RFP#2020-003 IT SERVICES

ADDENDUM 1

Return to: Lumpkin County Board of Commissioners
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Bid Closing Date: **December 1**, 2020 at 2:00 PM, EST
Bid Issue Date: October 28, 2020
Addendum Issue Date: November 19, 2020 at 5:00 PM, EST
Pages: 6
By: Ryan McDuffie, Purchasing Agent

Vendor Name: _____
(A copy must be attached to the Addenda Acknowledgement)

1. How can a vendor be added to the vendor/bidder list for future needs?
    a. You can register at www.lumpkincounty.gov . On the Purchasing page, there is a link to Vendor Registry.
2. Does IT handle non-bid items (p-card purchases, refurbished parts, hard to find items) or does this funnel back around to the Procurement side?
    a. The Purchasing Department procures some of these type items and also communicates with the IT services company to procure other items.
3. Is there any incumbent for this contract or is this for a new contract? If yes, can you please let us know the name of the incumbents, their hourly rate and historical spend?
    a. ACNS, Inc. The current contract is based on an all-inclusive price. Historical spend, for the contract, is $90,000.
4. Can you provide the submitted proposal of the incumbent?
    a. Their proposal has not yet been received as it is due by the RFP deadline of December 1, 2020. Any proposals can be obtained through an open records request.
5. If the incumbent exists, can you please provide the historically staffed personnel position name and their count currently working on the contract?
    a. The County does not have the position names. On average, the incumbent has four staff members that service this contract.
6. Is there any budget allocated or estimated for this contract? If yes, can you please let us know the detail?
    a. There are funds included in the budget for this contract in the amount of $90,000. The County understands that the price for the contract could be more and will amend the budget accordingly if needed.
7. What is the tentative award date for this contract?
    a. December 15, 2020.
8. How many vendors are expected to be awarded this contract?
    a. 1.
9. How m any calls/tickets vendors may expect on a daily, weekly and monthly? Is there an estimated count as per historic

data?
- a. Every call has a ticket logged. Tickets vary from 10 to 15 tickets per day x weekly x monthly.
10. Does the service need to be delivered onsite or is there a possibility for remote operations in any extent/percentage possible?
    - a. While some issues can be handled remotely, the County expects the successful vendor to provide onsite service as needed.
11. Are vendors expected to propose key personnel and other staff required along with their resume? If yes, are the hourly rate range acceptable for proposed personnel including key?
    - a. Yes, those that choose to propose on this service should include key personnel that will interact with the County. The County understands that you may have other staff that work on the contract and you may list those positions by title and an expected pay range.
12. Can you explain the GCIC certification needed for this bid? Do we need this before we submit or just able to obtain it after the bid is awarded? Can you also include where we submit an application for this certification?
    - a. This is specific to GCIC and is required to touch any computer that connects to GCIC. It would be required prior to bid being awarded. The standards for this are set by the State of Georgia and the Georgia Bureau of Investigations.
13. Can the County provide information regarding the planned IT budget?
    - a. The County budgets annually for the contract and for replacement of technology components and for security features. The County meets annually with the IT contractor to determine the needs of items that will need to be replaced.
14. Would Lumpkin County consider an extension of the proposal due date by 2 weeks to December 8, 2020?
    - a. The proposal due date has been extended to December 1, 2020. It is still due at 2PM.
15. In light of the ongoing COVID-19 pandemic, would it be possible for contractors to secure electronic versions of notarized signatures/seals from Notary Publics, instead of having to physically visit the offices of a Notary Public for hard copy signature/seals?
    - a. As long as the electronic versions are of high quality and color, the County will accept electronic versions of these documents.
16. Is there an existing/incumbent contractor on this contract? If so, could Lumpkin County please provide that contractor's name the number of years on the existing contract, and the total value of the existing contract?
    - a. ACNS is the incumbent vendor. They have been the County vendor since 2006. The current value of the all-inclusive contract is $90,000.
17. Are there any page limits on the Technical or Cost volumes, either by tabs or in total?
    - a. No.
18. Could Lumpkin County please clarify exactly what is required for GCIC vetting/certification and by when the contractor would need to have this completed?
    - a. This would be GCIC required certifications for support of their software in public service. State security and awareness training as well as finger printing, background checks and LASO training. These would be required before any work can be done. The standards for this are set by the State of Georgia and the Georgia Bureau of Investigations.
19. Could Lumpkin County please provide a list of all software programs and versions which the County uses?
    - a. Main subsystems are Windows 10, Microsoft Office 2016 or 2019, Exchange 2013, department specific software varies according to department, vendors and requirements.
20. Will the help desk ticket tracking software be provided by the vendor? If so, what is the type of software currently in use by the County for the help desk?
    - a. Yes, the vendor should supply a help desk ticket tracking software.
21. Is the equipment mentioned at the top of page 4 currently under manufacture or extended warranty?
    - a. Depends on the equipment, the age, and the lifecycle policy. The successful firm will be provided this information.
22. TAB 1- Executive summary on page 5, states "List the financial institution's home office and branch office locations within Lumpkin County". What institution information are you requesting?
    - a. This is an error and should be removed from this section. There is no financial institution information being requested.
23. TAB 4- Understanding the Approach of Project Requirements page 6, states "performed by the awarded financial institutions". What institution information are you requesting?
    - a. This is an error and should be removed from this section. There is no financial institution information being requested.
24. Page 8- Agreement and Project forms. Is the Owners agreement form referencing a service contract?
    - a. It is.
25. Page 20- What service would SQL support fall in for pricing? Is this under Consulting?
    - a. Consulting.
26. Page 20- Will the County tabulate the total hourly rates for review and comparison of the proposer response fees?
    - a. Yes, the County will review and compare the submissions.
27. What is the estimated budget for this contract? If unknown, please specify previous spending.

