ADDENDUM #1

Information Technology (IT) Contractual Services Request for Proposal (RFP 2024-01)

This addendum is issued as part of the aforementioned RFP. Any revisions incorporated herein are an amendment to and supersede those conditions shown in the original solicitation.

1.   Question: How would you describe the size and complexity of current IT infrastructure?

   Response: Please refer to EXHIBIT A: SCOPE OF SERVICES – Network Overview and IT Assets on Page 19

2.   Question: Can you provide more details about the specifications and configuration of your current server (Dell PowerEdge R640)?

   Response:

COMPUTER	HARDWARE INFORMATION	DRIVE INFORMATION
DC02	Manufacturer: Microsoft Corporation Product Model: Virtual Machine Chassis Type: Desktop Processor: Intel(R) Xeon(R) Silver 4114 CPU @ 2.20GHz Memory: 7.91 GB (1 of 1 slots used) Video: Microsoft Hyper-V Video Monitors: 1 Devices: 2 Network Cards: Wired 1 - WIFI 0 - Other 3 Sensors: Voltage 0 - Temp 0 - Other 0 Printers: External 2 - Virtual 2	Internal Drives: 2 Total Used: 768GB/954GB Optical Drives: 1 Other Drives: 0 Network Shares: 12 Drives to Review: 0
HV01	Manufacturer: Dell Inc. Product Model: 0W23H8 Chassis Type: Unknown Processor: Intel(R) Xeon(R) Silver 4114 CPU @ 2.20GHz(x2) Memory: 32 GB (2 of 24 slots used) Video: Unknown Monitors: 1 Devices: 0 Network Cards: Wired 3 - WIFI 0 - Other 3 Sensors: Voltage 0 - Temp 0 - Other 0 Printers: External 0 - Virtual 2	Internal Drives: 2 Total Used: 1.2TB/2.45TB Optical Drives: 1 Other Drives: 0 Network Shares: 1 Drives to Review: 0
RD01	Manufacturer: Microsoft Corporation Product Model: Virtual Machine	Internal Drives: 1 Total Used: 51GB/154GB

	Chassis Type: Desktop Processor: Intel(R) Xeon(R) Silver 4114 CPU @ 2.20GHz Memory: 4 GB (1 of 1 slots used) Video: Microsoft Hyper-V Video Monitors: 1 Devices: 2 Network Cards: Wired 1 - WIFI 0 - Other 2 Sensors: Voltage 0 - Temp 0 - Other 0 Printers: External 0 - Virtual 4	Optical Drives: 1 Other Drives: 0 Network Shares: 0 Drives to Review: 0

3.   Question: Are there any specific reasons for planning to replace the server in FY 2025?

Response: We are replacing the server since it is near the end of its life cycle.

4.   Question: Can you share more information about the expected challenges or requirements during the office relocation in 2024?

Response: With the office relocation we would anticipate needing assistance that includes but is not limited to the following:
   - **Planning and documentation**
   - **Coordination with the landlord's contractor regarding IT needs and the build-out of the new space**
   - **Coordination with our internet provider to relocate internet services**
   - **Coordination with our copier vendor to re-establish workstation connections to two printers (the copier vendor will relocate the printers)**
   - **Coordination with the installation of a new AV system in the conference room**
   - **Installing new server, rack, and equipment (UPS, switches, firewall, back-up storage, cabling etc.) at the new location**
   - **If a new server is not purchased at the time of the move, then relocating and setting up the existing server**
   - **Relocating and setting up all workstations, laptops, monitors**
   - **Relocating and setting up any ancillary equipment**

At the time of the move, we would work closely with the IT provider to identify the scope of the assistance that we would require with respect to relocating our IT infrastructure and installing any new equipment. We would request a separate quote from the IT vendor once those details are known.

5.   Question: Do you anticipate any significant changes in user numbers in the near future?

Response: The River to Sea TPO currently employs five full-time staff members and will be looking to hire an additional 2-3 staff members over the next year.

6.   Question: What is the average volume of IT support tickets that are handled on a monthly basis?

Response: An average of three to five a month including the maintenance tickets.

7. Question: Are there specific peak periods or trends in ticket volume that we should be aware of?

    Response: No.

8. Question: Do you have insights into the expected call volume during regular business hours and after-hours?

    Response: Regular business hours: Average of three to five a month – After-hours: None

9. Question: Can you provide information on the number of Full-Time Equivalent (FTE) staff dedicated to managing our computer systems and network?

    Response: We do not have any full-time staff dedicated to the IT network.

10. Question: How do you currently anticipate and prevent IT-related issues before they occur?

    Response: Our current IT company provides monthly server and workstation maintenance to prevent IT-related issues. Each proposer should specify how they would handle this.

11. Question: What is the process for proactive and scheduled preventive maintenance for our equipment?

    Response: Refer to Question 10 response

12. Question: On average, how many IT support tickets does your firm handle per month for organizations of similar size and complexity?

    Question Clarification: Can you provide insights into the current volume of IT support tickets the TPO experiences monthly and the complexity associated with handling these tickets?

    Response: An average of three to five a month to include software issues, network disruptions, email delivery issues, server connection issues, etc.

13. Question: Please confirm the no. of awards that will be awarded under this contract.

    Response: One contract will be awarded under this RFP.

14. Question: What is the approximate allotted budget of the contract?

    Response: The FY 24 budget included $24,000 for network support services and $12,000 for software/licenses not included in the monthly service fee. Costs associated with new and replacement equipment, new workstations, and special projects (such as the office relocation) are budgeted separately.

15. Question: Is this a new contract? If not, who are the incumbent(s) on the current contract? Also, share the spent on the current contract?

Question Clarification: Moreover, we would like to know about the overview of the financial investment made under the current contract.

Response: The current IT Services contract will expire June 30, 2024, and is held by James Moore Technology Solutions Consultants.

To date, the TPO has paid $157,362.18 under the current IT Services contract. This includes the monthly service rate, software, licenses, hardware, equipment, data storage, and special projects.

16. Question: How many full-time IT staff members do you currently have on your team or are looking to hire under this contract?

Response: The River to Sea TPO does not employ any full-time or part-time IT staff members and we are not looking to hire any under this contract.

17. Question: What is the current network architecture, and can you describe the specifications of the network equipment?

Response: Please refer to EXHIBIT A: SCOPE OF SERVICES – Network Overview and IT Assets on Page 19 of the RFP.

18. Question: Please confirm if there is a mandatory DBE goal for this contract?

Response: There is no mandatory DBE goal for this contract.

19. Question: On page 3 under Background, the last paragraph states that the TPO will be relocating its offices in 2024. Are we required to include a preliminary move proposal or is the current IT provider responsible for this move including the installation of the new Audio/Visual system for the conference room.

Response: Our current IT services contract expires June 30, 2024, and will not be in effect at the time of the office relocation. However, you do not need to include a preliminary move proposal at this time.   At the time of the move, we would work closely with the selected IT vendor to identify the scope of the assistance that we would require with respect to relocating our IT infrastructure and installing any new equipment. We would request a separate quote from the IT vendor once those details a known.