



818 S. FLORES ST. ① SAN ANTONIO, TEXAS 78204 ① www.saha.org

Procurement Department

ADDENDUM # 6

To: 1010-920-65-3366
RFQ for: IT GAP Analysis

The following questions have been asked:

- Question 1.** Within the RFP, you referenced interviewing 15 senior management members to identify SL expectations. What about SL requirements from the end users? Are the senior management members you refer to business (not IT)?
- Answer 1.** Yes, the Senior team represents all SAHA business units, and should reflect the needs of our users.
- Question 2.** Can you provide us with an Org Structure of your IT Dept and SAHA over all?
- Answer 2.** See attachments.
- Question 3.** To what extent have you developed IT Service Management policies and procedures (i.e., change management, incident management, release management, problem management, etc...)?
- Answer 3.** We have a few published procedures, but not a comprehensive book of SOP's.
- Question 4.** Do you have an IT Steering committee? If so, can you provide the meeting minutes from the last 12 months?
- Answer 4.** The IT Steering Committee was established just 3 months ago, there are no minutes available.
- Question 5.** Can you provide a comprehensive list of all SAHA's Services and Systems?
- Answer 5.** Primary systems include JD Edwards Xe ERP, Emphasys Elite and Flex, Microsoft desktop (Office) and networking products, including Outlook/Exchange. Programming is done in Visual Studio/.NET, all databases are MS SQL. Phone system is Avaya VoIP. Blackberry server is used along with MS Active Sync.
- Question 6.** What is their main driver for doing this?
- Answer 6.** Expectations that cannot be met by current IT model.
- Question 7.** What are the primary objectives/vision areas for IT, according to IT leadership and business leadership?
- Answer 7.** Document expectations and execute change where affordable.



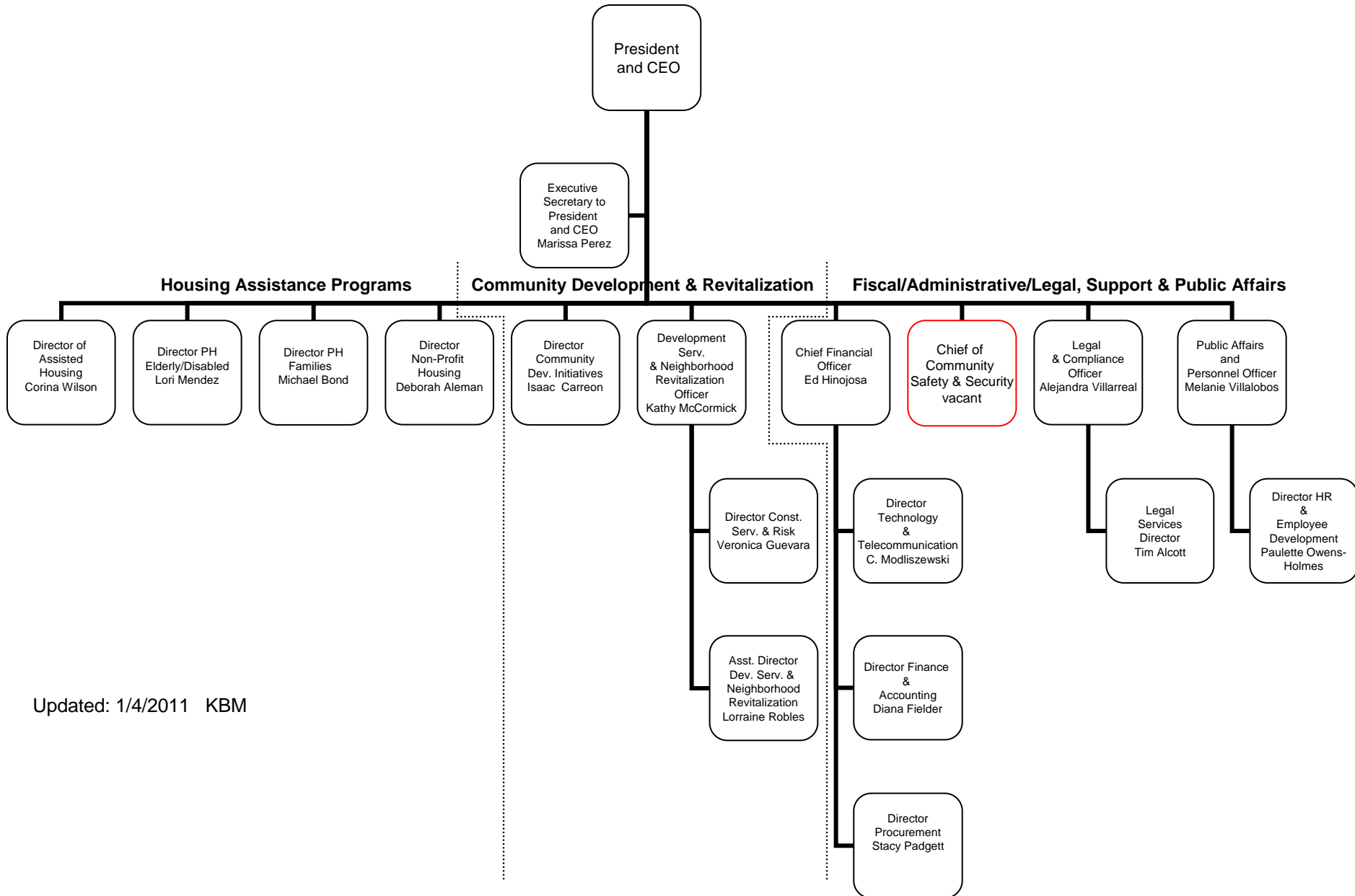
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- Question 8.** What are the major pain points in their IT organization?
Answer 8. 24x7 / no downtime vs reality of IT model
- Question 9.** What is the morale like within IT?
Answer 9. Good.
- Question 10.** Is there tight alignment between business and IT priorities?
Answer 10. No.
- Question 11.** If SAHA had to select an IT organization that is working optimally, what organization would that be?
Answer 11. USAA.
- Question 12.** How forward thinking is SAHA in terms of IT performance and business enablement?
Answer 12. Moderately so.

