



ADDENDUM #1

Competitive Proposal RFP # 1960-21 IT-vCIO

Original Notice of RFP Issued on: Friday, January 8, 2021

Response Due Date: Thursday, January 28, 2021@ 2:00 pm

January 21, 2021

To All Prospective Respondents:

The purpose of this addendum is to provide answers to:

1. Answer questions raised by potential respondents,
2. and to **EXTEND PROPSAL DUE DATE as noted above.**

POTENTIAL RESPONDENT QUESTIONS AND ANSWERS:

QUESTION 1: Section 2 Scope of Services, Item 7. Regarding your term to “implement” a retention strategy for files and email – are you seeking for us to develop the strategy or to implement the strategy?

ANSWER: HACH has a retention policy, will need to incorporate that policy into our file and email infrastructure.

QUESTION 2: What is the budget for this project?

ANSWER: The Authority has performed a cost estimate for these services, but does not believe it is in the best interest to share the estimate.

QUESTION 3: What is the file size limit for email attachments?

ANSWER: Currently our email limit is 30 megabytes. .

QUESTION 4: If our proposal exceeds the file size allowed for email attachments may we submit our response in two emails?

ANSWER: Yes, it needs to be designated as such in the subject line.

QUESTION 5: Is the Fee Proposal to be a separate document or can it be included in the Technical Proposal?

ANSWER: Please keep the fee proposal and technical proposal separate

QUESTION 6: Are we to include the Disclosure of Lobbying Activities form with our response?

ANSWER: YES, if it is being requested as part of the proposal. If it does not apply to you, sign it and write N/A. All documents must be returned signed and/or completed to be considered responsive and responsible.

QUESTION 7: Continue Implementation of Microsoft 365 Suite – The Authority has moved its email to the cloud so far.

Does or will the Hartford Housing Authority be providing a register that lists all pending and closed risks, actions, issues and decisions (RAID). Or is the vendor expected to engage with stakeholders and source and create the RAID registry for effective management? *Rationale: This information will enable the vendor to quickly understand and effectively managed the current state of the Microsoft 365 implementation project.*

ANSWER: The Authority has a RAID registry and will share it with the selected vendor. It is not appropriate to release at this time.

QUESTION 8: Can the Hartford Housing Authority confirm if it will be providing artifacts (validated asset inventories, configuration specifications, diagrams, project schedules, internal knowledge documents, etc.) that will support the vendor in performing effectively? *Rationale: This information will provide understanding on what activities have occurred in support of the implementation of the Microsoft 365 Suite at the time of contract award.*

ANSWER: HACH will bring selected vendor up to speed on all aspects of current systems and where we are on moving forward with all projects.

QUESTION 9: Address Internet and Network Connectivity at Main Office in Support of Hosted Infrastructure Is the hosted infrastructure equipment at the main office aged to the point that Internet and Network connectivity is degraded and unreliable? Can a number or range be provided to understand the population size of users requiring Internet and network connectivity at the main office? *Rationale: This information will allow for better estimation on level of effort in getting the Hartford Housing Authority to acceptable service levels.*

ANSWER: No, network connectivity and internet are not degraded or unreliable. Internet capabilities will need to be increased as projects move forward and internet connections for each outer office will change to allow independent connectivity rather than the current configuration. We service approximately 82 users on our network.

QUESTION 10: Migrate Server Infrastructure to Managed Data Center Solution

Can the Hartford Housing Authority provide a number or range of how many servers need to be migrated to the Managed Data Center Solution? *Rationale: This will provide the vendor an estimation of level of effort and initial inputs on the type of approach to use when migrating to the managed data center solution.*

ANSWER: HACH currently has 8 servers and would anticipate moving to 5 servers post projects.

QUESTION 11: Configure Network Segmentation and Re-Architect Remote Site Connectivity

How many remote sites does the Hartford Housing Authority support today? *Rationale: This will provide the vendor an estimation of level of effort and initial inputs on the type of approach to use when rearchitecting remote site connectivity.*

ANSWER: HACH has 7 remote sites that are supported.

QUESTION 12: Implement Training Program for IT Staff

Has a training program for the IT Staff ever existed in the last 5 years? *Rationale: Provides the opportunity to get a general understanding level of effort in building the training program.*

ANSWER: No.

