



## Georgetown County, South Carolina

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### ADDENDUM #1 TO BID #21-035

BID NUMBER: 21-035

ISSUE DATE: Wednesday, May 12, 2021

OPENING DATE: Wednesday, May 19, 2021

OPENING TIME: 3:00 PM (ET)

Pre-Bid Conference: VOLUNTARY- Friday, May 7, 2021 at 10:00 AM ET-[CLOSED]

**PROCUREMENT FOR: IT Managed Support and Services**

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This addendum will amend **Bid #21-035, IT Managed Support and Services** originally issued on Friday, April 29, 2021. This clarification is being provided to all known and registered correspondents in response to questions received. All addenda and original bid documents are also available online at: [www.gtcounty.org](http://www.gtcounty.org), select "Bid Opportunities" from the Quick Links section and "View Current Bid Solicitations."

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**Question #1:** Is Datto going to be purchased by the County or should we be including that cost as part of our bid?

**Response:** No, the County would purchase ourselves through the state contract. IT Managed Support vendor will need to be able to provide Full Support.

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**Question #2:** Will Datto send to an end user?

**Response:** Yes, we purchase off of the SC state contract.

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**Question #3:** What is the Dataset Size for Datto you are wanting to move to?

**Response:** A Spread sheet of the Current Servers in Operation has been added.

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**Question #4:** How will the 24/7/365 support work? Are your current techs onsite working 8-5pm?

**Response:** Typically County MIS is hands on level 1 staff and internal MIS staff is on an on call rotation but there is a point of escalation where we would send to you, the support Vendor, if it is something we could not handle internally. For monitoring, Support Vendor would contact the County IT Director if they saw something off and the Director would then determine if it was critical and needed to be handled immediately or if it could wait until normal business hours if hands on assistance from an in-house MIS staff member is needed.

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**Question #5:** Regarding the escalation process, how would that work? Would County handle first with escalation to the Support Vendor?

**Response:** Yes, level 1 support by County MIS staff first with some level 2 by MIS staff as well. The County would then escalate to Support Vendor if/when needed using a ticket system.

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**Question #6:** In regards to Microsoft Office 365 licenses and accounts, are you purchasing that yourself?

**Response:** Yes, the County will purchase licenses through the SC state contract. Purchase of licenses is not part of this bid.

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**Question #7:** Will Office 365 licenses and support be done by a third party?

**Response:** No, we would purchase the Microsoft Office 365 licenses but the awarded IT Support vendor must be able to Support Office 365.

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**Question #8:** When is your contract with SentinelOne endpoint ATP due to expire?

**Response:** Approximately a year from now, 10.5 to 11 months.

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**Question #9:** I believe I read that you will be changing your firewall system. Has a choice been made? What is the current Firewall system?

**Response:** The County's current firewall system is ASA Cisco. The County's Core network services is budgeted for replacement in FY 22. The County's IT

**Director will make the final decision. We are currently looking at Cisco or possibly HP Aruba, for next fiscal year.**

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**Question #10:** What is the current in-place anti-virus service and when will it be expiring?

**Response: SentinalOne and Sophos. SentinalOne will expire February 2022 and Sophos will expire in December 2021.**

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**Question #11:** Background Checks (section J) 1) Verify that all company employees have passed an employer background and credit check. Is the credit portion of this a requirement? What is required for the certification and background check?

**Response: CJIS certified technicians are required. If you do not currently have this certification, then you will need to tell us how long it will take you to obtain this certification. Techs must be NJIS certified to operate the programs in the Sheriff's Office. The certification takes approximately 1.5 hrs. to get and lasts for a year. To obtain this certification a background check is completed. We do not believe a credit check is required to obtain this certification but the Vendor must do whatever is necessary to obtain this certification if they do not hold it currently.**

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**Question #12:** Is the vendor expected to provide multi-factor authentication (MFA) services for the County MIS staff that access ConnectWise Automate or other RMM?

