

RFP ADDENDUM #2

Date of Addendum: September 16, 2022

NOTICE TO ALL POTENTIAL RESPONDENTS

The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP documents and any previously issued addenda remain in full force and effect except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this addendum into consideration when preparing and submitting its Proposal.

1.0 - RFP		
Item	Section	Description of Change
1.1	Cover Sheet	Insert "uploaded to the eVA site," after "shall be" and before "emailed" in the fourth paragraph.
1.2	Cover Sheet	Remove "shall be" after "or" and before "contained" in the fourth paragraph.
1.3	II. Scope of Work (4)	Insert "on-site support tracking and virtual, off-site support via" after "Provide" and before "help desk services" in the fourth line of the paragraph.
1.4	II. Scope of Work (6)	Insert the following sentence into the fourth line: "Advise and assist Town staff on the relocation of server hardware to a more secure location and/or migration to a cloud-based solution as needed."
1.5	IV. Equipment	Insert "assist with the purchase of" in place of "purchase" in the first line.
1.6	VI. Submission Guidelines (1)	Rewrite the first paragraph as follows: "One (1) hard or electronic copy of each proposal must be submitted and received by the Town of Occoquan at the address shown on the cover page of this solicitation, via the eVA site, or at the email address of Matt Whitmoyer (mwhitmoyer@occoquanva.gov). Proposals must be received no later than the date and time listed on the cover page of this solicitation. Proposals in the form of facsimiles or telephone will not be accepted. Bidders should submit two files, one technical file and one cost/pricing that together contain at least the documents required below. Technical files should be in searchable .PDF format. Cost/Pricing files should be in .PDF or excel format."

2.0 - Questions and Answers	
<p>The following questions and answers are provided as a matter of information to clarify issues raised about the RFP. It will be the responsibility of the potential bidder to modify their proposal accordingly. To the extent that changes to the RFP are required based on the questions received, the RFP has been modified as noted above in the RFP section of this Addendum.</p> <p>These are responses to questions received in writing as of 4:00 p.m. on September 9, 2022.</p>	
Item	Question and Answers
2.01	<p>Question: Is the town subject to any State oversight requirements impacting IT ops and security?</p> <p><i>Answer: The Town is not aware of any State oversight requirements. It will be the responsibility of the successful bidder to ensure that they operate in accordance with all applicable laws and regulations.</i></p>
2.02	<p>Question: What is the budget for this procurement?</p> <p><i>Answer: There is no single line item for this procurement. The Town has budgeted \$8,000 in FY2023 for IT Support Services. Another \$3,000 is budgeted for hardware and software maintenance. The CIP has \$10,500 for information technology infrastructure investments.</i></p>
2.03	<p>Question: Is there a current incumbent(s) for this contract? If so, will the Town provide the name(s) and contract number(s)?</p> <p><i>Answer: Yes. The current contractor is The Computer Doctor, LLC., 11646 Rumford Ct., Woodbridge, VA 22192. The contract was not administered through eVA and there is no contract number.</i></p>
2.04	<p>Question: What is the Total Contract Value for the current contract? What is the estimated Total Contract Value for the upcoming contract?</p> <p><i>Answer: See response to #2.02 above.</i></p>
2.05	<p>Question: Will the Town provide a cost proposal template, with estimating LOE or personnel required?</p> <p><i>Answer: No. The Town will not provide a proposal template. Estimates on LOE and personnel are up to the discretion of the bidder.</i></p>
2.06	<p>Question: Is there any hardware, software, or user license inventory?</p> <p><i>Answer: For an inventory of the Town's current IT assets please refer to the Current IT Assets list referenced in the RFP and/or reach out to Matt Whitmoyer at mwhitmoyer@occoquanva.gov to receive a copy. All other assets will be shared with the successful bidder.</i></p>
2.07	<p>Question: Is this opportunity a quick quote or will it require a proposal?</p>

