ADDENDUM #1
IT-RFP-2024-01

INFORMATION TECHNOLOGY SERVICES

September 7, 2023

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This document, Addendum #1, is issued to provide the answers to the questions submitted by potential offerors.

1. How many users are on Office 365? What license do they have? Provide a license count.
    We currently have 46 "Business Standard" licenses. Some employees have add-on applications to their licenses such as Power BI, encryption, etc.

2. Are the licenses being purchased directly with Microsoft or through a Microsoft Partner?
    Microsoft partner (our current IT Managed Services vendor)

3. Do you currently use Microsoft Teams and/or Microsoft SharePoint?
    Microsoft Teams

4. Is there software in place currently to manage endpoints remotely? If so, what product(s) are being used?
    Yes; Kaseya VSM

5. How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis?
    Monthly

6. Do you have employees working remotely that use a company device?
    Yes

7. Do you offer Bring Your Own Device (BYOD) to employees?
    Most employees have their emails sent to their phone.

8. Is there a Mobile Device Management (MDM) solution deployed?
    No

9. How many desktops/laptops/mobile devices are you supporting?
    Approximately 74: 39 laptops, 31 desktops, and 4 tablets.

10. Which version of Windows are the desktops/laptops running on?
    Windows 10 or 11.

11. Are user devices being backed up? If so, how often, and do you have retention policies in place?
    Servers only are backed up

12. Are the servers on-site or on the cloud? Hybrid?
    Hybrid

13. If you have a cloud environment, is it Azure/AWS/other?
    Azure

14. How many servers do you have? What operating system are they on?
    10 which run on Server 2016 Standard and Server 2019 Standard

15. Do you have any Windows Server 2012/2012R2? Any Linux Servers?
    No

16. Is there a Disaster Recovery plan in place? What is the infrastructure at the failover location?
    We have a disaster plan, but it wouldn't have an alternate path out. It's for the whole office.

17. How many databases are you using? Please specify which ones.
    Unknown

18. What are some of the critical applications being used today? Any ERP applications?
    ArcGIS
    Cube
    GMS Accounting
    Denali
    Financial Corner

19. Microsoft is sunsetting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers. Please provide details.
    NA

20. What is the network topology currently used, and how are these locations communicating to each other?
    Single Office Location with Network Equipment located in a server rack

21. Is there a VPN in place for remote access? Is there a firewall?
    Yes and yes.

22. What is the speed of the network connection to the internet?
    Dedicated 1 Gig service line from Cox Communications

23. Do you have a backup connection?
    No.

24. How many Routers, Switches, and Firewalls are in your network?
    Please provide the brand for the switches, network devices, laptops, desktops, and printers.
    - Fire wall is watchguard M270
    - 5 access points all are watchguard
    - Dell switches
    - Access points are watchguard AP 125
    - Office uses windows 10 and 11
    - All PCs are dell
    - 39 laptop and 31 desktops
    - Our PCs range from I5 to I9 processors, average ram is 32 gigabytes

25. How many buildings/locations?
    One

26. Is there a current vendor now supporting the County? If so, what is the monthly spend with them? How many hours are being utilized per month or year?
    While the HRPDC is not a County, there is a current vendor supporting the organization (see question #37)

27. Do you have any major projects in progress?
    We are in the process of replacing our phone system with VOIP.

28. How big is your current IT department, if any?
    We typically have one full-time IT Manager on staff. The position is currently vacant.

29. Do you have any cameras to support?
    We currently use an Owl for some virtual meetings and many employees use a standalone camera that attaches to their monitor for use in the office.

30. Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers?
No. We are in the process of replacing our current system with VOIP. The vendor is Lumen. Current desktop phones are Avaya with approximately 60 extensions/DID.

31. Do you have ticketing system in place? Estimate of tickets per month/quarter?
Yes, ~ 30/month

32. Do you require someone to be on-site all the time?
From the vendor, no.

33. Is this a multi-vendor or single vendor award?
Single vendor.

34. Is there Change Management system in place?
Our chain of command is very short. When changes are needed, the IT manager makes the recommendations and then the Deputy Executive Director and Executive Director sign off on it.

35. Is there an Information Technology Asset Management (ITAM) solution in place?
Yes

36. What applications are currently in use?
The organization utilizes MS 365; additional applications are used by staff dependent upon work responsibilities. Refer to question #18 for additional applications.

37. Is this new initiative? If not, please let us know the incumbent vendor's name.
No, the incumbent is Mode 5.

38. What was the previous spent of this RFP?(details about the provided budget to incumbent vendors)
$8,000 monthly

39. Please confirm, can we get the incumbent vendor proposal copies?
To see the incumbent's proposal you need to email Danetta Jankosky, Procurement Officer, at djankosky@hrpdcva.gov to make an appointment to come into the office. At that time, if you want copies of any sections, we can make copies.

40. What is the estimated budget of the current RFP?
As stewards of public monies, we are looking for the most comprehensive proposal to meet our needs with competitive costs for services.

41. Is there any mandatory subcontracting requirement? Please confirm.
No.

42. Is there any preference for local vendors?
No.