

Project: Network Services

Date: February 28, 2023

RE: Addendum #2

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The following revisions and/or clarifications are to be made to the proposal documents for the Network Services Request for Proposals (“RFP”) document. They are a result of issues discussed at the pre-proposal conference held on Friday, February 10th, 2023 and any questions received by 4:00 p.m. on February 15th, 2023.

Revisions to the RFP Document:

Section IV. GENERAL REQUIREMENTS, subsection A. Minimum Qualification Requirements, third line reads: “3) Proposer must have at least twenty (20) years of experience in performing the Work.”

This is hereby updated to: “3) Proposer, as a firm, must have at least ten (10) years of experience in performing the Work or else must demonstrate that its principal employee(s) which will be assigned to the Work possess at least ten (10) years of related experience.”

Questions: (answers to all question are shown in *Italics* immediately after the question) for example:

1. Is the 20 years of experience requirement, collective years across our staff or at least one person with the 20 years of experience?
Please see the Revisions to the RFP Document section above.
2. Can this RFP be sent in a Word format?
No - the Authority provides RFP documents in Portable Document Format (PDF) only.
3. Is audited financial data required with response or can be sent after acceptance?
This is required to be submitted by all Proposers at the same time as their Proposal per the RFP: “Provide a copy of your firm’s most recent Audited Financial Statements (within the last year) or where an audited financial statement is not available, the most recent tax return. In the event you do not have an audited financial statement you must provide a statement to that effect and summary financial information for the calendar year most recently ended certified by an authorized officer.”
4. We are a minority owned business, currently waiting for MBE certification to be approved. Will we need to already have the cert approved to submit a proposal? We have been waiting for approval for several months.
No - however, you should include documentation showing that you have sent your application to the MWBE Division of New York State Empire Development. Should your firm be formally awarded this project, BPCA can then request that your application be expedited.
5. Can you provide the number of vendors interested in answering the RFP?
No, however BPCA welcomes any qualified vendor to submit a Proposal.
6. How many users do you need to support?
A total of 169 full-time employees need to be supported. However, during certain periods of the

year, our numbers can increase by at least 50 employees as we hire seasonal employees and provide several internships to students. Therefore, the numbers could be anywhere from 170 – 230 employees.

7. How many users approximately? Any remote users?
See the response to Question 6. Additionally, BPCA is currently operating in a hybrid working environment where as many as half of our employees may be working remotely on any given day. In addition to several dedicated remote users.
8. How many workstations?
BPCA currently has over 250 workstations.
9. Any mobile/remote users using company-assigned mobile devices connected to the network - mobile phones, laptops, etc.
BPCA's dedicated remote users use company-issued equipment, including laptops, desktops, and mobile phones, to connect to the network. Additionally, all employees that work in a hybrid manner use company-issued equipment to connect to our environment.
10. How many applications are hosted in-house vs in cloud? What is the high-level technology stack of these applications: (a.) Development Framework used (b) Database used?
BPCA's applications are all hosted in a VMware private cloud environment. BPCA is currently in the process of migrating our environment to Azure. While there is no single technology stack, we currently use SQL for data storage, but there might be exceptions. BPCA does not implement any development frameworks.
11. Do you use any software/tool currently for RMM?
BPCA currently implements TeamViewer on occasion as an RMM tool. BPCA will implement Microsoft Intune as our RMM tool as part of the migration of our environment to Azure.
12. Do you use any software/tool for ticketing system internally?
BPCA currently uses Track-it as our internal helpdesk ticketing system.
13. Do you have a current IT service provider? If yes, can the name be disclosed?
The Authority does not provide this information as part of the procurement process.
14. What is expected hour of support expected? 24x7 or 8x5?
BPCA expects to have our environment running 24x7.
15. How many support calls are expected per day or per month - just need a high-level average.
The support call numbers will depend on what projects we are working on in our environment. The support calls can be anywhere from zero per day to several dozen per month. This is based on projects, the needs of our digital environment, and the fact that we work proactively rather than reactively. Although there have been situations where issues occur out of the control of the MIS department that affects our environment, we need to react to the issue to get our environment operational again.

16. Do you have in-house IT staff we can coordinate minor support requirements with?

Yes, we have an in-house MIS team comprised of 5 FTEs.

17. Do you have an expected SLA requirements for remote / onsite visit?

Ideally, we would require a customer-based SLA, a Service-based SLA, and a Multi-level SLA. The reasoning behind implementing multiple SLAs is to try and achieve full coverage for any possible scenario that may arise in our environment. Within these three broadly defined SLAs, we need to define the response time, resolution time, escalations, and what actions and notifications will be triggered.

18. Can you provide a detailed list of the devices to be managed - manufacturer, model, software version, location, etc.?

See the list, below, which may be used by Proposers for reference purposes only.

<i>Location</i>	<i>Manufacture</i>	<i>Model</i>
<i>200 Liberty</i>	<i>Cisco</i>	<i>Catalyst 2960</i>
	<i>Cisco</i>	<i>Seriest 2921</i>
	<i>Cisco</i>	<i>Series 1921</i>
	<i>Cisco</i>	<i>Catalyst 9400</i>
	<i>Fortinet</i>	<i>FortiGate 200D</i>
	<i>Fortinet</i>	<i>FortiGate 200D</i>
<i>75 Battery Place</i>	<i>Cisco</i>	<i>Catalyst 2960</i>
	<i>Cisco</i>	<i>Seriest 2921</i>
	<i>Cisco</i>	<i>Series 1921</i>
	<i>Cisco</i>	<i>Catalyst 9400</i>
	<i>Fortinet</i>	<i>FortiGate 200D</i>
	<i>Fortinet</i>	<i>FortiGate 200D</i>
<i>Rockefeller ParkPlace</i>	<i>Fortinet</i>	<i>FortiGate 81E-POE</i>
	<i>Cisco</i>	<i>Series 4221</i>
<i>200 Rector Place</i>	<i>Cisco</i>	<i>Catalyst 2961</i>
	<i>Cisco</i>	<i>Catalyst 2962</i>
	<i>Cisco</i>	<i>Series 4221</i>
	<i>Fortinet</i>	<i>FortiGate 201E</i>
	<i>Fortinet</i>	<i>FortiGate 201E</i>
<i>6 River Terrace</i>	<i>Fortinet</i>	<i>FortiGate 81E-POE</i>
	<i>Cisco</i>	<i>Series 4221</i>
<i>Ballfield</i>	<i>Fortinet</i>	<i>FortiGate 81E-POE</i>

19. Can different services, such as managed firewalls and managed routers, be billed on separate monthly invoices?

Different services may be billed on separate invoices. Please see the Authority's Prompt Payment Policy for reference: <https://bpca.ny.gov/wp-content/uploads/2021/01/BPCA-Prompt-Pay-Policy.pdf>

By signing the line below, I am acknowledging that all pages of the addendum have been received reviewed and understood, and will be incorporated into the bid price submitted. This document must be attached to the proposal for consideration.

Print Name

Signature

Date

Number of pages received: _____ <fill in>

Distributed to: All present and all prospective Proposers