Addendum No. 1

NJSDA
32. E. Front Street
Trenton, NJ 08625
Phone: 609-858-2981
Fax: 609-656-2647

DATE: **June 10, 2016**

PROJECT #:   **GP-0236-R01**
                       Network, Hardware & Software Support Services

DESCRIPTION: **Addendum No. 1**

This addendum shall be considered part of the Bid Documents issued in connection with the referenced project. Should information conflict with the Bid Documents, this Addendum shall supersede the conflicting information in the Bid Documents.

A.   CHANGES TO THE PROCUREMENT PROCESS:

    1.   Modifications to the Request for Proposals:

        REPLACE: The NJSDA Fee Proposal dated May 17, 2016, shall be deleted and replaced by the Revised NJSDA Fee Proposal, dated May 25, 2016, attached as Attachment 1.1 to this Addendum.

B.   BIDDER'S QUESTIONS, REQUESTS FOR INFORMATION AND RESPONSES:

1. **QUESTION:** Is there any budget limitations for this project?

    ANSWER: Yes.

2. **QUESTION:** Is there any presently service provider for similar services, if yes please share the name along with last year expenditure.

    ANSWER: The present vendor is Vinci Systems, LLC.

3. **QUESTION:** Can you please provide the approximate spending for each job class covered in last contract?

    ANSWER: The NJSDA does not maintain a breakdown of this information. For informational purposes only, see responses to Questions 4 and 7 below.

4. **QUESTION:** Can you please provide the current consultants Pay rate & Bill Rate working on the current contract?

ANSWER: See chart below setting forth the billable rates from the 2013 award:

Loaded Hourly Labor Rates	SERVICE LEVEL 9 - 5 Monday through Friday 9:00 am to 5:00 pm	SERVICE LEVEL Overtime Rate Monday to Friday 5:01 PM to 8:59 AM Saturday & Sunday 12:00 am to 11:59 pm
Help Desk Analyst	50/hr – 90/hr	1.5x Rate
Field Technician	75/hr – 115/hr	1.5x Rate
Desktop Deployment Technician	100/hr – 135/hr	1.5x Rate
Systems/Network Administrator	125/hr – 175/hr	1.5x Rate
IT Infrastructure Consultant	175/hr – 225/hr	1.5x Rate
IT Project Management	200/hr – 255/hr	1.5x Rate

The labor rates are listed above for Additional Services not included in the 2013 contract. However, for this Procurement, NJSDA is asking for fully loaded pricing for all services listed in the RFP. Pricing should be broken down based upon the items listed on the Revised NJSDA Fee Proposal Sheet attached as Attachment 1.1 to this Addendum.

5. **QUESTION**: Is it single award or multiple?

   ANSWER: The result of this RFP will be a contract awarded to a single vendor.

6. **QUESTION:** Can you please provide us how many workstations, servers, printers etc. are currently in use?

   ANSWER: Please see RFP Scope of sevices Exhibits 1 through 4.

7. **QUESTION:** How many tickets raised in a year?

   ANSWER:

Year	Support Requests
2013 April through Dec	81
2014	79
2015	42
2016 Jan through May	26

8. **QUESTION:** Where should we include the price for service on the UPS devices? (Servers? Network? Other?)

   ANSWER: Please see Revised NJSDA Fee Proposal, dated May 25, 2016, attached as Attachment 1.1 to this Addendum.

9. **QUESTION:** How many incidents per month?

   ANSWER: There have been less than 10 support calls dispatched monthly, but there are frequent emails sent between NJSDA technical staff and the support

provider requesting technical advice regarding technical issues that arise on systems or for end users.

10. **QUESTION:** Can you categorize?

> **ANSWER:** NJSDA has requested after hours support for critical core systems that do not behave as expected. Those issues have included problems with server hardware, network hardware, backup systems and UPS.

11. **QUESTION:** How many are outside of business hours?

> **ANSWER:** About 10% of the formal NJSDA support requests referenced in Question 7 occur after normal business hours and require same day response and/or support.

