

CHATHAM AREA TRANSIT AUTHORITY RFP 2022-02, ADDENDUM NO. 2

DATE: September 14, 2023
ORIGINAL RFP NUMBER: 2024-01
PROJECT: IT Support Services

This Addendum forms a part of the Request for Proposals 2024-01 dated, August 4, 2024.

Questions posed during initial Q&A Period and CAT's Responses:

- Question 1: Confirm whether the awarded contractor's involvement in supporting Technology procurement consulting (Attachment A, section III.f.) would cause a conflict of interest for participating in future technology procurement solicitations/contracts?
- Response: The service provided with this RFP is for support basis; if there is a purchase needed on hardware, we do the hardware purchase and give the opportunity to our service provider to quote us on such equipment.
- Question 2: Provide clarification on how CAT will evaluate DBE subcontractor participation, and how CAT will assign points in the case of a prime, non-DBE offeror using DBE subcontractors [for example, a prime contractor that is not DBE but plans to subcontract 49% of the work to a DBE subcontractor]?
- Response: The DBE goal percentage is averaged based on the highest presented on the proposals. DBE certified proposers receive a higher evaluation tier and sub-contractor is evaluated based on the higher percentage for example if prime is up to 10 points then sub-contractor would be only up to a half of the points depending on percentage.
- Question 3: Confirm that offerors are expected to deliver the required electronic copy of our response via email to victor.colon@catchacat.org?
- Response: Yes, also can be sent with the written proposals on a flash drive.
- Question 4: Confirm how many awards/contracts are anticipated as a result of this RFP?
- Response: One service provider will be awarded a three-year contract.
- Question 5: Provide CAT's anticipated budget for this contract and the budget source?
- Response: This service is included as part of CAT's annual operating budget.
- Question 6: Provide information on CAT's current IT services vendor? Can CAT confirm whether that vendor is eligible to bid on this opportunity, and is the current vendor's performance satisfactory?
- Response: Yes, they are able to participate, and their performance is satisfactory.

- Question 7: Clarify whether there are forms that offerors must complete to meet the first three evaluation criteria requirements listed in RFP section 1.33? If not, does CAT have instructions regarding what information offerors must include in the first three sections of the eval criteria?
- Response 7: there are no forms for that evaluation criteria, those will be the performance metrics used for final evaluation.
- Question 8: Provide a proposal scoring sheet for this RFP to offerors?
- Response 8: Scoring breakdown is on page 13 of the RFP. .
- Question 9: Describe which items, if any, must be included from offerors' subcontractors in offerors' proposals?
- Response 9: The forms that are requested on the RFP page 5 breakdown the required forms. Sub-contractors have to complete the proposer information and if the sub –contractor is DBE, provide the certification.
- Question 10: Please confirm whether offerors are allowed to recreate CAT's attachments/forms within our own proposal templates? If not, would CAT please provide editable versions of the forms that offerors must complete?
- Response 10: Yes, it is allowed as long as they are similar to the ones provided on the bid packet.
- Question 11: Confirm the order in which CAT would like offerors to present the required information (e.g., would CAT prefer that offerors respond to the items listed in Attachment E checklist first and then to section 1.33 evaluation criteria items)?
- Response 11: Yes, prefer the items presented following the proposal order.
- Question 12: Clarify what it will use to evaluate proposals based on the criteria listed in 1.33 (Are these scored by "color," by advantage to CAT, on a curve, etc.? What questions do offerors need to answer so evaluators are equally comparing offeror responses)?
- Response 12: Based on the evaluation criteria on page 13 of the RFP.
- Question 13: Clarify what the requirement is for after-hours onsite support response times?
- Response 13: After hours (event hours) nightly 5PM-7AM response time is 30 minutes of receiving notification that repair services or assistance is needed by CAT” That will determine when onsite is needed. Will vary by issue.
- Question 14: Provide a pricing sheet that offerors can complete for the “Price Proposal” portion of our responses? If not applicable, does CAT have any instructions or requirements for offerors to follow for our Price Proposals?
- Response 14: see document attached to addendum

- Question 15: Clarify how pricing will be evaluated (e.g., realism, lowest price, flexibility, etc.)?
- Response 15: Is 15% portion of the evaluation criteria.
- Question 16: Clarify, regarding the quarterly management meetings listed in attachment A subsection III. c, on page 18: whether remote/virtual connection will be acceptable? If not, please advise how many onsite progress meetings will be required per year.
- Response 16: Remote/Virtual is ok but should be not considered a better option than in person. In Person would be the preferred setup.
- Question 17: CAT's preferred cadence for meetings?
- Response 17: Monthly with IT on site quarterly.
- Question 18: Provide the expectation for team size for the overall solution?
- Response 18: The expectation of the team is to have the capacity to work with CAT on the IT needs, with the appropriate expertise and experience to work through all the processes and needs of the agency.
- Question 19: Confirm whether a Change Management tracking system is in place, such as a Change Advisory Board, etc.? If so, please describe CAT's existing tracking system.
- Response 19: There is no system in place at this time.
- Question 20: Describe any recurring/scheduled CAT events where the contractor's support would be reduced (e.g., seasonal locks, freezes, etc.) and restrictions on change implementations would go into effect?
- Response 20: We provide services year round, no seasonal locks.
- Question 21: Provide, regarding End User Support:
- a. How many users total and what is the average +/- in the user base?
 - b. If there is an application in place for user provisioning and management?
 - i.. If in place, can CAT share what is in place?
 - ii. Share any metrics for current ticket volume and type?
 - iii. Clarification on whether the help desk management system (ServiceNow, ESM) is in place, or will that need to be provided by contractor?
 - iv. If in place, can CAT share what is in place?
 - v. What is the current size of the team(s) that provide this capability today?
 - vi. Clarification on whether remote/virtual support is acceptable for off-hour support requirements? If not, please advise on how many off-hour support requirements occurred in the past year that required onsite support.
 - vii. Clarification on whether CAT will provide desktop/laptop systems for the contractor?

