



ADDENDUM ONE

DATE: August 6, 2026

TO: All Respondents

FROM: Sheila Brown, Procurement/Contract Administrator

RE: **ADDENDUM #1 Questions and Answers**

MHA Responses are in blue

Current infrastructure and existing systems:

1. What is the current network architecture and connectivity solution connecting the seven MHA locations today? (Example: Are they connected with dedicated point to point circuits? Internet-based VPNs? a [third-party managed service](#)?).
2. Could you please list the names of the internet service providers (ISPs) at each location along with their circuit types (broadband, [fiber](#), cable, etc), their upload and download bandwidth, and whether there is any circuit redundancy at each location? [CSpire](#)
3. For each location, could you specify the network devices currently in place? How many switches (including port counts), routers, and firewalls are in place, along with their brand/model and approximate age? [NO, third party devices](#).
4. What are you currently using (manufacture, and model) as a VPN gateway for remote users and approximately how many users connect to it? [12 users](#)
5. For the devices connecting to the VPN today, could you specify the device types and their operating systems? Example: IBM lenovo laptops with windows 11, etc. [Laptops / Surface Pro with Windows 11](#)
6. What are the primary use cases for the remote VPN users? Is it email, [shared drives](#), or server access? etc?
7. Is procuring Internet circuits included in this contract or is the Offeror expected to work with the current ISP carriers to analyze, assess, and manage the Internet circuits? [Work with our ISP currently CSpire](#).

8. For the physical installation of network devices is the Offeror allowed to collaborate with MHA staff to unbox, rack, and connect the devices or should the physical installation process be completed by the Offeror with no intervention from MHA staff? [Installation is to be completed by vendor](#)

9. This RFP doesn't state a requirement to install network switches on the LAN. Is the assumption correct that the Offeror is only expected to install firewall/VPN devices? [Install firewall and VPN devices.](#)

10. Can you elaborate on the existing wireless infrastructure at each facility? [Managed by CSpire](#)

Performance and SLAs:

1. Exhibit C references "mutually agreed SLAs". Could you please specify your targeted response and resolution times for each location as well as the severity levels? Example: Critical outages typically require a 1-hour response time and a 4-hour resolution time. [Initial Response Time 1 hour resolution target 3 – 5 hours.](#)

2. What is MHA's targeted uptime in percentages for critical services and can you please define those critical services? (Example: Internet access, VPN access, etc) [99.999 internet and phones.](#)

3. Does your existing environment currently have geographic redundancy for your IMS and VPN services, or is this a new requirement? [NO](#)

4. What are the bandwidth requirements at each facility listed in the RFP and are there any expected changes in bandwidth needs over the next 3 years? [Currently, we have 1.5 Gbps of bandwidth at the central office and 40 Mbps at each remote site. Yes, our bandwidth requirements are expected to change over the next three years.](#)

Scope of Work Clarification:

1. Are there any current security appliances or services beyond the standard firewall—such as intrusion prevention, data loss prevention, antivirus gateways, DDoS protections or endpoint detection—that the Offeror is expected to manage as part of this scope or are these excluded? In other words, do you currently have any additional security services that you'd like the new firewall/VPN device to enable? [No](#)

2. Will the Offeror be responsible for managing MHA's internal DNS and DHCP servers or will MHA retain those services outside of this contract? [No](#)

3. Is there any requirement to install, deploy, configure, and manage wireless at each facility within this contract? [No](#)

4. Exhibit C Section E states the Contractor should repair INMS equipment at no additional cost. Does this explicitly include the network devices provided by the Contractor? [Yes](#)

5. Is the Contractor responsible for physical cabling of the devices at all locations or is the contractor limited to remote configuration and management only? [Yes](#)

Staffing & Management:

1. The RFP does not call for any on-site presence by the Offeror. Does MHA have IT personnel with whom we would collaborate? If so, could you please clarify this and the expectations? [Yes, responsible for installing, maintaining, and repairing equipment as needed.](#)

2. Regarding Section 3 compliance (Exhibit B), does MHA have a specific preference or requirement for which types of positions or roles should prioritize hiring Section 3 workers? (For example: installation and implementation labor, ongoing support staff, project management, all roles, or other specific positions?) **MHA does not have a particular preference or requirement regarding types of positions or roles.**

3. Does MHA require the Contractor or key personnel to obtain specific certifications, security clearances, or background checks prior to or during contract execution? (The RFP does not explicitly reference this requirement, but some housing authorities do require it for network access.) **Staff assigned to provide the requested services should possess the necessary credentials and certifications and be able to successfully pass a background check.**

4. If the contract is renewed for the two available one-year option periods (totaling three years), will pricing remain fixed at the base-year rates, or will price adjustments be permitted for the option years? (For example: **fixed pricing for all three years**, or annual CPI adjustments?)

Contract, Project Timeline and Phases:

1. What is the expected award date and project start time? **Approximately end of September 2026 contingent upon approval to award.**

2. What is the expected timeline for the design, implementation, and management phases of the project? **ASAP**

3. Does MHA have any specific blackout dates or times when network changes cannot be made? **No**

4. Does MHA have a budget allocated for support, services, and hardware/licenses? If so, can you share that information? **No**

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