



## ADDENDUM #2

---

# 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**

**PROPOSAL DATE EXTENDED: THURSDAY, FEBRUARY 4, 2021 @ 2:00**

January 25, 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:**

1. **QUESTION :**The scope of services mentions a migration of server infrastructure to the cloud. Will any servers remain onsite?  
**ANSWER: The final decision on server migration will be part of the project. It may be determined that there will be a need for a server (or more) to remain on site.**
2. **QUESTION:** Based on the scope description it appears we will be working with at least one internal IT staff member to deliver service. Is the previously provided description of internal IT staff still accurate (1 Systems Administrator & 1 Systems Analyst)?  
**ANSWER: YES, AS OF 1/25/2021 this count remains the same (1 Systems Administrator & 1 Systems Analyst)**

3. **QUESTION:** It appears from the RFP that fixed fees and a monthly subscription fee is desired. In order to facilitate an apples to apples comparison among proposals, can you provide a desired set Hours of coverage (e.g. 25 hours per week on average)? Understanding that there will be projects and other needs that arise and could be outside of that.

**ANSWER :** **The Authority has not estimated the hours needed as we are reaching out for proposals to assist us with the approximation as a part of the service.**

4. **QUESTION:** How has the Authority received these services in the past?
- Was it a contract? If so, can we get a copy?
  - Is there any history or estimations of the amount of adjunct service hours needed per month?

**ANSWER:** **These services were not contracted in the past.**

5. Section 2, number 6. What types of end user training is desired, for example: self-driven web based, live video workshops, and/or phishing tests?

**ANSWER:** **Yes, self-driven web based and video workshops would work best. Phishing tests would be a good additional also.**

- 6 How many employees would need to receive training?

**ANSWER:** **60 although it could be more.**

- 7 How much interaction does HHA expect between the selected vendor and existing IT employees?

**ANSWER:** **It is anticipated that will be a close working relationship.**

- 8 Will existing IT staff report to the virtual CISO, even in part?

**ANSWER:** **It is anticipated that there will be a close working relationship.**

- 9 Is an existing platform in use for ad-hoc change management? Does an informal change management process already exist?

**ANSWER:** **No**

- 10 Regarding the initiative "Migrate Server Infrastructure to Managed Data Center Solution", does the Authority expect to retain any server infrastructure on-premises? Is cloud-hosted infrastructure acceptable or does the Authority prefer colocation of server equipment?

**ANSWER:** **The final decision on server migration will be part of the project. It may be determined that there will be a need for a server (or more) to remain on site.**

- 11 Regarding the request for on-call technical assistance for project deployment and emergency needs, what degree of on-call support is expected in terms of availability?

**ANSWER:** **Budgeting for Monday-Friday work hours and potential for after hours and weekends if needed.**

- 12 Regarding training opportunities to maintain skills and knowledge of current IT staff, does the Authority desire facilitated access to training services or is the request specific to knowledge transfer for projects implemented described in Section 2?

**ANSWER:** **Access to training services with a plan for next 2-4 years for continued training. This plan would include expected certification paths. Specific knowledge transfer for all implemented projects is expected.**

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.**