	<i>Answer: The Town will review all proposals and quick quotes. The Town will make an award based on information provided that shows the successful bidder has the requisite expertise, experience, and ability to provide the best value to the Town.</i>
2.08	Question: The proposal requires on-site support. Will there be a need for full-time staff? And if so, is there a need for full-time staff to be on-site?
	<i>Answer: The Town is not looking for permanent, full-time on-site staff, but is looking for on-site support as needed. As per RFP 2023-01, the amount of time for on-site support will be determined by the monthly on-site support hours recommendation of the bidder. See also #2.96 below.</i>
2.09	Question: Will the potential Contractor need a business license (BPOL) from the Town?
	<i>Answer: No.</i>
2.10	Question: Will the server and routers remain in the current location?
	<i>Answer: No. The server and equipment will be moved with the assistance of the successful bidder.</i>
2.11	Question: Is there an incumbent?
	<i>Answer: See #2.03 above.</i>
2.12	Question: Is the phone system part of the IT services?
	<i>Answer: No.</i>
2.13	Question: Are the phones powered by the ethernet?
	<i>Answer: Not applicable to this RFP.</i>
2.14	Question: What version of QuickBooks is being used?
	<i>Answer: QuickBooks Premier - Accountant 2020.</i>
2.15	Question: What applications are running on the Server?
	<i>Answer: The Server is running standard operating system applications. The successful bidder will be provided a detailed listing of current applications.</i>
2.16	Question: What version of Operating System is running on the Server?
	<i>Answer: Server 2019 Essentials</i>
2.17	Question: Are there IT security policies in place?
	<i>Answer: Yes.</i>
2.18	Question: Is there wireless connection in Town Hall?
	<i>Answer: Yes. The network has both secured wireless and hardwired connections.</i>
2.19	Question: Is Town Hall connections wireless or wired?

	<i>Answer: See response to #2.18 above.</i>
2.20	Question: What kind of Server-Client environment do you have?
	<i>Answer: Windows Domain controller with Windows 10 Clients.</i>
2.21	Question: Do you use exchange server for email?
	<i>Answer: Email is provided through Office 365.</i>
2.22	Question: Which versions of Windows 10 are you using?
	<i>Answer: Those computers using Windows 10 are using Windows 10 Pro.</i>
2.23	Question: Are there any Windows services in the Cloud that the contractor would be responsible for?
	<i>Answer: It is not anticipated that the successful bidder would be directly responsible for any Windows services in the Cloud. However, the successful bidder would be expected to assist if the need arose.</i>
2.24	Question: Is there any applications in the Cloud that the contractor would be responsible for?
	<i>Answer: It is anticipated that the successful bidder would act as an administrator for Cloud based applications such as Office 365.</i>
2.25	Question: What is the licensing structure for Office 365?
	<i>Answer: The Town uses Microsoft 365 Business Standard licenses as well as Exchange Online (Plan 1) licenses for email. The successful bidder will receive access to further licensing information.</i>
2.26	Question: Will the contractor purchase Office 365 license for the Town?
	<i>Answer: It is not anticipated for the successful bidder to purchase licensing for the Town.</i>
2.27	Question: What is the connection between the PD location and the town hall location?
	<i>Answer: There is a point-to-point VPN tunnel via the SonicWall routers.</i>
2.28	Question: Who is the vendor for the internet?
	<i>Answer: Comcast Business.</i>
2.29	Question: Is the Town looking to standardize equipment?
	<i>Answer: Most of the town assets are standardized. New equipment purchases are expected to be similar to current equipment (i.e. Dell laptops, etc.).</i>
2.30	Question: Are there backup energy supplies?
	<i>Answer: Servers and multiple workstations are supported by backup UPS.</i>

