



RFP ADDENDUM #2

To: All Bidders
From: Rita V. Brousseau, Chief Procurement Officer
Date: August 14, 2023
Re: RFP 2023-3 Managed IT Services

This Addendum modifies and forms a part of the Bid Set documents dated July 24, 2023.

This Addendum consists of the following: Two (2) typed pages.

Where any items called for in the bid documents are supplemented here, the supplemental requirements shall be considered as added thereto. Where any original item is amended, voided, or superseded here, the other provisions of such items not specifically amended, voided, or superseded shall remain in effect.

The following are answers to bidder's questions:

- Question:** Referencing Section 2B, Are the installs going to be T&M or should they be included in the flat fee?
Answer: Installs shall be included in your flat rate fee for desktop support of 111 users.
- Question:** Referencing Section 2C, Are the installs going to be T&M or should they be included in the flat fee?
Answer: Installs shall be included in your flat rate fee for network monitoring and management.
- Question:** Referencing Section 2L, Are these response times on-site for remote? Is this 24/7?
Answer: Remote is acceptable, but as stated in the RFP, on-site/in-person support must be in person one day a week. 24/7 support is not required. Our operating hours are M-F 8:30 a.m to 4:30 p.m.
- Question:** Referencing Section 3.2, Are we including pricing for hosted servers? If so, is there a preferred environment (e.g., AWS, Azure, etc.)?
Answer: Yes, include pricing for hosted services. No particular environment is preferred.



5. **Question:** Are we including subscription fees for RMM and AV pricing?
Answer: Yes
6. **Question:** Are we including a BDR solution pricing?
Answer: Yes
7. **Question:** Are we including an email security solution vs. taking over existing?
Answer: Bidders can propose to take over existing or propose a new security solution.
8. **Question:** What tools are used for networking monitoring and management (E.g. PRTG, Auvik, etc.)?
Answer: Bidders can propose any type of networking monitoring and management tool.
9. **Question:** Are we including M365 subscription pricing?
Answer: Pricing should be included in your unit price for desktop support of 111 users.

NOTE TO ALL BIDDERS: YOU MUST ACKNOWLEDGE RECEIPT OF ALL ADDENDA ON YOUR BID SUBMISSION FORM WHERE INDICATED OR INCLUDE A COPY OF ADDENDA IN YOUR BID SUBMISSION.