

VVTA RFP 2018-11 COMPUTER NETWORK SUPPORT ADDENDUM NO. 1

Tuesday, May 8, 2018

This addendum is provided to all known prospective proposers for clarification of the subject Request for Proposal (RFP).

The following are questions received prior to the deadline for questions on Friday, May 4, 2018, at 5:00 PM (PDT) and the responses from VVTA Staff:

Q1: "Per the RFP, VVTA currently has an 'IT Manager' and a 'Network Administrator.' Please describe the primary duties of each."

A1: Network Administrators Job Duties:

VVTA's Network Administrator is responsible for maintaining multiple subnet computer networks and solving any problems that may occur.

Typical responsibilities include but not limited to the following:

- installing and configuring computer networks and systems
- identifying and solving and or isolating any problems that arise with computer networks and systems
- consulting with clients to specify system requirements and design or software solutions
- budgeting for equipment and assembly costs
- assembling new systems
- maintaining existing software and hardware and upgrading any that have become obsolete as a result of end of life.
- monitoring computer networks and systems to identify how performance can be improved
- working with other IT support personnel to troubleshoot, upgrade or deploy new or existing software.
- providing network administration and support
- Install and support LANs, WANs, network segments, Internet, and intranet systems.
- Monitor networks to ensure security and availability to specific users.
- Evaluate and modify system's performance.
- Identify user needs.
- Determine network and system requirements.
- Maintain integrity of the network, server deployment, and security.
- Ensure network connectivity throughout a company's LAN/WAN infrastructure is up to speed with vendors technical considerations.
- Perform network address assignment.
- Assign routing protocols and routing table configuration per vendors requests.
- Assign configuration of authentication and authorization of directory services.
- Maintain network facilities on individual machines, such as drivers and settings of personal computers as well as printers.
- Maintain network servers such as file servers, VPN gateways, Wireless AP's, Media Servers, Virtual Servers, Video Surveillance Servers.
- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.

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Q2: "Please describe what duties are not presently covered by internal staff, that VVTA is seeking to be supplied by the proposing Vendors."

A2: Onsite\Offsite Backups provided by MSP, Router Support when escalated, Onsite\Offsite Server Restorations, OS Patch Management for workstations and Servers, VLAN switch configurations as needed or when escalated, Virtual Server Restorations, Exchange Server physical migration to Office 365 when needed or escalated. Email Spam Filtering, Immediate Server outage notifications to VVTA Admin.

Q3: "Is VVTA currently using a Vendor to perform these same duties? If so, please provide more information that shows what work they have actually been performing to supplement the internal staff. For example, the current contract and scope of work, and/or a report detailing service tickets that have been performed by the vendor for the last 6-12 months."

A3: Currently, for every ticket VVTA generates and have closed VVTA will get a ticket opened up with a case # assigned to it, once it closes VVTA then receives a ticket closed status. For reports of the ticket aging reporting VVTA requests those as needed- VVTA hasn't requested any in the past couple of months.

Q4: "What is the reason VVTA is going out to RFP?"

A4: VVTA's Procurement Policy requires a formal solicitation for this service.

Q5: "Is there any dissatisfaction with the existing IT vendor's services?"

A5: No.

Q6: "Who is the current vendor?"

A6: Sonic IT Systems

Q7: "Will the Current vendor be responding to the current RFP?"

A7: They have been invited to participate in this solution.

Q8: "What is the current monthly/annual IT vendor contract price?"

A8: Approximately \$2825.00 per month.

Q9: "What is the budgeted/estimated amount for the upcoming contract?"

A9: Approximately \$100,000.00

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Q10: “How many employees does VVTA have?”

A10: VVTA has 27 employees. VVTA’s Maintenance and Operations Contractor has approx. 203 employees.

Q11: “How many computer users will be supported under this Agreement? Please explain any significant disparity between those two numbers.”

A11: 107 Devices including VVTA (101) and Barstow (6)

Q12: “How many workstations (desktops or laptops), how many thin clients (if any), and how many surface devices (if any) are to be covered under the requested support plan?”

