

REQUEST FOR PROPOSALS (RFP) No. P21016, System and Network Administration

PLEASE NOTE: As long as you are registered for this Request for Proposals (RFP), you will continue to receive these notices. If you do not plan to submit a bid in response to this RFP, you may want to access the Housing Agency Marketplace and mark "No Bid." Once you have done so, you will no longer receive notices regarding this RFP.

1. **Question:** How many computers does the agency have, including desktops and laptops?

MPHA Response: We have around 400 laptops and desktops, 45 virtual VMware servers and 50 physical servers (includes 41 security camera servers).

2. **Question:** Will any other devices be supported as part of this contract such as phones, printers, etc...? If so what type of device, and how many. If phones are to be included please provide type of phone service and phone system.

MPHA Response: IP phones, copiers/printers, laptops, desktops, peripherals and various servers are maintained by the IT staff but high level support may be needed for networking, troubleshooting uncommon issues and applying patches/security updates and upgrading operating systems.

- ~300 IP phones (NEC SV9300 Phone System)
- ~70 Multifunction copiers (Ricoh)
- Check Point Firewall (Data and Phones)
- Multiple Switches (Extreme Networks and Arista)
- 4x ESXi Dell servers (VMware)
- Pure Storage FlashArray (Supports 4x ESXi Dell servers)

3. **Question:** What is the agency currently paying for these services?

MPHA Response:

Monthly fee: \$4,619.55

Hourly Rate: \$ 118.45

4. **Question:** Can you please provide further details on the difference between the primary and secondary contract? Will the secondary contractor only do work when the primary contractor is unavailable or too busy to address issues in a timely manner?

MPHA Response: The secondary contractor would act as a backup contractor for the primary. If the primary contractor is unavailable the secondary would be utilized in the interim.

Thank you for your interest in doing business with MPHA. We look forward to receiving a bid from your firm.

Important Dates:

- **Pre-Proposal Conference:** January 4, 2022 at 2:00 PM CST
 - <https://us02web.zoom.us/j/83095665692?pwd=M0l5ckRRV3dJQTlaMytTY1VzcUhvQT09>
 - Meeting ID: 830 9566 5692
 - Passcode: 796385
- **Deadline to Submit Questions:** October 19, 2021 at 3:00 pm cst
- **Deadline to Submit Solicitations:** February 1, 2022 at 3:00 PM CST
- **Bid Opening:** February 1, 2022 at 3:00 PM CST
 - <https://us02web.zoom.us/j/87839154547?pwd=eGtWZEYvcFRyT2kxOXhjWnJEeXBLUT09>
 - Meeting ID: 878 3915 4547
 - Passcode: 179816

Regards,
Greg Lewis
Buyer