**Response: Yes, multi-factor authentication is needed.**

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**Question #13:** Is there an Azure environment hosting servers as well as the VMWare environment? Or only VMWare servers?

**Response: Yes, there is an Azure hosting environment in place with Office 365 and with VMWare as well.**

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**Question #14:** Will you provide the quantities of Firewalls, Switches, for monitoring?

**Response: A Spreadsheet Summarizing Network Equipment will be added**

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**Question #15:** Is the equipment at the Sheriff's Office assessing NCIC?

**Response: Yes.**

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**Question #16:** What does the county use for disaster recovery today? You mention support in the event of a disaster, is there additional infrastructure or cloud disaster recovery not listed in the bid?

**Response:** There are some redundant circuits the County has used. Part of the plan is to move to Datto with option to move to cloud. Most everything has already been listed in the bid document. Network diagram was not included but everything else concerning the County's disaster recovery has already been provided in the bid document.

**Follow-up:** The County does have Cloud Backup for Microsoft Office 365 with Barracuda Essentials.

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**Question #17:** How many physical facilities are in the County that will need to be supported?

**Response:** Approximately 25-27, will grow to approximately 30 in the next 3-5 years that IT staff supports directly.

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**Question #18:** Will the County need assistance migrating to Microsoft Office 365?

**Response:** No, we have already migrated over about 98%, with expectation to have the remaining completed by the end of this month.

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**Question #19:** Do you have a software in place for asset inventory?

**Response:** We utilize the RMM software, Sentinel and Local Documentation.

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**Question #20:** Is SentinalOne just an end point?

**Response:** Yes, there is also 365 coverage through it and we set the threshold to sense what is on the network and report it back to us. This is purchased through a third party vendor.

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**Question #21:** Is that purchased through the County?

**Response:** Yes.

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**Question #22:** Do you have a budget for these IT Support Services?

**Response:** No budget in mind, we want to see what proposals we receive. Whatever shortcomings the Vendor has, we will need to accommodate for. For example, if the Vendor does not have a remote management software, the County would need to purchase it elsewhere.

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**Question #23:** Are you looking for us to provide possible solutions in our proposals?

**Response:** Yes, basically we are looking for you to come up with your solutions for our environment, to help us monitor, manage, and control it, to make sure that we can maintain our services and support, things like that, 24/7/365, any issues that arise you would help us mitigate them, any disasters and what not, step forward and say “hey, we have this other solution to help you guys out”, We are just trying to maintain our County operations because we are too small as an IT staff in-house to manage all of these systems 24/7/365 so we have to have a third party vendor come in and augment the staff and assist with escalated issues.

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**Question #24:** Is the vendor expected to document server/network configurations?

**Response:** Yes, the Vendor is expected to document all work done with complete transparency between the Vendor and the County. We do expect reporting, knowledge base and things like that to be shared with County staff so that we can maintain those items going forward.

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**Question #25:** Do you have a committee or anything that meets to discuss changes?

**Response:** Not currently, we are looking to bring an IT Director back in-house and do a committee of the MIS Team, Library, Sheriff’s Office and Emergency Management Services team that can then make collaborative decisions.

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**Question #26:** You don’t currently have a network documentation application?

**Response:** No, we have configuration back-ups but no documentation currently on hand. This is usually done by the outside IT Support Vendor.

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**Question #27:** What is the current backup policy? Retention? Daily, Weekly, Monthly?

**Response:** There are Daily, Weekly, Monthly and Bi-Annually backup policies in place for Georgetown County.

Daily backups are retained for 14 days and ten copies are retained.

**Weekly backups are retained for 31 days and five copies are retained.  
Monthly backups are retained for 365 days and ten copies are retained.  
Bi-Annually backups are retained for 1095 days and six copies are retained**

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**Question #28:** How many hours do you think you will need for us to maintain servers and VM environment?

**Response:** Right now we are looking to start at 20-30 hrs. a week for VMWare management. Our true goal would be to leverage a 3<sup>rd</sup> party vendor with hopes to provide knowledge base internally, then 3<sup>rd</sup> party as needed.