- Response 21:
- a. less than 100 that log into computers
 - b. Active Directory
 - I. Active directory
 - II. 458 tickets per month average
 - III. Needs to be provided.
 - IV. N/A
 - V. Unknown. We do not have a dedicated team from our MSP. We do not determine the size of their workforce.
 - VI. Off hours support will need to be a combination based on what the issue is. Sometimes a physical presence will be needed.
 - VII. CAT will not supply computers to the contractor.

- Question 22: Provide, regarding Network Monitoring and Support:
- a. Clarification on whether this requirement includes metrics and reporting or is limited to liveness monitoring?
 - b. Description of any existing software licenses or software tools in place for this capability?
 - c. The number network devices CAT currently has in inventory, and describe whether they are at a central location?

- Response 22:
- a. Needs to be both.
 - b. We do not determine what is used to accomplish this. This is determined by the MSP what they use.
 - c. total numbers of switches and firewalls are listed on the scope of services.

- Question 23: Provide, regarding Server Monitoring and Support:
- a. Information on any existing software licenses or software tools in place for server monitoring?
 - b. Information on current asset and license management system or software suite in place?
 - c. Description of any regulatory or internal requirements for Disaster Recovery testing and validation?
 - d. Clarification on whether monitoring requirement is limited to the 2 VMware Servers and virtual servers residing on them?
 - e. Description of whether all infrastructure assets (server, storage and network) are owned and located in CAT facilities or in a co-location facility?

- Response 23:
- a. We do not determine what the MSP uses to support this functionality
 - b. Part of MSP component lifecycle system.
 - c. There is no formal disaster recovery plan.
 - d. All server class hardware as well as switches, firewalls, etc.
 - e. CAT owned and on our owned sites.

Question 24: What is the budget?

Response 24: This is part of the annual operating budget.

Question 25: Who is the current provider? If any could you please provide us with the winning vendors RFP response which they have submitted previously?

- Question 26: Can we please submit our response via email due to weekends and time constraints?
- Response 26: The electronic format can be submitted via email, the three physical copies needs to be delivered by the preferred method of delivery services.
- Question 27: Is it mandatory to have DBE subcontracting or we can utilize the whole contract by itself?
- Response 27: Is not disqualifying not to utilize DBE, however still considered 10% of the evaluation.
- Question 28: What is the last spending, if any?
- Response28: It's an average of 200K per year.
- Question 29: Would it be OK if the consultants supporting CAT are offsite, offshore?
- Response 29: No, as it requires weekly scheduled visits.
- Question 30: Are there any requirements or extra points in evaluation for DBE participation or local business participation?
- Response 30: DBE participation is always encouraged and is part of the evaluation described on page 13 of the RFP.
- Question 31: Our company is certified as an MBE NSMDC. Are we good to suffice requirements for DBE, if there are any?
- Response 31: It requires the DBE certificate.
- Question 32: Are the resources required to work onsite? Or remote work is an option?
- Response 32: There is a requirement to be onsite one day a week.
- Question 33: Is CAT good with offshore consultants working on the projects?
- Response 33: No, as it requires weekly on site support once a week.
- Question 34: Does CAT plan to select a single vendor or multiple vendors for this RFP?
- Response 34: Single award will be issued for the services requested in the RFP.
- Question 35: Do we need to submit all identified project team resources who will actually work on the project or the key personnel only?
- Response 35: Prefer to have the background and experience of the team member of the project.
- Question 36: Do we need to submit the actual resources who will work on project or representative resources/sample resumes are okay?

