



Connecting people to homes, hope and opportunity. **Jennifer Westerman, CEO**

RFP Full Service IT Support - Questions and Answers

- 1) I understand that HOSWWA is 100% reliant on external contracted IT support, so I assume there is an incumbent. May I ask who they are? And how long they have worked with HOSWWA?

The current Incumbent is Harlin IT Services. They have been contracted for approximately 2 years after buying out the previous company who had been contracted for five years.

- 2) Will the incumbent be responding to this RFP?

We do not know who will be responding.

- 3) How many “onsite” engineering days did HOSWWA have per week? Or per month?

In the last month, there was 1 on-site day.

- 4) How many service desk (tier 1, 2 and 3) tickets is the average per week?

We approximate 10-15 tickets on average per week.

- 5) Per the RFP, HOSWWA has no internal IT expertise, can we assume there will be a point-of-contact (POC) for us to work with?

Yes.

- 6) How many after-hours tickets were used in the last 6 months?

Zero.

- 7) Is Staffing an office in the region a requirement? When you mention the requirement to staff an office in the region, are you referring to an onsite senior support engineer?

Not a requirement, however, HOSWWA is a small company and cannot afford travel costs. If you choose to respond and do not have an office in the region, you should assume travel costs in your response. Most but not all support is remote. Travel costs will not be reimbursed.

- 8) Do you plan on adding other locations to your two main offices in Longview, WA, within the next year?

Yes, we will be opening a new property in Raymond in the next few months with a property management office.





Connecting people to homes, hope and opportunity. **Jennifer Westerman, CEO**

9) How big is your current IT team and are they internal employees or contractors?

Our current IT team is made up of external contractors only. We are unsure how many are on the team.

10) Can you define HOSWWA's business hours that need to be supported?

8 am to 5 pm, Monday through Friday.

11) With regards to the requirement to have sufficient financial resources, does this refer to the financial resources required for the vendor's internal expenses to support HOSWWA?

Financial resources should be sufficient to support our Net 30 invoice policy.

12) Could you provide us with an inventory of the following items that you expect the vendor to support:

- *Number of computers (Windows and Mac): 60*
- *Number of servers: 7 (some need to be decommissioned)*
- *Number of firewalls: Unknown*
- *Number of switches: 2?*
- *Number of SANs / NASs: Unknown*
- *Number of employees using computers: Approximately 49*
- *Do you have an existing BDR (Backup and Disaster Solution) available? If yes, what solution do you use?: Yes, we use Crashplan (needs review); battery backup; generator backup to server room only.*
- *Do you have a contract in place for the maintenance of printers and copiers?: Yes, printers and copiers are a separate contract; however, server support of these is in the IT contract.*

13) Could you share your overall technology spending expenses for the last 1-2 years?

Approximately \$69,000.

