

Addendum #1

TOWN OF WAYLAND #18-1055-RFP IT SUPPORT SERVICES

NOTE: Submission deadline remains Monday, March 19, 2018 at 2:00 PM

This addendum provides responses to the following questions:

- 1. Question:** For VMware Virtual Machines listed under Desktops and Laptops: Are these 240 VMs running on dumb terminals or thin clients?
Response: These are PCOIP-based zero clients
- 2. Question:** What is the normal daily call volume to the Help Desk?
Response: Average is 10 help desk tickets per day, though may vary depending on conditions
- 3. Question:** How much data is backed up on a daily/weekly/monthly basis?
Response: Full backups are performed weekly with a total size of under 3TB. Differential backups are performed nightly with a total size of under 100GB. Current retention period is 28 days.
- 4. Question:** Would a cloud-based backup solution be acceptable?
Response: Not at this time.
- 5. Question:** Can you provide the selected vendors lists of authorized users and equipment?
Response: User and equipment information will be provided upon contract execution.
- 6. Question:** Do you have any preference for the support to be provided from onsite at your location or can we also propose an offsite and/or offshore support model?
Response: While daily operations can be handled remotely, we require that assigned personnel can arrive on-site within 1 to 1 ½ hours when necessary.
- 7. Question:** Does the Town have any allocated budget approved for this project?
Response: There is no specific budget for these services. The costs will be part of the overall IT department budget.
- 8. Question:** Reference: The proposer must have an office within 50 miles of the Wayland Town Building.
Response: Assigned personnel must be within 50 miles of Wayland Town Building and able to arrive on-site within 1 to 1½ hours when necessary.
- 9. Question:** What are the versions of Windows Servers (2003,2008,2008 R2,2012,2012 R2, any later versions) currently Town has?
Response: Please refer to page 7 of the RFP
- 10. Question:** Please provide License Info for the Servers (User/Cal)
Response: This information will be provided after contract execution.
- 11. Question:** Any WSUS server available to push updates?
Response: Yes, one.
- 12. Question:** Is Antivirus server available in your environment?
Response: Yes
- 13. Question:** Configuration of the Servers installed in the environment?
Response: Not available.
- 14. Question:** How many Server Maintenance records?
Response: They are not available.
- 15. Question:** Any spare parts for Servers (Like RAM, Mother board, processor, smps, HDD etc.)
Response: There are some spare parts. This however is not a hardware support contract. The successful bidder would not be financially responsible for the purchase of replacement of hardware should that be necessary.
- 16. Question:** How many numbers of Servers to be supported?

Response: Please refer to page 7 of the RFP

17. Question: How many numbers of RDP connections?

Response: Not applicable

18. Question: Related to Desktop Support:

a. Can you provide license info for client OS and Software's available?

Response: Not available at this time

b. What Remote installation tools Town currently has?

Response: No add on tools. Only WSUS server and Group Policy

c. Any person available to build or deploy OS remotely?

Response: Staff is available to provide on-site hands in limited circumstances.

d. What is your Password policy?

Response: Not available at this time

e. How many number of client machines in-house and working from client office?

Response: Please refer to page 7 of RFP

f. Any Antivirus Server available for clients?

Response: Yes

g. How many number of workstations (Desktops & Laptops) to be supported?

Response: Please refer to page 7 of RFP

h. What is the SLA for installation of software's in end user machines?

Response: Two business days turnaround is expected.

i. How are the share folders maintained for end users?

Response: On a Windows file server running DFS

j. Do the End User have roaming profile/local profile?

Response: Local

19. Questions: Related to Helpdesk Services:

a. Is Hardware Firewall available/ running in the environment?

Response: Not within scope of this contract

b. Any specific time to push the patches to Servers?

Response: Not within business hours

c. Any specific time to push the patches to client workstations?

Response: Not within business hours

d. Any Annual Maintenance Contract available for the workstations & Servers?

Response: Not within scope of this contract

e. Will the purchase of spare parts be done by the Town of Wayland or the Vendor?

Response: Not within scope of this contract

f. Will Replacement of server equipment be purchased by Town of Wayland or Vendor?

Response: Not within scope of this contract

g. How many number of Assets information (Like Printers, scanner, fax, MFC, Switches,

Response: Hardware is not within scope of this contract, only user connectivity issues.

h. Any wireless routers/ devices available?

Response: Not within scope of this contract

i. Any EPABX system available in the environment?

Response: Not within scope of this contract

20. Questions: Related to Backup

a. Does all hardware and software required to create and store onsite full server images for all Windows and VMWare VM servers daily or weekly basis?

Response: The Town has all required hardware and software on site to support backups.

b. What is the backup plan for Servers currently Town has?

Response: Full backups are performed weekly with a total size of under 3TB. Differential backups are performed nightly with a total size of under 100GB. Current retention period is 28 days

c. Does all hardware and software required to create and store onsite full server images for all PC Desktops daily or weekly basis?

Response: We do not perform backups of desktop systems.

d. What is the Backup plan for the end user currently Town has?

Response: We do not perform backups of desktop systems.

e. If any backups size increased do we have any additional external drives available readily

Response: Yes

Issued 3/14/2018