

ADDENDUM NUMBER 1

August 22, 2016

REQUEST FOR PROPOSAL - QUADCO IT SERVICES

**QUADCO MANAGEMENT SOLUTIONS
Fort Worth Housing Solutions
Procurement Department
300 South Beach Street
Fort Worth, TX 76105**

Note: Proposals are received but not publicly opened.

Receipt of this Addendum is to be acknowledged by the Respondent by signing, dating and submitting with the proposal. Failure to do so may render the proposal non-responsive.

The following revisions, clarifications, additions and/or deletions are included in this Addendum No. 1 to RFP for IT Services and are to be fully incorporated into each respondents submission for work solicited therein.

Respondent acknowledges receipt of Addendum: _____
Respondent's Signature Date

The proposal due date remains August 30, 2016 at 11:00 a.m. Local Time.

Question Number 1:

Please provide the following for all sites to be covered under the required ITS solution:

- Address per site?
- Bandwidth per site?
- # of PC's at each site – broken into Windows / Mac

Quadco Response:

- See attachment: Exhibit 1
- Various – 60 – 100mbps
- See attachment: Exhibit 1 – No Mac

Question Number 2: Please provide a copy of the current Network Health Report.

Quadco Response 2: See attachment: Exhibit 2

Question Number 3: Amount of data that needs to be backed up for all sites?

Quadco Response 3: See attachment: Exhibit 2

Question Number 4:

Current onsite support structure? Is it billable per trip or included in the annual spend for ITS?

Quadco Response 4: Included (Please complete response)

Question Number 5: What is your current annual spend on ITS?

Quadco Response 5: Approximately \$54k

Question Number 6:

With Backup and Disaster recovery:

- a. What is your recovery point objective (RPO)?
 - b. What is your recovery time objective (RTO)?
-

Quadco Response 6:

- a. 24hrs
 - b. 24hrs
-

Question Number 7:

With your VOIP system:

- a. Is it leased or owned?
 - b. Do you have a service and maintenance contract with your current provider?
 - i. If yes – could you please clarify the support needed in C – would this be the same as others i.e. 3rd party vendor?
 - ii. If no – what is your annual spend on VOIP phone system? This is excl. the Charter Communications annual spend.
-

Quadco Response 7:

- a. Leased
 - b. Yes
 - i. Basic support/maintenance
 - ii. N/A
-

Question Number 8:

With regards to your server:

- a. How much data resides on server?
 - b. What virtual software resides on server?
 - c. How many virtual servers are you running?
 - d. What operating software resides on your server? Version?
-

Quadco Response 8:

- a. See attachment: Exhibit 2 (< 500 GB) 243GB on the server
 - b. None
 - c. None
 - d. Microsoft Windows Server 2012 R2 Standard
-

Question Number 9:

What is the ETA on the Health Check documentation discussed in our meeting?

Quadco Response 9: See attachment: Exhibit 2

Question Number 10:

For the VOIP:

Can you confirm that the current Zultys solution will continue to be under the existing maintenance contract?

Quadco Response 10: I can't confirm yet, but keeping it with the under the existing maintenance may be the best option for now.

Question Number 11:

For the Backup/DR:

- a. Who is currently providing your BU/DR solution?
 - b. We can provide a solution for you if it needs to move off of the current provider. To do so, we need to know:
 - i. How much data is being backed up?
 - ii. Recovery Time Objectives
 - iii. Recovery Point Objectives
-

Quadco Response 11:

a. Current IT company takes care of this. (Continuity)

b. -

- i. See attachment: Exhibit 2
- ii. See attachment: Exhibit 2
- iii. See attachment: Exhibit 2

***** END OF ADDENDUM NO. 1 *****

Kelvin Noble

Kelvin Noble

Director of Procurement

Attachment(s):

Exhibit 1: QuadCo Management Solutions, Property Portfolio

Exhibit 2: Executive Summary

Exhibit 3: Client Inventory Report