Addendum #2

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:

For each of the five services as outlined:
   a. **Server Management & Support**
   b. **IT Helpdesk Services**
   c. **Desktop Technical Support Services**
   d. **Server and Workstation Backup Services**
   e. **Interim IT Director**

1. **Question:** What is the budget for each? Current Costs for each?
    Response: There currently is no service to augment staff; this is a new initiative. Therefore, there is no additional current cost or budget for each.
2. **Question:**   How are these services currently being handled for each?
    Response: a – d by Town IT staff. e by a consultant.
3. **Question:** What is the name of the current provider/vendor for each?
    Response: a – d by Town IT staff. e by Advent Consulting.
4. **Question:** What is the current organizational structure of the IT Department? And their responsibilities?
    Response: IT Director with 4 direct reports: Server Administrator, Network Administrator, Desktop Administrator, Business Systems Analyst.
5. **Question:** How many 2003 servers does the town currently have?
    Response: 0 There was outdated information on page 7 of the RFP.
6. **Question:** How many images are there for the virtual desktops?
    Response: Approximately 12
7. **Question:** Who will be responsible for support of your network infrastructure (Wired/Wireless)?
    Response: Town IT staff.

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