QUESTION 13: What type, level, and purpose of IT Training is expected for delivery to The Hartford Housing Authority (i.e. annual cybersecurity awareness, training for system administrators, continuing education, etc.)

Rationale: A framework may be adopted depending on what is required and what regulations and legislative requirements mandate the IT training.

ANSWER: HACH expects to keep IT staff up to date on current software platform and obtaining Microsoft 365 Enterprise Admin level. Keeping informed on cybersecurity awareness, current IT trends and implementation of all utilized hardware and applications.

QUESTION 14: Is it expected that the implemented training program will eventually be supported by a budget line item once implemented with its own Program Manager and staff, as required, or outsourced for program sustainment? *Rationale: This will help the vendor gain a general understanding on how to best structure program development.*

ANSWSER: Yes.

QUESTION 15: Create Business Continuity Management Program and Incident Response Plan

How does the Hartford Housing Authority define Business Continuity in the context of this RFP, for example does it define Business Continuity in the sense of sustaining business operations and the relocation of personnel and necessary equipment for a period of time at an alternate location OR does it mean in the sense of technology business continuity (also known as IT Disaster Recovery)? *Rationale: Many times, clients use the*

term Business Continuity loosely mistakenly meaning IT Disaster Recovery. This question is for clarity in definition.

ANSWER: HACH expects to begin this process as a plan to sustain business operations. It will begin focused on sustaining IT business operations which allow all HACH departments to continue to function. It is anticipated to expand as needed to provide potential for staff movements outside of the HACH infrastructure as needed. The current COVID-19 issue as an example.

QUESTION 16: Is it expected that the Business Continuity Management Program to be supported by a budget line item once implemented with its own Program Manager and staff, if required, or outsourced for program sustainment? *Rationale: This will help the vendor understand how to best structure program development.*

ANSWER: not known at this time

QUESTION 17: Is the Hartford Housing Authority referring to the Incident Response Plan as the plan to respond to cybersecurity incidents or the plan to respond to incidents that are managed by a Physical Security Team? *Rationale: This question is asked for greater clarity.*

ANSWER: Incident Response Plan focuses on security incidents. That would include cybersecurity incidents, data breach, equipment loss/recovery. Included would be responses required, to who, time constraints, etc.

QUESTION 18: Create Written Information Security Program
Is it expected that the Information Security Program will be supported by a budget line item once implemented with its own Program Manager and staff, if required, or outsourced for program sustainment? *Rationale: This will help the vendor understand how to best structure program development.*

ANSWER: not known at this time

QUESTION 19: Address 4G Bandwidth at Warehouse Location (no physical connection currently available)
What is the distance between the warehouse and the main office? *Rationale: This question is self-explanatory.*

ANSWER: Approximately 5 miles.

QUESTION 20: Implement Vehicle GPS Tracking Devices
Can the Hartford Housing Authority provide a number or number range of vehicles in operation? *Rationale: This information will provide for a better estimation of work effort.*

ANSWER: Approximately 30-40 vehicles or machinery with wheels

QUESTION 21: Implement Updated Wireless Equipment for Main Office Location
How many buildings and how many floors make up the main office location? *Rationale: This information will provide for a better estimation of work effort.*

ANSWER: Main office location is one building with 3 floors.

QUESTION 22: Implement Vehicle GPS Tracking Devices

Can the Hartford Housing Authority provide a number or number range of vehicles in operation? *Rationale: This information will provide for a better estimation of work effort.*

ANSWER: Approximately 30-40 vehicles or machinery with wheels

QUESTION 23: Based on the RFP, I believe I could all work by myself. However, if the need arises, a subcontractor may add experience and knowledge which would expand certain technologies, etc. Can I identify subcontractors at a later date or do I need to identify the complete team at this time?

ANSWER: No subcontracting will be allowed under the contract. Section 1.14 is hereby deleted in its entirety and replaced with “Not Applicable”

QUESTION 24: Can you provide an org chart (not names) of the IT Team and roles? Without understanding what skills are on the team, may not represent the right resources in our submission.

ANSWER: IT team currently has two members, Systems Administrator and a Systems Analyst.

QUESTION 25: There are several projects which may require technical expertise to perform the work, does the housing authority expect the individual assigned to this Proposal to be able to do all of the work listed - for example, configure network segments?

