

November 19, 2018

To: All Interested Respondents

Re: Computer Network Administration Services RFP

Addendum #1

This Addendum sets forth the Q&A for questions received by the CRDA website pursuant to section 1.5 of the RFP documents before the Q&A deadline of November 15, 2018 at 12:00 pm. Any questions received after the deadline will not be entertained.

Q1. Of the 4 locations not protected by a SonicWALL paired with the main location, What devices or security measures are in place to provide protections at these 4 locations?

A1. Currently all location's exit points to the Internet are through one of the SonicWALLs. The locations without a SonicWALL are linked by Ethernet Virtual Private Lines (EVLP) from Comcast on a Layer 2 connection back to a facility with a SonicWALL.

Q2. How many virtual servers exist and what are their various functions?

A2. Currently there are 35 virtual machines and this number is growing as old physical servers are being migrated from physical to virtual.

Functions: Domain Controller, Exchange 2016, file and print server, RD Web Access, RD Gateway, RD Licensing, RD Connection Broker, RD Hosts, SQL 2015, SQL 2005, Microsoft Dynamics, Edmunds, VMWare vCenter, Duo Security, Paramount

Q3. What are the operating systems of those servers?

A3. Microsoft Windows Server 2016, Microsoft Windows Server 2012 R2, Microsoft Windows Server 2008 R2, Microsoft Windows Server 2003.

Q4. What is the breakdown of the 70-90 operating systems installed on those workstations (Windows XP, Windows 7, Windows 10, Mac OS, ETC.)?

A4. About (73) Windows 7, (11) Windows 10, (4) MacOS, (1) Linux/Unix (vCenter Server)

Q5. For the purposes of this proposal whom will the successful bidder be corresponding with at the CRDA, that is, are they subcontractors or directly employed by CRDA?

A5. An employee of the CRDA.

Q6. What is the count of physical in production?

A6. 13 physical servers, 1 NAS

Q7. What is the count of virtual servers in production?

A7. 24 virtual machines in active production

Q8. Is the onsite assistance at the colocation facility considered in-scope?

A8. Colocation is in-scope, very rare an onsite is required.

Q9. Is support of a phone system in-scope?

A9. No, phone system is out of scope. Current phone is not VoIP.

Q10. Section 1.2 mentions “and provide assistance to internal information technology staff to maintain the Authority’s computer network on an as-needed basis”.

a. How many staff members is this?

b. Are there certain responsibilities (Tier 1 versus Tier 2) which will stay with internal staff or will this be determined on an as-needed basis?

A10. a. CRDA has one employee on staff for IT.

b. On an as-needed basis

Q11. Has most of the equipment been replaced since the 2016 RFP?

A11. A large part of the equipment has been replaced and some of the older systems are being moved from physical to virtual.

Q12. Is the CRDA looking to replace the firm selected in 2016's RFP to assist the internal IT Department?

A12. The 2016 contract is expiring. Therefore all respondents, including the incumbent, are welcome to participate in this solicitation.

Q13. Is this current RFP looking for supplemental assistance based on an hourly rate only to help guide/council the internal IT Department?

A13. The CRDA is looking for supplement assistance in all areas as determined by internal IT staff.

Q14. Help desk is mentioned in this current RFP. Will the supplemental assistance staffer be the Help Desk person for tier 1 situations or is the CRDA looking for a Remote help desk for tier one level support?

A14. The CRDA employee will place all level of requests. Most will be advanced issues but some can be tier 1.

The respondent is responsible to ensure that any changes necessitated by Addenda are accounted for and incorporated into the respondent's response to the RFP. All instructions, terms and conditions of the Contract Documents shall remain unchanged, unless expressly modified by the Authority.