



DECEMBER 1, 2017

Re: 17RFP112017-DRR, INFORMATION TECHNOLOGY SUPPORTIVE SERVICES

Dear Respondent(s):

Attached is one (1) copy of Addendum 1, hereby made a part of the above referenced **17RFP112017-DRR, INFORMATION TECHNOLOGY SUPPORTIVE SERVICES**.

Except as provided herein, all terms and conditions in the **17RFP112017-DRR, INFORMATION TECHNOLOGY SUPPORTIVE SERVICES** referenced above remain unchanged and in full force and effect.

Sincerely,

Donald R. Riley

**Donald R. Riley, CPPB
Purchasing Specialist**

**17RFP112017-DRR, INFORMATION TECHNOLOGY SUPPORTIVE SERVICES
Addendum No. 1
Page Two**

This Addendum forms a part of the contract documents and modifies the original RFP documents as noted below:

Attached hereto are responses to questions submitted in reference to the above RFP

Except as provided herein, all terms and conditions in the proposal referenced above remain unchanged and in full force and effect.

Failure to return a signed copy of this addendum could render your proposal non-responsive.

ACKNOWLEDGEMENT OF ADDENDUM NO. 1

The undersigned Proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Finance Department - Purchasing Division, City of Stockbridge, 4640 Henry Boulevard, Stockbridge, Georgia 30281 by the RFP due date and time **DECEMBER 7, 2017 before 12:00 P.M. (NOON) local prevailing time.**

This is to acknowledge receipt of Addendum No. 1, _____ day of _____, 2017.

Legal Name of Bidder

Signature of Authorized Representative

Title

Questions regarding 17RFP112017-DRR, INFORMATION TECHNOLOGY SUPPORTIVE SERVICES:

- 1) In Pg. 9, Section 3.2 - Objective - "Proposer shall provide an on-site technician; who must have a minimum of five (5) years' experience providing IT services in a supportive role to a municipality the size of the City of Stockbridge or greater."

Response: This is a requirement position that will serve in the capacity as a liaison to the City. Which that individual or individuals will assist in performing and providing IT Services to the City of Stockbridge that will ensure maximum efficiency of its day to day operations.

- 2) In Pg. 18, Section 7.3 - Technical Proposal Format and Content, 4.2 states "Proposer shall provide the resumes and license information for each key personnel proposed for this project, specifically those of the Project Manager and the Principle-in-Charge, and all other personnel to be assigned to this project."

Response: Yes, that is correct. If your company/personnel do not have a certificate/license please indicate it by marking the form "N/A" which indicates that the form is not applicable.

- 3) Our understanding is that the city requires an On-Site Technician/Engineering IT Consultant, a Project Manager, a Principle-in-charge and the additional labor categories listed in the cost sheet which are Cloud Support Engineer, Network Engineer - Licensed, Network Engineer - Not Licensed, Network Support Engineer, IT Support Professional, IT Support Technician, Help Desk Technician, Desktop Support Specialist, Help Desk Technician Tier 3, Help Desk Technician Tier 2, Help Desk Technician Tier 1, Computer Repair Technician with this proposal. Is our understanding correct?

Response: That is incorrect. The City is requesting one (1) on-site I.T. Technician with a supportive team. The other positions are for pricing information for the other positions (just in case the City decides to expand or use other positions within the awarded Consultant company(s)).

- 4) The job descriptions of the respective roles have not been listed in the proposal. Will the city disclose them?

Response: Due to the timeline the City is unable to provide that information currently.

- 5) Should the Georgia Professional License Form be filled by the "Network Engineer, Licensed" candidate alone?

Response: Professional license is your company's business license; however, the City highly encourages any and all certifications and professional licenses be included in your company's solicitation (software and hardware license(s)).

- 6) Will additional services be requested on an as-needed basis through Task Orders?

Response: Yes, ONLY as needed and if required by the City Manager or his designee will task orders be issued. If they are not covered with the scope of services of this agreement.

- 7) Will the proposal deadline be extended considering the shorter time-frame between the Q&A release date and the proposal due date?

Response: No. The due date for this solicitation remains intact (December 7, 2017 at 12:00 PM EST.)

- 8) Pg. 33, Form 12 – Reference and Release Form – “List at least five (5) references for the Consultant and each proposed sub-consultants using a separate Reference and Release Form for each. Provide the information requested in the form below for the contact person who will verify the Contractor's experience and ability to perform the type of services listed in the RFP.” – Our understanding is that the City requests 5 work references from the respondent and 5 references from the proposed sub-contractor being utilized. Is our understanding correct?

Response: Five (5) references from the prime consultant will be sufficient.

- 9) Pg. 6, "Business License: Consultant is requested to submit a copy of its current, valid business license with its Proposal. If the Consultant is a Georgia corporation, Consultant is requested to submit a valid City or city business license. If Consultant is a joint venture, Consultant is requested to submit valid business licenses for each member of the joint venture. If the Consultant is not a Georgia corporation, Consultant is requested to submit a Certificate of Authority to Transact Business in the State of Georgia and a copy of its current, valid business license issued by its home jurisdiction." - Is it mandatory for the respondent to attach both Certificate of Authority and Business License documents along with the response?