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**Question #29:** Is local staff supporting body cameras, IT cameras, and surveillance?

**Response:** Yes, only the Sheriff's Office in-house IT team is handling that. The awarded vendor would not maintain any of that kind of equipment.

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**Question #30:** What about back-up video for those? Can we get the numbers of storage/back-up of Sheriff's IT?

**Response:** Yes, the sheriff servers are included in the Bid. Of the 3 servers, 1 is VMWare and the other 2 are stand alone. Please refer to spreadsheet for current data sizes.

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**Question #31:** Are all servers currently on the VMWare platform?

**Response:** 95-99% of servers are currently VMWare platform. There are a few that are not VMWare platform, 2003 servers, that are not backed up or managed by a third party vendor and will be decommissioned soon.

**Follow-up:** There are two standalone servers that will require Management, Monitoring and Backups.

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**Question #32:** Are you able to provide reports of third party amount of time spent supporting the County over the last year, per month?

**Response:** Using the Full calendar year of 2020, the vendor spent a minimum of 134.51 hours per month and a maximum of 257.28 hours per month.

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**Question #33:** Will you provide a list of the physical assets expected to be managed?

**Response:** Yes, roughly 235-250 network devices currently monitored and tracked, roughly 700 PC's, third party vendor will be responsible for windows updates & patches, 40-50 servers fluctuate over time. We do not require the Vendor to handle wireless access points. 600 IP Cameras but Vendor is not responsible for that.

**Follow-up:** Please see Spread Sheets

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**Question #34:** Will you be looking for a separate Cyber Security provider?

**Response:** Not at this time.

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**Question #35:** Can we just bid Cyber security portion?

**Response:** No, this bid is for the remote management and monitoring.

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**Question #36:** Do we need to list our subs in the bid?

**Response:** Yes, we assumed we would hire one vendor for a total service solution but yes, if you have subs then you will need to list them.

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**Question #37:** Which equipment will the backup plan cover? Will it be servers/sans only or will it include desktops?

**Response:** The County, Sheriff and Library Servers. No desktop backup will be needed.

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**Question #38:** Are they the Siris4 devices you are looking to move to?

**Response:** Previously Proposed where two S4-P10s with 1-year retention cloud backup.

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**Question #39:** Is there a ticketing system in place today in use with VC3?

**Response:** Currently we are using JitBlt for our ticketing system. This is not through VC3. Tickets come in to County MIS staff first and are escalated to VC3 if we are not able to resolve it with in-house MIS staff.

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**Question #40:** Can you elaborate on the website management piece? Is the vendor expected to handle website code changes and updates?

**Response:** We use a third party vendor for our website.

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**Question #41:** In regard to desktop support and local helpdesk, how often does the current vendor provide this as a time & material cost? Maybe a monthly average?

**Response:** **The Current Vendor does not provide desktop nor local Helpdesk Support.**

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**Question #42:** Is Active Directory onsite or in Azure?

**Response:** **Active Directory is local.**

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**Question #43:** Are you considering moving to Azure?

**Response:** **We utilize Azure to sync with 365.**

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**Question #44:** On a scale of 1-10 what is your level of satisfaction with the current provider of these services?

**Response:** **No comment. All vendors have an equal opportunity.**

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**Question #45:** For the pricing breakdown requested on page 24 of the RFP, can we present the services included under our monthly seat costs as bulleted inclusions to each seat type?

