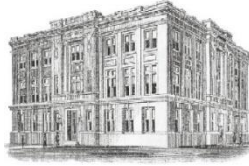


Christian County Commission



PUBLIC NOTICE – REQUEST FOR PROPOSAL

Request for Proposal – Managed I.T./I.S. Information Technology & Information Systems (I.T./I.S./I.S.) Services

ADDENDUM 4
DATE: 28 SEPTEMBER 2020

CONTACT: Krista Raleigh, Purchasing Agent

PHONE: (417)582-4305

EMAIL: kraleigh@christiancountymo.gov

RETURN PROPOSAL NO LATER THAN: 9:30 a.m. (Central Standard Time), October 5, 2020

RFP OPENING DATE: October 5, 2020

RFP OPENING TIME: 9:45 a.m. (Central Standard Time)

RETURN PROPOSAL TO: Christian County Commission
100 West Church Street, Room 100
Ozark, Missouri 65721

This Addendum provides clarification and answers to questions received by email. The following modifications, additions, or deletions are hereby incorporated into the contract documents. The above referenced RFP is hereby amended and clarified as follows:

Bidder Questions:

Question 1: Can you provide the current contract/agreement with your current provider?

Response: Yes. (Contract was sent via email to vendor)

Question 2: Can you provide the average monthly billing to the current provider?

Response: This information is available via Sunshine Law request, which may be subject to fees. If you would like more information, please contact the Purchasing Agent.

Question 3: Does your current provider share ticket counts or any sort of reporting on their helpdesk, and what they do for you on a monthly/quarterly basis?

Response: The average monthly ticket count is 350 (sitewide).

Question 4: Are you able to provide the specs/build on the new servers being installed?

Response: Due to security constraints, we are unable to disclose this information at this time, however, this information will be made available later during the RFP process.

Question 5: What is your server count?

Response: 32

Question 6: Do you have HyperV or Vmware? How many clusters? Do you have Citrix or RDS? Do you have server patching methods/requirements?

Response: At this time we cannot disclose this information due to security constraints.

Question 7: Do you have (in regards to Cloud) Azure/AWS?

Response: At this time we cannot disclose this information due to security constraints.

Question 8: Do you have backups in place? How are they tested/used?

Response: Full VHD Backups of server infrastructure. Tested quarterly.

Question 9: How much data is backed up? Is any cloud backup storage included in your current contract?

Response: 20TB. Our backup storage is part of a separate contract.

Question 10: Quantity of each:

Response: Firewalls: 4; Routers: 0; Switches: 32; Managed: 32; POE: 16; Controller: Yes

Question 11: What is your workstation count?

Response: 257

Question 12: Do you use AV? Do you have MFA? Do you have any additional security requirements (Bitblocker, DNS filtering, Sentinel One)? What are your workstation patching methods/requirements?

Response: At this time we cannot disclose this information due to security constraints.

Question 13: Do you have a spam filter? What brand do you use? What do we utilize for cloud backup?

Response: At this time we cannot disclose this information due to security constraints.

Question 14: What needs to be backed up?

Response: All server infrastructure.

Question 15: Is Active Directory in place?

Response: Yes

Question 16: Has the Network Detective scan been run and have the reports been generated? Is Network Detective pointed at the correct data directory?

Response: At this time we cannot disclose this information due to security constraints.

Question 17: How much front-end data exists to be backed up?

Response: 20TB

Question 18: Will Microsoft 365 licenses be paid separately or provided as part of the contract?

Response: Separately

There are no other clarifications or changes included with this Addendum. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.