



# HOUSING AUTHORITY OF THE CITY OF LOS ANGELES

AN EQUAL EMPLOYMENT OPPORTUNITY - AFFIRMATIVE ACTION EMPLOYER

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February 10, 2020

**SUBJECT: ADDENDUM NO. 1 TO QUOTE FOR SMALL PURCHASE (QSP)  
COMPUTER, EQUIPMENT, SUPPORT AND MAINTENANCE**

Ladies/Gentleman:

This letter serves as Addendum No. 1 to the subject Quote for Small Purchase (QSP) and is made part of the solicitation. This Addendum provides answers and clarification to questions submitted by the February 4, 2020 deadline.

1. **Quote Submission Deadline:** Deadline for submission has been extended from **February 11, 2020 to February 14, 2020 by 2:00 p.m. PST.**

2. **Question:** What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid?

**Answer:** Please see QSP; Page 3; Section C Vendor Evaluation and Award of Contract

3. **Question:** Was this bid posted to the nationwide free bid notification website at [www.mygovwatch.com](http://www.mygovwatch.com)?

**Answer:** No.

4. **Question:** Other than your own website, where was this bid posted?

**Answer:** The QSP was advertised on the City of Los Angeles' Business Assistance Virtual Network ("LA-BAVN").

5. **Question:** Can you get the exact configuration for the Acer Veriton VZ4860G needed? Eg. processor speed, ram and hard disk space. Below is a list of the different models.

**Answer:** Intel Core i5 8th Gen 8500 (3.00 GHz), 8 GB DDR4 1 TB HDD, 21.5" 1920 x 1080, Windows 10 Pro 64-bit, Intel UHD Graphics 630. Feel free to proposed comparable models.

6. **Question:** Could you please indicate the storage and processor for this model? Acer Veriton VZ4860G; They have multiple configurations possible.

**Answer:** 1TB of storage and Intel Core i5 8th Gen 8500 (3.00 GHz) processor. Feel free to proposed comparable models.

7. **Question:** Is the equipment that will be provided in the QSP response required to be new and unused?

**Answer:** No.

8. **Question:** In reference to Help Desk Support, are email responses required 24/7, or is the requirement to have an email address available to only receive inbound emails 24/7?

**Answer:** The requirement is to have an email address available to receive inbound emails 24/7

9. **Question:** Will the computers be connected to wireless or wired network?

- a. Is a third party managing the wired/wireless network? Or is this part of the contract we need to support?
- b. If a third party, will we have access to the third party for support issues
- c. If wireless, how many Wi-Fi access points are at each location?

**Answer:** Wired network. Managing the network is not part of the scope. You will have access to the third party providing network support.

10. **Question:** Are there switches at each location?

- a. What are the makes and models of the switches?
- b. Is a third party managing the switches? Or is this part of the contract we need to support?

**Answer:** Yes, Net gear switches managed by a third party.

11. **Question:** Is there a firewall at each location?

- a. Is a third party managing the firewalls? Or is this part of the contract we need to support?
- b. What are the makes and models of the firewalls?

**Answer:** Yes, Sonicwall Firewalls managed by a third party.

12. **Question:** What is the bandwidth at each location?

**Answer:** 20 – 100Mb

13. **Question:** Who is the Internet Service Provider (ISP) at each location?

- a. Who is managing the ISPs and will we have access to that group for support issues?

**Answer:** Spectrum and ATT. You will have access to the third party providing network support.

14. **Question:** Is there any specific software required by the Labs such as Microsoft Office?

**Answer:** Users will use Google apps initially.

15. **Question:** Are there printers at each location?

- a. What are the makes and models of the printers?
- b. Is a third party managing the printers? Or is this part of the contract we need to support?

**Answer:** Yes. You will have access to the third party providing network support.

16. **Question:** **Acer Veriton VZ4860G:** There are at least 4 variations (sub-models) of this model by Acer; how is HACLA going to level the bids to account for these variations?

**Answer:** See Answer to No. 5

17. **Question:** **Toll Free Phone Help Line:** Will the public have access to this help line or is this reserved for Lab Monitor (key person) at each site?

**Answer:** Both

18. **Question:** **Cyber Security:** Is HACLA maintaining restricted Online browsing (FireWall) at each location; or is the Bidder expected to account for that?

**Answer:** Yes, managed by a third party.

19. **Question:** **Software:** There are several locations in the bid where "Software" and "Software Upgrade" is used; yet there are no line items that specify any Software. Is the Bidder expected to provide Desktop Applications such as Microsoft Office?

**Answer:** No. Software upgrades referred are OS and standard application upgrades.

20. **Question:** **AntiVirus:** There is not AntiVirus Software identified as part of the bid; is the Bidder expected to provide AntiVirus Software for each computer?

**Answer:** Yes, antivirus software for each computer is to be provided by the bidder.

21. **Question:** **Hardware Damage:** How is damages to Hardware, beyond normal wear/tear, going to be mitigated as part of the 3-years Warranty?

**Answer:** That is up to the bidder to propose with spare equipment or other replace and repair methods. Computer labs have high wear and tear given the purpose of the labs.

22. **Question:** **Logon:** How will user accounts be managed/maintained for each site/computer; will there be a general login for all computers?

**Answer:** General login

23. **Question:** **Data/History:** Is the Bidder responsible to backup/maintain any Data/History store on a computer in case of repair?

**Answer:** No.

We look forward to receiving your quote.

Sincerely,

A handwritten signature in black ink, appearing to read "Roxana Casares". The signature is fluid and cursive, with the first name being more prominent.

Roxana Casares  
Contract Administrator