2.31	<p>Question: Are there generators available for power during a power outage?</p> <p><i>Answer: Generators are available; however, the Town is working on revising its backup power plan. See also Answer #2.30.</i></p>
2.32	<p>Question: Are there federal regulations or standards the contractor will need to work within?</p> <p><i>Answer: As stated in the RFP the Town does require the successful bidder to have CJIS licensing. The Town is not aware of any other federal regulations or standards. It will be the responsibility of the successful bidder to ensure that they operate in accordance with all applicable laws and regulations.</i></p>
2.33	<p>Question: Is there mobile device management?</p> <p><i>Answer: Not applicable to this RFP.</i></p>
2.34	<p>Question: Is there an incumbent? Are they eligible to bid?</p> <p><i>Answer: See response to #2.03 above. The incumbent is not disqualified from bidding on this procurement.</i></p>
2.35	<p>Question: Is telework available or used by the Town?</p> <p><i>Answer: Yes.</i></p>
2.36	<p>Question: Is this procurement part of the CIP?</p> <p><i>Answer: No. This is a part of the general fund.</i></p>
2.37	<p>Question: Is Office 365 license the responsibility of the contractor?</p> <p><i>Answer: No. The successful bidder may be asked to assist in the licensing but is not the responsible party. Please see #2.26 as well.</i></p>
2.38	<p>Question: Are there any maintenance records or security audit information?</p> <p><i>Answer: No.</i></p>
2.39	<p>Question: Is the Town looking for on-site staff?</p> <p><i>Answer: See #2.08 above.</i></p>
2.40	<p>Question: What areas of training are you looking for?</p> <p><i>Answer: As per RFP-2023-01, the Town is interested in end user training as needed for Microsoft 365 and its applications. The Town may also request training on other common software or hardware used in a business setting as needed. Training should consist of at least resources or referrals to resources that help users understand everyday use and issues with common business software and hardware. It will be up to the discretion of the successful bidder to decide what additional trainings it recommends for Town staff.</i></p>
2.41	<p>Question: Does the Town have backup energy?</p>

	<i>Answer: See #2.30 and 2.31.</i>
2.42	Question: What kind of training are you looking for with QuickBooks?
	<i>Answer: The Town is not looking for any QuickBooks training.</i>
2.43	Question: Will there be a transition period between the incumbent and the new contractor?
	<i>Answer: The successful bidder will have the opportunity to connect with the incumbent and be updated on the current IT systems management.</i>
2.44	Question: Is their backup for the server?
	<i>Answer: Yes.</i>
2.45	Question: Are there any Service Level Agreements (SLA) in place?
	<i>Answer: No.</i>
2.46	Question: What are the pain points? Or top three?
	<i>Answer: The top five pain points for Town staff are (1) remote access and quality of connection to shared drive when teleworking, (2) a lack of proactive planning advice and support in updating Town software and hardware, (3) a lack of responsiveness and follow through to everyday IT issues and help requests, (4) a lack of transparency on hardware and software management, and (5) a lack of proactive support and initiatives on cybersecurity.</i>
2.47	Question: Do you have any policies?
	<i>Answer: The Town does not have any current written IT policies.</i>
2.48	Question: Are there any current documentation or SOPs?
	<i>Answer: The Town does not have any current written IT SOPs.</i>
2.49	Question: Have there been any security breaches?
	<i>Answer: Yes. There was a ransomware attack on the previous server in 2018. It was restored via backup.</i>
2.50	Question: Are you looking for a single point of contact or a help line type of support?
	<i>Answer: The Town is interested in either option as long as there is tracked ticketing and support that meets the hours outlined in the RFP's Scope of Work.</i>
2.51	Question: Is telework supported by town equipment?
	<i>Answer: Telework is supported by Town equipment on a basic level. The Town uses a VPN and laptops to create a telework system.</i>
2.52	Question: Will the contractor be required to support non-town equipment used in teleworking?

	<i>Answer: The potential Contractor will not be responsible for non-Town equipment.</i>
2.53	Question: Who is the VPN provider?
	<i>Answer: Microsoft.</i>
2.54	Question: Is there a current ticketing system?
	<i>Answer: No.</i>
2.55	Question: Does the Town provide office space for onsite support?
	<i>Answer: The Town does not currently provide office space for on-site support. Please see #2.08 for more on on-site support.</i>
2.56	Question: Is there a required on-site support time?
	<i>Answer: Please see #2.08.</i>
2.57	Question: Is the current equipment under warranty? If not, is contractor required to support?
	<i>Answer: This information is not available. The potential Contractor will be required to supply hardware support for the Town as articulated in the RFP's Scope of Work.</i>
2.58	Question: What are the applications being used by the Town?
	<i>Answer: The Town's main applications are QuickBooks and Microsoft 365. The successful bidder will be provided a detailed listing of current applications.</i>
2.59	Question: Does the contractor have to be licensed in VA?
	<i>Answer: The Town does not require any specific licenses, but the potential Contractor will be responsible for complying with any applicable VA laws.</i>
2.60	Question: How locked in are you to Apple vs. Microsoft?
	<i>Answer: The Town prefers to continue using Microsoft products and Microsoft 365 for its essential business functions. As the Town already uses Apple iPads, it is open to using Apple products for auxiliary purposes.</i>
2.61	Question: Any requirements for number of staff on the project?
	<i>Answer: The number of personnel is left to the discretion of the potential bidder, based off the other requirements and Town needs articulated in the RFP. See #2.08 for further information on the Town's preferences on on-site support.</i>
2.62	Question: What are the requirements/expectations for onsite work?
	<i>Answer: Please see #2.08 and the RFP's Scope of Work for the Town's expectation as to on-site work.</i>
2.63	Question: May we have the correct contract # and reference information in order to discover it should it be on this site or another? If not, may we have a

