

**CITY OF HOBOKEN**

**ADDENDUM TO RFP DOCUMENTS**

**Request for Proposals – Competitive Contracting  
RFP 17 - 05**

**INFORMATION TECHNOLOGY/MANAGEMENT INFORMATION SYSTEMS (IT/MIS)  
SUPPORT SERVICES**

**This Addendum # 1, dated February 23, 2017** is issued to modify the above mentioned RFP documents and is hereby made part of the RFP documents. Please attach this Addendum #1 to the original documents in your possession, and ensure same is included in your proposal.

**A. Questions and answer:**

**Q1.** What is the call volume by category? Help desk call category graph\percentage to check the trend of calls being received by helpdesk on daily basis.

**A1.** Average daily trouble calls are about 8. It is a combination of problems most often associated with email, Edmunds financial/purchasing software, down internet connections and computers being infected with virus.

**Q2.** What is the exact radius where services are to be offered?

**A2.** Refer to page 20 (a. Computers and Locations). The City of Hoboken is approximately one (1) square mile radius.

**Q3.** On page 25, Section 8e Cost Proposal; please define the “Daily Charge” boxes for 52 days, 104 days, and extra days random. They don’t make any sense in the context of the annual “help desk” type of service offering that the City is requesting.

**A3.** Refer to A1 above for the “help desk” call volume. There are 52 weeks in one year; this means you provide one (1) IT technician once a week in the City (52 days per year) and twice a week for 104 days per year.

**Q4.** RFP states the expected vendor will be expected to organize HELP DESK service calls efficiently. Please confirm you are looking for the vendor to provide help desk support from 8am-6pm during weekdays in addition to the preventive maintenance and other services mentioned in the RFP. If this is the case, please confirm the preferred method of support phone or email and if there is any expected SLA associated with it.

**A4.** 24x7 vs 8:00 am -6:00 pm.

**Q5.** The RFP stated there are approximately 159 PC’s, how many users are there that will need to be supported?

**A5.** There are approximately 180 users.

**Q6.** What virtualization software are the five virtual servers using, VMWare or Microsoft Hyper V?

**A6.** Microsoft Hyper V with Failover Cluster.

**Q7.** Please confirm as to whether email is hosted internally or in the cloud. If in the cloud please confirm the vendor solution (Office 365, etc.)

**A7.** Office 365 hosted in the cloud.

**Q8.** Are there any SQL server databases or other databases hosted internally that are being maintained?

**A8.** Yes (Spatial Data Logic, Mitchel Humphrey Project Construction Manager, And Edmunds Pervasive Sequel).

**Q9.** Can you please provide some statistics as to how many help desk tickets are coming in daily over the last six months and how quickly they have been addressed?

**A9.** About work 8 tickets per work day. SLA within 4 hours for non-business critical events.

**Q10.** Currently how are after hours and weekend support incidents being handled?

**A10.** 2-3 Help Desk calls per weekend.

**Q11.** Is the current vendor that is providing support allowed to bid on this RFP?

**A11.** Yes.

**Q12.** To assist LAN Status in formulating proper response for your published due date, could you please expand upon the following published section with the questions below it:

**Servers and Locations**

(2) HP Proliant DL 380 PG9 – 5 Virtual Server w/Failover Cluster

HP MSA 1040 1SC1 San

Dell 7010 Win 7 Pro

Dell PowerEdge T410 Win Server 2008 R2

HP Proliant DL360 PG8

COH VIT DC1 (HP Proliant ML350 G7) (Multi Service Center)

