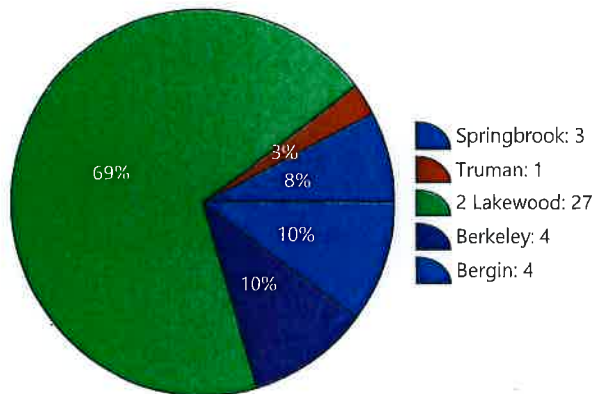
Network Devices

No Network Devices Found

Deployment History

Server Roles

Asset Summary

Computer Assets

Location\Machine	Operating System	IP Address	Domain	Make\Model
2 Lakewood\HAB (1451)	Win Server 2008 R2 Standard x64	10.200.1.5	whanet.local	Microsoft Corporation Virtual Machine
2 Lakewood\NVR-9KX6853 (2615)	Win Server 2019 Standard x64	10.1.1.2	WORKGROUP	
2 Lakewood\WHA-DC1 (2425)	Win Server 2019 Standard x64	10.200.1.3	DC:WHA.local	Microsoft Corporation Virtual Machine
2 Lakewood\WHA-FS (2426)	Win Server 2019 Standard x64	10.200.1.6	WHA.local	Microsoft Corporation Virtual Machine
2 Lakewood\WHA-HOST (2555)	Win Server 2019 Standard x64	10.1.4.25	WORKGROUP	Lenovo ThinkSystem SR630 - [7X02CTO1WW]-
2 Lakewood\PC-12384 (1458)	Win 10 Pro x64	10.200.1.139	whanet.local	LENOVO 10HY0021US
2 Lakewood\WHA-12381-DT (2341)	Win 10 Pro x64	10.200.1.152	WHA.local	LENOVO 10HY0021US
2 Lakewood\WHA-12382-DT (2352)	Win 10 Pro x64	10.200.1.136	WHA.local	LENOVO 10HY0021US
2 Lakewood\WHA-3059-DT (2431)	Win 10 Pro x64	10.200.1.131	WHA.local	Dell OptiPlex 3080
2 Lakewood\WHA-3085-LT (1665)	Win 10 Pro x64	10.200.1.135	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3086-LT (1666)	Win 10 Pro x64	10.200.1.126	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3087-LT (1668)	Win 10 Pro x64	10.200.1.63	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3089-LT (1669)	Win 10 Pro x64	10.200.1.158	WHA.local	LENOVO 20YGS02R00

Location\Machine	Operating System	IP Address	Domain	Make\Model
2 Lakewood\WHA-3090-LT (1670)	Win 10 Pro x64	10.200.1.130	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3091-LT (1671)	Win 10 Pro x64	10.200.1.127	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3092-LT (1672)	Win 10 Pro x64	10.200.1.143	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3093-LT (1676)	Win 10 Pro x64	10.200.1.36	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3094-LT (1673)	Win 10 Pro x64	10.200.1.49	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3095-LT (1674)	Win 10 Pro x64	10.200.1.132	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3096-LT (1675)	Win 10 Pro x64	10.200.1.118	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3097-LT (1678)	Win 10 Pro x64	10.200.1.67	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3098-LT (1679)	Win 10 Pro x64	10.200.1.137	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3099-LT (1680)	Win 10 Pro x64	10.200.1.138	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3134-LT (1863)	Win 10 Pro x64	10.200.1.134	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3135-LT (1864)	Win 10 Pro x64	10.200.1.155	WHA.local	LENOVO 20YGS02R00
2 Lakewood\WHA-3239-DT (2594)	Win 10 Pro x64	10.200.1.121	WHA.local	Dell OptiPlex 3000
2 Lakewood\WHA-CAMERA (1575)	Win 10 Pro x64	10.200.1.114	WORKGROUP	LENOVO 10UR001JUS
Bergin\B23-MER-15 (1512)	Win 10 Pro x64	192.168.0.141	easter2.local	Dell Latitude 3460
Bergin\WHA-30584-LT (1481)	Win 10 Pro x64	192.168.5.61	WHA.local	LENOVO 81D6
Bergin\WHA-30585-LT (1474)	Win 10 Pro x64	192.168.5.188	WHA.local	LENOVO 81D6
Bergin\WHA-3250-LT (2643)	Win 10 Pro x64	192.168.5.140	WHA.local	LENOVO 21E6007HUS
Berkeley\WHA-12377-DT (1735)	Win 10 Pro x64	192.168.3.106	WHA.local	LENOVO 10HY0021US
Berkeley\WHA-30600-LT (1479)	Win 10 Pro x64	192.168.3.101	WHA.local	LENOVO 81D6
Berkeley\WHA-30602-LT (1480)	Win 10 Pro x64	192.168.3.102	WHA.local	LENOVO 81D6
Berkeley\WHA-3088-LT (1667)	Win 10 Pro x64	192.168.5.26	WHA.local	LENOVO 20YGS02R00
Springbrook\LAPTOP-S8D1H9IO (1476)	Win 10 Pro for Workstations x64	10.102.0.173	WORKGROUP	LENOVO 20MNS03U00
Springbrook\WHA-30601-LT (1478)	Win 10 Pro x64	10.0.2.104	WHA.local	LENOVO 81D6
Springbrook\WHA-30603-LT (1482)	Win 10 Pro x64	10.0.2.103	WHA.local	LENOVO 81D6

Asset Summary

Location\Machine	Operating System	IP Address	Domain	Make\Model
Truman\WHA-8001-DT (1737)	Win 10 Pro x64	192.168.1.102	whanet.local	Dell OptiPlex 5040

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Report Legend

Identification and Asset Analysis

To the left, the client's identification and contact information is displayed, including their client name, physical address, phone numbers, and a count of locations assigned to the client. A summary of managed asset counts can be found to the right. This includes the number of servers, workstations, and network devices; also listed are the percentage of Windows operating systems or Other operating systems for both servers and workstations.

Asset Deployment History Chart

The Deployment History chart displays a vertical bar chart of all the client's servers, workstations, and network devices for the last month. Each count represents the number of devices as of the specific date listed (weekly increments from the current Sunday).

Computer Assets List

This section displays a list of server and workstation assets at the client. Each row displays the computer's type, assigned location, machine name, operating system, local IP address, network domain, and machine make & model.

Computer Type Indicators:

Server (All)

Virtual Machine (VMWare/VirtualBox)

Desktop (Tower/Minitower)

Portable (Laptop/Notebook)

Assets by Location Charts

The Computers by Location and Network Devices by Location pie charts display the percentage of assets distributed across the top five client locations, with a count of assets shown in the chart legend. Additional locations are combined into the "Other" category.

Server Roles Chart

The Server Roles chart displays a horizontal bar chart that breaks down server role categories for all servers.

Network Devices List

This section displays a list of network devices at the client. Each row displays the device's assigned location, device name, description of the device's manufacturer and type, local IP address, primary MAC address, and current online status.

Network Device Status Indicators

✓ Online

✗ Offline