



ADDENDUM # 2

RFP 2024-847, I.T. SUPPORT SERVICES

ADDENDUM DATE: March 14, 2024

BID DUE DATE: March 19, 2024, 3:00 PM

LAST DAY FOR QUESTIONS: March 12, 2024, 5:00 PM

This addendum includes the following:

- I. CLARIFICATION REGARDING NAME BRANDS
- II. CLARIFICATION REGARDING ANSWERS PROVIDED
- III. ANSWERS TO QUESTIONS SUBMITTED

I. BRAND NAME OR EQUIVALENT

Any manufacture name listed is for the purpose of describing the standard of quality, performance, and characteristics desired. Equivalent exhibiting the same standard of design, function, quality and performance will be considered. Include complete specifications if quoting an equal substitute.

II. CLARIFICATION REGARDING ANSWERS PROVIDED

Some of these questions are dependent on offerors proposed architecture. The City is requesting the offeror to design a solution. This can be done in many different ways, potentially changing the required components and software. The City has not specified a specific architecture/design, allowing offerors flexibility to design and engineer the best solution for the City.

III. ANSWERS TO QUESTIONS SUBMITTED

Question: Can you please advise if the bid award will be exclusive to one vendor or will you be splitting the service components between multiple vendors? From your literature regarding the award process where you indicate you will interview 3 finalists, it would seem you are only going to choose only one as the finalist. Please can you confirm?

Answer: The RFP will be exclusive to one vendor.

Question: Is there a maximum or minimum number of hours per month you expect vendors to quote for? (The sample contract indicates 40 hours per month but we're unsure if that is just an example)

Answer: No, the 40 hours in the sample contract is just an example. We are open to an hourly rate.

Question: Regarding server rental, do you allow for virtual machines vs physical servers in a data center?

Answer: The City prefers physical servers – this would eventually allow us to migrate to being self-sustaining.

Question: Do you want us to rent you your server infrastructure?

Answer: Yes - For those rental services needed

Question: Our hardware is placed on a Master Leasing agreement when a government entity is asking for monthly rental. We do this under a state-wide purchasing agreement. Is this acceptable?

Answer: Yes

Question: In regards to providing rental hardware – with a 30-day termination, will the selected vendor be paid for the hardware in full at time of termination or will the awarded vendor take back the hardware if terminated/at the end of the contract?

Answer: The City will evaluate proposals for both options.

Question: Is the City of Aztec open to purchasing hardware upfront rather than renting?

Answer: Yes

Questions: There is a request for managed services and a project, are these to be separate bids or is the project to be included in managed services?

Answer: Both would be inclusive to one awarded vendor.

Question: The RFP references speaking with professional support, is that the City of Aztec's internal IT department?

Answer: Yes

Question: Does the City have any onsite technicians?

Answer: Yes, currently 1 individual and possibly 2 later.

Question: Is there any additional information/details that can be provided regarding the current equipment/project requests or are we able to complete an assessment of the network?

Answer: Not at this time but if chosen the vendor will have the opportunity to assess our network.

Question: Page 21 states that there are currently 18 servers with different operating systems and VMWare.

- a. Can you confirm how many servers are virtual and how many are physical?
- b. The RFP states that each server should have 10TB of storage, can you confirm that is 10TB for each physical server, or is that 10TB total?

Answer: a. All physical
b. 10 TB for each server

Question: The RFP lists 16 locations are connected via fiber.

- a. What is the fiber type?
- b. Are the locations connected to each other with private fiber or through an MPLS/Metro ethernet?

Answer: a. Single Mode
b. Private

Question: The RFP lists that the City of Aztec currently has Cisco switches, is the City open to replacement with a different vendor, such as Netgear?

Answer: Yes, if the overall network is compatible.

Question: Could the City provide additional specifications on the switches?

- a. Do they require layer 3 routing?
- b. How many VLANs are required?

Answer: a. Unknown TBD
b. Unknown TBD

Question: On page 22, the RFP states 112 accounts with access to outlook and office.

- a. Is this through Office 365? If so, what type of licensing does the City have?

Answer: a. Yes, enterprise

Question: The RFP mentions 18 core applications.

