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November 23, 2011

To: Proposers

RE: Rochester Housing Authority,  
**RFP Network Support Services**

**ADDENDUM # 1**

Please find attached addendum #1 to the above-mentioned Project.

This addendum consists of ( 3 ) pages.

**See attached**

**Acknowledgement:**

**I have received the above referenced Addendum #1, and have used it in the calculation/preparation of this bid.**

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Contractor

**THIS MUST BE SUBMITTED WITH YOUR BID SUBMISSION**  
**FAILURE TO DO SO MAY RENDER YOUR BID INVALID.**



11/23/11

## Network Support Services RFP response to written questions

**Q:** Can you provide an inventory per location of all active infrastructure equipment and pertinent version information?

**A:** Each location is connected to the network using VPN tunneling through Cisco ASA Routers (ASA 5510 at the host location and ASA 5505 at the remote sites) using broadband is provided through Time Warner Road Runner. Equipment at each location is primarily Dell Desktops (model 745;755;760) running Windows XP; Optiplex 380s running Windows 7; and Lexmark desktop printers (E350; E352: E360).

**Q:** What's not happening within your current environment that could or should be?

**A:** Currently we are investigating remote camera monitoring, it is possible in the future we will be considering network video (DVRs).

**Q:** Can you provide a updated Visio Diagram?

**A:** No Visio diagram is available, below is a description of the RHA network:

675 is the center of the WAN

675 West Main Street	10.1.1.1	Fiber connection	5MB/5MB
140 West Avenue	10.101.1.1	Cable connection	7MB/2MB
160 West Avenue	10.107.1.1	Cable connection	7MB/2MB
399 Colvin Street	10.115.1.1	Cable connection	5MB/384K
321 Lake Avenue	10.102.1.1	Cable connection	5MB/384K
270 Lake Avenue	10.116.1.1	Cable connection	5MB/384K
625 University Ave	10.109.1.1	Cable connection	5MB/384K
401 Seneca Manor Drive	10.104.1.1	Cable connection	7MB/2MB
495 Upper Falls Blvd	10.106.1.1	Cable connection	5MB/384K
495 Upper Falls Blvd DMZ	10.114.1.1	Cable connection	5MB/384K
86 Vienna Street	10.103.1.1	Cable connection	7MB/2MB
2126 St. Paul Street	10.113.1.1	Cable connection	5MB/384K
666 South Plymouth Avenue	10.105.1.1	Cable connection	5MB/384K
41 Kestrel Street	10.108.1.1	Cable connection	7MB/2MB
5 Antoinette Drive	10.110.1.1	Cable connection	5MB/384K
6 Christopher Court	10.111.1.1	Cable connection	5MB/384K
684 West Main St.	10.112.1.1	(offline currently)	
100 Wm Warfield Drive	10.117.1.1	Cable connection	5MB/384K

**Q:** Any limitations to remote connectivity to the RHA environment?

**A:** Remote locations are limited to a VPN connection to the RHA network.

**Q:** The RFP mentions 24/7/365 monitoring; can you clarify is that proactive or is the expectation to then be reactive to address the issue?

**A:** The expectation of the 24/7/365 monitoring is to alert us if network interruptions occur; if scheduled backups encounter problems; if a server fails; etc. If the issue is something that can be resolved by the vendor then the appropriate action should be taken. If the issue is something that will require assistance from our IT Department an alert should be sent.

**Q:** What is the underlying software currently in place to provide 24/7/365 monitoring?  
Is that owned by RHA or the current provider

**A:** The software/hardware in place for the 24/7/365 monitoring is provided by our current vendor.

**Q:** RHA is requesting to have an individual onsite for (4)hs. What are the duties you are expecting this individual to handle?

**A:** Some of the common duties the onsite support technician performs include : Checking the event viewers on ALL servers and respond to any errors and/or warnings that need attending; Move all email from mailmanagers inbox to folder for each month and then replace the folder at the end of each month and save the existing one; Check Backup jobs and respond to any alerts and errors; Maintenance of the Barracuda; Respond to or assist any requests from IT Staff; Provide IT Director with monthly mailbox usage report.

**Q:** What are the (10) locations?

**A:** See above

**Q:** Does RHA maintain hardware and software support to mimic the 24/7/365 SLA. (i.e. Dell / Microsoft / VMWare)?

**A:** 24/7/355 4 hour response time on Dell hardware.

**Q:** Are there any established maintenance windows?

**A:** None currently, as a general rule no server or network downtime during business hours unless emergency circumstances exist.