Response: Yes, that is correct. All shall submit the appropriate documentation; so that your company is responsive and responsible.

- 10) Can the respondent disclose the Certificate of Authority upon successful award?

Response: No. This information must be submitted with your proposal submittal along with all documentation requested on the submittal page of this solicitation.

- 11) On Page 20, section 9.1.2 when requesting information about past performance, you request a photo of the interior and exterior of the customer's facilities, size, functions housed, completed cost, and year completed. Is this wording copied from a construction bid or do you want us to take pictures of our references physical facilities? If so, do you want to see the inside of the server rooms?

Response: No, this information was not copied from another solicitation; the City would like to see the existing environments and set-up of your current/past clients layouts. So that the City will have a better understanding of your company's capabilities and capacity. Yes, the City will like to see pictures of the inside of current client's server rooms and any modifications that was performed by your company.

- 12) On Page 38, you have a form for a Professional License. We aren't aware of a general professional license certification for IT Services. Is there something specific you are looking for or should we just fill this out and put N/A on it?

Response: Professional license is your company's business license; however, the City highly encourages any and all certifications and professional licenses be included in your company's solicitation (software and hardware license(s)).

- 13) Security seems to be only related to the Georgia Records Act. Is PCI-DSS a concern since the city handles credit cards and debit cards? Are there other areas of security concern that need to be addressed? at minimum we would recommend remote monitoring of network activity, intrusion prevention, etc. I wanted to see if this is an area the city requires?

Response: Currently there are no concerns; however, this is part of the requirements to ensure that there are no intrusion and wrongful access to any part of our network or virtual environment.

- 14) On the number of users per location it says that the Merle Manders conference center has 200 users. Is this correct?

Response: This is a conference center where the City allows citizens to host, wedding, parties, celebrations, training activities, classes etc. Seven (7) days a week and twenty-four (24) hours a day. This

conference holds up to four hundred and fifty (450) individuals per event; therefore, the wi-fi, routers and network shall be operational at all times.

15) We are a Henry county vendor. Is local a preference or is this open to anyone statewide?

Response: This is a City of Stockbridge solicitation and do not have a program of that sort. This solicitation is open nationwide to all Consultants that are interested in providing a response for Information Technology Supportive Services to the City of Stockbridge.

16) How many people do they currently have on staff performing the various IT functions?

Response: The City current Consultant has a team that supports the City three (3) days out of the week with three (3) IT Technicians on staff which each works one (1) day. The City does not have the size or staff of the consultant's company on hand.

17) Are the current contractors full time for all positions or are some of them on call/part time minus the one main IT support person?

Response: None of the positions are required. Only than the one (1) IT Technician is required. The other positions are when and if need or desired.

18) Does the City plan on filling all of the positions currently listed on the RFP or do they play on using different contractors to perform multiple functions?

Response: The City does not plan on filling any of the positions listed in the solicitation. Those positions are for information and clarification only at this time; however, if the City needs or desires hourly rates that information will already be provided by the awarded Consultant.

19) There is mention of currently a consultant providing IT functions, is that an individual or company?

Response: The City desires a Consultant/Consultants that can has the capacity, professionalism, knowledge and support team to keep the City productive with minimal to no downtime.

20) Page 9, Background the City is looking for onsite IT engineer. So is the City looking for (1) principal for the bid and just pricing out other potential positions?

This seems to conflict with Page 12 Scope of services section, unless the City will use these services as needed basis and just the (1) on-site full

time person.

Response: The City requires just the one (1) IT Technician on site, five (5) days a week including Council meetings.

21) Questions are Due on December 1 and we have to wait for answers to send in a response but there is additional time need because current due date is December 7th, will City consider an extension?

Response: No. The due date for this solicitation remains intact (December 7, 2017 at 12:00 PM EST.)

22) For page 18, for staffing are you considering the Engineering IT Consultant to be the Principle in Charge as one in the same?

Response: The City will consider either option to be sufficient.

23) For page 19, Financials appears we have the option to submit one of the following 7.1 – 7.5 is that correct?

Response: Yes, just one of the part of that section is sufficient.

24) In the scope of services, the City would like to have network monitoring and proactive support, would this be in additional to proposed rates? How would we account for such a cost or would this be an additional task order / service at a later stage based on proposed plan?

Response: No. Network monitoring is part of the services that the City is currently requesting.

25) Page 38 is this form required? What license/certification is required? Business License?

Response: Professional license is your company's business license; however, the City highly encourages any and all certifications and professional licenses be included in your company's solicitation (software and hardware license(s)).

26) Does the City have existing Ticketing software in use by the City?

Response: No. It is currently being providing by the Consultant via their website.

27) Does the City have a value they are looking to use for proof of Performance Bond ability?

Response: No. Bonds are not required as a part of this submittal; however, ONLY the awarded Consultant will have to provide Bonds at the time of the contract.