



## Georgetown County, South Carolina

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### ADDENDUM #2 TO BID #21-035

BID NUMBER: 21-035

ISSUE DATE: Thursday, May 13, 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 at the bottom of the page.

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**Question #1:** Would the county accept bids supporting all technology and services referenced in RFP except for Cisco call manager?

**Response:** Yes. The Cisco Call Manager, CUCM, is currently managed in house.

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**Question #2:** Our preferred RMM solution is priced per device/per month. Would the county accept a monthly subscription cost that is subject to change based on the number of devices managed/monitored?

**Response:** Yes. This would be the preferred method for RMM solutions.

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**Question #3:** On average, how many service requests (tickets) are submitted for support per month? How many incidents a month are resolved by County Level 1 & Level 2? How many are sent to Level 3/4?

**Response:** We have no way of tracking the number of tickets submitted to the current vendor accurately. Our in-house system averaged 277.41 tickets a month for year 2020. The highest month was 377 and the lowest was 200.

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**Question #4:** Will any on-site IT services be required of the vendor? If so, under what circumstances is it required, or is that by the discretion of the vendor?

**Response:** No. There are no on-site services required. However, in an emergency or disaster recovery event, the County may request for on-site services from the awarded vendor. Providing a summary of the additional costs associated for on-site support is recommended.

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**Question #5:** The list of Mandatory Bid Submittal Forms (section L) includes Resident Certification for Local Preference. Will non-residents of SC be considered?

**Response:** Yes, non-residents of SC will be considered.

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**Question #6:** What help desk ticket management solution does your IT staff currently use?

**Response:** Jitbit.

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**Question #7:** Because the RFP specifically requests “ConnectWise Automate” and Help Desk support to be quoted as time & materials, do you expect a helpdesk ticket management solution for use by your in-house desktop support team to be part of the proposal?

**Response:** Connect was not specifically requested. The County is currently provided access to it through our current vendor. A similar RMM software is requested for County Staff to utilize. The County already has a helpdesk system in place.

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**Question #8:** How many Active Directory domains exist within the Georgetown county’s network? What number of workstations in your environment are NOT part of an active directory domain?

**Response:** There are 3 domains. There are approx. 200 that are not a part of AD.

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**Question #9:** We would like clarification of Datto products and services. Datto is a channel only partner. Heritage Digital as well as many other managed service providers

are Datto partners. Datto only sells their products and services to its channel partners. Datto does not sell directly to end users. Datto has confirmed that they do not provide products and services directly under a state contract.

- a) How does Georgetown county intend to procure Datto products and services?
- b) Should we include Datto products & services in this bid request? If so, we would need more sizing information.
- c) If Georgetown intends to purchase from a Datto partner offering these products and services under the auspices of a state contract, we would like the opportunity to provide a competitive proposal. Please be aware that Datto offers their products and services at the same costs to all channel partners.

**Response:** a) **Through State Contract.**  
b) **No, only the support for managing backup solution is needed.**  
c) **Great! When the Backup solution refresh is up for procurement, we look forward to your proposal then.**

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**Question #10:** Besides recent breaches, what do you see as your immediate needs?

**Response:** **Core Refresh, edge device refresh, training and image deployment software.**

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**Question #11:** Besides recent breaches, what other concerns does the business currently have with security, stability, and reliability?

**Response:** **Not relevant to the current RFP.**

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**Question #12:** Besides recent breaches, have there been any outages or degraded services that were business impacting? Describe.

**Response:** **Yes, we are a coastal town that experiences Hurricanes, floods, chemical spills and winter storms that do degrade services.**

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**Question #13:** How many firewalls, edge routers and core switches are there? Can you share a network diagram?

**Response:** **See Addendum #1. No, we cannot provide a diagram at this time.**

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**Question #14:** How are the different sites connected? VPN? MLPS? Other? What bandwidth?

**Response:** **There are 25+ sites expected to be support by the awarded vendor. Their connections and bandwidths vary location to location.**

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**Question #15:** Is there any QoS in place?

**Response:** Yes.

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**Question #16:** Do the individual sites have their own internet connection? What bandwidth?

**Response:** Depends on site and its location.

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**Question #17:** Are there multiple VLANs? What are their functions?

**Response:** Yes. They function as virtual local area networks and allow for network segmentation and QoS.

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**Question #18:** How many systems are being backed up? How much data? What is the retention?

**Response:** See Addendum #1.

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**Question #19:** Do users have remote access? What method?

**Response:** Yes, limited access and the methods vary.

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**Question #20:** What version of VMware are you currently using?

**Response:** Version 6.7.0.42000.

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**Question #21:** Are OS's, firmware for all core devices, servers, third party proprietary solution devices (ex. Workstation performing a specific critical function) current and up to date and are these devices covered under active maintenance agreements with the respective vendors and/or manufacturers?

