

ADDENDUM NO. 1

REQUEST FOR PROPOSALS

Managed Information Technology (IT) Services
BD-26-1133-1133C-1133L-123446

Issued by: Brookline Housing Authority (BHA)

Original RFP Issue Date: December 8, 2025

Addendum Issue Date: December 26, 2025

This Addendum No. 1 is made part of the Request for Proposals (RFP) for Managed Information Technology (IT) Services issued by the Brookline Housing Authority (BHA). All proposers are advised to read this Addendum carefully and incorporate its contents into their proposals.

The questions below were submitted by prospective proposers. Responses are provided strictly based on the information contained in the RFP. No new information, requirements, or material changes are introduced by this Addendum.

Chapter 30B Notice Regarding Responses

This Addendum is issued in accordance with Massachusetts General Laws Chapter 30B. Responses to vendor questions are limited to clarification of the information contained in the RFP. The Brookline Housing Authority is not permitted to provide information that would change the scope of services, affect evaluation criteria, add requirements, disclose internal operational or security details, or otherwise result in a material change to the RFP. Where a question requests information not addressed in the RFP, the response is limited accordingly.

General / Procurement

Q1. What is BHA's relationship like with the current IT vendor?

A1. The RFP does not provide information regarding BHA's relationship with the current IT vendor. Proposers should base their submissions solely on the scope and requirements outlined in the RFP.

Q2. Is there a reason BHA is issuing this RFP at this time?

A2. The RFP states that the current Managed IT Services contract will expire at the end of February 2026. This procurement is being conducted in accordance with Massachusetts General Laws Chapter 30B.

Q3. Are there known issues with the current IT vendor that BHA seeks to address?

A3. RFP does not identify any issues with the current IT vendor. Such information is outside the scope of this procurement.

Q4. What is the budget for this contract?

A4. The RFP does not specify a budget. Proposers must submit pricing based on the scope of services described in the RFP.

Help Desk & Support Services (Section 2.2)

Q5. Are there existing SLAs or benchmarks for ticket volumes or resolution times?

A5. Section 2.2 of the RFP specifies required response times: one (1) hour for high-priority incidents and four (4) hours for normal-priority incidents. The RFP does not provide historical ticket volume or resolution benchmarks.

Q6. Are SLAs measured on response time only, or are resolution targets required?

A6. The RFP specifies response time requirements only. Resolution time targets are not defined.

Q7. How are “High Priority” and “Normal Priority” incidents defined?

A7. The RFP does not provide definitions or examples for incident priority levels.

On-Site Support (Section 2.3)

Q8. Is on-site support limited to business hours?

A8. The RFP includes up to eight (8) hours per month of on-site support but does not specify required days or hours.

Q9. How should the included on-site hours be used?

A9. The RFP does not prescribe how the included on-site hours must be allocated.

Infrastructure, Network & Security (Sections 2.5–2.7)

Q10. Are current network diagrams, asset inventories, or firewall details available?

A10. The RFP does not provide existing network diagrams, asset inventories, or hardware details. Section 2.6 requires the selected contractor to maintain such documentation.

Q11. What endpoint protection or antivirus solution is currently in use?

A11. The RFP does not specify current endpoint protection tools. Section 2.5 requires endpoint protection and antivirus management as part of the contractor’s responsibilities.

Q12. Are MFA, EDR, or other advanced security tools currently enabled?

A12. The RFP does not specify current security configurations.

Servers, Backup & Disaster Recovery (Sections 1.1, 2.9, 2.11)

Q13. Are on-premise servers currently in use?

A13. Section 1.1 of the RFP states that BHA currently maintains network printers on a server and plans to decommission the server as part of a migration to cloud-based print/scan.

Q14. What backup solution is currently in place and how much data is backed up?

A14. The RFP does not specify the current backup solution or data volumes. Section 2.11 outlines required backup and disaster recovery services.

Q15. Does the 12-hour recovery objective apply to all systems?

A15. Section 2.11 specifies recovery of critical systems within twelve (12) hours. No further distinctions are provided.

Microsoft 365 & Licensing (Sections 2.1, 2.4, 5)

Q16. What type of Microsoft 365 licenses are in use (commercial, GCC, non-profit)?

A16. The RFP specifies Microsoft 365 Business Premium licenses for fifty-five (55) users but does not identify the license type.

Q17. Are payment terms for Microsoft 365 licenses monthly or annual?

A17. The RFP does not specify Microsoft 365 licensing payment terms.

Transition & Knowledge Transfer (Section 2.9)

Q18. What does “testing and validating all systems” include?

A18. Section 2.9 requires testing and validation of laptops, desktops, printers, network devices, VPN, SharePoint, Microsoft 365, and connectivity at all offices.

Q19. Will BHA facilitate access to the incumbent provider’s documentation?

A19. The RFP does not specify facilitation details. Section 2.9 requires coordination with the current provider for knowledge transfer.

Forms, Certifications & Evaluation (Sections 6 and 7)

Q20. Is submission of the M/WBE Participation Form required if there is no M/WBE participation?

A20. Section 6 lists the M/WBE Participation Form as a required form if applicable.

Q21. Are there M/WBE participation goals for this procurement?

A21. The RFP does not specify any M/WBE participation goals.

All other terms and conditions of the RFP remain unchanged.

End of Addendum No. 1