	copy of the contract with the same level of information found on the eVA site referenced in this email?
	<i>Answer: Please see #2.20.</i>
2.64	Question: Do the copiers have a support contract?
	<i>Answer: Yes. The copiers have a support contract with Commonwealth Digital.</i>
2.65	Question: Does the Dell server have an Active Directory?
	<i>Answer: Yes.</i>
2.66	Question: Does the Dell server have File Shares?
	<i>Answer: Yes.</i>
2.67	Question: Is there SharePoint on the server?
	<i>Answer: SharePoint is hosted solely online in Microsoft 365.</i>
2.68	Question: What software is installed on the Dell server?
	<i>Answer: See #2.15</i>
2.69	Question: On QuickBooks what is the version? Do you want us to include the funds to purchase the Cloud version?
	<i>Answer: See #2.14. No. Whether to purchase any QuickBooks software will be the responsibility of the Town.</i>
2.70	Question: What is the timeline for moving QuickBooks to the cloud version?
	<i>Answer: There is no timeline currently. Any proposed timeline would be made with the successful bidder.</i>
2.71	Question: During the presentation, a binder with passwords was mentioned. To the best of your knowledge, does the binder contain all of the admin passwords, and have they been tested? Do you have it for everything servers, client machines, copiers etc.?
	<i>Answer: The Town has administrative passwords that are regularly updated. The functionality of every password cannot be confirmed. Necessary passwords will be provided to the successful bidder.</i>
2.72	Question: Do you have a timeframe for when you want system maintenance to be conducted?
	<i>Answer: A proposed timeframe for system maintenance will be up to the discretion of the potential bidder</i>
2.73	Question: Is there any security software installed? Antivirus etc.?
	<i>Answer: There is antivirus and security software utilized by the Town.</i>

2.74	<p>Question: When you get new employees would we have the ability to add a new license?</p>
	<p><i>Answer: Per the RFP's Scope of Work, the successful bidder will have the ability to manage and update licensing and assist in the procurement of licenses by the Town, which will be the purchaser.</i></p>
2.75	<p>Question: Does every new employee get a mailbox?</p>
	<p><i>Answer: All employees get an Outlook mailbox.</i></p>
2.76	<p>Question: What subscriptions license do you have E3/Business Basic/Business?</p>
	<p><i>Answer: See #2.25.</i></p>
2.77	<p>Question: Does everyone get Office 365 licenses?</p>
	<p><i>Answer: Currently only eleven staff members get full Office 365 licenses. See #2.25.</i></p>
2.78	<p>Question: For SharePoint support updates new sites - who does that?</p>
	<p><i>Answer: This information is not available. The Town intends for the successful bidder to act as an administrator for SharePoint.</i></p>
2.79	<p>Question: If the server, client machine, desktop, laptop, switches, and other equipment breaks or needs replacement who is responsible for the cost and purchase?</p>
	<p><i>Answer: The Town would bear the costs of replacing the asset. However, as outlined in the RFP, the successful bidder would be expected to assist with the purchasing of any new assets, in addition to basic support functions.</i></p>
2.80	<p>Question: Would you be open to moving the server to the cloud?</p>
	<p><i>Answer: Yes. The Town is currently exploring options and, as outlined in the RFP, intends to have the successful bidder manage any cloud-based file storage.</i></p>
2.81	<p>Question: For the SonicWall Firewall: Is yearly renewal/license up to date? What is the license and/or Subscriptions installed? Who pays for that license?</p>
	<p><i>Answer: The SonicWall licensing is up to date. The subscription cost is paid for by the Town.</i></p>
2.82	<p>Question: For the VPN: Which one is it, SSL VPN or Global Client? Who pays for that license? How many are there available? What software gets installed on them?</p>
	<p><i>Answer: The VPN is a RRAS client, and it does not have its own plan. It is included with the domain controller at no additional cost.</i></p>
2.83	<p>Question: Do you want the awardee to recommend a helpdesk system and who would pay for the cost of the system?</p>