**Response:** No.

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**Question #22:** Does the county have an active Security Awareness and/or Cybersecurity Training program?

- a. If yes, please describe the program?
- b. How long has the program been in place?
- c. Who is the program stake holder?

- d. Are you completely satisfied with your current training solution?
- e. If not, what would you like to change?
- f. Are you using an online program or in-house created and delivered program?
- g. If you are using an online program what is the name and vender providing the solution?
- h. If not online, how is training delivered?
- i. Which types of staff members are trained and not trained?
- j. Who manages the program? In-house staff, outsourced? Combination?

**Response: None of these are relevant to the current RFP.**

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**Question #23:** What is the number of VMware Hosts?

**Response: Please refer to the attached spreadsheet.**

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**Question #24:** How many Dell SAN devices? What model(s)?

**Response: 1 SAN model PS6210.**

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**Question #25:** Number of Switches by model?

**Response: Please refer to the attached spreadsheet.**

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**Question #26:** Which switches are to be replaced and what is the planned model(s) for those replacements?

**Response: There are 20 switches being replaced at this time with HPE Aruba 2930F series.**

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**Question #27:** Number of Cisco ASA Firewalls by model?

**Response: 1-5516.**

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**Question #28:** How many routers?

**Response: Please refer to the attached spreadsheet.**

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**Question #29:** How are the 25 sites connected?

**Response: Varies by Location. Some are Dark Fiber, Intrastate and 5 VPN sites.**

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**Question #30:** Wireless - Are the APs stand alone or controller based? How many stand alone? How many controllers? How many controller based APs?

**Response: Wireless AP support is not required in this RFP however, there are approx 80 APs. All Controller Based Cisco, HPE or UniFi.**

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**Question #31:** Is Datto a sure thing or willing to look at other options?

**Response: The RFP is for support of County Backups. The Backup Solution has yet to be decided or purchased.**

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**Question #32:** Who conducts the security audits?

**Response: 3rd party Vendors at the request of the County.**

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**Question #33:** How many Office 365 mailboxes?

**Response: Currently there are 551 GCC E1 and 28 GCC EOLP1.**

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**Question #34:** What email security tools are in place?

**Response: Barracuda essential with Sentinel and Forensics & reporting.**

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**Question #35:** What Cisco voice platform is in place and what services are being used? What version(s)?

**Response: CUCM 10.5 with unity connection.**

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**Question #36:** Please provide ticket extracts including (Incidents and Requests) for the past 12-months with a minimum of the following fields included:

- Assignment Group
- Assignee
- Location
- Department/Agency
- Priority
- Open Date
- Closed Date

- Resolved Date
- Short Description
- Categorization (Category, subcategory, and Configuration Item)
- Contact Type (Call, Email, Chat, Self-Service)
- Ticket Number
- Reopen Flag – Yes/No
- Reassignment Count

**Response:** A report of all tickets from 2020 has been exported to a spread sheet. Not all the information requested can be provided due to privacy concerns for County employees.

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**Question #37:** What is the current ITSM platform being used, and will this same system remain in place for the new Vendor?

**Response:** The County IT currently uses Jitbit for issue tracking. There is no overall ITSM platform in place currently.

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**Question #38:** Under Section C.2.c, this section header states “The IT applications and support services include:”; Please clarify what the expectations for “support services” are to be provided by the Vendor in general or specifically by application.

**Response:** The Awarded Vendor should be able to assist the County MIS dept in supporting the various applications the County utilizes in daily operations. Most specialty applications are under support agreements but require specific server and network configurations which fall under what we consider level 2 server or network support.

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**Question #39:** The mention of ConnectWise is noted as being used for Automation but that it is provided by your current Vendor.

- Is there an expectation that the new Vendor will need to supply a platform?
  - o If not, will it remain ConnectWise, or will the County be purchasing?

**Response:** The County would like the awarded vendor to provide an RMM solution, similar to connectwise or other products, but if they are not able but awarded the contract, the county will seek its own solution and purchase it separately.

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**Question #40:** Can you please elaborate what the column in Excel stating “ Monitor Only Network Devices “ defines?

**Response:** These are devices that connect to the county network that the Local IT team need to be alerted on if they go offline. The Vendor is not expected to manage them.

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**Question #41:** Can you please elaborate what the column in Excel stating “Redundant Devices” defines?

**Response:** These devices are only deployed during emergency activations.

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**Question #42:** Please define the Monitoring Only = 238 devices and Monitor and Manage = 184.

**Response:** Monitored devices only require the vendor to notify the Local IT team if they go offline. Monitor and Manage devices will require the vendor to notify the local IT if they go offline and be able to support the device if necessary. An Aruba or Cisco Switch is an example of a monitored and managed device, while a simple room temperature sensor is a monitor only device.

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## 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: \_\_\_\_\_