12. **QUESTION:** What mobile devices are being used?

> **ANSWER:** We presently utilize a mix of Apple iPhones and Samsung Galaxy Smartphones along with HP and Samsung Tablets running Windows 8.1 Professional and Windows 10 Enterprise.

13. **QUESTION:** Are we just supporting air watch or the whole mobile device?

> **ANSWER:** NJSDA expects that the successful bidder will provide support on the Airwatch environment as well as connections to devices. The Smartphone hardware is covered through agreements with the wireless provider.

14. **QUESTION:** Does NJSDA have a remote software for level 1 support? If not can we use our own?

> **ANSWER:** NJSDA utilizes a combination of Numara's Track-IT and ConnectWare's ScreenConnect to provide remote support to our end users. No other software for this purpose is authorized for use at this time.

15. **QUESTION:** What help desk software are you using?

> **ANSWER:** NJSDA utilizes Numara's Track-IT for both help desk tracking and auditing.

16. **QUESTION:** Due to the extreme age of the equipment, in the event that parts are no longer available, how would you like to proceed?

> **ANSWER:** See section C.10 of the Scope of Services related to Modifications to Equipment Services. In addition, NJSDA is continually examining and replacing equipment that has surpassed its useful life. The successful bidder will notify the Authority, in advance, if there is equipment that will not be able to be repaired in the future, and provide supporting details explaining the reason.
>
> NJSDA's past support providers have previously acquired and maintained spare parts to insure that equipment failures can be addressed in a timely manner based

upon the SLA of the agreement. The successful bidder will notify the Authority in advance of invoicing for support that the successful bidder knows cannot be performed to completion.

In addition, bidders are advised that, since the RFP was released, NJSDA is in the process of or has already decommissioned three of our oldest servers (Quantity 1 ProLiant DL370 G6 and quantity 2 ProLiant DL380 G4s).

17. **QUESTION:** Are printer consumable parts such as toner and maintenance kits to be covered under this contract?

   ANSWER: NJSDA expects that printer maintenace kits are covered under this contract. NJSDA does not expect that toner is covered in this contract.

18. **QUESTION:** Can the oracle and help desk support be done remotely?

   ANSWER: It is possible to provide some support activity remotely so long as the support is provided from ScreenConnect or other utility approved by NJSDA. However, provision of such remote support from outside of the United States may implicate the limiting provisions of N.J.S.A. 52-34-13.2 and Executive Order #129. Moreover, issues that are unable to be resolved remotely will require that the successful bidder dispatch prompt onsite support to resolve the technical problem at issue.

C.   CHANGES TO PREVIOUS ADDENDA:

1. Not Applicable.

D.   ATTACHMENTS:

1. Attachment 1.1: Revised NJSDA Fee Proposal, dated May 25, 2016.

2. Attachment 1.2: "Notice of Intent to Participate" Contact List.

E.   SUPPLEMENTAL INFORMATION:

1. Not Applicable.

Any bidder attempting to contact government officials (elected or appointed), including NJSDA Board members, NJSDA Staff, and Selection Committee members in an effort to influence the selection process may be immediately disqualified.

End of Addendum No. 1
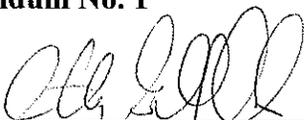
_____   6/10/2016
NJSDA Director   Date

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NJSDA
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Trenton, NJ 08625
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DATE: **June 10, 2016**

PROJECT #:   **GP-0236-R01**
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DESCRIPTION: **Addendum No. 1**

Acknowledgement of Receipt of Addendum

Consultant must acknowledge the receipt of the Addendum by signing in the space provided below and returning via fax (609-656-2647) or email (aperry@njsda.gov). Signed acknowledgement must be received prior to the Bid Due Date. **Bidders are also requested to include a signed copy of this addendum acknowledgement form with its Technical Proposal submission.**

_____	_____
Signature	Print Name
_____	_____
Company Name	Date