A12: Desktops: 83
Laptops: 13 approximate
Thin Clients (if any): 0
Surface Devices (if any): 10 approximate

Q13: “Are there any unsupported OS on any of the workstations listed above (e.g. Windows XP, etc.)? If so, is there budget allotted to update these?”

A13: No

Q14: “How many servers are to be covered under the requested support plan? Please include both physical and virtual servers in the count, and please complete the following chart:

Server #	Physical or Virtual?	If Virtual, is it with Hyper-V or VMware?	Primary Role (DC? App? BDR? Files? Etc.)	Operating System	Age (if known, in years)
1	Physical		DC	2012 R2	
2	Physical		DNS Server	2012 R2	
3	Physical		Archiving DB	2008 Std	
4	Physical		Archiving DB	2008 Std	
5	Physical		Surveillance Server	2012 R2	
6	Physical		Phone Syst	2008 R2	
7	Physical		BDR Server	2012 R2	
8	Physical		Document Archiving	2008 R2	

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9	Physical		Media Srvr	2012 R2	
10	Physical		Fleet Mgmt Server	2008 R2	
11	Physical		Email Srvr	2008 R2	
12	Physical		Security Access Facility Server	2008 R2	
13	Physical		IVR Server	2008 R2	
14	Physical		IVR Server	2008 R2	
15	Physical		SQL IVR Server	2008 R2	
16	Physical		Business Accounting Server	2008 R2	
17	Physical		Buswatch Server	2008 R2	
18	Physical		Shoretel Server	2008 R2	
19	Virtual	Hyper-V	Media Server	2012 R2	
20	Virtual	Hyper-V	IVR Server	2012 R2	
21	Virtual	Hyper-V	SQL Server	2012 R2	
22	Virtual	Hyper-V	SQL Server	2012 R2	

A14: See above

Q15: “Are there any unsupported Server OS (e.g. Server 2003, etc.)? If so, is there budget allotted to update these?”

A15: No

Q16: “Please provide the current Internet Service Provider (ISP), type of internet connection (e.g. fiber, coax, DSL, etc.), and Internet UP/DOWN speeds at each location to be included in this support contract.”

A16: Charter Fiber and Coax 200Mbps down\20Mbps down

Q17: “What is VVTA’s current email solution, and roughly how many email user accounts are there?”

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A17: On Prem Exchange 50 Mailboxes, soon to migrate to Office 365 Cloud Solution

Q18: "How are Backups currently handled?"

A18: Provided by MSP done Onsite and Offsite (offsite incremental synchronizations, done nightly or weekly)

- On-site appliance – BDR on prem
 - RD1000 or LTO tape drive - No
 - Are these Image-level or File-level backups? Image based
- Offsite
- Image-level or File-Level backups? Image Based
 - Physical or Cloud? Mixture of Acronis Cloud and Physical
 - If physical, what Media Type: Hard Disk
 - Where are the offsite media stored? With current MSP
 - If cloud, what company/service is used? N/A
 - What is the monthly cost of the offsite backups? NA
 - Is this amount included in the existing contract, or is it a separate cost? NA
 - Will this need to be included in the upcoming contract, or will the existing offsite backup contract remain in place separately? NA
 - If it needs to be included in the upcoming contract, what is the total native data amount being backed up? NA

Q19: "How many Users will we be supporting?"

A19: See A10, above.

Q20: "How many Desktop Computers that will be managed & supported?"

A20: See A11, above.

Q21: "How many Server that will be managed & supported?"

A21: See Q14, above.

Q22: "What version of Office 365 you're currently using?"

A22: Version 1804 Build 9226.2114

Q23: "What is the licensing mix?"

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A23: Question is not clear, but we have valid OS licensing on all servers and PC's.

Q24: "RE: After Hours Emergency Support (Server Restores, Switch Break-Fix, Router Replacements.) Would you like pay per use or all-inclusive for afterhours services?"

A24: All inclusive

Q25: "RE: Fully managed backup software, monitoring, and support with an image-based backup solution for Window Server, Hourly backups and nightly offsite transfers. What is the required Retention period for backups?"

A25: 7 years

Q26: "Total amount of data to be protected?"

