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**Information Technology Support Service Provider  
(RFP No. IT-11-2024)  
Answers to Questions  
Posted 11/21/2024**

Please note proposals are due to Cathy Moore at [cmoore@echoshouston.org](mailto:cmoore@echoshouston.org) by 12 noon CST.

- 1. The RFP mentions 12 FTE's on page 3 but says 31 users in Section B on page 3. Can you confirm the number of supported users/devices?**

Yes. We can confirm this is correct.

- 2. What are the current challenges with the incumbent IT partner?**

No challenges are currently identified.

- 3. Is the RFP exercise a scheduled regular occurrence, or did ECHOS Houston initiate this opportunity with the intent to find a new partner?**

ECHOS periodically issues RFPs for its vendors as needed.