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REQUEST FOR PROPOSAL
2019-ANC-RFP-14 NETWORK ADMINISTRATION
& SERVER REPLACEMENT
ADDENDUM NO. 1

Date: 8/27/2019

The Bid due date and time has been extended and is as follows:

PROPOSAL DUE DATE & TIME | 2:00 PM (AKDT) on September 6, 2019

B. Response to Bidder Questions and additional information

1. AHA allow for an extension on questions?	Yes. Questions can be submitted until Friday, August 30, 2019 until 4:30 pm (AKDT)
2. What is the exact service location for the server replacement?	520 E 32 nd Avenue, Anchorage, Alaska 99503
3. What kind of Broadband connection does AHA have at the server replacement location?	G-PON Circuit
4. How many sites are being served by these servers?	1
5. Are all the sites broadband capable?	Yes
6. What Broadband speeds does each site possess?	50 mb download and 3mb up (dedicated) s/b 100 mb download 5mb up (dedicated) currently being re-provisioned
7. How many end users will be supported for helpdesk services?	Typically only 1 direct interface. Employees will contact the onsite POC and the POC will determine if helpdesk services need to be used.
8. How many of the helpdesk services users will be onsite at a central location, and how many will be remote?	10-15 central 0 remote
9. Does AHA have an office 365 Tenant Currently?	No
10. Does AHA currently AZURE AD or any Azure services?	Yes Office 365 uses it.

11. Does AHA use any ADFS services for authentication?	Unsure
12. Does AHA have a legal obligation to only store data on Alaska soil?	Not that I am aware of

Past Questions (previously submitted under 2019-ANC-08 for same request)

Bidder Questions	Response
1. Is there only one physical location for services?	Yes.
2. Are upgrades (including new hardware) to the listed older Windows 7 desktop & laptop computers expected to be included in this proposal?	No. AHA intends to add those after the network server replacement is complete and dependent on funding. It is anticipated within 6-12 months.
3. What is the total number of network users?	14-AHA 3-Aleut International 17 users daily AHA provides limited services for internet access other occupants of the building
4. Is there currently wireless in the building? (I did not see any APs listed, but if there is wireless please identify the number and type of APs).	Yes. 2-Cisco Meraki MR42 (for each floor)
5. What are the total number of email accounts?	16- active account (@ahaak.org)
6. What is your current email server / configuration and what features are currently being used? (we do see MX records pointing to O365)	We currently use both with remote to access mail using Outlook Web Access. Version is Exchange 2010.
7. What edition of SQL Server are you currently using?	SQL Server 2012
8. What are the remote user access requirements?	Access to all files and programs on the File Server and Navigator Server
9. Do you currently do any file sharing outside of your network, such as using Dropbox?	Yes. We have individual Dropbox accounts
10. Please provide additional information on your current internet connection, such as Type (DSL/DIA/Cable/etc), Speed, Data Transfer Limits	GPON Un-metered 100 mg download/5mg Upload
11. Is your phone system an IP system tied to the network?	Yes. Limited to one that is currently not active
12. Do you anticipate moving in that direction?	Yes

13. Are there other IP systems on the network, such as alarms, access control, cameras? 14.	No.
15. Any there any other external / cloud services being used?	No. It is anticipated that the Housing Data Systems will be cloud based.
16. Is there any other purchased software that is in use, such as Adobe Acrobat, Adobe Photoshop, Microsoft Publisher, QuickBooks, or AutoCAD?	Yes Adobe Acrobat, AutoCAD, Adobe Design Suite, Foxit, QuickBooks
17. How are current servers performing	Servers are all aging. Failing components and finicky upgrades. The SQL and Hyper-V are troublesome and need upgrades.
18. What are the large " <i>servername reverse_date_time disk_number</i> " volumes with no drive letter assigned to them? Also please confirm if are they part of this scope?	All drives located on the Servers are part of the scope.
19. What is your anticipated growth rate for storage and users?	User should remain between 15-20 with the data storage needs about the same. We are currently deleting backups on SQL in order to keep storage out of the RED. Our accounting data will continue to grow.

No other changes to bid at this time