- a. What are the applications and are they cloud hosted or locally hosted?

Answer: Both, some are locally and some are cloud hosted.

Question: The project requests for virtualization of physical servers to virtual.

- a. What is the breakdown of these servers?
- b. Are they all in a core location? (A single physical server to host all 18 virtual servers?)
- c. Should they be spread across multiple hypervisors in different locations?

Answers: a. This was outlined in the RFP
b. Most are.
c. Not necessarily but could be.

Question: Can the 24TB usable storage be configured in the form of a NAS?

Answer: If it is determined to be the best course of action.

Question: Backups

- a. Should the offsite backups be configured in a different location within the City or truly remote and completely offsite?
- b. Is the City looking to backup ALL data offsite?

Answers: a. Different locations within the City.
b. Yes

Question: Is the City open to utilizing a different Vendor for the firewall, such as SonicWall?

Answer: Not at this time but open to the possibility.

Question: How many concurrent connections are needed for the dial in VPN?

Answer: Unknown

Question: On the City's website, it states that all bids must be submitted through Vendor Registry but on the RFP, it states that the responses need to be sent with original and copies, delivered to the City at: 201 W Chaco, Aztec, NM 87410.

- a. I want to confirm nothing needs to be submitted through Vendor Registry, correct? Responses should only delivered to the City purchasing office?

Answer: a. Yes, please send proposals either in person or mailed to us before the deadline date.

Question: We would like to confirm that each of the 18 requested virtualized servers would need 10TB each, for a grand total of 180TB storage?

Answer: Yes, 10TB EACH

Question: For the single mode fiber, is this 10GB SFP+ or SFP?

Answer: 10GB SFP+

Question: How many ports are required for the switches? Are they all 48 ports or are they all 24 ports? If they do not all have the same number of ports, can we get a breakdown of how many switches need how many ports?

Answer: Most are 24 ports, but there are locations where multiple 24 ports exist and should be consolidated into 48. Each location needs to be assessed and the size whether 24 or 48 needs to be determined.

Question: In regards to the question of storage, the response was that the City is requesting 18 total servers at 10TB each for a total of 180TB. However on page 22, the total estimated virtualization storage is listed at 24TB. We would like to confirm is it 180TB or 24TB for total storage?

Answer: 180TB

Question: Does the City work with/participate with CES (Cooperative Educational Service) for purchasing/procurement and would the City purchase through CES for this RFP?

Answer: Yes, the City is a member of CES and will potentially purchase through CES depending on cost.

Question: Can you clarify if rented server equipment will be housed in your data centers or will data center space and connectivity need to be provided by vendor?

Answer: The City will have the space for rented server equipment.

Question: Firewall? Your RFP only shows 1 firewall. However, it says you have 16 locations. Is there a firewall at each location building out a WAN?

Answer: One firewall at the main server controlling internet access.

Question: Server? Are you expecting to move all the servers to 1 physical with 18 virtuals, or can there be more than 1 server?

Answer: There may be more than 1 server. Ideally, 3 physical servers hosting 6 virtual servers a piece.

Question: Server? Are you looking for redundancy in your servers in case the main server goes down?

Answer: One or more servers may function as backup. Backup may be 1 remote and 1 virtual.

Question: Redacted vs. Unredacted Copies: If we deem no information as confidential for the purposes of the public file, do we only submit ONE unredacted version and NO redacted versions of our response?

Answer: Yes. If you choose not to submit a redacted copy of the proposal, the unredacted proposal will be used for the public file.

Question: In reference to the cost proposals: Are you requesting final costs associated with each Identified Component for Service beginning on page 22 and ending on page 26 in detail or estimate costs/hours and hardware without performing a full assessment of the specifications? Example: #2 FIREWALL: \$xxx.xx hardware costs and \$xxx.xx costs for labor based on an estimated number of hours.

OR: #2 FIREWALL: Hardware costs will be determined after full specifications assessment upon discovery, and our hourly rate for such services is \$xxx.xx / hour.

Answer: Please provide costs for both hardware and labor if possible. If exact hardware cannot be determined in advance, provide a reasonable price range typical for similar projects.

For further information contact:
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