ANSWER: HACH anticipates the selected participant to oversee the projects, provide guidance on the projects as well as complete required items working with the onsite IT Team.

QUESTION 26: Similar questions, is there any additional considerations for individuals who can do more of the work than others? meaning I can do 14 of the 17 tasks on my own and I would need help with 3 of the tasks.

ANSWER: Believe answer for question 3 covers this question

QUESTION 27: What types of issues are you experiencing with Internet and Network at the data center (#3 in your list) and Address reporting issues (#14 in your list)?

ANSWER: HACH needs to update its internet connectivity to work with projects moving forward. HACH will also change the way or internet is utilized allowing a more direct connection for each of our remote sites. This is one of the projects and the selected participant will be brought up to speed on all projects

QUESTION 28: Are there any IT Contract vehicles in place for consulting services which could help perform some of this work?

ANSWER: No contractors are in place relative to the proposed projects.

QUESTION 29: Is this expected to be a full time Virtual CIO Position?

ANSWER: NO

QUESTION 30: How will we be informed of responses to these questions?

ANSWER: Responses will be sent directly to contractors, along with posting to the DAS AND HACH website. Do not solely count on the Contracting Officer to provide your information. Best practice is to monitor the website for additional postings

QUESTION 31: Please confirm that the proposal should contain only the following items:

- Executive Summary
- Client References
- Organizational Chart
- Technical Proposal
- Fee Proposal
- Section 3 Qualification Statement
- Section 4 Price Proposal Form
- HUD Form 5369c Representations, Certifications and other Statements
- HUD Form 50071 Certification of Payments to Influence Federal Transactions
- Form SF-LLL

ANSWER: that is correct.

QUESTION 32: Can the Authority please specify the process by which substitutions are requested and granted in the event the named resource is unavailable?

ANSWER: It appears this question relates to software or hardware substitutions. Any substitutions of these items will be considered on an as needed basis during implementation.

QUESTION 33: Are we to assume, for the purposes of submitting resource candidates for specific service delivery, that the delivery for that service will start shortly (within 2 weeks) after contract award, and if it doesn't the vendor will be granted reasonable accommodation to identify and receive approval for a substitute candidate, that may include a subcontractor?

The Authority is not soliciting for a particular candidate to fill the vCIO role, it is seeking the services of a vendor who provides the services without being an employee of the organization. The services will likely commence toward the end of February.

QUESTION 34: Can the Authority provide a time period for the response to Section 3: Qualification Statement question 6 as it pertains to listing other commitments or vacation? We are unable to list possible vacation and other engagements for staff for a three year period without a commitment of work from the Authority.

ANSWER: The intent of this section of the solicitation is to determine whether or not there are significant obstacles to performance.

QUESTION 35: Can the Authority please provide an example of what would be considered a billable expense that does not include travel or incidentals as it pertains to the instruction to not use a Cost Plus pricing model?

ANSWER: Although highly unlikely, assume that the vendor purchases licenses for the Authority on a reimbursement basis as an example.

QUESTION 36: What is the process the Authority will use to engage the vendor for service? Please confirm that there is not a secondary bidding process that will be required to receive task orders

ANSWER: Please refer to Section 1 (instructions to respondents) It is the intent of the Authority to engage with a vendor to provide implementation services and consulting throughout the term. While the Authority reserves the right to put out very large projects not contemplated now, it does not anticipate any secondary bidding process for the projects listed.

QUESTION 37: Subcontractors can be a key resource for delivering highly qualified experts; what is the process for receiving approval to engage a subcontractor to perform work on behalf of the vendor?

ANSWER: PLEASE SEE ANSWER TO QUESTION 23

QUESTION 38: Will the Authority entertain changes to the Section 5 General Terms and Conditions (e.g., Item #14 General Indemnity for both parties, not just the Authority)?

ANSWER: NO

QUESTION 39: Can the work be performed remote except for tasks that require a physical presence? Does the Authority support the use of standard web-conferencing technology (e.g., Webex, MS Teams, Zoom)?

ANSWER: YES

Please continue to monitor for additional addendums. Failure to acknowledge all amendments may lead to a non-responsive request.

All other terms of the solicitation remain the same.