



PALM BEACH COUNTY HOUSING AUTHORITY

Questions and Answers Related to RFP FY2017-IT-001

Q1. What hardware and software do you currently use?

A1. Hardware - Dell Servers, HP Printers, Dell Laptops, Toshiba laptop, Some Mac Books, Lexmark Printer, Toshiba Copiers, Xerox Copiers, Dell Desktops, DVRs for cameras, multiple types of cameras, time clocks, tablets, Samsung cell phones, iPhone cell phones, multiple brands of monitors.

Software - Office 2010 and 2016, TenMast, camera software, Adobe Pro, there may be some specific software that specific users use for their job function.

Q2. How many servers (Models/specifications)?

A2. 4 physical servers, 6 virtual servers, 3 storage devices

2 Domain Controllers - Dell R410

2 Hyper-V servers - Dell R710

1 Dell MD3200 - used for pass-through drives on virtual servers - connected directly to the Hyper-V servers

1 Cybernetics device - storage for backup images created by storage craft

1 LaCie Network storage device - storage for backup images created by storage craft

Virtual Servers - 1 Exchange Server 2010, 2 Terminal Servers, 1 File Server, 1 Lync 2010 server, 1 Visual Homes server (for reference only, old housing software)

Q3. How many personal computers/desktops?

A3. (Models/specifications) About 40 Dell OptiPlex 390, 5 Dell OptiPlex 7020, 13 Dell Inspiron 3646 (resident lab computers), 5 Wyse terminal C10LE, 10 Dell laptops (different models), 1 Toshiba laptop, several MacBooks.

Q4. How many printers/peripherals?

A4. (Models) About 48 HP printers (different models), 2 Dell B3460dn printers - all printers are under a maintenance contract.

13 Toshiba copiers (different models), 1 Xerox 7775, 1 Xerox 5855, 1 BizHub 363, 1 Ricoh 2800 - all copiers are under a maintenance contract except the Ricoh 2800

Q5. What is the current operating system and applications?

A5. Server OS - Windows 2008 R2 64-bit
Desktops - Windows 7 Pro 32-bit and 64-bit Laptops - Windows 7 Pro 32-bit and 64-bit

Q6. What are the top 10 issues reported by the end-users?

A6. 1. Connectivity to hardware
2. Internet speed
3. Outdated hardware

Q7. What are current business hours?

A7. Office hours Monday – Friday from 8:30 a.m. to 5:00 p.m.

Q8. Is the onsite person required to work onsite within those business hours?

A8. Yes

Q9. Is there a possibility of calls outside those business hours?

A9. Yes

Q10. What hours do you do systems upgrades/update?

A10. As long as the computers are turned on, the standard Window updates are done at 3 AM.
Services packs and other requested updates are done after hours on site.

Q11. Do you plan to amend the RFP based on our discussion Monday?

A11. No