**Response:** **Yes**

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<b>Status</b>	<b>State</b>	<b>Status</b>	<b>Host</b>	<b>Used Space</b>
Appliance	Powered On	Normal	Site 1	5.87 GB
Appliance	Powered On	Normal	Site 1	5.84 GB
Server	Powered On	Normal	Site 1	84.11 GB
Server	Powered On	Normal	Site 1	504.11 GB
Appliance	Powered On	Normal	Site 2	4.33 GB
Appliance	Powered On	Normal	Site 2	4.35 GB
Server	Powered On	Normal	Site 2	84.11 B
Server- To be Added	Powered Off	Normal	Site 2	500 GB
Server-Archive only	Powered On	Normal	Site 3	22.76 GB
Appliance	Powered On	Normal	Site 3	7.61 GB
Appliance	Powered On	Normal	Site 3	7.61 GB
Server	Powered On	Normal	Site 3	48.12 GB
Server	Powered On	Normal	Site 3	48.11 GB
Server	Powered On	Normal	Site 3	48.11 GB
Server	Powered On	Normal	Site 3	48.11 GB
Server	Powered On	Normal	Site 3	5.58 TB
Server	Powered On	Normal	Site 3	320.11 GB
Server	Powered On	Normal	Site 3	240.88 GB
Server	Powered On	Normal	Site 3	308.11 GB
Server	Powered On	Normal	Site 3	680.11 GB
Server	Powered On	Normal	Site 3	735.22 GB
Server	Powered On	Normal	Site 3	128.11 GB
Server	Powered On	Normal	Site 3	308.11 GB
Appliance	Powered On	Normal	Site 3	87.51 GB
Server	Powered On	Normal	Site 3	81.51 GB
Server	Powered On	Normal	Site 3	274.11 GB
Server	Powered On	Normal	Site 3	108.11 GB
Server	Powered On	Normal	Site 3	104.11 GB
Server-Archive only	Powered On	Normal	Site 3	428.12 GB
Server	Powered On	Normal	Site 3	238.26 GB
Server	Powered On	Normal	Site 3	1.5 TB
Server	Powered On	Normal	Site 3	239.96 GB
Server	Powered On	Normal	Site 3	105.64 GB
Server	Powered On	Normal	Site 3	167.51 GB
Server	Powered On	Normal	Site 3	774.36 GB
Server	Powered On	Normal	Site 3	74.18 GB
Server	Powered On	Normal	Site 3	862.11 GB
Server - Development Only	Powered On	Normal	Site 3	264.11 GB
Server - Development Only	Powered On	Normal	Site 3	272.11 GB
Server	Powered On	Normal	Site 3	264.11 GB
Server	Powered On	Normal	Site 3	362.11 GB
Server	Powered On	Normal	Site 3	139.11 GB
Server	Powered On	Normal	Site 4	62.73 GB
Appliance	Powered On	Normal	Site 4	5.82 GB
Appliance	Powered On	Normal	Site 4	5.84 GB

Server	Powered On	Normal	Site 4	99.42 GB
Server	Powered On	Normal	Site 4	48.11 GB
Server	Powered On	Normal	Site 4	160.11 GB
Server- To be Added	Powered Off	Normal	Site 5	0
Server- To be Added	Powered Off	Normal	Site 5	0
Server- To be Added	Powered Off	Normal	Site 5	0
Server- To be Added	Powered Off	Normal	Site 5	0
Appliance	Powered On	Normal	Site 6	5.11 GB
Appliance	Powered On	Normal	Site 6	1.71 GB
Server	Powered On	Normal	Site 6	254.11 GB
Server	Powered On	Normal	Site 6	504.11 GB
Standalone Server	Powered On	Normal	Site 7	913 GB
Standalone Server	Powered On	Normal	Site 7	461.64 GB

**Notes\***

Server = VMware Server

Appliance = OpenDNS or other Basic Appliance

Server - Development Only = Will eventually be Decommissioned

Server-Archive only = not a production Server

Site	Switches	Firewall/R outer support	Physical Server support	Virtual Server support	Monitor Only Network devices	Redunant Devices
Site 1	16	2	6	35	12	11
Site 2	14	1	1	6		
Site 3						
Site 4	6	1	2	2		
Site 5	7	1				8
Site 6	6					
Site 7	6					
Site 8	2		1	3		
Site 9	2		1	4		
Site 10	2		1	4		
Site 11	2		1			
Site 12	2	1				
Site 13	2	1				
Site 14	2				1	1
Site 15	1					
Site 16	1					
Site 17	1					
Site 18	1					
Site 19	1					
Site 20	1					
Site 21	1					
Site 22	4				2	
Site 23	1					
Site 24	2	1			2	
Site 25	1	1				
Site 26	2	1				
Site 27	18				4	8
Site 28	2	1				
Reserves						5
Totals	106	11	13	54	21	33

