

CITY OF HOBOKEN

ADDENDUM TO RFP DOCUMENTS

**Request for Proposals – Competitive Contracting
RFP 17 - 11**

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

This Addendum # 1, dated October 24, 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 total estimated budget for this contract?

A1. A not to exceed amount will be determine depending on the accepted proposal and based on the historical data from previous expenditures.

Q2. Can you please provide the approximate spend for each job class covered by in last contract?

A2. . Its support services: 2015 - \$178,500.00; 2016 - \$199,200.00; 2017 – 147,400.00

Q3. Is there any incumbent for this requirement? If yes, please share the details of the incumbent or vendor currently providing the same services along with last year’s expenditure?

A3. Yes. See A2, above.

Q4. On the daily charges items in the cost proposal section, do you want us to just divide the total yearly cost by the number of days per year specified?

A4. Specify your company rate. The City will not dictate on how you arrive with that rate.

Q5. On the third daily charges items, it specifies “Daily Charge for extra days (random)”. Can you please elaborate on what this means?

A5. The City request for the rates, 52 days and 104 days per year, what is the rate if this are exceeded.

Q6. Regarding the item “Hourly Rate for cabling And other tasks” I’m assuming this is referring to things like structured cabling?

A6. From time to time the City will need new cabling to install new system for new office space, what is your rate for this cabling job.

Q7. Do we need to fill out section “d. Cost Proposal” on page 24 of the RFP, or can we include these prices on our proposal?

A7. Include the price proposal as part of the final submission.

Q8. What is the city’s expected response times for issues (for example Critical, High, Medium/Low priority issue expectations)?

A8. For an issue deemed critical respond to a request within an hour The response could be as simple as a phone call or email acknowledging the trouble. If the issue cannot be resolved remotely, a technician with the necessary skill set should be on-site within 4 hours of the initial trouble report.

High Priority items would have a four-hour response window and a next business day on site

Medium to low priority items would require a same-day response and a two-business day on-site

Q9. Does the city have a backup solution in place already, or will the city require the successful bidder to implement a backup solution?

A9. The backup solution is Acronis. It will remain in place for the time being

Q10. Does the city use any monitoring software to monitor uptime of the network, servers, etc....?

A10. No. but the IT Director is planning to implement a monitoring solution managed in-house

B. The City will not accept questions/RFI at this time. Submission deadline remains the same, November 15, 2017 at 2:00 pm prevailing time.

This addendum will be publish 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:

October 24, 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)
Addendum 1	October 24, 2017	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

No addenda were received:

Acknowledged for: _____

(Name of Bidder)

By: _____ Date: _____

(Signature of Authorized Representative)

Name: _____ Title/Position: _____

(Print or Type)