

Q & A for Information Technology Support and Services RFP

1. Support for Telephone Equipment – your current phone providers should be handling support for those pieces of equipment and their corresponding services. Are you interested in a single Hosted Voice/Video/Chat solution that could replace all of this, or are you wanting our helpdesk to handle the support requests for current phones and facilitate with your current vendors?
 - a. **No**
2. Support for Internet connectivity – your current Internet vendors Provide their own support for your connectivity and the associated devices. Are you interested in a single solution for Internet services at all of the locations to replace the current providers, or are you wanting our helpdesk to handle the support requests for current Internet service issues and facilitate those requests with your current vendors?
 - a. **See answer to number 1**
3. Network Services - You list servers at several locations. Do you have a centralized Active Directory server that all computers at all locations authenticate to for access? If you do not Can this service be proposed as a part of the solution in order to enhance and enable certain cyber security protocols?
 - a. **Each location has its own AD server, the locations are all part of ARC however they are separate entities.**
4. IT Security - There is no mention made in the RFP request for any type of IT security program or security services. Is this something that is not needed or Would you like A security framework service proposed as a part of the solution?
 - a. **See answer to number 1**
5. Locations - 4 of your locations on page 6 of the RFP State that IT support services is currently in place. Will you be terminating these services in order for a single provider to provide the solution requested? Our proposal would be all inclusive for all locations, all personnel and all infrastructure. Is this acceptable?
 - a. **Yes, this is acceptable.**
6. In the section where the list of sites and equipment are listed, there are several sites (Gwinnett Tech, Cherokee, Henry, and Fayette) that say, "*IT services managed by others but may need support/coordination on as needed basis*". Can you please elaborate on this a little bit?
 - a. **Some of our sites are where the lease is owned by the subcontractor, county or other entity that may prefer to fully or partially support themselves. We will provide that information to the selected provider and hope they can develop a relationship in those instances where they may be able to step in where needed.**
7. What is the total count of servers and network devices (switches, firewalls, routers) for respective Counties of the ARC?
 - a. **Gwinnett 1 server 1 router 2 switches**

- b. Clayton 1 server 1 router 2 switches**
 - c. Douglas 1 server 1 router 1 switches**
 - d. Rockdale-rented space, PC support only.**
- 8. ARC intends to award a contract for work beginning in CY 2019. Is there an approximate time? Late Jan, Early Feb?
 - a. The process involves review, discussions, maybe interviews, selection, contract negotiations, and execution of said contract. While there is no set time, we estimate that the award may take place near end of February, early March.**
- 9. Proposers must respond to this RFP with written proposals as well as electronic versions of their proposals in either a PDF file or Microsoft Word compatible word processing format. Proposal evaluation will focus initially on the written proposals. - Does this literally mean that the proposal must be "hand written in black or blue pin"? Or can we "type" it and submit via the instructions provided?
 - a. Written proposals mean on paper. We prefer typed.**
- 10. Under Duties & Responsibilities: Repair and replace equipment as necessary? Our assumption is that there is a separate contract for vendors who are resellers of certain equipment and that the selected vendor won't be responsible for purchasing and replacing said software.
 - a. The selected provider will not be responsible for purchasing and replacing software or hardware. However, they will be responsible for providing assessments and making suggestions on best options. The purchase of any software and hardware will be the responsibility of ARC.**
- 11. Under Duties & Responsibilities: Maintain organization's effectiveness and efficiency by various means of monitoring and supportive technologies. Are there network monitoring tools currently in place such as Splunk, SolarWinds etc. If not, will we be expected to purchase the software and maintain those licenses?
 - a. We currently do not have any network monitoring tools in place. The selected provider will not be responsible for purchasing and replacing software or hardware. However, they will be responsible for providing assessments and making suggestions on best options. The purchase of any software and hardware will be the responsibility of ARC.**
- 12. Will there be any front or back end database support required?
 - a. Not currently.**
- 13. Please confirm the actual total amount of computers. Validation is needed to determine rather or not the number of computers listed in the RFP includes computers in the lab and/or any standalone computers.
 - a. Right now, the count listed in the RFP stands. That doesn't mean that it may change during the proposal posting period.**
- 14. Approximate number of users serviced across the counties.

- a. **40+ staff users. Others are computers and other hardware used by customers.**
15. What is the budget for this contract?
- a. **There is no set budget as this proposal was designed for providers to assess our needs and propose what they can offer in terms of service and cost based on their own makeup.**
16. Can you please provide us with incumbent details?
- a. **The incumbent is currently the staff of ARC's IT Support.**
17. Are you satisfied with incumbent's services?
- a. **N/A for this proposal**
18. Can you provide us with the locations where services were/are required - if more than one?
- a. **Service areas are listed in the RFP.**
19. What was the number of onsite hours services provided in last one year?
- a. **N/A for this proposal**
20. What was the number of offsite hours services provided in last one year?
- a. **N/A for this proposal**
21. What was the monthly amount paid to the incumbent contractor who performed these services?
- a. **N/A for this proposal**
22. Is any Travel Required?
- a. **There will be travel required to possibly go from site to site, if needed.**
23. How many FTE are required?
- a. **Whatever the applicant deems is necessary to handle our needs.**
24. How many people currently working on this requirement?
- a. **N/A for this proposal**
25. Do you require person full-time or part-time?
- a. **That will be based on the applicant's assessment of our needs and their own capabilities.**
26. Will ARC consider extending the page limit beyond 10 pages and/or exclude resumes from the page count?
- a. **Currently, no.**
27. Please clarify what might constitute "any other pertinent information."

- a. Nothing specific. With the applicant's own expertise, we leave it to them to determine what other information they may think is pertinent to their proposal.**

- 28. Does ARC wish to receive information on specifically what we offer to provide in the way of IT Support and Services? If yes, please identify information desired.
 - a. So as not to deviate from the RFP, we ask that whatever information you wish to offer that you believe will help with our decision in selecting a provider, you may do so.**