



# Housing Authority of the City of Pittsburgh

Contracting Officer  
100 Ross Street  
2<sup>nd</sup> Floor Suite 200  
Pittsburgh, PA 15219  
(412) 456-5116  
Fax: (412) 456-5007  
www.hacp.org

**August 22, 2012**

## **Network Engineering Services RFP200-26-12**

### **ADDENDUM NO. 2**

This addendum issued August 22, 2012 becomes in its entirety a part of the Invitation for Bids RFP#200-26-12 as is fully set forth herein:

**Item 1: Q:** Who is responsible for the Switch, Router and firewall devices?

**A:** HACP is responsible for the devices. The selected vendor will be expected to assist HACP with configuration and troubleshooting where needed and may be asked to install and configure the devices. Vendor may also be asked to analyze such devices and recommend configuration changes, update or replacement. The decision and purchase of the devices will remain with HACP.

**Item 2: Q:** What is your definition of network? The RFP specifically mentions servers, if you look at page 5 items 5-7 implies networking devices.

**A:** Network includes all infrastructure devices and operating software.

**Item 3: Q:** Does HACP have a help desk today?

**A:** HACP has an internal Helpdesk and will continue to have such. The vendor may be asked to assist the Helpdesk with technical resolution of issues. Vendor will not take calls from HACP users. Vendor will receive calls from the HACP MIS Department management and MIS staff.

**Item 4: Q:** Does HACP expect resources to reside in HACP space? This would include HACP providing desk, phone, PC, etc.

**A:** HACP does not expect the vendor to provide a full-time on site presence. Vendor staff will be provided with workspace. Vendor staff may connect workstation/laptop which they bring with them or they may use HACP resources to access the HACP network. If vendor chooses to use workstations/laptops provided by vendor, those devices should be carried by the vendor staff and not be left at the Authority when the vendor staff is not present. The only exception is if the vendor determines to locate a network monitoring device in the HACP computer room to facilitate monitoring of HACP network.

**Item 5: Q:** Is remote monitoring acceptable?

**A:** Yes, remote monitoring is acceptable.

**Item 6: Q:** Does HACP maintain a test environment?

**A:** HACP maintains a limited test environment. Additional testing environment resources should be available as hardware is retired from the e-Directory network and as the HACP virtual environment expands.

**Item 7: Q:** What type of training does HACP expect?

**A:** HACP expects that vendor will provide services. When such services are provided the vendor staff should clearly explain to HACP staff what the impact of the actions taken are on the HACP infrastructure and what actions are needed to maintain successful operation after the changes. Vendor is not expected to provide formal training. The function expected is more frequently called "Knowledge Transfer."

**Item 8: Q:** Please provide a location breakdown of the PC and server devices identified in the RFP in regard to the number and type (Workstation or Server) at each location.

**A:** With the exceptions listed below all servers are located at 200 Ross Street. There is a single server in the Bedford Hope Center supporting the training lab located there. There is a single server located at 201 Kirkpatrick Street providing file and print services for staff located there. As part of the Active Directory conversion the server at 201 Kirkpatrick street will be removed.

Workstations are located at 200 Ross Street, 100 Ross Street, 201 Kirkpatrick Street, 1205 Liverpool Street and in the management offices of each Low Income Public Housing community. Primary workstation support will be provided by HACP staff. The vendor will only be asked to travel to a workstation location if there is a significant workstation problem specific to that location which can not be resolved by bringing the workstation to the vendor at 200 Ross Street.

**Item 9: Q:** Please provide information as to how the three locations are currently connected from a network perspective.

**A:** HACP Locations are currently connected through an MPLS network where the minimum connection speed is 4Mb and the maximum connection speed is 10Mb. The connection speed from the network hub to the servers at 200 Ross Street is currently 100Mb. There is a 10Mb internet connection. Within the next 90 days this network will be replaced by fiber links where all communities have a 1Gb connection and 200 Ross Street will have a 10Gb connection.

