January 2, 2013

ADDENDUM No. 1

To

REQUESTS FOR PROPOSAL

For

NETWORK, HARDWARE & SOFTWARE MANITENANCE SERVICES

For the

SCHOOL CONSTRUCTION PROGRAM

ISSUED December 12, 2012

By

THE NEW JERSEY SCHOOLS DEVELOPMENT AUTHORITY

Due Date: January 10, 2013

A.   FIRMS INTENDING TO PROPOSE

   ATTACHMENT A

B.   TIMELY SUBMITTED ELECTRONIC QUESTIONS, AND NJSDA ANSWERS

B.1   Question: What is the make-up of the current IT staff?

   Answer: The IT staff includes three System/Network Administrators, two Help Desk Analysts, one Call Coordinator, three IT Project Managers/Application Subject Matter experts, and four programmers.

B.2   Question: How many help desk/technician/engineers are supporting the current environment?

   Answer: The majority of the interactions on this contract revolve around a team of six. Which consists of three System/Network Administrators, two Help Desk Analysts and one call coordinator.

B.3   Question: Do you find the current team makeup to be sufficient to handle the volume of support required for your environment?

   Answer: Yes, but from time to time there is a need to supplement staff for special projects and or the introduction of new systems.

B.4   Question: Why is this going out to bid?

   Answer: The existing contract has expired.

B.5   Question: Is there an incumbent in place? Who? Are you unhappy with the current vendor, what specifically are you dissatisfied with?

   Answer: The current vendor providing support is ISS Solution, Inc.

B.6   Question: What is the current budget spent for this support?

   Answer: The 2012 cost of support services was approximately $135,000 for these specific services.

B.7   Question: How many vendors / IT providers was this sent out to?

   Answer: Attachment A of this Addendum provides a list of Firms Intending to propose this contract.

B.8 **Question:** Can you give a projection, based on prior years, of the number of hours spent onsite for the technician position and for the engineering services (network & server).

Answer: While we do track the total number of hours spent onsite assisting in the resolution of items covered by the contract, we can provide the number of support incidents where the support provider was engaged.

In 2012, there have been approximately 80 support requests sent to the current provider. Approximately 25 of these were server or network related. The remainder were to repair desktops, laptops or printers.

In 2011, there were approximately 90 support requests sent to the current provider. Approximately 15 of these were server or network related. The remainder were to repair desktops, laptops or printers.

B.9 **Question:** Is remote access given to allow for Remote Managed Services/ Monitoring or is everything done via telephone/dispatch from NJSDA with phone troubleshooting?

Answer: Remote access is provided into the existing help desk software solution in order to effectively track assignments made to the support provider. Initial triage is completed via telephone and where necessary technicians or network engineers are dispatched to assist with resolving reported issue. Remote management and/or monitoring services are not being provided through the existing contract but NJSDA is open to investigating such solutions in order to reduce potential downtime and overall cost of services.

B.10 **Question:** How many tickets are handled a day by the support staff or current provider?

Answer: Please refer to answer to question B.8 above:

B.11 **Question:** Can we get a report on type of tickets and volume of support calls?

Answer: Please refer to question above B.8: The majority of the network/server calls were to replace hard drives.

B.12 **Question:** On the maintenance pieces can we get a report on the number of maintenance calls received on the equipment, are they in/out of warranty and the age of equipment.

Answer: We do not track if repairs are affected on equipment that is either in or out of warranty. Approximately 10 of 53 servers are under an OEM warranty. Approximately 155 of 205 workstations/desktops are under OEM warranty. Approximately 60 of 164 laptops are under an OEM warranty.

B.13 **Question:** Just verifying that the only support required on evening and weekends (24x7) is on Network Hardware, Software and Tape Library and as needed staff on overtime.

Answer: Yes, 24 by 7 support is only being required for network related hardware and systems. Desktops, Laptops and Peripherals repairs can be completed during normal business hours.

B.14   **Question:** Will the award be a single vendor or multi-vendors?

   Answer: This award will be for a single vendor.

B.15   **Question:** We do not see an equipment list of the Cisco network gear. Could you provide the number of devices:
>   Cisco 3800 Qty x- and
>   2800 routers Qty x,
>   3560 switches Qty x,
>   4500 switch Qty x,
>   ASA Qty x VPN Qty x and
>   Aironet Bridge 1400 Qty x
>   anything else missing?

   Answer: The Cisco hardware is covered through Cisco SmartNet agreement. However, a brief description of our environment is as follows:

   There is a single 4500R core switch, 4900M Server access switch and a minimum of two 3560 or 3750 and one wireless access point on each floor. There are two pairs of Aironet Bridges configured for fault tolerance connecting two buildings in Trenton along with a DS-3 routed connection between Trenton and Newark facility.

   Cisco Equipment list
   3800 router Qty 2
   2800 router Qty 3,
   2620 router Qty 1,
   3560-48 switch Qty 16,
   3560-24 switch Qty 2,
   3570-24 switch Qty 2,
   ASA Qty 1,
   4500R switch Qty 1,
   4900M Switch Qty 1,
   5508 Wireless ACS Qty 2,
   Access Point 1142 Qty 12,
   Aironet Bridge 1410A Qty 4

B.16   **Question:** In the past year, how many times has the current vendor been called out for support/ repair/ maintenance in the overnight timeframe (6pm-6am)?