By: Charles R Bode
Charles Bode Asst. Director of Procurement

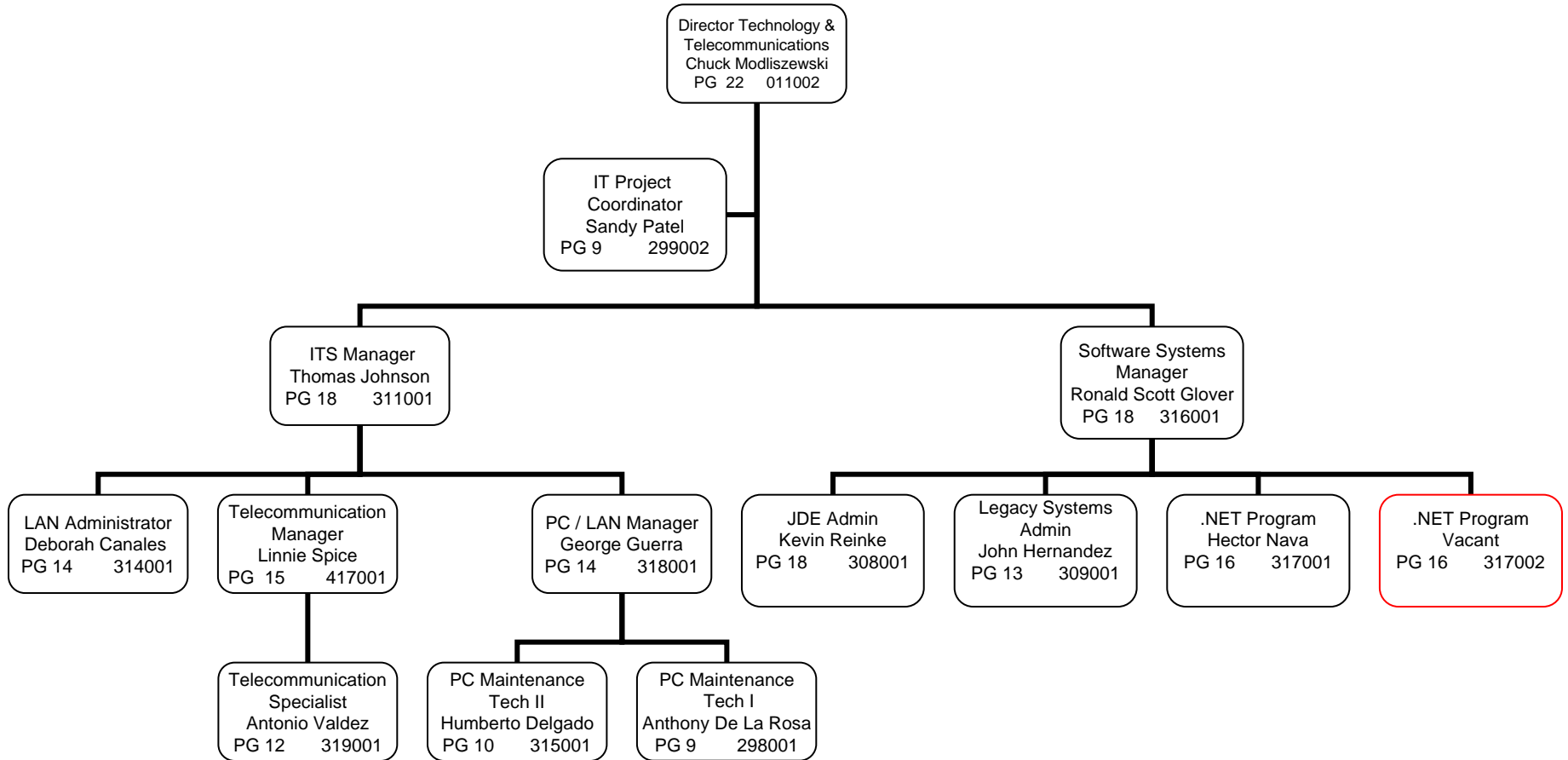
Date: January 25, 2010

San Antonio Housing Authority Senior Team



Updated: 1/4/2011 KBM

Technology and Telecommunications



Total Positions: 14