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City of Beaufort
RFP 2021-103
Information Technology Support Services
Exhibit 5-A
Questions Due: August 24, 2020
Answers Posted: August 28, 2020

1. **Question: On page 9 under D. Min requirements, it states "can demonstrate expertise in direct placement of qualified IT personnel", does this mean this is a permanent position, not a temp position, even though the contract term is 36 months?**

   Answer: The contract is initially for thirty-six months, (three years) but there is an extension provision for an additional two (2) years for a total of five (5) years. The City's procurement ordinance allows contracts to be carried for a maximum of five (5) years. Personnel are expected to be available 24/7/365 and on-site Monday through Friday from 8am to 5pm.

2. **Question: Page 12, References – is it mandatory for all references and letters be from the public sector or can we use private sector references?**

   Answer: We are really looking for public sector within local government experience due to the special needs of the environment.

3. **Question: Page 13, section G (ii) Performance Bond – does bidder need to provide the performance bond with the RFP response, or after upon contract award?**

   Answer: A performance bond is not required and has been removed as a requirement by Addendum 4.

4. **Question: Page 21 – Minority form – can a company from NJ/NY that is a woman owned, minority small business able to respond and be qualified for award, or are there any stipulations that a small business need to be certified with SC.**

   Answer: Certified as a minority owned business in the State of South Carolina would be preferred. But due to timing we will accept certification from another state.

5. **Question: For this RFP are you requiring the IT staff to provide for and purchase IT equipment and software or are you just looking for firms to provide the human capital?**

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Answer: The purchase of equipment is funded by the City through the IT budget. The contractor is involved in the development of the IT budget for the upcoming year that includes all licenses, equipment, software, computers. The Contractor utilizes the IT Budget to operate just like any other City department which requires all purchases to follow our procurement procedures.

6. **Question: You said Hargray is the phone service provider, but the actual system is an in-house Cisco system correct?**

   Answer: Yes

7. **Question: Is there any distinction between government sector and public sector?**

   Answer: Local government is within the public sector.

8. **Question: The copy of the RFP from the vendor registry website shows as a draft copy. Do you have an updated copy?**

   Answer: The online copy is the final version and the "Draft" watermark has been removed.

9. **Can you be more specific regarding the different aspects of IT service you are looking for that the computers within the City are those something the vendor would take care of, imaging, etc.**

   Answer: Computer hardware is on a three-year rotation schedule for the replacement of all PC and laptops. The information technology service provider is responsible for maintaining the inventory and presenting proposals of which PCs are due for a refresh in the upcoming budget season which also includes obtaining quotes. Typically, we budget for approximately $25,000 – $35,000 annually for PC replacements so we want to make sure we maximize our spending and are keeping up with the latest technology making sure we have the systems to operate the software applications most efficiently.

10. **Question: On imaging were your referring to OS imaging or Digital imaging?**

    Answer: Operating System imaging is part of the services provided during the annual PC laptop refresh cycle.

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11. **Question: Some companies have an internal IT department that does the PC imaging.**

    Answer: The City does not have any internal IT Department other than what is provided through this contract. The selected contractor will operate as if they are City employee. This contract is an outsourced division of the City.

12. **Question: If we want to do a site visit is that possible.**

    Answer: Yes. A Virtual site visit is provided with Exhibits B & C to this addendum.

13. **Question: In the RFP documentation there are 18 virtual servers, 6 physical servers, 110 PCs and laptops, 140 Sisco IP phones in 10 physical buildings. Is that the over-view of support services required?**

    Answer: The **t**otal number of workstations is approximately 155. The 110 PCs and laptops are on the refresh cycle. Additionally, the IT contractor provides limited support to approximately 35-40 Police Department in-vehicle laptop computers. The contractor also provides support for in-vehicle printers, driver's license scanners and Mifi/jetpack wireless internet devices.

14. **Question: Since I missed the first part of the meeting, what did I miss?**

    Answer: The questions and answers will be compiled and posted on Vendor Registry, so you will not miss anything. The question period is open until August 24th. So, you have plenty of time to submit additional questions to me until then. We will post answers to all questions by August 28th.

15. **Question: Page 5 states that a hand inked signature is required. Is a digital signature acceptable if we are submitting online?**

    Answer: Yes, you can also use adobe secure digital signature feature or the Adobe electronic signature with the security feature.

16. **Question: Can we get a copy of the map indicating the building locations and type of internet connectivity.**

    Answer: Refer to Exhibits B and C of this addendum.

17. **Question: The RFP document RFP NO. 2021-103 released via the solicitation portal show that it is still in a "Draft" condition. When does the City plan to release the final solicitation or should industry consider this as final?**

    Answer: See response to question #8.

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18. **Question: How many IT personnel are on staff by the incumbent?**

    Answer. There are two full-time on-site IT staff personnel and remote support is provided through the company's main office.

19. **Question:** Does the City wish to have someone located within each building?

    Answer: No.

20. **Question: Am I correct in reading that a performance bond is required for this bid?**

    Answer: See response to question #3

21. **Question: Who do we reach out to for a site visit?**

    Answer: In consideration of potential bidders that may not have the opportunity to plan an on-site visit, a "virtual visit" is provided by Exhibits 5-B Network Diagram, and 5-C Map COB Buildings of this addendum.

22. **Question: Can we get all of the building addresses listed on the RFP?**

    Answer: See below and refer to Exhibits 5-B Network Diagram and 5-C Map COB Buildings.

Network ID	Department	Address1	Address2	Street	City	State	Zip
City Hall	City Hall	1911		Boundary Street	Beaufort	SC	29902
PD/Court	Municipal Courts	1901		Boundary Street	Beaufort	SC	29902
PD/Court	Police Department	1901	Suite 102	Boundary Street	Beaufort	SC	29902
Duke St PD	Police Department	1205		Duke Street	Beaufort	SC	29902
Fire Dept HQ	Fire Department	135		Ribaut Road	Beaufort	SC	29902
Fire Station 3	Fire Department	1750		Paris Ave.	Port Royal	SC	19935
Fire Station 2	Fire Department	1120		Ribaut Road	Beaufort	SC	29902
Fire Station 4	Fire Department	571		Robert Smalls Pkwy	Beaufort	SC	29906
Public Works	Public Works	16		Burton Hill Road	Beaufort	SC	29906
500 Carteret st.	Downtown Operations	500		Carteret Street	Beaufort	SC	29902
Hargray Bunker	Hargray Data Center	2045		Boundary Street	Beaufort	SC	29902

23. **Question: How are the buildings connected to the network?**

    Answer: Eight of the buildings are inter-connected by fiber and two are connected by VPN.

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24. **Question: What are your ISP speeds at all of your locations?**

    Answer: Fire Station 4 and 500 Carteret: 100/10, City Hall: 250x250

25. **Question: How many network devices are at each location?**

    - **Firewalls - 3**
    - **Routers - 9**
    - **Switches - 19**
    - **WAPs – 27 (Rukus R510, 3 Fortinet FP221)**

    Answer: Please see the network map for the devices at each location. Totals are provided in-line above

26. **Question: What is the current DATTO model and storage size?**

    Answer: S4E12 (12TB)

27. **Question: Do you have a current phone vendor? What are their responsibilities? Can we present a quote with a 3rd party vendor for phone system management/maintenance separate from the IT quote?**

    Answer: The winner of the bid would be responsible for the phone system and management thereof. Management can be further outsourced but would have to be a planned part of the IT budget provided by the City.