a. $90,000 for the all-inclusive contract. Those that choose to submit a proposal may have other items that are outside of the all-inclusive support.

28. Is this a new contract? If not, please provide the current vendor(s) providing the service and how are the current services being procured?
    a. No. See response to question 16 above.
29. Please provide the name of the current vendor. Apart from end of tenure, is there any other reason to release this solicitation? Are there any pain points?
    a. ACNS, Inc. No, the County is satisfied with the service delivered.
30. How would you rate the incumbent's performance from a scale of 1-10?
    a. 9.
31. What is the total number of IT consultants currently supporting County's network?
    a. 4.
32. Is office within Lumpkin County a mandatory requirement?
    a. While not a requirement, the County expects the successful firm to be able to respond quickly in emergency situations.
33. Is onsite support required? May vendors utilize onsite resources on as needed basis?
    a. Yes. If the second question is referring to office space, the County has conference rooms available for use by IT if they need a work space while onsite. End users do not provide support.
34. Please provide a copy of the proposal of all current vendors providing services, including rate/cost sheets.
    a. There is no current proposal information.
35. What is the current OS of the 93 laptops, 161 desktops, 34 toughbooks, and 29 servers?
    a. Windows 10, Server 2008, Server 2012, Server 2016, Server 2019.
36. What is the model(s)/ios version of the 3 Cisco ASA Firewalls?
    a. ASA 5525.
37. What are the edge devices being used to secure the s2s VPN?
    a. Cisco.
38. What is being utilized at each location for ISP/MPLS/WAN, etc?
    a. Cisco.
39. What is the model(s)/ios version uplinks for the 45 Cisco layer 3 switches?
    a. Different models and IOS versions.
40. For the 266 phones- Cisco US? Or UC version current licenses?
    a. CUC handles licensing.
41. What is the current 911/LCSO dispatch platform for call center, GIS, etc.?
    a. Central Square, ESRI.
42. With regard to references, can references from a subcontractor be included? Or must all references be from the primary?
    a. If a proposer plans to use a subcontractor, references pertaining to the subcontractor should be included.
43. Regarding "assist with mapping configurations for 911", will this consist of simply uploading maps to CAD/MCT/RMS or actual mapping work such as address clean ups?
    a. Depends on the request from GIS. The County has one GIS employee and depending upon work load, the successful vendor may have to provide those functions.
44. Please clarify- What are the overall budgetary numbers for IT support-related services (not hardware)? It would help all presenters give the best bang for the buck (or present new ideas) to understand the average monthly/annual spend on support, security and backups- many of us use Datto, as well.
    a. The County currently spends approximately $14,000/month on service, security, and backup services.
45. There are different software vendors for different departments. What would IT services role be?
    a. Managing and support the departments' applications as needed.
46. Does IT service support phone service?
    a. Yes.
47. Are there any systems that are proprietary to ACNS that may cause a problem for a new vendor?
    a. No.
48. Is there an access control system? For example, key cards and who supports those?
    a. Yes, vendor and relationship with IT support.
49. What is the OS?
    a. Windows 10
50. Email on site?
    a. Yes.
51. Size of current team?
    a. 4
52. What Antivirus program do you use?

