

March 9, 2023

I-195 Redevelopment District

ADDENDUM NO. 001

Questions & Answers

IT Services

The I-195 Redevelopment District (District) is soliciting proposals from a firm or firms qualified to provide full-service support for desktop, web, networking, backup and recovery, and related services.

Question 1: Please confirm the number of historical tickets per month and tickets data by category (Tier1,2&3).

Answer 1: The District does not have this data. The current structure utilized under the existing contract does not have a tiered system.

Question 2: What is the estimated budget for this RFP? If unknown, please provide the previous spending.

Answer 2: This RFP is for an on-call contract for as-needed services; therefore, the budget will be determined by need for services and special projects. In fiscal year 2022, the District spent approximately \$10,000 on IT services.

Question 3: Please disclose the incumbents' names and if possible, please provide the incumbent proposals.

Answer 3: The current contract is with Brave River Solutions.

Question 4: Kindly share the infrastructure details; number of workstations, operational servers, and network support (including switches, routers, and wireless access points)

Answer 4: There are six workstations; operational servers and network support are provided by the District's landlord, Cambridge Innovation Center.

Question 5: Please describe the current state of your IT program. Are IT services delivered through internal resources, an external MSP, or a hybrid of both?

Answer 5: Current IT services are provided through an external contract with a service provider.

Question 6: What, if any, challenges are your organization experiencing with your current-state IT program and operations?

Answer 6: There are not any current challenges with the existing IT program and operations.

Question 7: What key strategic goals does your organization expect the selected MSP to help you achieve over the next several years?

Answer 7: Please refer to the scope of services outlined in the RFP.

Question 8: What size and type of MSP is your organization looking for (e.g., large national provider, small/local business)?

Answer 8: The District does not have a preference on the type of organization as described above.

Question 9: What does the “perfect fit” MSP look like to your organization?

Answer 9: Please refer to the qualifications outlined in the RFP.

Question 10: Has your organization allocated a budget to the required services? If so, please share your anticipated budgetary range.

Answer 10: The fiscal year 2023 budget for IT services is approximately \$10,000.

Question 11: What IT policies are in place today?

Answer 11: The District does not have documented formal IT policies and intends to work with the selected vendor to do so.

Question 12: What infrastructure is in place today? Firewall, Switches, etc....

Answer 12: The current infrastructure managed under the District’s current contract is outlined in the RFP.

Question 13: Please describe the working space currently used at the Cambridge Innovation Center.

Answer 13: The District leases 306 SF of open space in CIC’s offices. For more information on CIC, please visit <https://cic.com/providence/coworking>.

Question 14: Are there plans to move into dedicated office space during the initial three-year term of the agreement?

Answer 14: The District does not intend to move offices during the initial three-year term.

Question 15: Is there a physical data center at the Cambridge Innovation Center for any servers needed by the I-195 Redevelopment District? If so, please provide a description.

Answer 15: No, a physical data center does not exist at CIC.

Question 16: During the initial term of the agreement, what level of hiring is expected?

Answer 16: The District expects to hire 1-3 additional employees during this time.

Question 17: What are your expectations regarding monitoring the data backups by Barracuda?

Answer 17: The District will work with the selected vendor to determine the amount of monitoring required.

Question 18: How many servers would need to be involved in the disaster recovery plans?

Answer 18: The District intends to work with the selected vendor to provide guidance on disaster recovery.

Question 19: What models of servers and what operating systems are running on the existing server?

Answer 19: The District is reliant on its IT consultant and landlord to provide required servers.

Question 20: What are the existing servers used for?

Answer 20: See Answer 19.

Question 21: What phone system is currently installed?

Answer 21: The District utilizes the Microsoft Teams App as its phone service.

Question 22: Who is your Office365 CSP?

Answer 22: Office365 is the District's cloud service provider.

Question 23: What Office365 licenses does the District currently own?

Answer 23: The District owns Office365 Business Basic.

Question 24: Define guidance for public records requests?

Answer 24: The District may require assistance from the selected vendor to perform searches of internal documents for public records requests.

Question 25: What platform are the current web sites developed on?

Answer 25: The websites are currently hosted on After Burner.

Question 26: Where are they hosted?

Answer 26: They are hosted by Rackspace Hosting.

Question 27: Is this a single award or multiple award contract?

Answer 27: The District intends on awarding this contract to one entity.

Question 28: What is the anticipated date of award and contract execution?

Answer 28: See Timeline outlined in the RFP.

