

Addendum

Solicitation Name	Information Technology Division Review Services Q1924	Addendum Number	2	Date	03-28-19
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This addendum answers questions raised about this solicitation. To aid in readability, the questions are in black, the answers are in **bolded blue**, and the answers follow immediately below.

Q1	Page 1 indicates that printed responses are not required, but item 13. d. states that acceptable binding methods include paper clips, staples and three-ring binders. Please confirm that we are to only submit an electronic copy that is to be sent via email.
	Only electronic copies are required but if you send printed copies, follow the binding instructions.
Q2	Page 5, Item 11 Introduction, last bullet point. KCDC is seeking consulting services to conduct an IT assessment which will... "Option: Update the "Knowledge Transfer" documents of each IT staff member." Please describe these documents as to purpose, format, intended audience and level of detail. Also, is this for specifically those IT staff for whom you have provided job descriptions?
	The purpose is to memorialize major information from each of three staff members in the event that they no longer work for KCDC. This will enable KCDC to "limp along" until replacement staff are hired. The format is a simple Word document. The intended audience is the existing IT staff or their replacements as the case might be-if the need arises.
Q3	Page 20, Appendix A, Item 1. Should the 14 property offices and Section 8 staff office be assessed individually or will a representative sample of the offices suffice?
	This information was given solely to present a picture of our organization. There is no expectation of the consultant visiting or reviewing the sites.
Q4	Page 20, Appendix A, Item 2. Regarding data communication: Are the connections to the property offices via a site-to-site VPN over Comcast? (We did note that Appendix B describes Comcast providing a Metro-E 100 Mbps circuit for connectivity to the Internet from the main office, but we would like to understand this configuration a little more fully. If there is a high level network diagram that could be provided, that would be helpful.)
	Hub and spoke. All sites connect to main office via Comcast Cable over VPN. There is one exception due to lack of Comcast reliability in that area. There is a WOW Ethernet over Fiber 5Mbps at one location back to the main office over VPN.
Q5	Page 20, Appendix A, Item 2. Regarding voice communication: Is there an individual 24-channel T1 for voice to each property office? Into what type of equipment do the T1s terminate (such as PBX equipment or other)?
	PRI at main office. Most sites voice is carried over the same Comcast cable VPN where the connectivity is solid. There are four sites that have T1s for voice which terminate in an AdTran router.
Q6	Page 20, Appendix A, Item 3. In the main office, are layer 2 VLANs or layer 3 subnets in use? What is the estimated number of VLANs or Subnets within scope?

	Layer 2 switches. There is a designated switch to do the layer 3 routing of 5 VLANs.
Q7	Page 20, Appendix A, Item 4. Is the fiber between buildings on the main campus “light” (terminated in carrier equipment) or “dark” (terminated in customer equipment)?
	Dark.
Q8	Page 20, Appendix A, Item 5. Are any High Availability architectures in use (for example VMotion, replication, clusters, SQL Availability Groups, etc.)?
	VMware VMotion and Replication. Citrix Farm.
Q9	Page 20, Appendix A, Item 6. What is meant by the term “industry system”?
	KCDC is referring to the public housing/multi-family “industry” and the word “sector” might be used. This is the industry software used by at least 90 of KCDC’s employees. It is ELITE, created by Emphasys Software in Petoskey, MI (www.emphasys-software.com). This is a proprietary system running on SQL, Windows 2008, and IIS. The Human Resources and Payroll Module is from an Emphasys partner called Vista while the Procurement Module is from a partner called Verian.
Q10	Page 20, Appendix A, Item 8. Does KCDC’s IT department support user-supplied mobile devices (BYOD) or issue mobile phones? Are any Mobile Device Management (MDM) solutions in place?
	Mostly the IT staff issues mobile phones to qualified staff members. There are a few executive level employees who have the option of bringing their own devices and IT does support those few employees. All KCDC issued mobile devices are on MDM (42Gears). Personal devices used by select staff for company use are not subject to MDM.
Q11	Page 20, Appendix A, Item 10. Does KCDC use managed print services? If not, would an evaluation of the feasibility of managed print services be considered in scope?
	An evaluation of the managed print service is not needed.
Q12	Page 20, Appendix A, Item 11. Is the bidding vendor expected to interact with or evaluate the Emphasys or Vista software in any way or is this provided for informational purpose only? If an evaluation is desired, is the evaluation limited to application performance and availability or would it go into deeper topics such as application security, workflows, automation and availability?
	An in depth evaluation of the Emphasys and Vista software is not needed. However KCDC would like to hear any comments from the consultant after having interacted with KCDC staff and hearing comments.
Q13	Page 21, Appendix A, Item 14. According to Appendix K, KCDC has a “vision” for continued implementation of DocStar, but then states “This requires processes to be programmed electronically through workflows in Eclipse.” Is the vendor expected to participate in this process or is this provided for background information only?
	This is for background information only.
Q14	Page 21, Appendix A, Item 15. Is the “on -premise” DNS for internal only, or does KCDC act as authoritative for external DNS as well?
	Internal only.
Q15	Page 21, Appendix A, Item 17. Is the vendor to perform a security evaluation (penetration testing or application vulnerability assessment) of the WordPress website? Does the payment link to a third party payment processor that handles matters of payment security need to be assessed as well?
	This is for background information only.