

Addendum No. 1

Questions/Answers from vendors regarding the

Juno Beach RFP for I.T. Services

Q1.

What does the Enterprise network consist of:

- Number of Servers Virtual and Physical?
- Number of Workstations?
- Number of Routers and Switches?
- Any additional Appliances?

Does the town have a Wi-Fi network, if so what is the configuration?

How many users will have access to the helpdesk?

Is there currently a predefined service level agreement (SLA) the Town has in place?

A1.

We would want to have each department director (7 directors) to have access to the help desk. Our service level agreement (SLA) would be 24/7 unlimited remote monitoring/telephone assistance as outlined in the proposal and responding to issues as they arise or within a maximum of 60 minutes.

Town Hall Hardware Inventory

- Number of Servers Virtual and Physical?
 - 1 Physical Server
 - 4 Virtual Servers
- Number of Workstations?
 - 17 Devices
- Number of Routers and Switches?
 - 1 Switch

- Any additional Appliances- No
- What is the configuration of our wi-fi system?
 - 3 Wireless Access Points

A1. (cont.) Police Dept. Hardware Inventory

- Number of Servers Virtual and Physical?
 - 1 Physical Server
 - 5 Virtual Servers
- Number of Workstations?
 - 33 Devices
- Number of Routers and Switches?
 - Not Listing due to FDLE
- Any additional Appliances
- What is the configuration of our wi-fi system?
 - 1 Wireless Access Point

Q2.

Are there incumbent IT firms performing this contract? If yes, who are the incumbent contractors?

A2.

Yes, Essential Net Solutions

Q3.

What is the value of the previous contract?

A3.

\$3200/month plus \$115/hr for special projects

Q4.

What is the current budget for this contract?

A4.

N/A

Q5.

How many customer references is the Town of Juno Beach is asking for?

A5.

We are asking for 5 references that include at least 2 government agencies and 2 police departments

Q6.

How many mobile devices are in enterprise?

A6.

Approximately 34

Q7.

Is the Town currently using a MDM solution?

A7.

Superion software is run on the MDM utilizing Panasonic tough books via an air card

Q8.

On page 4, paragraph 4, it was stated that the corporate seal must be affixed or the signature attested to by the secretary or an assistant secretary. Can this signature be attested by the company's secretary?

A8.

YES

Q9.

With the requirement for 24/7 unlimited remote monitoring, is the remote monitoring solution being provided by the City/PD, or is that being provided by the vendor applying for the RFP?

A9.

The vendor would need to provide this solution.

Q10.

If it is being supplied by the vendor are there any restrictions / requirements on the method of monitoring / remote support that would be imposed because of security restrictions (I.E. FDLE, or other law enforcement body)?

A10.

CJIS policies must be fully complied with at all times

Q11.

Can you provide information on what are the Criminal Justice Security Policy ?

-Evaluate system to ensure the Town's Police Department and its contractors comply with Criminal Justice Information Services (CJIS) security policy.

A11.

Attached is the CJIS policy as supplied by the Police Department.

Q12.

The Town RFP asks for specific statements on product specifications. Can you provide guidance as to what you are looking for here? Are you looking for data sheets with specifications on some of the options we offer, or a write up that summarizes the familiarity with the hardware/software products?

A12.

A write up showing your experience and familiarity with the programs is fine.