

CITY OF HOBOKEN

ADDENDUM TO RFP DOCUMENTS

**Request for Proposals – Competitive Contracting
RFP 15-13
INFORMATION TECHNOLOGY SUPPORT SERVICES**

This Addendum # 1, dated August 3, 2015 is issued to modify the above mentioned RFP documents and is hereby made part of the RFP documents. Please attach this Addendum #1 to the original documents in your possession, and ensure same is included in your proposal.

A. Questions and answer:

Q1. What is the call volume by category? Help desk call category graph\percentage to check the trend of calls being received by helpdesk on daily bases.

A1. Average daily trouble calls are about 8. It is a combination of problems most often associated with email, Edmunds financial/purchasing software, down internet connections and computers being infected with virus.

Q2. What backend databases are in use like MS SQL, Oracle etc.?

A2. MS SQL.

Q3. What tools are being used for monitoring, alerting and notification?

A3. Barracuda one in spam and the other web filter.

Q4. Any backup tool in place for Recoverability?

A4. Acronis

Q5. What is the exact radius where services are to be offered?

A5. Refer to page 20 (a. Computers and Locations). The City of Hoboken is approximately one (1) square mile radius.

Submission deadline remains the same, August 19, 2015 at 11:00 am prevailing time.

This addendum will be publish in the newspaper and posted on the City of Hoboken website to ensure compliance.

There are no other changes to the RFP documents as part of this addendum.

ATTEST:

AL B. Dineros
Qualified Purchasing Agent

Date:
March 20, 2015

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INFORMATION TECHNOLOGY SUPPORT SERVICES**

ACKNOWLEDGMENT OF RECEIPT OF ADDENDA

The undersigned Bidder hereby acknowledges receipt of the following Addenda:

Addendum Number	Dated	Acknowledge Receipt (initial)
Addendum 1	August 3, 2015	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

No addenda were received:

Acknowledged for: _____

(Name of Bidder)

By: _____

Date: _____

(Signature of Authorized Representative)

Name: _____

Title/Position: _____

(Print or Type)