



## City of Hanahan

1255 Yeamans Hall Road

Hanahan, SC 29410

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TO: All Prospective Offerors  
FROM: Procurement  
RFQ #: COH# 9112023  
RFQ TITLE: Managed Service Provider

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ADDENDUM NUMBER 1 – September 26, 2023; updated October 3, 2023 – 6 PAGES

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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.

### **Questions and Answers:**

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?  
**Microsoft Partnership.**
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.**
1. Please let us know the quantities for the below device classes.
    - a. Firewalls **One primary firewall and one failover.**
    - b. Routers **At least one per location.**
    - c. Switches **At least one per location.**
    - d. Access Points **At least one per building. Larger buildings like City Hall contain several. Several facilities include more than one building.**
    - e. Storage Devices **At least one per computer/host. Three NVRs and one Synology NAS.**
    - f. Any other device types. **See RFQs and Addendums for additional devices not included in this response.**
  2. Are you looking for 24x7 Help Desk support for the following systems as well? We may not be able to provide support for these.

**Software Systems [Email platform, security programs, other software used.] Yes. See RFQ. The MSP should offer superior 23x7x365 Help Desk support from Tier One to Three services utilizing industry best practice processes and procedures. The MSP should be able to manage other vendors which may be contracted for by the City of Hanahan and serve as the key point of contact unless escalated.**

    - a. o SmartFusion by Harris – on Prem
    - b. o LawTrak by Nicholson Business Systems – on Prem

- c. o ESO by ESO – Cloud hosted
  - d. o ERIN by ERIN Technology – on Prem
  - e. o CAD by Southern Software – on Prem / hosted hybrid
  - f. o Authlite by Authlite – on Prem
  - g. o O365 Government Tennent – Cloud-hosted
3. **PC – Deployment : Delivery and setup of machines on-site.**
- a. Would you please let us know how many visits are expected per month for this. We need this information for dispatching the engineer for example (2 Business days per month with 8 hours per day). **When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in house systems.**
4. **Desktop and Laptop Support** – Same as above. We need to budget for ‘x’ number of days and ‘y’ number of hours per day for on-site repair and maintenance of the desktop and laptops repair. Please let us know the number of hours per month for this as well. **When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in house systems.**
5. **Printers, Copiers, and Scanners:** Same as above. We need to budget for ‘x’ number of days and ‘y’ number of hours for on-site troubleshooting and repair. Please let us know the number of hours per month for this as well. If not, we can provide remote support and expect one of your IT contacts to be available to follow our engineers instructions. Please let us know if this is acceptable. **See RFQ.**
6. **Break Fixes and Installation and Move, Add, Change (MAC) :** Are you expecting Next Business Day on Site as SLA or “4 Hours On-Site SLA” for this? **See RFQ. When needed, the MSP should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in house systems.**
7. **Mobile Device Support:**
- a. Please let us know if the devices are Android or iOS or mixed. **Mostly iOS, with a few Android.**
  - b. Which MDM platform is being used (AirWatch, MobileIron, Intune, Jamf) **N/A**

1. What is the budget? **Not Available**

2. Do we need to provide a yearly cost in the given section of the first page? **Yes, we are looking for a one-year contract with the option to renew for up to 3 years.**

3. Can you please provide us with the current incumbent's response that they have submitted previously? **That information is not available, due to the rapid departure of our previous IT Director in June of 2022, City Council approved an emergency purchase for 24/7/365 MSP/IT support with CompuZone to ensure continuity of services within the city. During this time CompuZone was able to provide those services for one year and 3 months until a RFQ could be prepared and put out for these services in August of 2023.**

**This decision was made with regards to operational impacts and procurement guidelines.**

4. Can we go with an email submission? **Submittals must be delivered via mail or in person.**

5. Is there any specific format or page limit for creating a response OR we can use our format? **You may submit your own format; however refer to the RFP for the instructions on submittal.**

1. According to the addendum you have the following o365 licenses provide by a Microsoft Partner: G3(66) and G1(57) **No**.  
Do you want the MSP vendor to include the o365 pricing and take over the management of the o365 licenses? **No**.
2. Can you clarify the number of named users that access either a workstation or laptop? **120 +/- 5 (Not all of them possess Office licenses, and conversely, some Office users do not have AD logins.)**
3. Of the users using the G1 o365 license; how do they access services? Workstation, Laptop, Mobile Phone, Tablet? **All the above**.
4. Please describe the major projects that are in progress and planned for the next 12 months. . **Installation of a surveillance system at the Hawk's Nest park. Migrating existing 2012R2 servers to 2019. Migrating some VMWare instances to a newer Hyper-V host. Consolidating internet providers for various locations including City Hall. Cleaning Active Directory in preparation for a uniform email signature. Deploying active directory self-serve software. Decommissioning and storing EOL server equipment, and organizing the server room.**
5. VOIP service was not requested in the RFQ. **No, The MSP should be able to manage other vendors which may be contracted for by the City of Hanahan and serve as the key point of contact unless escalated.**
  - a. Do you expect VOIP service and management to be covered with the MSP proposal?
  - b. Are you looking for a quote to handle VOIP and phones services?
6. What hypervisor do you use if any for servers? Hyper-V or VMWare? **VMWare and Hyper-V are both currently deployed.**
7. Based on the RFQ and the addendum, do you have any mobile devices that you would like covered in the proposal? **Yes**.
  - a. Count of tablets? **Less 10.**
  - b. Count of mobile phones? **Less than 50.**
8. When grading a vendor, some municipalities weight their scores in specific categories based on importance, such as network security being more important than backups, or pricing being less important than on-site support. Is there a weight to your criteria? **Based on total qualifications in direct accordance to our needs.**
9. Do you have a network diagram? Or perhaps a master list with serial numbers, etc? **No**.

10. How many city provided mobile devices / cell phones do you have? **Less than 50.**
11. Who is your current internet provider? **Segra/Home Telecom/ Comcast.**
12. What OS are you currently running on your PCs? What about servers? **Windows 10 & 11 / 2012R2 & 2019.**
13. It appears as if desk phone management is through a separate vendor. Is there any support needed for desk phones? **See RFQ.**