**Item 10: Q:** Is it possible to get a copy of the existing network configuration diagram?

**A:** Basic diagrams are attached, as Attachment A. We are currently implementing the fiber topology.

**Item 11: Q:** Please provide a description or product specifications for the existing network equipment.

**A:** HACP maintained equipment are primarily Alcatel OmniStack switches in the 6200, 6400, and 6850 lines. HACP maintains several HP switches in the computer room. HACP will expect the vendor to assist with replacement of these devices with Alcatel devices.

HACP uses Dell servers. Our VMWare hosts are a Dell 815, a Dell 610 and a Dell 2950. HACP has additional 1 U and 2 U Dell servers in operation.

**Item 12: Q:** It is our understanding that a new Document Imaging system was recently procured by HACP. Please provide additional details regarding the requirement listed on page 5, section 4.f. to “Configure infrastructure support for Document Imaging and Mobile Device applications”.

**A:** Vendor will be asked to assist with configuring the Active Directory servers to store data generated by these systems. Vendor may also be asked to install and configure web services as required by the applications. The vendor may need an in-depth knowledge of Windows Server 2008 R2, Active Directory, and Web Services to complete the tasks. Vendor will not be asked to provide hardware or software and will be provided detailed information of requirements as they are defined.

**Item 13: Q:** Please provide example of the type of training required as reference on Page 5, Section 9.

**A:** Please see item 7.

**Item 14: Q:** Attachment K – Fee sheet references a 2 (two) year total, yet specifies 48 months in the details. Which is correct and how should the pricing be shown?

**A:** The period section of the fee sheet should show 24 months.

**Item 15: Q:** Attachment K – Fee sheet shows the number of Total hours requested by category. Should we use these hours for our total calculations?

**A:** Yes.

**Item 16: Q:** Since most bids are considered for public information, is there a way to submit what we classify as “Confidential Information” in a manner which would preclude this information from being shared outside of HACP?

**A:** Generally, records and information submitted as part of the bids and/or proposals are public records, which are subject to disclosure under the Pennsylvania Right-to-Know Law (“RTKL”) as soon as a contract has been awarded or, in the alternative, once all bids have been opened and rejected. An exception exists for certain financial information, which demonstrates a bidder’s economic capability. Pursuant to 65 P.S. § 67.707 (b), a bidder may include with its bid a written statement signed by an authorized representative stating that a certain record contains a trade secret or confidential proprietary information. If the designated record is subsequently requested under the RTKL, the bidder will have the ability to provide input to HACP as to whether or not HACP should release the record. However, HACP will make the ultimate determination as to whether such record is exempt from disclosure under the RTKL. HACP’s determination is subject to appeal by the requester to the Office of Open Records.

**Item 17: Q:** Will HACP commit to a certain number of minimum hours as part of the contract?

**A:** HACP will not commit to a minimum number of hours. However, HACP can state that the hours listed in the fee sheet reflect the low end of our experience over the past 3 years. HACP does not expect that the required time will decrease.

**Item 18: Q:** Attachment K – Fee sheet shows the estimated hour totals provided (800, 60, 72, 36, 32). Is this based upon 1 year or 2 years?

**A:** 2 years.

**Item 19: Q:** Please define who will be responsible for defining the version of VmWare?

**A:** HACP will seek the advice of the vendor but HACP will retain the final decisions concerning all infrastructure.

**Item 20: Q:** Will standard backup methodology be deployed or will "snapshot" or VmWare specific products be required?

**A:** HACP current back-up is Syncsort Backup-Express. The vendor will be asked to assist with evaluation of future back-up options.

**Item 21: Q:** Will business continuity requirements be defined?

**A:** Vendor will be expected to assist with business continuity planning and to assist with recovery if needed. However, vendor will not be asked to provide continuity services (i.e. Off-site hot site, Off-site mirrors, etc.)

**Item 22: Q:** Will Resource clustering be deployed?


**A:** HACP will seek the advice of the vendor but HACP will retain the final decision concerning all infrastructure. A final decision concerning clustering going forward has not been made.

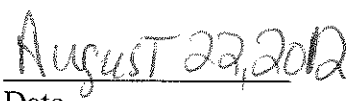
**Item 23:** The Pre-Bid sign in sheet are included as Attachment B to this addendum.