Question 29: Is this a deliverable based contract?

Answer 29: The District will work with the selected vendor to determine the basis of the contract.

Question 30: Is this a time and materials-based contract?

Answer 30: See Answer 29.

Question 31: Is there an incumbent on the contract? If yes, could you please let us know the incumbent name and spending done on contract so far?

Answer 31: Please see Answer 3. The amount spent to date is not available.

Question 32: What is the type of submission (via email or hard copy or portal)?

Answer 32: Please see Logistics section of RFP. Electronic copies can be emailed to ailcisco@195district.com.

Question 33: If hard-copy submission mode is required, can the client allow us to submit via email?

Answer 33: Please see Answer 32.

Question 34: What is the duration of the project?

Answer 34: Please see Project Timeline outlined in the RFP.

Question 35: What is the total number of man hours required for this project?

Answer 35: The total number of man-hours is not known as it is an on-call contract. Hours will depend on need.

Question 36: What is the anticipated timeline for the project?

Answer 36: Please see Project Timeline in the RFP.

Question 37: What is the total number of resources which the client is expecting to work on this project?

Answer 37: The District does not have a dedicated IT professional on staff.

Question 38: Please let us know their position name (s) and maximum hourly rate(s)?

Answer 38: Please see Answer 37.

Question 39: If only one candidate is required, can we propose multiple candidates as options (if one resource is unavailable post award, we can still go ahead with an alternate resource)?

Answer 39: Please see Qualifications outlined in the RFP.

Question 40: Could you please share the job descriptions for each position needed to be staffed by vendors?

Answer 40: Please see the Scope of Services outlined in the RFP for a description of services sought. Job descriptions do not exist.

Question 41: Is there any budget allocated for this contract? If yes, can you please let us know the same?

Answer 41: Please see Answer 2.

Question 42: What is the maximum budget we can propose for this project?

Answer 42: As an on-call contract, there is not a minimum or maximum budget for this project. Please see the fee proposal section of the RFP for further guidance.

Question 43: Are hourly rate(s) acceptable for proposed personnel?

Answer 43: Yes.

Question 44: What is the maximum hourly rate we can propose for this project?

Answer 44: A maximum amount has not been established.

Question 45: Is the work entirely onsite or can it be done remotely to some extent?

Answer 45: The majority of work will be completed remotely.

Question 46: Will the client allow candidates to perform work 100% remotely?

Answer 46: The ability to work remotely will depend on special projects; it is anticipated the majority of work will be performed remotely.

Question 47: How many people are currently working onsite and offsite for this project?

Answer 47: The District does not have any current IT services located onsite.

Question 48: Will there be interviews post evaluation?

Answer 48: The District will initially score the proposals applying the evaluation criteria in the RFP to identify up to three finalists. The finalists will be interviewed by the District. The District reserves the right to adjust the initial scores using the evaluation criteria above based on the interview.

Question 49: If interviews are scheduled, will it be for the resource personnel only or for a team from the company including a company representative?

Answer 49: The District will reach out to selected finalists for an interview and provide further instruction at that time.

Question 50: Could the client tell us when the project will be awarded, when it will start, and when the interviews will take place?

Answer 50: Please see Answer 34.

Question 51: Could the client please clarify whether the post-vendor selection interview will be conducted in person or remotely?

Answer 51: The District would prefer in-person interviews but would be willing to consider a remote interview.

Question 52: If in-person interviews are scheduled, can the client allow us to participate virtually?

Answer 52: See Answer 51.

Question 53: Considering the current COVID-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?

Answer 53: The District will work with the selected vendor on staff management plans.

Question 54: If we are shortlisted for an interview and if our proposed personnel are not available at that time can we propose alternate resources for the interview?

Answer 54: The District will take the availability of selected finalists into account when scheduling interviews.

Question 55: How do we go about being added to your vendor/bidder list for future needs?

Answer 55: The District does not maintain a vendor/bidder list.

Question 56: Can you please send us a copy of this pending IT/TELCOM RELATED BID, or is there a web link you can provide?

Answer 56: Please visit www.195district.com or www.ridop.ri.gov.

Question 57: What about smaller non-bid items (p-card type purchases, refurbished parts, hard to find items, end of life band-aids, etc.)?

Answer 57: The District will discuss smaller non-bid items with the selected vendor.

Question 58: Does that go through the IT folks directly, or does it funnel back around to the Procurement side???

Answer 58: The District will discuss smaller non-bid items with the selected vendor.