

## 4/29/2016 RFP Submission Q/A Session

**NOTICE:** May 13, 2016

Deadline for submitting questions regarding proposals

**PROPOSALS DUE:** May 27, 2016

Close of Business (Central Standard Time)

Any technical questions regarding expected bandwidth and software requirements were referred back to the RFP which contains all of the parameters to answer these specifications. The Q/A session was designed to answer supporting questions around the submission of the original proposal to support NTBHA's future IT Infrastructure.

**Question #1:** What current NTBHA Infrastructure needs to be considered while implementing the new solution? Will existing technology be added to the new proposed solution?

**Answer #1:** For consideration of the proposed solution to future IT Infrastructure needs, NTBHA's current infrastructure environment is not relevant. All proposals will consider RFP information as the expectation and disregard considerations for NTBHA's current infrastructure. It has been stated that it is best to think of this opportunity as a clean slate.

**Question #2:** Can a visit to the current facility be arranged? Can a physical assessment of existing infrastructure be performed?

**Answer #2:** Refer to answer #1. While a visit could be requested and arranged, there would be little value added by evaluating the existing, soon to be defunct architecture. Current NTBHA infrastructure should not be considered when generating the response to the IT Infrastructure RFP (see question #1 above).

**Question #3:** What applications will be needed on July 1<sup>st</sup>?

**Answer #3:** Refer to the RFP. The considerations will be standard Microsoft Office software as well as a standard email capabilities. The proposal should propose a database solution for incoming and outgoing NTBHA data. NTBHA software solutions will not be graphic intensive, they will rather be data intensive.

**Question #4:** Will NTBHA require breach or cyber insurance in addition to the security documented in the RFP?

**Answer #4:** This answer not available at the time of the meeting. It will be considered and if required the document will be updated or the issue will be addressed during contract development.

**Question #5:** P13 of the RFP references 1 hour resolution of any issues relating to the IT Infrastructure. Is this realistic?

**Answer #5:** It is acknowledged that the verbiage of the RFP can be updated to accommodate 1 hour acknowledgement of a known issue (documentation and response). Resolution time allowed will be commensurate with the good faith effort required to resolve each acknowledged issue.

**Question #6:** Does NTBHA require 24:7 coverage and support?

**Answer #6:** Similar to question 5, expectations can be flexible depending on the proposed resolution of issues and availability once an issue has been acknowledged. Systems should be available on an as needed basis, with all maintenance and service to be performed on off hours when possible so as to not interfere with working operations.

**Question #7:** The RFP assumes that all IT support will be provided by the organization who services the contract. Is there a possibility that NTBHA would want to support its own operations once the IT Infrastructure was in place?

**Answer #7:** The RFP is written with the statement that support will be provided by the organization awarded and servicing the contract. This is the ongoing assumption unless the incoming CIO has alternative plans. RFP responses should be developed based on the assumption that IT support will be provided by the servicing organization.

**PREVIOUSLY SUBMITTED QUESTIONS:**

**Question #8:** Is there any incumbent on this contract? If yes, please provide the incumbent details and contract number.

**Answer #8:** There is not an incumbent. NTBHA is requesting a new IT infrastructure and associated support be estimated in the proposal submission.

**Question #9:** Can you please provide the current consultants Pay rate, Bill Rate and Markup who are working on the current contract. **RESPONSE:** n/a

**Question #10:** What is the annual budget for this contract?

**Answer #10:** The annual budget will be based on the negotiated amount with the selected vendor.

**Question #11:** How much is the annual spent amount for last contract? **RESPONSE:** n/a

**Question #12:** Can you please provide the approximate spending for each job class covered in last contract? **RESPONSE:** n/a

**Question #13:** With respect to the above RFP how do we go about being placed on the plan holders list? I am referring to page 23 (Letter of Interest) of the RFP. Do we need to fill out the Letter of Interest?

**Answer #13:** Please fill out Attachment B. – Letter of Interest and return to Brittony McNaughton directly by email to ensure that you are included on the plan holders list.

**Question #14:** Do you have a particular template you would like to see or is it left to the discretion of the proposer?

**Answer #14:** There is no specific format; that will be left to the discretion of the proposer.

**Question #15:** Does NTBHA have any special browser requirement?

**Answer #15:** Browser requirements are the latest version of Internet Explorer.

**Question #16:** Will NTBHA be moving into new offices that require new wiring as a part of the solution?

**Answer #16:** Wiring requirements will be communicated once a site has been chosen (TBD).

**Question #17:** Does NTBHA need a security system?

**Answer #17:** No, at this time we are not requesting this to be added to the information in the proposal.

**Question #18:** Printing – What are your printing needs?

**Answer #18:** We will include costs for printers separately from this RFP. However, connectivity for the printer to the network does need to be included.

**Question #19:** Will conference rooms need to be retrofitted with the phone system and monitors?

**Answer #19:** No, only the needs specifically noted in the RFP need to be addressed. The assumption would be that Wi-Fi connectivity will be available in the conference room, but all other specifics will be addressed separately.