   Answer: I believe that we have only experienced off hours support on a couple of occasions in the past year. It is not the norm that we identify failures in the middle of the night. Normally, afterhours work is identified in the mid-afternoon and repairs are completed in the early evening.

B.17   **Question:** Are parts to be considered as part of the cost proposal? Or will they be billed separately?

      Answer: Yes. Parts are to be included as part of the proposal cost and not to be billed separately.

B.18   **Question:** Are all/ any of the hardware components covered under an OEM warranty? Printers? Desktops? Laptops? Network appliances?

      Answer: Yes, much of NJSDA's network is still under the OEM warranty period.
Approximately 10 of 53 Servers are under an OEM warranty.
Approximately 155 of 205 workstations/Desktops are under OEM warranty.
Approximately 60 of 164 laptops are under an OEM warranty.

B.19   **Question:** Is it possible to have the vendor's technicians work directly out of the NJSDA's headquarter office?

      Answer: Yes, it is possible, however it may not be suitable with the number of support requests required annually. This contract is not a staffing contract and is only intended to supplement existing staff as needed.

B.20   **Question:** How many times in the past year, has support been required at trailer/ work sites?

      Answer: Only one time. However, SDA help desk staff has replaced or retrieved onsite equipment and requested that repairs be completed onsite at SDA Trenton facility.

B.21   **Question: Ref. 3.1.1 "General Provision"** Please clarify how consultant is going to be compensated?

      Answer: We currently issue quarterly payments (in advance) based upon equipment to be covered.

B.22   **Question: "Scope of Services" Section A "General Issues"** Does NJSDA/DOE anticipate Consultant to provide daily on site permanent position for the maintenance of the equipment and servicing for the end users as specified in attached Exhibit 1 through 5?

      Answer: No, it is not expected that a consultant will be onsite on a daily basis.

B.23   **Question: "Scope of Services" Section C "Network, Hardware and Software Maintenance Support Services"** - Is this an on-site or on-call support service contract or combination of both? Please clarify with specifics.

      Answer: The contract is intended to be an on-call agreement.

B.24   **Question:** Does on-site personnel work 9 to 5 as specified in RFP or 24X7 as specified in RFP or

is this on "as needed" basis on call service contract?

Answer: The NJSDA IT Staff work a variety of hours from 7:00 AM through 5:30 PM.

B.25 **Question:** How does the RFP interprets On-site and On-call support service billing method?

Answer: Presently NJSDA has a fee schedule which is a set price for "servers and software" as well as user computers, printers and other peripherals which includes both OEM parts and labor.

B.26 **Question:** Does NJSDA have surplus OEM parts on-site or is potential consultant is anticipated to stock necessary OEM parts?
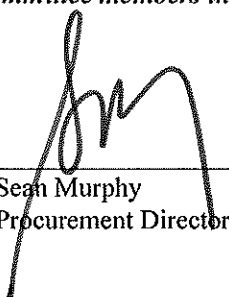
Answer: It is required that the awardee\vendor will stock and replace any necessary parts to resolve all hardware problems.

B.27 **Question:** Will NJSDA be open to extending the term of the contract beyond the 3 years listed in the RFP?

Answer: NJSDA will adhere to contract terms as listed in the agreement.

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.

Issued by: Sean Murphy
               Procurement Director

Issued: January 2, 2013

<Addendum #1>

NJSDA
1 West State Street
Trenton, NJ 08625
Phone: 609-292-8775
Fax: **609-656-4642**

Date: **January 2, 2013**

PROJECT DESCRIPTION:

NETWORK, HARDWARE & SOFTWARE MANITENANCE SERVICES

Addendum No. 1

Acknowledgement of Receipt of Addendum

Contractor must acknowledge the receipt of the Addendum by signing in the space provided below and returning via fax (609-656-4642) or E-mail (djohnson@njsda.gov). **Signed acknowledgement must be received prior to the Bid Due Date. Acknowledgement of the Addendum must also be made in the Proposal Submission.**

_____   _____
Signature   Print Name

_____   _____
Company Name   Date

ATTACHMENT A
FIRMS INTENDING TO PROPOSE

Mike Thomas - IT Project Manager **Cognis IT** Email: mthomas@cognisit.com Direct: (610) 585-9710	Jay Thakkar - President/Managing Member **Informatics Solutions LLC** Business # (609) 857-1333 Business Fax # (609) 935-3253 jay.thakkar@informaticsllc.com www.informaticsllc.com
George Philip **Vinci Systems, LLC** 609-969-9434	Steve Mazza **ISS Solutions** slmazza@isssolutions.com (215) 752-2221 x149 M: (570) 213-1874
Stephen Alaimo -Account Executive, K12 & Government **Custom Computer Specialists, Inc. |** www.customonline.com (P) 631.630.1281 (M) 631.235.5437 (F) 631.543.2512 salaimo@customonline.com	Heather Siefken - Administrative Assistant **Computer Software, Inc.** 100 Highpoint Drive | Suite 104 | Chalfont | PA | 18914 215.822.9100 | 215.822.9494 | heather.siefken@computersoftwareinc.com
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