

Charlotte County
PO Box 608
250 LeGrande Avenue
Charlotte Court House, VA 23923

ADDENDUM 1

Date: August 24, 2020

Reference: RFP # 037-222, Managed Information Technology (IT) Services

Bid Due Date: September 4, 2020 at 4:00 pm

In response to questions received to date regarding RFP #037-222, the following information is being provided to all potential offerors. Please acknowledge receipt and acceptance of this addendum by completing the information section and returning the addendum with your proposal.

General:

1. Can remote support be from anywhere or does it need to be in Virginia? *We are looking to hire one company that can provide all support including both remote and on-site support. Remote support can be provided from any location. However, any issue requiring on-site support would need to be addressed by the selected vendor (not through a third-party) in a timely manner.*
2. Can you provide an opportunity for a coordinated walkthrough for each building? *After much deliberation, staff decided not to include a site visit as part of the process for a number of reasons including lack of IT staff to assist, security concerns, and COVID-19 restrictions.*
3. Do you have to comply with NIST standards? *No.*
4. If the company presenting a solution has a DCJS clearance does that meet the clearance requirements? *A national fingerprint based background check would still be required & the firm would have to sign the CJIS Security Addendums and do the VCIN/NCIC Security Awareness Training if they have not already done so.*
5. What is the anticipated award date of the contract? *Fall 2020*
6. Do you have a preference for companies located within Charlotte County or a particular geographic area? *As noted in the RFP, the ability to provide timely on-site response when needed is a necessity. Proximity would play into this, but we have not established a specific geographic boundary.*
7. What contractors provide IT support to the county now? *Currently IT support is provided by school IT staff whenever possible. Recently when additional resources are needed, support has been obtained from either Integrated Technology Group or TekaByte.*
8. Is the County maintaining the IT relationship with the Schools? *No, the selected contractor will be responsible for the County's IT needs, allowing school IT staff to focus fully on school needs.*
9. Please clarify what form the electronic copy must be in. *Flash drive, CD, or download through a file service are acceptable. An original and copies must also be provided as stated in the RFP in a timely manner.*

Scope of Services:

1. Does this require the backup of servers or data? If so, would you please supply the total amount of data to be backed up? *The contractor is not responsible for providing data storage, but would be expected to evaluate procedures to help the County reduce risk of data loss and find solutions for storage if needed.*
2. Are the management and support of servers included in the scope? *Yes, except where servers are part of third-party systems and are maintained through contracts with the associated vendors.*
3. Would e-mail be hosted by the contractor or a third-party? Would the County consider other options for increased security and protection? *A third-party currently hosts County e-mail, but the County would be open to exploring other options.*

Technical / Equipment:

1. Is the County's website hosted on premise or at internet service provider location? [The internet service provider houses the web server.](#)
2. How is the network accessed from outside the office, what type of VPNs or protocol is used? [The Sheriff's Office vehicles use NetMotion. The County network is currently not accessible outside of the office. M365 and some cloud-based software provide employees limited access to files and data.](#)
3. Are the Sheriff's Office vehicles part of this contract? [The laptops used in the vehicles are included in the equipment count in the RFP. The contractor would also be responsible for providing support for communication between the vehicles and the office.](#)
4. Where is the active directory located? [It is on an independent server housed by the County.](#)
5. Please provide additional information on hardware models and age, server applications, critical departmental applications per PC, operating system details, printer assets and users, warranty coverage, software and Kinex' firewall configuration. [Details for all hardware and applications are not readily available and therefore, we cannot provide a complete picture of our IT environment. We will work through this conversation with vendors that are short-listed to provide the information that we can.](#)
6. Please provide more information regarding the servers (count, operating systems, etc.). [The Network Assessment shows ten servers. However, some of these, such as the Sheriff's Office's SOMA server, are under maintenance contracts with third-party software vendors. Most of our servers have Windows Operating Systems. There is at least one Linux server which is used to store legacy data.](#)
7. Would you be open to replacing network equipment and what would the process look like? [The County would be open to discussing the replacement of network equipment. Due to budgetary constraints, we anticipate that a phased approach would be necessary. The associated equipment & project cost, equipment location & purpose, impact to staff and services, and reasons for replacement would all determine the approach.](#)
8. Do you know if files need to be transferred from existing servers, PC's or laptops if equipment is replaced? [If the County agreed to replace equipment, it is anticipated that files would need to be transferred.](#)
9. Would we be able to run a wireless site survey at each building? [The need for this would be discussed with the selected contractor.](#)
10. Do you have credentials for existing switches, access points, Meraki and point to points? [The Sheriff's Office does have this information for their facility.](#)

Please acknowledge receipt and acceptance of this addendum by completing the section below and returning the addendum with your proposal. Signature on this addendum does not substitute for your signature on the original bid document. The original bid document must be signed.

Name of Firm

Signature/Title

Date