



## ADDENDUM I

### QUESTIONS & ANSWERS, PLUS EXTENSION for SUBMITTAL RFP #2019-05 – INFORMATION TECHNOLOGY MANAGED SERVICES

Questions submitted as required during the initial solicitation period beginning December 11, 2019 and ending January 16, 2020 are hereby answered not more than 7-days prior to January 16, 2020. and includes an extension for submittal of proposals as defined below.

**Q1: The RFP shows a total of 7 locations (6 remote and 1 main site). Are these correct?**

**A1:** *Edinburgh is main location. Ridgeway at 389 Industrial Dr. has been removed from Item 4.a – Pg.15. The following are the 5 current remote office locations:*

1. *Charleston Place – 10 McAlister Rd, Greenville 29607*
2. *Manor – 11 Manning St – Greenville 29601*
3. *Harbor – 430 Perry Ave, Bldg H*
4. *Heritage at Sliding Rock – 125 Ramsey Dr, Greenville 29607*
5. *Arcadia Hills/Sctd.Sites – 2 Provence St #3, Greenville 29607*

**#6 will be a NEW Remote Location – Preserve Court – 70 Thruston St, Greenville 29605.** *Tentatively to be added/placed in service in August 2020 (approximately). Of the two buildings in the Preserve at Logan Park footprint, ONLY this building will be a TGHA /remote site with Property Management offices. Internet is provided by Spectrum. Each office area must have connection to Headquarters (Edinburgh) via VPN.*

**The building Preserve Park – 80 Thruston St, Greenville 29605** *will have internet access provided by Spectrum, but it will not be a TGHA remote site, or require connection to TGHA Headquarters.*

**Q2: Current service provider shows the following locations as having network equipment to be managed. Are these locations correct?**

- **Main Location – 122 Edinburgh Ct, Greenville 29607**
- **Charleston Place – 10 McAlister Rd, Greenville 29607**
- **Heritage at Sliding Rock – 125 Ramsey Dr, Greenville 29607**
- **Manor – 11 Manning St – Greenville 29601**

**A2:** *See details below:*

- **Main Location:** *All servers and main network is at this location. TGHA wide area internet service provided by SEGRA.*
- **Charleston Plc** *has direct connection to TGHA network at Main Location with internet provided by SEGRA.*
- **Heritage at Sliding Rock** *has connection to Main Location/Network via VPN. Direct internet service provided by Spectrum.*
- **Manor** *has connection to Main Location/Network via VPN. Direct internet service is provided by Spectrum.*

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**Q3: The following locations have vendor-managed hardware. Do these sites need to be managed by the MSP?**

- Harbor – 430 Perry Ave, Bldg H
- Provence – 2 Provence St #3

***A3:** I don't fully understand "vendor-managed hardware"; however, the attempt to answer this question is as follows: Both of these locations are remote sites/offices with direct connection to the main network. There is also a resident computer lab with Fire Walls in place. Wide area internet provided by SEGRA. I believe MSP will be necessary.*

**Q4: It was previously understood, equipment from the Ridgeway site at 389 Industrial Dr was relocated to Provence. If that is correct, should Ridgeway be removed from item 4.a. on Page 15?**

***A4:** Yes, Completely Remove Ridgeway – 389 Industrial Dr. from this RFP*

**Q5: What other sites are to be managed?**

***A5:** Refer to Answer A1 regarding Preserve Court – 70 Thruston St., Greenville 29605*

**Q6: Is TGHA looking for the MSP to manage the switches now managed by the voice/phone vendor?**

***A6:** No, TGHA will continue to utilize VIP provider.*

**Q7: The DATTO is mentioned in the RFP. Is TGHA open to different backup and business continuity solutions?**

***A7:** TGHA will always be open to new solutions/upgrades that may be available , as well as cost effective.*

**ADDITIONS & SUBMITTAL EXTENSION DETAILS:**

**Letter of Invitation/Advertisement – Paragraph 2 Revision:**

Proposals shall remain open for a period of ninety (90) days in lieu of sixty (60) days subsequent to the RFP due date.

**PROPOSAL SUBMITTAL EXTENSION:**

***The submittal deadline for RFP 2019-05 is hereby extended as follows:***

**REVISED SUBMITTAL DEADLINE: Monday, February 17, 2020 on, or before 2:00pm EST**

**NEW DEADLINE FOR QUESTIONS: Questions are due by 5:00pm EST, Thursday – February 6, 2020. Any questions received after this deadline will not be considered and will receive no response.**

*Wanda Gardner*

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