ADDENDUM NO. 1

TO: **All Vendors**

FROM: **Jason McGarry, Procurement/Contracts Administrator**

SUBJECT: **COG2024-07: Information Technology Services**

DATE: **December 20, 2024**

This Addendum No. 1 modifies the Request for Proposal (RFP) only in the manner and to the extent as stated herein.

QUESTIONS AND ANSWERS

1) Phishing and Cybersecurity Training: Could you provide more details about the expected frequency and scope of phishing exercises and cybersecurity training for staff? Training on an annual basis, to include current trends and threats. Are there specific goals or metrics associated with these initiatives?
   a. Goals are to ensure staff is aware of the risks and pass any ongoing phishing exercises we conduct during the year.

2) Management Portal Features: Beyond inventory tracking and health monitoring, are there any required integrations or additional functionalities expected from the management portal?
   a. No

3) Firewall Specifications: Could you elaborate on the requirements for the firewall hardware and software, such as preferred brands, configurations, or compliance standards?
   a. Preferred brand is Dell

4) Additionally, could you confirm whether there is an incumbent contractor currently performing these services?
   a. Yes

5) In the RFP, Section 2.0 Scope of Work, the phrase "in-house and remotely" is referenced. Should bidders interpret this to mean that BCDCOG is seeking both an in-house FTE and additional remote support, or is this referring to the ability to perform on-site and remote work?
   a. Ability to perform on site and remote work

6) Do you current have any in-house BCDCOG employees designated for IT roles?
   a. Yes, in the cloud

7) Will the vendor be responsible for serving as the main point of contact for the current telecommunications services, or does BCDCOG have an existing agreement for those services that the vendor will need to work within?
   a. You will be the POC for Telcom services Email is hosted on our current IT contractors servers

8) Firewall Questions:
   a. Regarding the firewalls: Will the bidder be responsible for providing new firewalls?
      i. We just replaced our firewalls so not in the immediate future

b. If not, what firewalls are currently in place, and when those firewalls' licenses expire, will the awarded vendor be responsible for replacing them?
    i. They are Dell Firewalls that were just installed

9) Backup Questions:
    a. Will the vendor be responsible for providing a backup solution for BCDCOG? If so: How much data is currently stored on the servers?
        i. Varies by agency
    b. How many virtual machines/servers are in use?
        i. Varies by agency
    c. Do any of the workstations require backups? If so, how many?
        i. No
    d. Are you currently backing up data on-site and in the cloud? If so, what system are you using?
        i. Only through the cloud via our IT contractor
    e. Will the awarded vendor be responsible for replacing the backup system or taking over support from another provider? Replacing the backup system. If applicable, do you own or lease the current backup appliance?
        i. No

10) Project Questions:
    a. Could you clarify what is meant by 'Miscellaneous IT Projects'? Are these ad-hoc requests, special initiatives, or unique challenges outside the scope of regular IT support? Additionally, can you provide examples or specify the nature and frequency of these projects?
        i. Special projects such as conference room projects

11) How many office locations will we be supporting?
    a. 4

12) What is your Switching brand(s) in use at each location?
    a. Dell

13) How many Switches do you have at each location?
    a. 1

14) What is your Access Point brand(s) in use at each location?
    a. Ubiquiti

15) How many Access Points do you have at each Location?
    a. Varies by location

16) What is your Firewall Brand at each location?
    a. Dell

17) How many UPS Battery Backups do you have at each site?
    a. Varies by location

18) What is your UPS Brand at each location?
    a. APC

19) How many Physical Servers do you have at Each Location?
    a. Varies by location

20) How many Virtual Servers do you have at Each Location?
    a. 0

21) Do you have a Disaster Recovery solution for your servers, or would you like us to provide one? You will provide If you have one, what is the brand(s) and expiration dates of the solution?
    a. To be determined

22) Will you require Disaster Recovery for any/all the workstations? If so, how many workstations will need to be covered?
    a. No

23) Do you have Active Directory at each location?
    a. Yes

24) Are they one AD Domain across all organizations or are they separate?
    a. Separate

25) How many users will we be supporting at each location?
    a. Varies by location

26) Microsoft has announced that On-Prem Exchange Server 2016 and 2019 will reach end of support in October 2025. They expect to release a new version of On-Prem Exchange in Summer 2025, but that date could slip. Are you open to having your hosted Exchange E-Mail on Microsoft 365 Cloud services instead of a Hosted On-Prem Exchange server?
    a. Yes

27) How many users will need e-mail?
    a. Varies by location

28) Are all users part of the same e-mail Domain or will you need separate Domains setup for each location?
    a. Separate

29) Do you currently have Microsoft 365 licenses, or would we need to include them as part of our quote? (Assuming you are OK with the Microsoft 365 option.)
    a. Yes, we currently have them

30) Please expand on the services you are looking for concerning IT Governance. Are you looking for general guidance on aligning your IT with your business strategies or do you have a specific Framework you are seeking compliance with? i.e., COBIT, ITIL, etc.
    a. General Guidance

31) Please expand on the services you are looking for concerning IT Governance. Are you looking for general guidance on aligning your IT with your business strategies or do you have a specific Framework you are seeking compliance for?
    a. General Guidance

32) Please expand on the services you are looking for concerning IT Risk Management. Are you looking for general guidance on aligning your Risk Management with your business strategies or do you have a specific Framework you are seeking compliance with? i.e., NIST 2.0. SOC2, etc
    a. General Guidance

33) For Misc. IT Projects did you have a specific amount of time in mind, or would you just like to have a quoted hourly rate?
    a. Hourly rate

34) What Telecommunications system(s) do you currently have in place?
    a. Yealink phones and 3CX system

35) Please expand on what telecommunications support services you are looking for.
    a. Full support

36) Do you currently use an Asset Tracking/Inventory Management solution? If so, what is it?
    a. Yes

37) Please expand on Emergency work orders should be provided at least 3 times per month at no additional charge.
    a. 3 emergency work orders per month to completed immediately

38) Please expand on Providers must have an immediate response for technical support during regular business hours and must be available to come on-site within 24 hours.
    a. We require at least an immediate acknowledgement of our request.

39) How many users will be covered in this proposal? We would like to know to quote the correct prices for proper licensing COGS
    a. Varies by location

Offeror shall acknowledge receipt of Addendum No. 1 in the space provided below and return with their proposal. Failure to do so will subject the proposal to rejection.

_____   _____

Authorized Signature   Company Name

_____

Date