City of Hanahan

1255 Yeamans Hall Road
Hanahan, SC 29410
Robyn Brown, Procurement and Project Coordinator
(843) 576-5254

TO: All Prospective Offerors

FROM: Procurement

RFQ #:   COH# 9112023

RFQ TITLE: Managed Service Provider

ADDENDUM NUMBER 1 – September 26, 2023 – 3 PAGES

Acknowledge receipt of this addendum by inserting its number, date and signature in the space provided on the last page of the bid package, Proposal Transmittal and Agreement, for receipt of Addenda. Failure to do so may subject Proposer as non-responsive. This addendum should be attached to and become part of the Invitation for Bid.

<u>Questions and Answers:</u>

1. How many users are on Office 365? What license do they have? Provide a license count. G3 (66) & G1(57) Licenses are provided to active employees.

2. Are the licenses being purchased directly with Microsoft or through a Microsoft Partner? Microsft Partnery.

3. Do you currently use Microsoft Teams and/or Microsoft SharePoint? Yes to both.

4. Is there a software in place currently to manage endpoints remotely? If so, what product(s) are being used? Syncro.

5. How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis? As needed.

6. Do you have employees working remotely that use a company device? See RFQ

7. Do you offer Bring Your Own Device (BYOD) to employees? No

8. Is there a Mobile Device Management (MDM) solution deployed? No

9. How many desktops/laptops/mobile devices are you supporting? Around 200 total. See RFQ.

10. Which version of Windows are the desktops/laptops running on? 10/11

11. Are user devices being backed up? If so, how often, and do you have retention policies in place? Device is not, some end points are backed with Veeam. OneDrive is used.

12. Are the servers on-site or on the cloud? Hybrid? Hybrid. Some servers on site some remote.

13. If you have a cloud environment, is it Azure/AWS/other? Azure

14. How many servers do you have? What operating system are they on? See RFQ

15. Do you have any Windows Server 2012/2012R2? Any Linux Servers? Yes, Server 2012R2

16. Is there a Disaster Recovery plan in place? What is the infrastructure at the failover location? No. Same location.

17. How many databases are you using? Please specify which ones. See RFQ

18. What are some of the critical applications being used today? Any ERP applications? All applications are critical.

19. Microsoft is sunsetting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers. Please provide details. Being upgraded to 2019 and new host. Domain completed.

20. What is the network topology currently used, and how are these locations communicating to each other? Tree. APN and VPN tunnel.

21. Is there a VPN in place for remote access? Is there a firewall? Yes

22. What is the speed of the network connection to the internet? Varies by location.

23. Do you have a backup connection? Yes

24. How many Routers, Switches, and Firewalls are in your network? At least one per location and 2 firewalls.
25. How many buildings/locations? See RFQ
26. Is there a current vendor now supporting the County? If so, what is the monthly spend with them? How many hours are being utilized per month or year? They will need to reach

out to the County for that answer.

27. Do you have any major projects in progress? Yes.

28. How big is your current IT department, if any? 2

29. Please provide the brand for the switches, network devices, laptops, desktops, and printers. Mixture of Dell, HP, Xerox, ETC.

30. Do you have any cameras to support? See RFQ

31. Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers? Yes, SiteKings, mixture of Polycom, Yealink, Fanvil, around 120.

32. Do you have ticketing system in place? Estimate of tickets per month/quarter? Yes, around 40.

33. Do you require someone to be on-site all the time? See RFQ

34. Is this a multi-vendor or single vendor award? Single

35. Is there Change Management system in place? No.

36. Is there an Information Technology Asset Management (ITAM) solution in place? Kind of, Syncro.

37. What applications are currently in use? See RFQ.