	<i>Answer: Recommendation of a helpdesk system are up to the discretion of the potential bidder. Any helpdesk costs would be the responsibility of the potential Contractor.</i>
2.84	Question: Does the helpdesk queue need to be watched 24/7/365, including special after hours/weekends/Holidays?
	<i>Answer: Please refer to the hours listed in the RFP's Scope of Work. Any fluctuation within those numbers would be up to the discretion of the potential bidder.</i>
2.85	Question: Is there a response timeline that needs to be met, for instance, respond onsite within an hour etc.?
	<i>Answer: There are no set requirements. Proposed response times are up to the discretion of the potential bidder as outlined in the RFP's Submission Guidelines</i>
2.86	Question: Do we have to submit only one file (technical + price) or two separate volumes (Technical Volume and Pricing Volume)?
	<i>Answer: Bidders who submit proposals, should submit two files, one technical file and one cost/pricing. Technical file should be in searchable .PDF format. Cost/Pricing file should be in .PDF or excel format.</i>
2.87	Question: Is there any page limit for the proposal?
	<i>Answer: No.</i>
2.88	Question: For pricing, will this award be on a time and material basis?
	<i>Answer: The basis for pricing is up to the discretion of the potential bidder.</i>
2.89	Question: Is there an inventory asset program being utilized currently?
	<i>Answer: The Town currently has a non-exhaustive list of its current IT assets. As stated in the RFP's Scope of Work, the successful bidder will work with Town staff to review the inventory of IT assets and make recommendations.</i>
2.90	Question: Are annual pen tests performed on the systems or are they required at a smaller interval? (Quarterly, etc.)?
	<i>Answer: The Town does not currently have pen tests.</i>
2.91	Question: Does Security Awareness Training currently happen?
	<i>Answer: Security Awareness Training is not currently required of all Town staff. Certain staff are required to do annual Security Awareness Training. Recommendations on Security Awareness Training would be up to the discretion of the successful bidder. See the RFP's Scope of Work for the Town's expectations on end user training.</i>
2.92	Question: Is there a need for assistance with any compliance needs? (StateRamp, policies and procedures, etc.)

	<i>Answer: The Town is not currently aware of any compliance needs. It is up to the discretion of the potential bidder if they would like to recommendation any programs, policies, and/or procedures. The Town will work with the successful bidder to address any compliance needs as they occur.</i>
2.93	Question: Regarding managing and updating the Town’s Microsoft 365 licenses and procure new licenses as needed, how many users do you have and how many are they possibly growing to?
	<i>Answer: The successful bidder will be provided a current list of licenses. Please see #2.24 for license types. Please see #2.26 for information of license purchasing responsibility.</i>
2.94	Question: Is training only expected for Microsoft 365?
	<i>Answer: No. The Town is mainly interested in Microsoft 365 but please see #2.40 for further clarification.</i>
2.95	Question: What is the current Cloud hosting service?
	<i>Answer: The cloud hosting service used by Town is Microsoft 365 Online.</i>
2.96	Question: What is the current IT Support need for on-site/remote support? 5-10 hours a week/month? 20 hours a week/month?
	<i>Answer: Town staff currently relies on IT support for 5-10 hours/month. However current needs may not be representative of future needs as the Town endeavors to modify and update its IT systems with the successful bidder. For further clarification on the Town's IT support needs please see #2.08.</i>
2.97	Question: How are you currently performing Public Record Searches?
	<i>Answer: Currently, the incumbent assists Town staff and the Town Attorney with Public Record Searches by retrieving archived emails. Town staff then reviews documents, and the Town Attorney ensures all records to be released are in compliance with applicable laws and regulations.</i>
2.98	Question: What is the Support level (if purchased for next day HW support/replacements) and what Manufacturer/Extended Warranty dates are associated with all listed Assets?
	<i>Answer: This information is not available. See #2.57.</i>
2.99	Question: What baseline or ongoing COTS/Licensing would you like to see in the proposal? At the Onsite, there was a question regarding a listing of specific software that will be included in the scope of this contract, which should suffice as well.
	<i>Answer: The Town will be responsible for the costs of all licensing. Please see #2.26. All assets outside the provided current IT assets list will be provided to the successful bidder. See #2.06 for more information.</i>
2.100	Question: Who is the incumbent, and is there a planned overlap of POP to assist with transition or just reach back?