Monitoring Only 238  
Monitor and Manage 184



**Pre-Bid Conference (Voluntary-Hybrid)**  
**Bid# 21-035, IT Managed Support and Services**  
**Friday, May 7, 2021 at 10:00 AM Eastern NIST**

No.	Company Name	FirstName	LastName	Email	Phone Number	Attended?
1.	Founders Innovative Technology	Robert	Bender	bob.bender@foundersfcu.com	803-804-6564	
2.	AHEAD Inc.	Walter	Kelley	walter.kelley@ahead.com	704-996-1456	
3.	Priorpoint LLC	Anthony	Paquette	tony.paquette@priorpoint.com	843-314-1700	
4.	Corsica Technologies	Nathan	Maederer	nmaederer@corsicatech.com	864-637-9682	
5.	Infosight Inc.	Tom	Garcia	gov.bids@infosightinc.com	305-828-1003	
6.	InterDev	Jennifer	Braithwaite	jbraithwaite@interdev.com	678-672-1518	
7.	VOX Network Solutions	David	Snyder	dsnyder@voxns.com	603-717-1713	
8.	McLeod Information Systems LLC	Rodney	McLeod	rodney@mcleodis.com	843-729-0891	✓
9.	U.S. TelePacific Corp.	Christine	Moyer	christine.moyer@tpx.com	614-581-2218	
10.	BuenaVista Information Systems, LLC	Adrian	Lorduy	adrian@bvinfo.net	843-620-6728	✓
11.	VC3	Richard	Avant	richard.avant@vc3.com	803-673-1323	✓
12.	Heritage Digital	Matt	Odom	matt.odom@heritagedigital.com	843-664-8989	✓
13.	Heritage Digital	Ray	Grattan	raygrattan@heritagedigital.com	843-664-8989	✓
14.						
15.						
16.						
17.						
18.						
19.						
20.						

## Pre-Bid Conference for RFP# 21-035, IT Managed Support and Services Attendees

### Meeting Date

May 7, 2021 10:00 AM EDT

### Details

Name	Email Address
Nancy Silver, Georgetown County Purchasing	
Johnny Pope, Georgetown County MIS	
Seth Housand, Georgetown County MIS	
Brad Riley	brad.riley@acumenit.com
Brandon Lukens	blukens@netsource-et.com
Brent Small	
Bridget Belcher	
Carol Herrera (InfoSight, Inc)	gov.bids@infosightinc.com
Chris Callahan - SSI	ccallahan@ssi-net.com
Cory Waggoner	
Cory Waggoner	
Doug Kennedy	
Encore Technology Group	
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Encore Technology Group	
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Jeff Barnard	
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8037795866	



## ADDENDUM ACKNOWLEDGEMENT

**BID #21-035**

**IT Managed Support and Services**  
**Mandatory Submittal Form**

**To be returned with the final proposal submission to Georgetown County.**

COMPANY NAME: \_\_\_\_\_

- Addendum #1 Received Date: \_\_\_\_\_ Initialed By: \_\_\_\_\_
- Addendum #2 Received Date: \_\_\_\_\_ Initialed By: \_\_\_\_\_
- Addendum #3 Received Date: \_\_\_\_\_ Initialed By: \_\_\_\_\_
- Addendum #4 Received Date: \_\_\_\_\_ Initialed By: \_\_\_\_\_
- Addendum #5 Received Date: \_\_\_\_\_ Initialed By: \_\_\_\_\_
- Addendum #6 Received Date: \_\_\_\_\_ Initialed By: \_\_\_\_\_