**Item 24:** The revised fee sheets are included as Attachment C to this addendum.

**Item 25:** The proposal due date, is revised to Wednesday, August 29, 2012. The time and location remain unchanged at 2:00 PM at the HACP Procurement Dept., 100 Ross St. 2<sup>nd</sup> Floor, Suite 200, Pittsburgh, PA 15219.

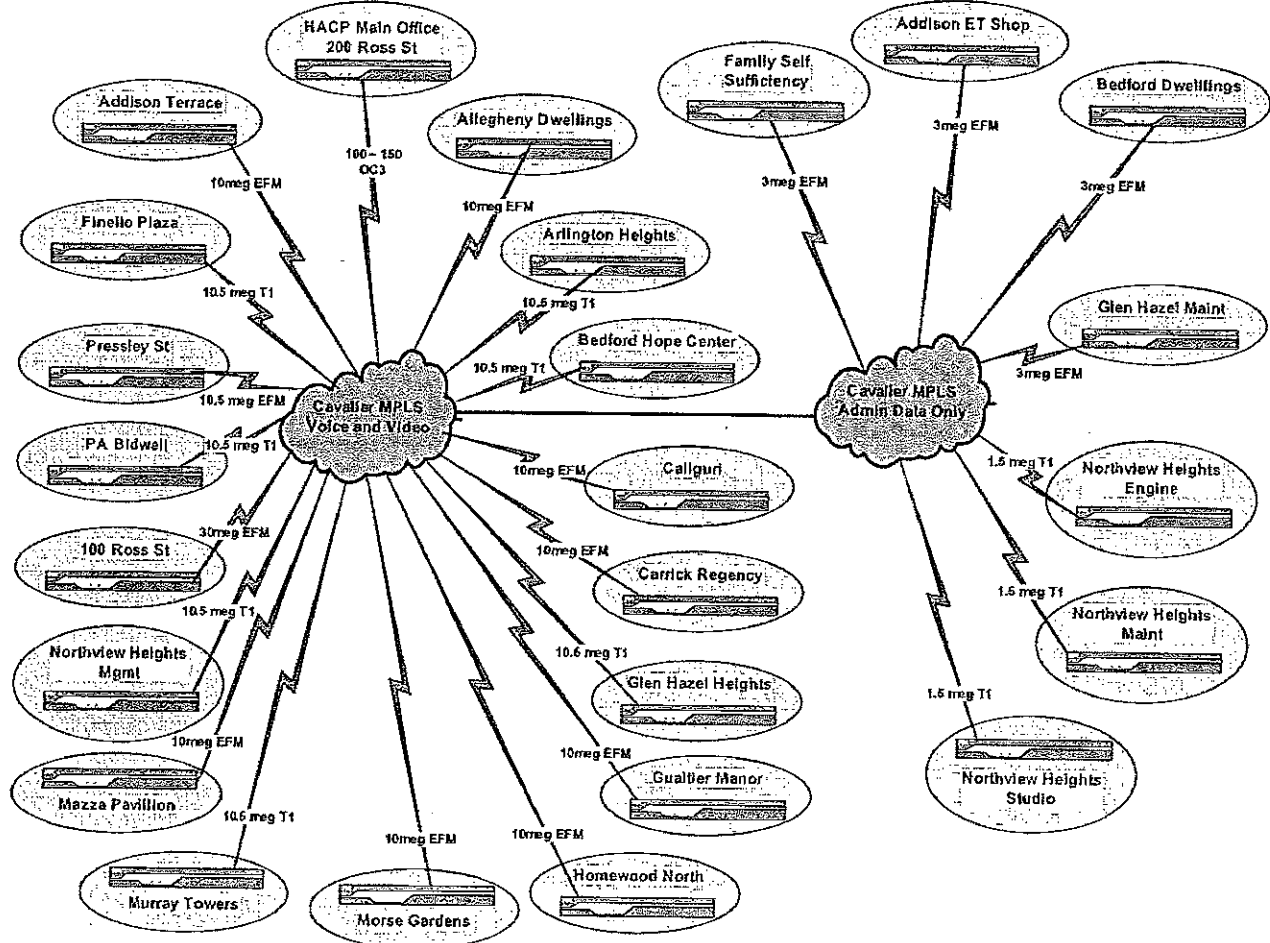
**END OF ADDENDUM NO. 2**

  
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Mr. Kim Detrick  
Contract Manager