HP Proliant ML 350 G8 (Fire HQ) hosts 2 virtual servers

**A12.** There are two Dell Servers in the Hoboken Parking Utility (HPU) – Hoboken City Hall.

**Q13.** What are the 5 OS of the virtual servers?

**A13.** 2008 R2, 2008 R2, 2008 R2, 2008 R2, 2012 R2

**Q14.** What is the OS of the ProLiant DL360 PG8?

**A14.** Windows 2012 R2

**Q15.** What hypervisor is currently in place?

**A15.** Microsoft

**Q16.** Clarification of what COH VIT DC1 is?

**A16.** COH VIT DC1 (HP Proliant ML350 G7) (Multi Service Center)

**Q17.** What perimeter security is currently in place?

**A17.** Cisco ASA 5505 and Barracuda Web 310

**Q18.** What is current connectivity by location and between locations (network VISIO possible)?

**A18.** All sites connected through Cisco 5505, Point to Point, VPN Tunnels

**Q19.** What is the current network hardware and inventory of devices in use?

**A19.** To be determined (TBD).

**Q20.** What current email environment exists (on premise Exchange? Other) and what type of backup is currently in use?

**A20.** Onprem Exchange connected to Hybrid Hosted Exchange to Office 365

**Q21.** Is hardware for repairs of failed equipment included?

**A21.** No.

**Q22.** Is full time onsite required?

**A22.** No. See Q3 above.

**Q23.** As per page 20, 3. (d) Network Administration Services: Please provide the details and quantities of routers, switches, firewalls covered in the support scope.

**A23.** 9 new HP Procurv POE switches, segmented with VLANs for data and telephone on fiber backbone, 1 HP Procurv switch (24 port), 1 Netgear switch (24 port).

**Q24.** As per page 20, 3. (e) Email, Security and Backup Efforts: Please provide the details of No. of Email users.

**A24.** 170 licenses for hosted exchange in office 365

**Q25.** As per page 18, 2. (c) Software/Application Support Requirements: Please provide detail what level of support is required on server applications.

**A25.** The city is covered under software vendor's maintenance contracts. The selected vendor will be responsible for communicating with software vendors.

**Q26.** What levels of certified or expert people are expected to support the environment?

**A26.** MCSE or Equivalent experience.

**Q27.** What is the expected SLA time frame to visit the site after receiving the call on help desk?

**A27.** SLA of 4 business hours.

**Q28.** Where are the servers located if City of Hoboken does not have an IT Department? And how the PCs are connected to the servers?

**A28.** Workstations are connected through LAN, Server for city is located on 4<sup>th</sup> floor in a secure and temperature controlled room.

**Q29.** Please share your monthly average help desk calls and monthly average on-site support visits.

**A29.** Average support visits are 4 eight hour days (32 hours per week). Average of 44 Help Desk calls per month.

**Q30.** Is downtime acceptable for maintenance or modifications outside of the hours identified in the RFP?

“The successful vendor will be expected to organize HELP DESK service calls efficiently and will ensure that there is NO significant computer downtime during normal working hours, generally 8:00AM to 6:00PM, Monday through Friday”

**A30.** Yes, Parking Utility has extended hours (7 am – 9 pm) and Saturday.

**Q31.** Is the equipment defined in the RFP under maintenance?

**A31.** Yes.

**Q32.** For equipment not under maintenance what is the procedure to acquire replacement parts?

**A32.** IT consultant shall recommend parts for replacement. City then buys direct from State contract vendors.

**Q33.** What is the expected response time once a problem is identified?

**A33.** SLA 4 business hours dependent upon availability of parts.

**Q34.** What is the expected response time to complete problem resolution?

**A34.** SLA 4 business hours dependent upon availability of parts.

**B. Submission deadline remains the same, March 8, 2017 at 1:00 pm prevailing time.**

This addendum will be published in the newspaper and posted on the City of Hoboken website to ensure compliance.

There are no other changes to the RFP documents as part of this addendum.

ATTEST:

Date:  
February 23, 2017

\_\_\_\_\_  
AL B. Dineros  
Qualified Purchasing Agent

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**ACKNOWLEDGMENT OF RECEIPT OF ADDENDA**

The undersigned Bidder hereby acknowledges receipt of the following Addenda:

Addendum Number	Dated	Acknowledge Receipt (initial)
<b>Addendum 1</b>	<b>February 23, 2017</b>	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**No addenda were received:**

Acknowledged for: \_\_\_\_\_

(Name of Bidder)

By: \_\_\_\_\_ Date: \_\_\_\_\_

(Signature of Authorized Representative)

Name: \_\_\_\_\_ Title/Position: \_\_\_\_\_

(Print or Type)