A26: 7.2TB Total, Daily Average for the entire organization 15.4GB

Q27: "Are servers Virtual or Physical?"

A27: See Q14, above.

Q28: "How many of each?"

A28: See Q14, above.

Q29: "What Operating System does each server have (Windows based or Linux and Mac OS)?"

A29: Windows Based and Linux Based

Q30: Are there any business continuity requirements, and if so, what are they?"

A30: Domain Controller must be Online and Functioning, VPN tunnel for remote location in Barstow must be up, Router must be online for daily operations to function and the VPN must be working 24/7 for offsite users.

Q31: "What kinds of applications are being backed up? Any special requirements?"

A31: Entire Server System is backed up.

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Q32: "What else can you tell us about your need for backup software?"

A32: Encryption of Images must be enabled, Backups must be available to Admin for file restorations if needed (in case a user accidentally deletes folder or files), Backup Weekly Reporting of Daily and Forecast usage, Weekly Backup Job Summary.

Q33: "RE: Patch management for all Microsoft systems. What is the expectation for the patching? Security updates only? All updates? Are non-Microsoft applications required to be patched as well?"

A33: All MS Updates security and recommended to be updated. Non-Microsoft Applications to be handled by VVTA Admin

Q34: "RE: Fully managed Webroot Endpoint Security, Antivirus, Antispyware, Firewall (Able to Manage Mikrotik Firewall) licensing provided for all desktop/laptop/tablet units. "Does it have to be the specified Endpoint or could we use Bitdefender?"

A34: no Bitdefender, exclusive WebRoot Endpoint Security to be used.

Q35: "Does firewall have UTM or just managed rules/heartbeat?"

A35: just managed rules/heartbeat

Q36: "What is the expectation that the Anti-Virus/Anti-Spyware solution will integrate with onsite hardware?"

A36: Our expectation is that it will remain unchanged because it works the way it is now, and it integrates seamlessly with current hardware.

Q37: "RE: Fully managed Spam filtration for VVTA's current exchange server Spam Filtration made available to IT Dept to release quarantined items. Is specific Spam filter necessary?"

A37: yes, Spam Titam

Q38: "Is archiving needed? How about journaling? Online or offline archive?"

A38: yes, Legal or Litigation hold. Archiving using 3rd party software Storagecraft or similar.

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Q39: "Are there any other requirements which are important in the Spam Filtering service?"

A39: Admin must be able to review and whitelist or blacklist emails as needed, escalation to MSP as needed, Quarantine Reporting access

Q40: "RE: Local and Off-Site storage of backup images provided. Is this in addition to what is already provided in #1?"

A40: See A2 and A18

Q41: "Or is this a cold storage of certain backup sets? Please elaborate on this.

A41: See A2 and A18

Q42: "RE: Spare server shall be made available by Proposer to VVTA. What are the requirements for this spare server?"

A42: Whatever is needed, must be robust enough to accommodate downed server.

Q43: "What will (the spare server) be used for?"

A43: in the event the server needs to be replaced and no virtual servers space can be acquired.

Q44: "RE: Maintenance to include: a. Patch deployment (nightly): Please elaborate on the systems and software that are expected to be patched."

A44: See A33

Q45: "Are we doing only security updates or all feature updates as well?"

A45: See A33

Q46: "What operating systems are in used in the environment?"

A46: Windows 7 Pro, Windows 10 Pro, Windows 2008-2016 R2, Ubuntu 16.04 Linux

Q47: "Is everyone connected to the VVTA network?"

A47: Yes

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Q48: "RE. b. Spyware scans (nightly) - For all systems? Full scans? Quick scans?
Please elaborate.

A48: All Systems quick scans and realtime.

Q49: "RE: d. Temp file cleaning (nightly) - Please elaborate on the locations and
applications that are using said temp files."

A49: all workstations

Q50: "RE: e. IE cache clearing (nightly) – "What versions of IE are in use? Are there
any Edge or other browsers in use?"

A50: Latest Versions 11 and Edge, Chrome, Firefox

Q51: "RE: f. SMART Disk monitoring (continually) - For which systems?"