- Response 36: The resume of the representative resources are acceptable.
- Question 37: Are there mandatory requirements for DBE, MBE/WBE participation/ subcontraction?
- Response 37: See response 27.
- Question 38: Is there any particular format in which the price/ cost must be submitted like hourly rates for different roles, or we should submit lump sum cost?
- Response 38: At this moment we have a lifecycle cost per month, that includes the services and support.
- Question 39: How many users are on Office 365? What license do they have? Provide a license count.
- Response 39: Microsoft Business Basic 66 of 67 in use
Microsoft Business Standard 15 of 15 in use
Exchange Online (plan 2) 17 of 19 in use
Project Plan 5 1 of 2 in use
Azure Active Directory Premium P1 1 of one in use.
- Question 40: Are the licenses being purchased directly with Microsoft or through a Microsoft Partner?
- Response 40: Through a Microsoft Partner.
- Question 41: Do you currently use Microsoft Teams and/or Microsoft SharePoint?
- Response 41: Yes both.
- Question 42: Is there a software in place currently to manage endpoints remotely? If so, what product(s) are being used?
- Response 42: ConnectWise Automate
- Question 43: How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis?
- Response 43: Patches are deployed to a test group, if no issues after 10 days are then deployed to a pilot group, if no issues after 10 days are deployed to remaining computers. High impact vulnerabilities with a CVE score greater than eight (8) are deployed to the test group and then after 1 day are deployed to the remaining computers.
- Question 44: Do you have employees working remotely that use a company device?
- Response 44: Yes
- Question 45: Do you offer Bring Your Own Device (BYOD) to employees?
- Response 45: No, cell phones join wireless guest network.
- Question 46: Is there a Mobile Device Management (MDM) solution deployed?

Response 46: No.

Question 47: How many desktops/laptops/mobile devices are you supporting?

Response 47: (49) Desktops, (51) Laptops

Question 48: Which version of Windows are the desktops/laptops running on?

Response 48: Microsoft Windows 10 Pro x64

Question 49: Are user devices being backed up? If so, how often, and do you have retention policies in place?

Response 49: User devices are not backed up. User folders are redirected to file server and are backed up.

Question 50: Are the servers on-site or on the cloud? Hybrid?

Response 50: All domain joined servers are on-site. Some third-party applications are cloud hosted.

Question 51: If you have a cloud environment, is it Azure/AWS/other?

Response 51: N/A

Question 52: How many servers do you have? What operating system are they on?

Response 52: (3) Microsoft Windows Server 2022 Standard x64
(3) Microsoft Windows Server 2019 Standard x64
(13) (Microsoft Windows Server 2016 Standard x64
(1) Microsoft Windows Server 2012 x64

Question 53: Do you have any Windows Server 2012/2012R2? Any Linux Servers?

Response 53: See question 14. No Linux servers.

Question 54: Is there a Disaster Recovery plan in place? What is the infrastructure at the failover location?

Response 54: No formal disaster recovery plan. A failover location does not exist.

Question 55: How many databases are you using? Please specify which ones.

Response 55: (8) Microsoft SQL Servers
SQL Express and Standard
SQL versions are mix of 2017 / 2019.

Question 56: What are some of the critical applications being used today? Any ERP applications?

Response 56: Tyler Munis ERP
RouteMatch
Trapeze
CleverCAD

GFI Genfare
RTA
CallBar

- Question 57: Microsoft is sunsetting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers. Please provide details.
- Response 57: The existing Windows 2012 server is scheduled to be replaced this year.
- Question 58: What is the network topology currently used, and how are these locations communicating to each other?
- Response 58: (2) Physical sites with multiple vlans connected to each other via VPN over MPLS circuit.
- Question 59: Is there a VPN in place for remote access? Is there a firewall?
- Response 59: Yes, and yes.
- Question 60: What is the speed of the network connection to the internet?
- Response 60: 250mbps symmetrical.
- Question 61: Do you have a backup connection?
- Response 61: Yes
- Question 62: How many Routers, Switches, and Firewalls are in your network?
- Response 62: (2) Firewall / Routers
(11) Switches
- Question 63: How many buildings/locations?
- Response 63: (2) Physical locations
- Question 64: Is there a current vendor now supporting the County? If so, what is the monthly spend with them? How many hours are being utilized per month or year?
- Response 64: 120 hours per month
- Question 65: Do you have any major projects in progress?
- Response 65: Munis Executime Implementation
- Question 66: How big is your current IT department, if any?
- Response 66: One (1) Internal IT employee
- Question 67: Please provide the brand for the switches, network devices, laptops, desktops, and printers.

Response 67: Laptops and desktops are a mix of Lenovo, Dell, and HP
Printers are mostly HP, multifunction printers are Konica Minolta.
Switches are HPE.

Question 68: Do you have any cameras to support?

Response 68: Cameras are supported by third party vendor.

Question 69: Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers?

Response 69: No VOIP solution in place. The phone system is on-site and managed by vendor.
Avaya phones / phone system.
Around 100 extensions / DID Numbers.

Question 70: Do you have ticketing system in place? Estimate of tickets per month/quarter?

Response 70: Yes
458 tickets per month,
1220 tickets per quarter

Question 71: Do you require someone to be on-site all the time?

Response 71: No, but dedicated time 4 hours a week on site.

Question 72: Is this a multi-vendor or single vendor award?

Response 72: Single Award

Question 73: Is there Change Management system in place?

Response 73: No.

Question 74: Is there an Information Technology Asset Management (ITAM) solution in place?

Response 74: Yes

Question 75: How many external IP addresses are in place?

Response 75: (10) External IP's at Gwinnett site
(2) External IP addresses at ITC site.

END OF ADDENDUM NO. 2