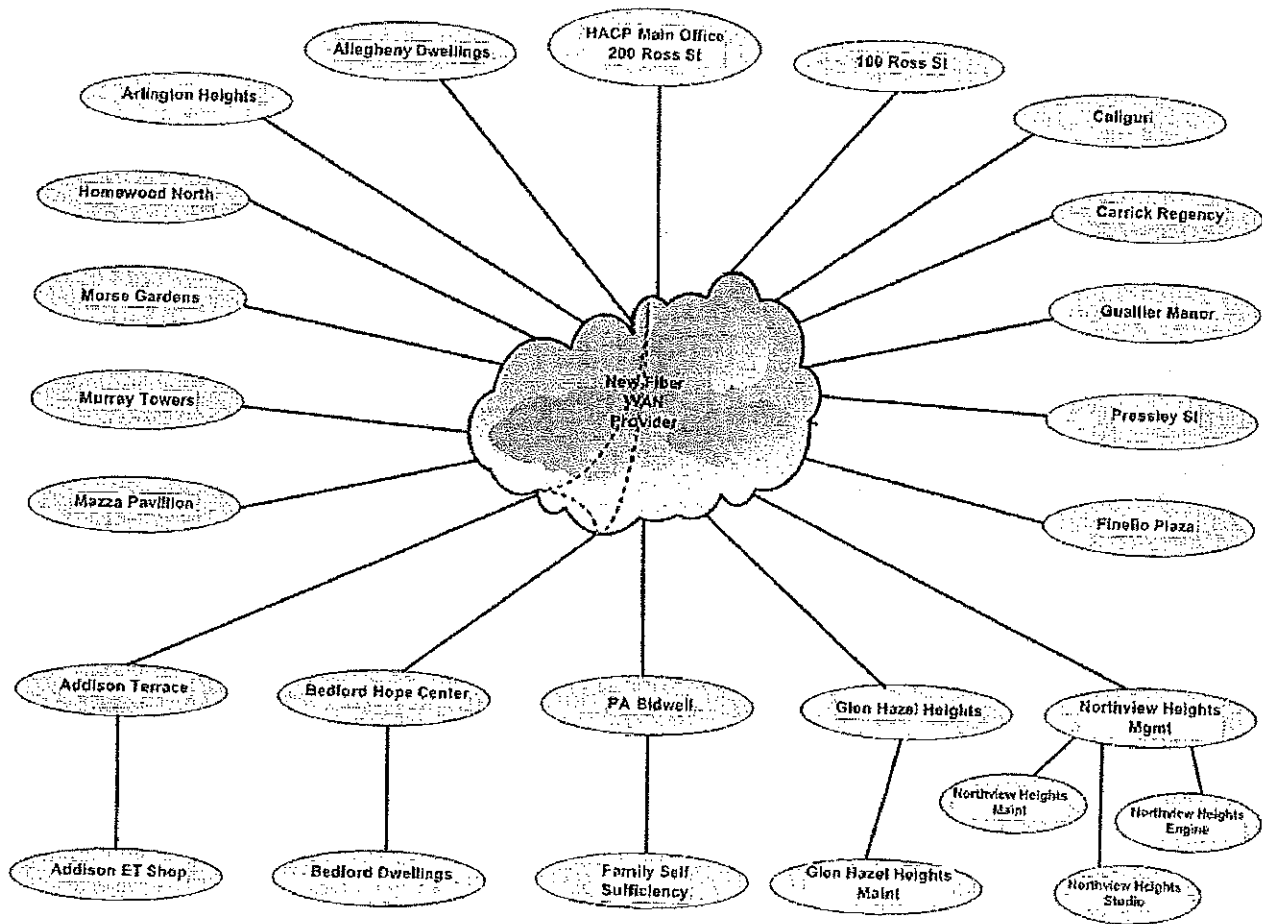
  
\_\_\_\_\_  
Date

Attachment A  
(IFB200-26-12 Network Engineering Services)  
Basic Diagrams

## 1.2. Existing WAN Topology Diagram



# Fiber Network Topology



Attachment B  
(IFB200-26-12 Network Engineering Services)  
Pre-Bid Sign In Sheets



