



**CONCHO VALLEY
COMMUNITY SUPERVISION
AND CORRECTIONS DEPARTMENT
TOM GREEN, CONCHO, IRION, COKE, STERLING,
RUNNELS, AND SCHLEICHER COUNTIES**

RFP 20-013 CVCSCD Information Technology Project Management

7/24/2020

Addendum NO 1: Notice to Bidders

Clarifications:

1. What is the current architecture of CVCSCD IT environment? Windows, Linux, etc.
CVCSCD/TGC Response: Windows 10 is what everything is supposed to be running. However as of recent we are discovering that Windows 10 was purchased but not deployed across the department. Servers are supposed to be running server version. Also see attachments 1 and 2.
2. If Windows, is Active Directory already implemented and configured?
CVCSCD/TGC Response: See attachment 1
3. Is there a separate Active Directory domain controller installed?
CVCSCD/TGC Response: See attachment 1
4. Is any hypervisor technology utilized (I.e. VMWare, HyperV, Citrix, etc.)?
CVCSCD/TGC Response: See attachments 1 and 2
5. Is any cloud platform utilized (I.e. AWS, Azure, Google Cloud)?
CVCSCD/TGC Response: See attachments 1 and 2

6. What is the desktop/laptop environment (Windows 7, Windows 10, Other)?
CVCSCD/TGC Response: A mixture, everything was supposed to be upgraded with new hardware/software purchase to Windows 10 & Microsoft office 365. See attachments 1 and 2
7. Is any Apple or Linux utilized on the desktop/laptop environment?
CVCSCD/TGC Response: Apple is not utilized and Linux is not believed to be utilized. Also, see attachment 1.
8. Is Microsoft Office in use on the desktop/laptop environment? If yes, what version/s?
CVCSCD/TGC Response: See attachment 1
9. Is Microsoft 365 (formerly Office 365) deployed at CVCSDC?
CVCSCD/TGC Response: Yes, however full deployment is unknown. See attachments 1 and 2
10. If M365 has not been deployed, is there Microsoft Exchange server configured for email?
CVCSCD/TGC Response: We were originally using Rackspace and severed to move into office 365. Outlook was what the FTE recommended but did not abandon old email extensions moving into Outlook? See attachment 1
11. If not Exchange server, is there another email service being utilized?
CVCSCD/TGC Response: See attachment 1
12. Are there any Windows Server operating systems deployed? Please detail how many and what version of Windows server, if available.
CVCSCD/TGC Response: See attachment 1
13. Are there any database servers (either onsite or cloud based) implemented for CVCSCD?
CVCSCD/TGC Response: See attachments 1 and 2
14. We understand that PDQ has been purchased, but not implemented. Is there a requirement to utilize PDQ for CVCSCD?
CVCSCD/TGC Response: See attachment 1
15. Is PDQ licensed for both the PDQ Deploy and the PDQ Inventory solution?
CVCSCD/TGC Response: See attachment 1

16. Is there a centralized location of servers?

CVCSCD/TGC Response: No, not at this time.

17. Is there a server room with one rack of servers?

CVCSCD/TGC Response: No, there are several rooms.

18. Is there damage in the main IT room?

CVCSCD/TGC Response: There may be water in walls, a flood occurred in late June.

19. What is being done in interim of project and maintenance?

CVCSCD/TGC Response: See attachments 1 and 2

20. If during project, deployment of software requires county IT personnel to take over, would the project be deemed complete?

CVCSCD/TGC Response: No, not necessarily.

21. Of the 6 locations, what is the breakdown of employees who use computers full time (i.e. Office workers) by location?

CVCSCD/TGC Response: The CVCSCD office location at 3036 N. Bryant currently has approximately 63 workstations, 12-15 stations are shared. The residential facilities have approximately 80 workstations and 30 laptops. Most of the workstations are shared. Also see attachments 1 and 2

22. Are there employees who share a computer?

CVCSCD/TGC Response: Yes

23. How many shared computers by location?

CVCSCD/TGC Response: The CVCSCD office location at 3036 N. Bryant currently has approximately 63 workstations, 12-15 stations are shared. The residential facilities have approximately 80 workstations and 30 laptops. Most of the workstations are shared.