       a.   Sentinel One
53. Regarding 45 layer 3 switches- are all switches layer 3?
       a.   Layer 2 and 3 switches will be used
54. Sites are NGN fiber.
       a.   Yes, most sites are on fiber. A few locations that fall outside the service area remain on Windstream.
55. What is the total number of work locations?
       a.   All County Facilities.
56. What are you using for network security?
       a.   The County, as a matter of security protocol, will only release this information to the successful firm.
57. Does IT provide all hardware?
       a.   Yes.
58. MSP standpoint pricing sheet? (Managed Services)
       a.   The County is including this type of pricing sheet.
59. Is the Emergency Services 24/7 support?
       a.   Yes.
60. Are there SLAs in place?
       a.   There are parameters in the current contract but no separate SLAs.
61. Where is the data center located?
       a.   For obvious security reasons, the County will only release this information to the successful firm. The County confirms that data center(s) are located in County facilities.
62. Age and models in Cisco equipment?
       a.   Multiple age and models.
63. How many tickets are you receiving on an average day?
       a.   10-15.
64. Back up?
       a.   Local and Cloud.
65. Exchange version?
       a.   2013.
66. AD version?
       a.   2012
67. How many mailboxes?
       a.   315..
68. How many users are getting support?
       a.   300.
69. Last deep network assessment or security assessment?
       a.   1 year ago.
70. Internet traffic going out at two locations?
       a.   Yes.
71. Does anything face public?
       a.   Yes.
72. Is equipment leased or purchased by the County?
       a.   Purchased.
73. How many servers, of the 29, are virtual?
       a.   Approximately 25.
74. Ldap configurations?
       a.   Yes, AD.
75. Digital analog for fax?
       a.   Yes.
76. Operational or Capital for cycle of equipment?
       a.   We have a mixture of both. The County's computer replacement policy is 3-5 years. We do have operational dollars to handle unexpected replacements or issues.
77. What percentage of the County has wireless coverage?
       a.   Most County buildings.
78. Body camera storage?
       a.   Axon
79. Average capital expense for IT?

a. $170,000.

80. Is there a County plan for 5 years for IT? Is there a long-term goal for what we would like to improve upon the most? Do we want to improve any specific type of IT service or are we maintain the efficient and secure outlook?
    a. The county has a computer replacement policy that places equipment on a 3-5-year replacement cycle. The county strives to stay on top of trends and annually, during budget preparation, meets with the contractor to determine any new needs for our IT infrastructure. The county strives for efficiency but also realizes the need for network security and works with vendors to make sure we have as much security as we can to protect our data/network.

81. Running egrip over something?
    a. EIGRP is used if this is what the questions is referring to.

82. Are you layer three from edge or core?
    a. Yes.

83. What are you running as core?
    a. Cisco.

84. Will we be provided the network schematics? Network diagram be provided?
    a. This will be provided to the successful firm by the County.

85. Smartnet one every device?
    a. On every Cisco device.

86. Can the County expound on expectations related to "configure Liebert"? Is the contractor expected to have specific expertise in HVAC systems such as Liebert?
    a. The County has HVAC units for the data rooms. In terms of the contract, this refers to Liebert battery backup systems.

87. The RFP scope does list a need for Cyber Security. Is security handled by a separate division/entity or is the successful vendor expected to provide these services?
    a. The successful vendor is expected to provide this service.

88. There are 3 Cisco ASA firewalls and 6 remote sites. What are the other 3 sites using for firewalls?
    a. Cisco equipment.

89. Does this contract require dedicated onsite personnel? If so, what hours?
    a. The County does not require dedicated onsite personnel but expects the successful firm to be able to provide needed onsite support in a fast, efficient manner.

90. What is the annual average time spent onsite for support?
    a. ACNS is spending approximately 4 to 6 hours per week onsite doing various tasks.

91. What is the average age of laptops, desktops, and toughbooks?
    a. 3 to 5 years.

92. What is the average age of servers?
    a. 3 to 5 years.

93. What is the average age of network equipment?
    a. 3 years.

94. Do you have a life cycle plan in place to replace hardware?
    a. Yes, the County has a computer/technology replacement policy.

95. Do you have a BCDR solution in place?
    a. Yes.

96. Does the cost proposal include software licensing or is that to be handled separately?
    a. Software licensing is separate.

97. Is this new or is there an incumbent? Why are you trying to do something different?
    a. Incumbent. The process has to be bid out every so often.

98. What are your IT expenses today?
    a. The contract is $90,000. The cost of security, backup, licenses, and capital expenditures are separate and vary annually.

99. Any existing network documentation?
    a. Yes.

100. Troubleshoot fiber?
    a. Yes, required.

101. What 3rd party software programs do you have in place today?
    a. There are numerous 3rd party applications used and cover most county departments.

102. Will pricing be based on hour blocks or will this be traditional managed services?
    a. The chosen provider will discuss with the County.

103. Do you have an IT team, and if so, can we utilize them?
    a. No, the County does not have an IT team. The County has one staff member that manages the contract and one County employee that provides assistance with cell phones to County employees.
104. Will this be a supplemental service or will we be in complete control of the IT infrastructure?
    a. Supplemental.
105. What is the number of locations (buildings) receiving support?
    a. All Government buildings/Fire Stations/Sheriff's Office.
106. What is the number of servers in each location? (OS only)
    a. The successful vendor will be supplied this information.
107. What is the number of workstations (full support)?
    a. 288 workstations, those being toughbooks, laptops, and desktop computers.
108. What is the number of workstations (threat and patch management, if applicable, i.e. lab computers, guest access, kiosk)?
    a. These are included in question 107.
109. What is the number of network devices (managed switches and wireless access points) by location?
    a. 45 switches and 39 access points. Specific locations would be given to the winning bidder.
110. Current office 365?
    a. No.
111. Current email security?
    a. Advanced Threat Protection/Spam filtering.
112. Amount of data to be backed up in each physical location?
    a. 11 TB