A51: All Systems

Q52: "RE: g. Server hardware, service status, and event log monitoring (continually)
- How many domain controllers?"

A52: 1

Q53: "How many other non-domain controller servers?"

A53: 22

Q54: "How many firewalls?"

A54: 3

Q55: "How many routers?"

A55: 2

Q56: "How many switches?"

A56: 20 switches

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Q57: "How many wireless controllers?"

A57: 12 wireless controllers

Q58: "Any other network devices?"

A58: yes, 25 devices

Q59: "RE: h. Escalation of server and workstation issues. - To the All Covered team or from our team to yours?"

A59: From us to the All Covered team

Q60: "RE: i. Escalation for network related issues including but not limited to port scans - Which systems should be scanned?"

A60: If escalated and there is a network related issue then all systems should be scanned for a loop or excessive broadcasting.

Q61: "All systems?"

A61: Yes

Q62: "Only external?"

A62: Internal and external

Q63: "What is the desired SLA?"

A63: 1 Hour

Q64: "How often does VVTA want this done?"

A64: See A1 – A77

Q65: "RE: 11. Reporting and alerts from Proposers, please provide information regarding solution and how VVTA is able to access the information. What type of Reporting is required?"

A65: Backup Failure Reporting (Weekly and Realtime), Server outage Reporting Realtime, Daily Threat scan and Weekly Organizational Threat scan Reporting

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Q66: "Tickets? Antivirus?"

A66: Email must be provided to generate a helpdesk escalated ticket to All covered Team.

Q67: "Backup logs?"

A67: yes

Q68: "From what systems?"

A68: All servers and select workstations

Q69: "What is the requirement from the VVTA team on how they will retrieve the information and what features are required?"

A69: See A18 and A32

Q70: "Are you under regulatory compliance? If so, which?"

A70: Besides the FTA, State of California, County of San Bernardino?

Q71: "RE: 12. Installation of Remote Access Software and Remote Portal made available to VVTA Executive Director, IT Admin, and ITS Manager. Some Users may require a dedicated login using the portal to access a GFI Server. Please elaborate on what the GFI server's role is and what devices will be accessing the system through the remote access technology."

A71: **Sidenote:** We will not use Teamviewer, GFI server is a fare collection Application that multiple users access for Bus fare collections from daily operations. Users then log into the the remote access portal to securely connect to the gfi server.

Q72: "In the RFP, the Scope of Work list jumped from #9 to #11, omitting #10."

A72: That was a typo.

Q73: "Who is the incumbent contractor?"

A73: Please see A6, above.

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Q74: "What is the value of the previous contract?"

A74: Please see A8, above.

Q75: "What is the current budget for this contract?"

A75: Please see A9, above.

Q76: "Attachment F – Submission of Forms – Current Client References - Instructions contain text that reads CNG FUEL CYLINDER REPLACEMENT. We believe that this information is not in context and could be a leftover from a previous RFP. Please clarify whether this is intentional. If this is incorrect, please send vendors an updated form with the correct reference."

A76: The header and footer of the form have the correct references. Please use the form provided in the RFP, even with the incorrect reference in the first paragraph. This was a typo.

Q77: "RE: RFP requirement i.ii: Does the VVTA want a listing of clients that have computer network services, equipment and facilities provided/operated to, or does the VVTA want a listing of all clients regardless of the performance relevancy to the Scope of Work in this RFP? Please clarify.

A77: Please provide references as related to this RFP – Computer Network Support.

Q78: "RE: Equipment List – RFP does not provide a list (quantity) of equipment to be priced. Can you please provide a computer equipment list of items covered under this contract?"

A77: There are different sections above with a similar request. Please make reference to the previous responses.

The due date for proposal submission remains Thursday, May 17, 2018, at 3:00 PM (PDT).

All other terms and conditions of the RFP remain the same.

As stated in the RFP, all addenda must be acknowledged. Please use Attachment H of the RFP to acknowledge receipt of this addendum. Failure to acknowledge any addenda to this RFP may be cause to deem Bidder "Non-Responsive."

END OF ADDENDUM NO. 1 *****