24. How many employees who share a computer by location?

CVCSCD/TGC Response: See #21

25. Is physical access to the CVCSCD office locations available for any onsite work required to be performed during non-business hours?

CVCSCD/TGC Response: Yes, with written permission from the CVCSCD director.

26. Who is the vendor associated with the APEX software?

CVCSCD/TGC Response: APEX

27. Is CVCSCD implementing APEX Payroll or just the HR component?

CVCSCD/TGC Response: See attachment 1

28. Does installing and/or activating APEX require data migration of the existing HR system into the new APEX system?

CVCSCD/TGC Response: See attachment 1

29. What is the existing HR system utilized by CVCSCD?

CVCSCD/TGC Response: TIMECLOCK is currently utilized to track employee work hours. Also see attachment 1.

30. Are there any data interfaces or uploads in the current HR system that are required in the new APEX system?

CVCSCD/TGC Response: See attachment 1

31. The definition of “working remotely” during the scope of the project is unclear. Does this mean working from a remote office or working from home offices or both?

CVCSCD/TGC Response: Both

32. Why a surety bond?

CVCSCD/TGC Response: A surety bond is required for certain projects that exceed \$100,000 and provides protection (to contracting entity) from losses should a contractor default on a contract, provide poor or inadequate/inappropriate service(s) and/or participates in any type of fraud. A surety bond ensures contractor obligations are fulfilled properly and timely.

33. Is a surety bond still required if the contract amount is below \$100K but milestone or monthly billing is occurring?

CVCSCD/TGC Response: A surety bond is required if the cost of the project exceeds \$100,000.

34. What is your fiscal year?

CVCSCD/TGC Response: The Tom Green County fiscal year is October 1 – September 30, CVCSCD fiscal year is September 1 – August 31.

35. Is the surety bond requirement negotiable?

CVCSCD/TGC Response: No, not if the proposal cost is over \$100,000.

36. What is the CVCSCD fiscal year?

CVCSCD/TGC Response: September 1 – August 31

37. Can a budget amendment be put in place for the following fiscal year?

CVCSCD/TGC Response: A budget amendment is possible however, not guaranteed.

38. Are funds available to procure hardware?

CVCSCD/TGC Response: Funding is available for procurement of hardware however, this project does not include for bidder to purchase hardware.

39. Is a budget amendment feasible to carry forward into your next fiscal year?

CVCSCD/TGC Response: A budget amendment is possible however, not guaranteed.

40. If funds are not available, are there other options?

CVCSCD/TGC Response: Possibly, very dependent on what the cost(s) are, and what the cost(s) are for.

41. At the end of the contract term, are we looking at maintenance?

CVCSCD/TGC Response: Continued maintenance is a possibility.

42. If Tom Green County IT does not takeover IT operations upon completion of project, the vendor could continue to provide maintenance. Continued maintenance beyond project completion is not a requirement.

CVCSCD/TGC Response: Continued maintenance past completion is a possibility not a requirement.

43. What if best practices can't be made because of current infrastructure?

CVCSCD/TGC Response: Include infrastructure changes needed in order to implement best practices in proposal.

44. Which systems need to feed into others?

CVCSCD/TGC Response: Please see attachment 1

45. In the event that new equipment must be acquired in other to execute the newly created technical plan, what is total remaining budget that can be used for this purpose?

CVCSCD/TGC Response: To be determined

46. In this RFP there is a series of positions. Some are for hardware and installation others are software. Are you looking for an organization that can do it all or would you consider an organization, such as ours that would be able to help with the software side?

CVCSCD/TGC Response: RFP 20-013 is requesting proposals to complete the entire project. Additional information may be included with proposal for consideration.

47. When is the end of CVCSCD's fiscal year?

CVCSCD/TGC Response: August 31

48. How can additional information be obtained for APEX including, but not limited to, required installation timeframe, system requirements, manufacturer name, project scale/audience, etc.?

CVCSCD/TGC Response: Contact APEX Business Solutions

49. Please define both "emergency" and "response" in "emergency support response"?

CVCSCD/TGC Response: An "Emergency" exists when a system goes down to the point it creates work stoppage, hardware failure, and/or conflicts causing failure. "Response" is to respond or take action to correct the issues/problems that have caused or are causing failure(s).