	<i>Answer: Please see #2.03 for information on the incumbent and see #2.43 for information on a transition.</i>
2.101	Question: Is there a current or forecasted budget available for technology improvements?
	<i>Answer: Please see #2.02.</i>
2.102	Question: Is there a target budget range available?
	<i>Answer: Please see #2.02.</i>
2.103	Question: What are the main pain points? - please list top five with some specificity (Issue/Desired Outcome)
	<i>Answer: See #2.46.</i>
2.104	Question: We understand end to end IT management of HW/SW/IT support is to be supported under this contract to include the replacement and tech refresh of IT equipment. What Procurement requirements are there, or would the contractor be expected to supply technical requirements, and facilitate the purchase/delivery/install of such HW/SW? (Ex. are there three bid requirements etc., or will we have the ability to streamline this process as the chosen awarded vendor covering these aspects?)
	<i>Answer: There are no applicable procurement requirements as the Town will be responsible for the purchase of assets. See #2.79. As stated in the RFP, the potential Contractor will assist Town staff in the purchasing of hardware and software as well as the installation of such purchases.</i>
2.105	Question: What services are currently hosted on the standalone Server (Active Directory/AzureAD/Exchange/File Share/COTS products?) We understand there is a desire to migrate this Server to a secure area but also are interested in "Cloud Migration" options.
	<i>Answer: Please see #2.10 and #2.15.</i>
2.106	Question: Currently there is one workstation with Quick Books application hosted locally. At the onsite, it was expressed they are open to moving this to the cloud. That said, would they prefer a hosted virtual server in the cloud or migrating to QuickBooks Online, if possible, to leverage the QuickBooks offerings?
	<i>Answer: The Town will work with the successful bidder to determine which option is preferable.</i>
2.107	Question: It was mentioned the Town of Occoquan has several contracts for different components that are interrelated or would interface with our Scope/Assets (ex: Parking/ticketing applications, M365 Contract (Does that only account for the Microsoft licenses?), and physical Security/surveillance systems. That said, we request a concise list of Software/COTS products/Hardware aside from the provided Asset List that we need to account for for this IT Professional services contract.

	<i>Answer: All assets outside the provided current IT assets list will be provided to the successful bidder. See #2.06 for more information. Please refer to the RFP's Scope of Work for Microsoft 365 expectations as well as #2.24-26 and #2.37. Parking and ticketing applications as well as security and surveillance systems are outside the scope of this RFP.</i>
2.108	Question: May we receive a listing of all existing vendors and areas of servicing, or ensure this is available upon award? (Comcast/Verizon/Microsoft/COTS vendors/Contractors)
	<i>Answer: The successful bidder will receive information on relevant vendors.</i>
2.109	Question: Are you looking for a single company, or is a team allowed to meet your support and/or service requirements?
	<i>Answer: The Town will be awarding a single contract in response to this RFP. The Town permits subcontracting with permission of the Town.</i>
2.110	Question: Is there a limit on how many organizations/companies can be on a team?
	<i>Answer: See response to #2.109</i>
2.111	Question: Does the company have to be Virginia based?
	<i>Answer: No. However, as stated in the RFP, the potential Contractor should be familiar with Virginia FOIA rules and adhere to all applicable Virginia laws and regulations.</i>
2.112	Question: If teams are allowed, what type of teams? For-Profit with other For-Profit companies? For-Profit with Non-Profit companies?
	<i>Answer: See response to #2.109.</i>
2.113	Question: Can the work be outsourced (remote work) to India, Viet Nam, Mexico, or overseas?
	<i>Answer: As stated in the RFP, any vendor employees with access to the Town network will be required to undergo fingerprint background checks. Non-US based employees would not be exempt from that requirement. In addition, any subcontracting or assignment of the Contract must be approved by the Town.</i>
2.114	Question: Are any IT assets architectural site drawings and/or diagrams available for bidders?
	<i>Answer: No.</i>
2.115	Question: Are key contract personnel required to have IT credentials such as CISSP, Certified Network Engineer, or PMP?
	<i>Answer: The credentialing of potential Contractors will be incorporated into the assessment of the potential Contractor's ability to meet the IT requirements and needs of the Town as well as their experience and the experience of their personnel, as listed in the RFP's Contract Award Criteria.</i>

