



ADDENDUM TEN

DATE: December 18, 2020
TO: All Bidders
FROM: Sheila Brown, Interim Procurement/Contract Administrator
RE: **ADDENDUM #10 Questions and Answers #8**

- Would you please clarify if the Emergency Repair is Two or Four Hours? **MHA Response: Four (4) hours**

Per the RFP: Emergency repair and/or installation within **two (4)** hours, for situations which effect the health and welfare of the MHA's tenants as deemed necessary by the MHA (such as elevator and alarm system lines, for example)

- Would MHA Please clarify if it is acceptable to submit a partial bid or bid on specific sections of the RFP or if it is required to respond to all service requests in the RFP? **MHA Response: Clarification of data request – MHA is requesting pricing for both a) and b)**
 - a) **DIA at each of MHA's sites at the following bandwidth increments**
 - i. **Central office 2Gbps - 5Gbps at 1Gbps increments**
 - ii. **Other offices 200Mbps -500Mbps at 100Mbps increments**
 - b) **DIA at MHA's Central office with the following bandwidth**
 - i. **2Gbps - 5Gbps at 1Gbps increments**
 - ii. **Point to point ethernet connectivity between the Central Office and all of MHA's other offices at bandwidths of 200Mbps - 500Mbps at 100Mbps increments**

These services must be delivered with a SLA (Service Level Agreement) of 99.999% uptime and within the defined service delivery specifications.

MHA will accept partial bids for

- c) VOIP solution with hardware
 - d) Internet/Data services
- Would MHA Please clarify the statement below? **MHA Response: Please disregard statement below is not from this RFP or provide the section in which you are referencing.**

MHA is unable to provide any power sources for any additional camera locations, to be mounted on poles. The contractor will be required to independently provide a power source from the local utility.

We are grateful for your interest in doing business with our Agency and we look forward to receiving a proposal from your firm.