50. Does "Provide non-emergency support services within twenty-four hours of request" include weekends?

CVCSCD/TGC Response: Yes

51. Are the (2) above-mentioned support service types required the duration of the project, the subsequent maintenance periods or both?

CVCSCD/TGC Response: Service types would be required for the duration of the project. Subsequent support services can be included in proposals.

52. Is there a specific format or source for the requested criminal background checks?

CVCSCD/TGC Response: No

53. Clarify “provide and maintain an inventory of computer hardware and software currently in use as well as potentially needed items” written in scope.

CVCSCD/TGC Response: Successful Offeror, upon start of project, is required to provide a complete list of hardware and software items that are currently in use and continue to update or maintain a list of IT items that are added, by whatever means, as inventory at the CVCSCD locations. In addition to the inventory list, a list of items that are potentially needed should also be created, updated and maintained.

54. Clarify “maintenance throughout the project”.

CVCSCD/TGC Response: “Maintenance throughout the project” includes, but not limited to, performing user, backup, desktop, security and server maintenance from the start of the project until end of the contract, project completion.

55. Are there certain systems that are not allowed to interface and share information?

CVCSCD/TGC Response: Yes

56. How long has CSCD occupied the building located at 3036 North Bryant Boulevard?

CVCSCD/TGC Response: Approximately 13 years

57. Is this RFP a three-part project: stabilize, get to maintenance only status, then hand over to County?

CVCSCD/TGC Response: RFP 20-013 is request for proposals to complete the entire project. County IT may or may not take over IT positions at the end of project.

58. Is there a budgeted cost for this RFP, and if so, will that information be shared?

CVCSCD/TGC Response: We are not sharing budgeted cost at this time.

59. Is it possible for us to run a one-time network scan to collect information regarding servers and systems on the network?

CVCSCD/TGC Response: Possibly, depending on which server(s).

60. If a network scan is not permitted, can the following information be provided?

CVCSCD/TGC Response:

- a. Can a list of all servers, roles, and functions **See attachments 1 and 2**
- b. Can the total amount of disk space used on each server **See attachments 1 and 2**
- c. Can a count of CVCSCD workstations the scope of this RFP should cover **See attachments 1 and 2, and #21**

61. Can pictures be provided pictures of network equipment and servers, if any, at any location we did not visit on 07/16/20?

CVCSCD/TGC Response: No

62. Can the upload and download speeds of all internet connections in use at all locations (excluding Tom Green County's internet) be provided?

CVCSCD/TGC Response: See attachment 1

63. Is Concho Valley CSCD open to using the preferred antivirus solution of the IT Vendor who wins the bid?

CVCSCD/TGC Response: Yes

64. Is Concho Valley CSCD open to using the preferred backup solution of the IT Vendor who wins the bid?

CVCSCD/TGC Response: Yes

65. Can an IT audit be made available?

CVCSCD/TGC Response: See attachments 1 and 2

66. What will need to be backed up during this project?

CVCSCD/TGC Response: See attachment 1

67. Will the County be performing back-ups during this project?

CVCSCD/TGC Response: No

68. How much data will need to be backed up?

CVCSCD/TGC Response: See attachment 1

69. How many servers?

CVCSCD/TGC Response: See attachments 1 and 2

70. How many virtual servers?

CVCSCD/TGC Response: See attachments 1 and 2

71. What are outlying county VPNs?

CVCSCD/TGC Response: There are satellite offices in county courthouses including the counties of Sterling, Runnels, Concho, Coke, Schleicher and Irion. Each county provides their own Internet and are of varying speeds and quality.

72. How many units in remote locations?

CVCSCD/TGC Response: See attachments 1 and 2

73. How many users in remote locations?

CVCSCD/TGC Response: Approximately 5

74. Can you provide a network analysis?

CVCSCD/TGC Response: See attachment 1

Please include this signed addendum with your Response.

Sincerely,



Michelle Ferguson

Buyer, Tom Green County

Company

Date

Signature

Printed Name and Title