



Housing Authority
of the
City of Alameda

PHONE: (510) 747-4300
FAX: (510) 522-7848
TTY/TRS: 711

701 Atlantic Avenue • Alameda, California 94501-2161

Responses to Questions Submitted for RFP: Technology Consulting Services

1. How many computers and laptops will need support?

Based on the number of employees approximately 60.

2. How many servers? Are they on-premise, cloud based or hybrid (some cloud, some in-house)

The servers are onsite with cloud-based backups. There are two on premises servers.

3. Is your back-up daily incremental? Nightly?

Incremental back-ups are automatically performed on a set schedule more frequently than daily.

4. Are there areas in your current support that you would like to improve?

The AHA is required to rebid contracts at least once every 5 years. The RFP outlines the requirements of services a consultant is to provide in terms of support.

5. Any immediate projects?

No, only day to day technical administration and support planned at this time, but this could change if conditions change.

6. Do you use Microsoft Office 365?

Yes.

7. Approximately how much of your staff is remote?

There are two office locations where employees are located, with the majority stationed at the main office location and 10 of the employees located at a

satellite office also in the City of Alameda. Approximately 20 employees are setup to work remotely if needed, but no employees are completely remote.