AUGUSTA COUNTY SERVICE AUTHORITY

Request for Proposal (RFP) #2304
IT Consulting/Support
Addendum #1 and Acknowledgement

To: Prospective Proposers

From: Debbie Hensley, Augusta County Service Authority

Date: 12/29/2022

Subject: RFP #2304 –IT Consulting Support, Addendum #1 and Acknowledgement

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As a reminder to potential proposers, the contract resulting from this RFP will be a general as-needed contract. Each independent task/project requested under the contract will have a scope of work defined at the time of the request.   Typical tasks are more likely to be larger projects or have more complicated designs. Direct IT support will continue to be provided by in-house staff and is not envisioned to be part of this contract.

The Augusta County Service Authority (ACSA) received the following questions from proposers. The answer to each question is provided below.

1. Is there a pre-bid meeting?
   a. No

2. How many workstations
   a. 120

3. How many servers? Physical/Virtual
   a. 7 physical hosts running VMWare (not all at the same site)

4. What process do you use to back up your data?
   a. Quest's RapidRecovery software

5. How many locations? How many firewalls? Are they up to date and have support?
   a. 6 sites, currently 5 firewalls, current with support.

6. Current switch vendor?
   a. Brocade

7. How is WiFi provided at each location?
   a. Most of our sites do not currently have wifi. The wifi at our main office is provided by a separate contract. A wireless design is a potential task under this contract.

8. Are you utilizing Microsoft 365? Which license? How many users?
   a. Hosted exchange only (currently provided by a separate contract). 125 users.

9. What are you currently using for Antivirus?
   a. Sophos (currently provided by a separate contract)

10. What are you currently using for a Spam Filter? What are you currently using for Web filtering?
    a. Both of these are currently provided by a separate contract.

11. Please list any critical business applications?
    a. We mostly use CentralSquare's products

12. Is the organization utilizing a VoIP Phone system?
    a. Yes

13. Do you have a SIEM solution now?
    a. No

14. Within the RFP it mentions reports, is there a specific report you need?
    a. No, this was just to give an idea of the type of tasks that might be issued under this contract.

15. As per the Purpose of the solicitation; ACSA is looking for the vendors to 'assist' in the General design and implementation of technology systems. Kindly clarify, ACSA is looking for 'assistance' in the services listed in SOW where vendor will support through project management and support or is looking for the consulting services where vendor will be responsible to provide the listed services through and through.
    a. ACSA could see tasks being generated for both scenarios. In some cases, we may be looking for design expertise and in others we would want a "turn-key" solution where the vendor provides everything.

16. It would be really helpful if ACSA could list the professionals/profiles that it may deem responsible for performing services as per SOW or could provide a fee structure/template
    a. ACSA will likely need a variety of skill sets. Tasks generated could see a need for network engineers, firewall/security engineers, VMWare engineers, and Exchange/O365 engineers.

17. Kindly clarify, the proposed personnel will be responsible to assist ACSA's technical team in performing SOW or should the vendor provide a structure project team to provide the SOW services
    a. The proposed personnel will most likely assist our existing IT staff, but may need to perform more of the work, depending on the project.

18. Is there any preference for the vendors with relevant experience with Authority?
    a. Relevant experience is one of the scoring criteria.

19. Will the project be performed remotely or on-site?
    a. Most work should be remote, but on-site could be needed for a specific project.

20. What is the budget of the contract?
    a. The contract resulting from this RFP is just an umbrella for individual task orders. As such, it doesn't have a budget, but the individual task orders (as needed) will.

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21. Is this a new contract? If not, kindly list the incumbent vendors
    a. New

22. What was the previous spending of the contract?
    a. N/A, new contract

23. How many vendors does ACSA intend to award?
    a. One

24. Can we submit our proposal electronically?
    a. The submission must be per section 6.2 of the RFP, you must submit 3 hardcopies and one electronic pdf copy on USB drive

25. Is pricing to be provided?
    a. The RFP is designed to award to the best qualified proposer who best meets the needs of ACSA. Pricing is not one of the evaluation criteria, but may be included as an informational item.

26. What regulatory compliance is being followed?
    a. We are subject to PCI, HIPPA, and local/state regulations.

27. Are there existing policies being followed? What, if any, security processes do you have integrated with your current business process?
    a. Yes, we have an existing set of approved policies. We use many common security processes such as multi-factor authentication.

28. Who is responsible for implementation, monitoring, and incident response?
    a. This will depend on the nature of the incident, but a team is being developed for this purpose.

29. Who will be implementing context-based security awareness training for employees?
    a. This is currently provided to us under a separate contract. In the future, we will likely provide this from a vendor such as KnowBe4.

30. From the mentioned IT projects on the RFP, which is the highest priority?
    a. The email migration and network separation will be the highest priority.

31. Will the consultant need to help in creating specifications for solicitations to be released?
    a. It is possible the consultant will assist with creating specifications.

Please print all pages of this addendum and sign and date the acknowledgement below indicating that you have received the changes to the specifications and include it with your submittal for your bid to be considered.
I acknowledge receipt of this Document and the Addendum Changes:

_____   _____
Bidder's Signature   Date

_____
Printed Name