

**ADDENDUM 1  
RFP#1908-06**

DATED: SEPTEMBER 6, 2018



FOR THE  
**OCONEE COUNTY IT MANAGED SERVICES PROVIDER**  
ON BEHALF OF  
THE OCONEE COUNTY BOARD OF COMMISSIONERS  
OCONEE COUNTY, GEORGIA

THIS ADDENDUM FORM IS PART OF THE RFP DOCUMENTS ISSUED AUGUST 27, 2018

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**ITEM 1: IN REFERENCE TO RFP#1908-06, THE FOLLOWING ARE QUESTIONS SUBMITTED TO OCONEE COUNTY BY EMAIL BETWEEN THE DATES OF AUGUST 27, 2018 THROUGH 10:00 AM, SEPTEMBER 4, 2018. THE ANSWERS ARE IN RED.**

1. In section A part 2, Help Desk Support, it says configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and performing advanced trouble shooting.

Are you requiring advanced trouble shooting support with the applications systems: New ERP system, WinGap, Gratis, VCS, QS1, AllData, and Facility Dude? Also, will your internal IT department be fully supporting these applications with the winning bid doing basic trouble shooting then escalating to the proper team?

**The Respondent is responsible for communicating with the vendor of the specific software applications listed in order to get the problem resolved.**

2. Section 10.0, part A #1. Network Management and Security. I see that firewall monitoring is listed, but could we get specific clarification around what is needed for Security related support? Is it primarily just monitoring the Firewall, and if so, to what level of detail? Are there other advanced threat detection utilities or devices installed in the infrastructure?

**We currently use SonicWall as our firewall. Bidder is responsible for making sure patches, fixes and firmware updates are applied. Monitor uptime. We use Edgewave for SPAM filtering, Webroot for antivirus, Malwarebytes for Malware detection.**

3. Section 10, part A, #3; are they looking for a rate schedule for T&M?

Describe your rate schedule for project cost for labor (hourly depending on type of service – infrastructure, networking, etc.)

4. Section 10, part B, #1-9; for clarification, are these items the responder may possibly need to assist with? Or was this just to identify the other technologies within the environment?

Listed for clarification of responsibilities of Internal IT

5. Section 11.0, part B, #2. What responsibilities does the responder have related to UPS and Backup Generator other than a working knowledge?

Monitor the health of the UPS. There is a network card in each UPS.

6. Section 11.0, part D. What role does the responder play as it relates to the applications? Are all applications still under maintenance and support?

The bidder is responsible for communicating with the vendor of the specific software applications listed in order to get the problem resolved.

7. Section 12.0. Other than a license required to do business on Oconee County, what other security clearances are required?

Describe your level of background checks for your employees

8. Section 13.0, part D,#2 and #3. What hours are considered Business Hours? Are there any specific requirements as it pertains to availability and SLA-based response for normal business hours, after hours and/or weekend/holiday hours?

Most county offices work M-F 8-5 (considered normal business hours) but our environment is 24/7 with infrastructure supporting Sheriff's office, Parks & Rec and Civic Center which are opened nights and weekends. Do you charge a different rate for support after normal business hours? Do you have on-call staff after normal business hours?

9. Section 13.0, Part E. Is there a specific definition of what constitutes a "Change"? For example, some changes, edits, modifications may well be perfectly acceptable in your environment, such as adding new users, standing up demo, lab or test servers, etc, so any specific definition of what the "computing environment" includes and what constitutes a change will help with the definition of our combined "Change Control Process"

How do you plan on interfacing with Internal IT for an approval process for changes that have a major impact on the network or computing environment?

10. How many network devices in total (routers, switches, firewalls, wireless controllers, wireless access points)?

Currently, 42 switches, 1 firewall (courthouse data center), router/firewall at Animal Services, 2 voice routers, most of the wireless access points are in the courthouse (approximately 10) and approximately 10 more in the remote buildings for a total of 20.

11. Are onsite visits required/preferred? If so, how much (min/max)?

Onsite visit not required

12. Clarification on what is included in responders responsibilities (overall environment such as fiber, printers etc.)?

What level of expertise is required for application support?

The bidder is responsible for communicating with the vendor of the specific application, hardware or provider needed in order to get the problem resolved.

13. Are the primary components of support to be servers, desktops, and network infrastructure (with secondary support including overall knowledge of environment and apps.)?

Support of servers, desktops, network infrastructure, help desk support and overall knowledge of environment and communication with vendors (a list will be provided after the bid has been awarded of Vendors and contact information)

**END OF ADDENDUM 1**

**Please note this addendum on the addendum acknowledgment form located in the RFP package.**