2.116	<p>Question: Does the Town of Occoquan have an IT disaster recovery plan? Does it require updating?</p>
	<p><i>Answer: The Town does not have an IT disaster recovery plan. As noted in the RFP, it will be the responsibility of the successful bidder to develop such plans.</i></p>
2.117	<p>Question: Is there a lifecycle plan in place for your IT equipment?</p>
	<p><i>Answer: No.</i></p>
2.118	<p>Question: Is any of the IT equipment out of warranty?</p>
	<p><i>Answer: This information is not available. See #2.57.</i></p>
2.119	<p>Question: Does any equipment require immediate replacement?</p>
	<p><i>Answer: The Town is not aware of any equipment that needs immediate replacement. Replacement recommendations will be considered from the successful bidder as part of their Initial Assessment.</i></p>
2.120	<p>Question: Do your facilities have multiple Internet Providers?</p>
	<p><i>Answer: Comcast Business is the only internet provider.</i></p>
2.121	<p>Question: Are you willing to migrate to a hybrid or completely off-premises cloud environment? Other than file sharing services.</p>
	<p><i>Answer: See #2.80. Any further movements to cloud-based environments will be discussed with the successful bidder when appropriate.</i></p>
2.122	<p>Question: Do you require upgraded phone technology?</p>
	<p><i>Answer: The phone system is not covered by this RFP.</i></p>
2.123	<p>Question: Do you require a person onsite every workday?</p>
	<p><i>Answer: No. See #2.08.</i></p>
2.124	<p>Question: Length of response and font for the RFP Proposal?</p>
	<p><i>Answer: The length, font, and all other formatting decisions are up to the discretion of the potential bidder as long as such choices do not impede the proposal's ability to meet all the requirements set out in RFP 2023-01 and its subsequent addendums.</i></p>
2.125	<p>Question: Any set asides accepted?</p>
	<p><i>Answer: This RFP does not contain any set asides.</i></p>
2.126	<p>Question: Is this a new requirement or recompile?</p>
	<p><i>Answer: This contract is a new requirement.</i></p>
2.127	<p>Question: Is there an opportunity for another site visit?</p>
	<p><i>Answer: No. The Town does not intend to have another site visit before the September 26th deadline.</i></p>

2.128	<p>Question: What does your current help desk solution entail?</p> <p><i>Answer: The Town does not currently have a help desk solution.</i></p>
2.129	<p>Question: The scope of work states that the town requires a contractor to provide a fully outsourced IT service management service. The RFP states end-user support is performed on-site. It is not clear whether any staff can be located off-site or will be permitted to telework. Please clarify.</p> <p><i>Answer: The Town does not intend all end-user support to be performed on-site. Rather the intent is to have on-site support as needed based on the recommendation of the successful bidder. Help Desk support can be executed virtually from an off-site location; however, it will be up to the discretion of the potential bidder to determine what balance of virtual and on-site support they would like to propose. [Note: The End User Support section of the Scope of Work was modified by this addendum to better reflect the Town's intent]</i></p>
2.130	<p>Question: Will the town consider a Contractor Owned Contractor Operated (COCO) Cloud-based fully managed Service Desk? If so, how should the Offeror submit pricing?</p> <p><i>Answer: The Town will consider the nature of the help desk as it assesses the proposal. Any pricing should be included in the proposal. Please see #2.113 for a related answer.</i></p>
2.131	<p>Question: Does the town require an Automated Call Distribution service? Would the town consider a cloud-based Call Center as a Service?</p> <p><i>Answer: No.</i></p>
2.132	<p>Question: After the contract is awarded, the Initial Assessment is performed, and recommendations are made. Will interim contractor performance or service levels be negotiated and agreed on for the first year?</p> <p><i>Answer: Yes.</i></p>
2.133	<p>Question: Which Microsoft Office 365 Plan is currently in use or will be provisioned by the town?</p> <p><i>Answer: Please see #2.25.</i></p>
2.134	<p>Question: Are there currently any migration initiatives in place (i.e., O365)? If so, what is the extent of this?</p> <p><i>Answer: Town staff is currently researching and planning a migration to Microsoft OneDrive. Any potential assistance would be discussed with the successful bidder.</i></p>
2.135	<p>Question: Will the town provide previous lesson plans, recordings, training materials, etc. used by the incumbent?</p> <p><i>Answer: These items are not available.</i></p>
2.136	<p>Question: As a fully outsourced service, where does the town expect formal on-site classroom training to be conducted?</p>

