

Addendum 1

IT & Website Support RFP (RFP-AP-61-0-2025/CB)

1. Clarifications on Scope & Transition

- Can you provide details about the transition process from the current IT provider, including access to credentials, documentation, and security configurations?
 - Current provider's contact information will be provided along with our consent for transfer of all information required
- Will new physical equipment (e.g., servers, firewalls, or network infrastructure) be required?
 - None to date is required
- If so, will APHA handle procurement, or would you like us to provide recommendations?
 - Recommendations are acceptable
- Are there proprietary software or security systems currently in place that we should be aware of before transitioning?
 - Keyscan (Building Access Control) installed on PC in Administration Office and WiseNet Wave & Sync (CCTV)
- What are the key reasons for transitioning from the current IT vendor, and what specific challenges would you like us to address?
 - Contract term is ending, and as per LPCP we must solicit. No current challenges

2. IT Infrastructure & Network Management

- What is the current network infrastructure, including firewall and server brands, models, and support status (physical vs. software-based, vendor support/warranty status)?
 - Current Network infrastructure consists of 6 Firewalls across 6 buildings (a mix of Arista and Netgate devices)
 - 6 ISP Routers across 6 buildings
 - 1 KeyScan Control Server, 6 KeyScan Servers across 6 buildings
 - 1 Physical Server (Dell PowerEdge R350)
 - ~ 4 networking switches in main building (all EOL, mix of Netgear and HPE switches)
 - 1 Virtual Server
 - 15 End-user Workstations
 - 2 Wireless Access points
 - 6 HP End-User Multi-Function printers
 - 1 Toshiba Central Copier/Printer
 - 10 End-user IP Phones, 6 Kiosk Systems (1 per building for resident self-service)

- IPsec VPN tunnel to connect the 6 Buildings to the main APHA office
 - The Arista Devices have an annual subscription + support contract
 - Netgate (pfSense) firewalls include TAC Lite Support
 - Arista hardware does not have warranties
 - Netgate hardware has about 1 month warranty left on the actual device
- Are the firewalls supporting multiple locations, or are they centralized in one location?
 - The firewalls support multiple locations (deployed across 6 locations)
 - What operating systems and key applications are currently running on servers and user desktops?
 - Servers: Hyper-V, Windows Server 2022, Windows Domain Controller
 - Workstations: Windows 11, Microsoft 365, Endpoint Protection Agent, Remote Support Agent
 - KeyScan Server: Keyscan Aurora Software
 - Is there a standardized system image for desktops/laptops, and will we be responsible for its maintenance?
 - No, there is not a standardized system image, and you will be responsible for everything related to IT.
 - Is the current IT vendor hosting APHA's environment, or is it cloud-based? If vendor-managed, what is the plan for migrating data and systems?
 - Cloud-based
 - What is APHA's current backup and disaster recovery solution, and are vendor support contracts in place?
 - APHA uses OneDrive via their M365 account to perform system related backups, including workstations, workstations are backed up directly to OneDrive
 - APHA Website : backups are saved directly to the hosting account managed by the current MSP, a new MSP would have to configure a new solution.
 - Who is the current ISP, and what is the bandwidth capacity? Are there any known connectivity or performance issues?
 - Optimum is the current ISP, 900 mbps down / 50 mbps up. APHA has known consistent issues with their current ISP
 - Are there planned IT infrastructure upgrades or expansions in the next 12 months?
 - Adding Kiosks (already have in stock) and connecting fiber network. CCTV switch upgrades and installation of monitors in lobbies for viewing of CCTV cameras.

3. Compliance & Security Requirements

- What compliance requirements (e.g., NIST, HUD, NJ state policies) must be met?
 - See Scope of Work – Section 6 - Compliance and Standards

- Are there internal cybersecurity policies we should align with?
 - None at this time
- What are the expectations for security reporting and incident response?
 - Upon report or discovery of a security breach, 60 minutes.
- Does APHA have existing cybersecurity insurance or security protocols we should integrate with?
 - Vendor should carry cybersecurity insurance

4. Support Expectations & SLAs

- Would APHA prefer a faster response time than the stated 48-hour emergency and 96-hour non-emergency on-site support?
 - Yes, preferred, but minimum timeframe as stated in RFP
- Are there specific service-level agreements (SLAs) or performance metrics APHA expects?
 - See Scope of Work – Section 5 - Performance Metrics
- How does APHA currently handle IT support requests (ticketing system, emails, phone calls)?
 - All the above
- What is the average volume of IT support requests per month?
 - Around 3 a month

5. Budget & Contract Terms

- Is the budget flexible based on additional services or features we may recommend? Upon review/approval of the Board.
 - Any services outside of the SOW should be presented separately, as an option
- Are there anticipated changes in IT budget allocation beyond this contract period?
 - Not at this time
- Would APHA be open to multi-year agreements if cost savings can be provided?
 - We can only enter into a 12month term with an option to renew

6. Equipment & Hardware Management

- Will we be responsible for procuring new equipment, or will APHA handle hardware acquisitions?
 - Vendor will be responsible using allowance provided in the RFP

- Are there preferred hardware vendors or brands for standardization?
 - No
- What is the warranty and service agreement status of existing equipment?
 - Dell Server: Basic Support - Ending November 17, 2027

7. Vendor Support & Subscriptions

- What vendor support subscriptions exist for critical technologies (firewalls, backup solutions, software licenses, etc.)
 - Microsoft 365 is an annual subscription
 - Endpoint Protection Agent Annual Subscription for endpoints / server (The new MSP will have to provide a replacement for this software)
 - Remote Support Agent (The new MSP will have to provide / install a replacement)
 - See Question 1 regarding firewall
- Does APHA prefer to continue using existing vendor support or transition to a fully managed support model under our service?
 - Transition to new vendor
- Are there third-party IT vendors or consultants currently providing services that we need to coordinate with?
 - Yes, our current vendor. Contact information to be provided to awarded vendor

8. Reporting & Communication

- How frequently would APHA like progress reports on IT performance, security, and website maintenance?
 - Monthly
- Who will be our primary point of contact for IT-related decisions?
 - Ed McDonald, Director of Maintenance
- Is there an internal IT or management team we will coordinate with?
 - No

9. Contracting & Decision Timeline

- When is the expected contract award decision?
 - Mid-March 2025
- Is there flexibility in contract terms based on our recommendations?
 - Possibly, upon our legal review