# PRE-BID SIGN IN SHEET

Project Name and Number  
RFP 200-26-12 Network Engineering Services

Date Issued  
August 5, 2012

Due Date:  
August 24, 2012

Pre Bid Meeting  
August 16, 2012

Company Name	Company Address	Phone Number	Fax Number	E-Mail	Representative
Haep	200 Ross St. 2nd Fl. Pgh 15209	412-456-5116 ext 4	412-456-5007	Kim.Detrick @haep.org	Kim Detrick
HAEP	200 Ross			LARRY SHANK @haep.org	LARRY SHANK
Rich	3730 Boulder Conkell Conkell, OH 44904	330-703-1009 x-226	330-703-1914	Randell.Love@ NRok-usa.com	Randell Love
Rich	Foster Plaza 6 301 Holiday Drive Pittsburgh Pa 15202	412-922-5042	412-922-2085	john.loux@rich- usa.com	John Loux
Advantum	1010 Western Ave Pittsburgh PA 15233	412-385-5033	412-385-5001	lps@stakeadvant.com ,com	Doug Paszek
FORP Business mediator inc	700 Commonwealth	724-578-1293		WE@FORPINC@ businessmediator.com	<del>WE@FORPINC@ businessmediator.com</del>

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Company Name	Company Address	Phone Number	Fax Number	EMail	Representative
<del>THE</del> Cortney Tech	394 Waverly Ave Conowingo, Md	412-403-3080		gary@cthtech.com	Gary Jackson
↓	↓	↓			Jim Cape
<del>RSA</del> VITA SOLUTIONS INC.	19 Leonberg Rd. Ste. 3 Clemensburg, Pa 17016	724-776-6707 X161		RSALITH@VSI.VA	Reid Smith
VITA SOLUTIONS INC.	"	"		Ehaves@VSI.COM	ED HANEY
Sterling Dunes Inc	2 Robinson Place Suite 300 Rt. 2A 15205	412-772-7777		DNIGOLINI@STERLINGDUNES.COM	Deanna Nigolini

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Braxton Grant Technologies MBE/MBE	2400 Longstone Ln Marriottsville, MD 21104	703-862-3844	410-442-8023	mrobine@braxtongrant.com	Mike Robinetke
Vitel Solutions International	19 Leaning Rd. Crawberry Necke	724-776-6706	724-776-6716	aguzzie@vsi.com	Anthony Guzzi
Ford Business Machines	700 Laurel Dr Conneltsville PA 15425	724 570 6088	724-628-2722	agavlak@buyfbm.com	Allen Gavlak
Ford Business Machines	700 Laurel Dr Conneltsville, PA 15425	724-984-7543	724-628-2722	mkenney@buyfbm.com	Mickey Kennedy

Attachment C  
(IFB200-26-12 Network Engineering Services)  
**REVISED Fee Sheets**

Please ensure you submit the REVISED Fee Sheets with your proposal

**Attachment K Network Engineering Services RFP#200-26-12  
Proposal Cost Summary**

Services Costs		Start-up	Monthly Charge	Months	2-year Total
				24	
				24	
				24	
				24	
Staff Charges		Start-up	Rate	Hours	2-year Total
	Standard Business Hours				
	Staff Title				
		Standard Business Hours Total		800	
	Weekday Non-business Hours				
	Staff Title				
		Weekday Non-business Hours Total		60	
	Weekend hours				
	Staff Title				
		Weekend hours Total		72	
	Holiday Hours				
	Staff Title				
		Holiday Hours Total		36	
	Emergency Response Hours				
	Staff Title				
		Emergency Response Hours Total		32	
Other Charges					2-year Total
Estimated 2-year cost			0.00		