	<i>Answer: Any on-site training that is needed can be conducted in Council Chambers, meeting rooms, or staff offices.</i>
2.137	Question: Will contractor need to provide space for training, or will all training be on-site? If contractor needs to provide space, how far from customer can the space be located?
	<i>Answer: The Town prefers all training to be on-site or virtual.</i>
2.138	Question: What is the current level of training provided for the town's systems listed in the RFP?
	<i>Answer: Minimal.</i>
2.139	Question: Can the town provide more details associated with the level of effort for training?
	<i>Answer: Per the RFP's Scope of Work, training will be provided as needed at the recommendation of Town staff or the successful bidder. Whether to go beyond an as-needed basis is up to the discretion of the potential bidder. As stated in #2.137, training may be virtual.</i>
2.140	Question: Will the town provide documentation showing the interdependencies between its major systems and other programs?
	<i>Answer: The Town will provide any such documentation or information related to this subject to the successful bidder, as deemed necessary.</i>
2.141	Question: Will the town provide a technology roadmap showing the current state of its processing capabilities (i.e., servers, hardware, software, and data) and the town's vision for future expansion, updates, and technology infusion?
	<i>Answer: Any roadmaps and visioning will be discussed with the successful bidder as part of the Initial Assessment and Planning duties outlined in the RFP's Scope of Work.</i>
2.142	Question: Can the town identify the cloud-based file storage software products, cloud environments, ITSM, storage, and related server services and other related tools currently in use?
	<i>Answer: Any cloud-based file storage is currently provided through Microsoft Office 365 Online. Any other relevant products will be shared with the successful bidder.</i>
2.143	Question: Is any cloud-based Storage and Related Server Services storage process documentation currently available to Offerors?
	<i>Answer: No.</i>
2.144	Question: Please provide additional details on the age and configuration of individual storage devices that are relevant.
	<i>Answer: The main server is Please see #2.16 for information on its configuration. Any other storage device information will be shared with the successful bidder.</i>

2.145	<p>Question: Please provide details regarding the tools and services currently being utilized to provide cybersecurity and Network Operations management.</p> <p><i>Answer: This information will be provided to the successful bidder.</i></p>
2.146	<p>Question: Can the town confirm that all equipment that is to be managed will be provided by the town?</p> <p><i>Answer: All equipment will be provided by the Town, not including any help desk software or other software and hardware that the potential Contractor supplies to fulfill the duties of this RFP and that the Town does not agree to purchase on their behalf.</i></p>
2.147	<p>Question: Can the town confirm any hardware support requirements which would require product/hardware purchase or software/license purchase that would be purchased and paid for outside of this contract?</p> <p><i>Answer: The Town is unfamiliar with the request to confirm hardware support requirements which would require product/hardware purchase or software/license purchase.</i></p>
2.148	<p>Question: The solicitation states "Assist appropriate Town staff with hardware and software purchases as needed. Assist with warranty and other technical support." Can the Government confirm that any equipment that would be requested to be provided by the vendor would be above and beyond the type of contract awarded?</p> <p><i>Answer: The provision of any equipment not listed to be provided by the vendor by this RFP or any of its addenda will be negotiated with the successful bidder as needed.</i></p>

--END OF ADDENDUM--