



## SACRAMENTO STEPS FORWARD

Ending Homelessness. Starting Fresh.

### RESPONSE TO VENDOR QUESTIONS REGARDING THE RFP FOR IT SERVICES

1) In the SSF RFP (attached) the document provides multiple conflicting date for proposal due dates and submission of questions. In Section III page 2 of 12 Instruction on Proposal Submission note 1 stated the closing date as 4pm on October 11, 2020. Under note 4 same section states the proposal due date as 4:00pm, October 20, 2020. Please clarify the cutoff date for questions. Section VI on page 7 of 12 states: QUESTIONS. Questions for the purpose of clarifying the RFP must be submitted in writing by email to [RFP@sacstepsforward.org](mailto:RFP@sacstepsforward.org) and must be received no later than 11:59 p.m. on October 11, 2020. All questions and responses will be posted on <https://sacramentostepsforward.org/> by 5:00 PM on September 30, 2020. Section V states the question deadline is September 23, 2020 11:59pm.

**The deadline for the submission of questions was September 23<sup>rd</sup>. Final RFP Proposals are due by 11:59 PM on October 11<sup>th</sup>. A corrected copy of the RFP is [attached here](#).**

2) The RFP for Information Technology Services for Sacramento Steps Forward. I noticed that Attachments C and D in the RFP do not exist. Specifically, (pg 4) says, "Section V provides more detail on the currently expected dates for cabling the space and network testing. I can't find anything more about this in the RFP. Are you expecting companies responding to the RFP to provide cabling in the space in your new building?"

**Attachment C has been re-added to the RFP**

**The Data Cabling Component was removed from the RFP as the building requires the use of an in-house vendor. Attachment D and the requirement for Data Cabling bids was removed from the RFP.**

3) Does SSF currently utilize Microsoft Servers? If yes: a. How many are in use? b. Is Server Virtualization used? c. If Server Virtualization is used, is it VMware or Hyper-V?

**SSF does not currently have any servers. We are looking to add on premise servers to manage a local data warehouse for our Homeless Management Information System, local file storage/sharing, and managing a shared instance of QuickBooks. We are considering 2 or 3 servers and are looking for recommendations as to how to best meet our needs.**

**The following software/ applications, with varying resource requirements are listed below:**

**Resource requirements are combination of two sets of criteria:  
(set1: CPU, Memory, Disk Space (DS) set2: Low, Medium, High):**

- Local MySQL server (med cpu, med memory, hi DS)**
- Tableau server (hi cpu, hi memory, med DS)**
- Local file storage/sharing (low cpu, low memory, hi DS)**
- Local Quickbooks (low cpu, med memory, med DS)**
- SFTP server (low cpu, low memory, med DS)**
- Local eMail server MS Exchange preferred (med cpu, med memory, med DS)**
- Software VPN server (low cpu, low memory, low DS)**

**The above software can be installed, in any combination, across a 2 or 3 server solution, so long as the hardware matched the resource requirements listed.**

4) Is SSF requesting specific costs for the projects listed on page 4, section B1 be included in the RFP response or can these be scoped after onboarding of the selected IT Provider?

**SSF is requesting cost proposals for the installation and management of the servers as well as separate costs for IT support for our staff.**

5) Do SSF staff routinely work 24/7 or are they on-call only for after-hours work? We are trying to assess how much help desk support will be typical outside of M-F 7:00am to 5:30pm hours.

**SSF staff generally work from 7 am to 6pm. SSF is not a 24 hour operation.**

6) On page 7, the RFP mentions an “Attorney Qualifications” section. We do not see that section in the RFP. If it is required for this RFP, please provide it with the answers to the other questions.

**Attorney Qualifications was a remnant from a previous RFP that we missed.**

7) Is there a sight walk available so that we can see the facility and the existing networking equipment?

**This is a new facility that is currently undergoing tenant improvement construction and no network equipment is currently installed. SSF is will schedule a site walkthrough at 9am on Wednesday, October 7<sup>th</sup>. To schedule your walkthrough appointment, please contact Alicia Music. [amusic@sacstepsforward.org](mailto:amusic@sacstepsforward.org)**

8) Please provide the total of service support calls/help desk support requests over the past 12-24-month period.

**Prior to September 2019, SSF was on a managed IT agreement and averaged 1 - 2 service calls per month. Since we have been managing in house, the requests have been higher as we have not been able to centrally manage changes and updates.**

9) For the RFP for IT Services would partial submissions be accepted? We offer an open source HMIS information system and reporting warehouse, but we do not offer in-person IT services.

**A partial RFP response is acceptable.**

10) Please clarify which services are part of the planned contract and should be quoted now, and which services are options and will be quoted later, when needed.

**SSF is currently requesting quotes for the installation and management of hardware and software servers (see response #3). We would like a separate quote for IT management for our staff computers. Other services may be quoted as needed later**



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11) Please clarify if the requirements of Section B and remaining Section should be price separately or included in the hourly bill rates as outlined in the Section IV?

**Staff Salary can be included in the hourly rates outlined in Section IV**

12) As licensing costs are needed, can you tell us how many current users you have and if they are already licensed with Microsoft 365 licenses. If you currently have Microsoft 365 licenses which licenses? I.e. Just for the office apps, E1, E3, etc?

**SSF is using 25 Microsoft 365 E1 licenses procured through TechSoup. We also have licenses for the nonprofit portal, MS Business Standard, and Power Automate (not currently using) We are requesting help to make sure we have optimized these services.**