

VVTA RFP 2023-10 COMPUTER NETWORK SUPPORT ADDENDUM NO. 1

Thursday, March 23, 2023

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, March 17, 2023, at 5:00 PM (PDT) and the responses from VVTA Staff:

Q1: "Are there recommended Specifications for the spare server?"

A1: We need 125TB of storage for all the backups.

Q2: "The spare server should be generic - and built as needed."

A2: The server needs to be hyper-v enabled.

Commented [CP1]: This looks like the answer to number 1

Q3: "The spare server shall be owned by Victor Valley Transit, or provided by the MSP?"

A3: Provided by MSP.

Q4: "Does each of the locations have its own backup or are the backup centrally maintained?"

A4: Each location does have its own backups which are encrypted and then offloaded offsite daily.

Q5: "What are the total number of users per site?"

A5: 145 – some employees are still working in a hybrid schedule and have more than one device. Total of approx. 30 employees.

Q6: "VVTA plans to continue working with its current provider and the services that they will offer moving forward?"

A6: Only if they are awarded the contract from this RFP.

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Q7: "What If the vendor does not use or partner with Darktrace? Would VVTA be open to replacing this solution with another SOC as a Service solution?"

A7: VVTA owns Darktrace. VVTA is not interested in preplacing this service at this time.

Q8: "Who is to manage and monitor this instance? Is the vendor just providing the subscription and letting the VVTA internal IT manage this?"

A8: The current MSP has a login to DarkTrace. The MSP would have to be able to access this in the event neither of the IT staff members are available.

Commented [CP2]: Is this regarding the previous question?

Q9: "Are you open to using Azure rather than AWS?"

A9: VVTA uses both.

Q10: "Would VVTA be open to signing up for this on your own and using the selected IT partner to manage this solution in the case the IT partner is not partners with Keeper?"

A10: VVTA prefers to keep using Keeper.

Commented [CP3]: Is this in reference to the previous question?

Q11: "It would be helpful if you could provide us with information on whether VVTA plans to continue working with their current provider and the services that they will offer moving forward."

A11: Please see A6 above.

Q12: "Is the Proposer to supply both software (including licenses) and hardware to meet VVTA's backup needs? (SOW #3/#7)"

A12: The Proposer would have to provide both the software and hardware.

Q13: "What are the required specifications for the spare server noted in SOW #8?"

A13: Please see A1 above.

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Q14: "Is Proposer expected to supply the Remote Access Software at their own expense?
(SOW #12)"

A14: Yes

Q15: "Has VVTA already selected a preferred remote access solution for SOW #12?"

A15: Prefer Screen Connect.

Q16: "Does the remote access solution provide for just VPN, or a Remote Desktop-like
experience for the end user? (SOW #12)"

A16: VVTA utilizes both.

Q17: "Is the Darktrace Appliance already in place and in production use? (SOW #19)"

A17: The application is already in place and in use by VVTA.

Q18: "Who is hosting VVTA's Unifi configuration now? (SOW #20)"

A18: Current MSP

Q19: "SOW #24 states "in house". We're assuming this means "provided by the Proposer" and
not necessarily "housed at the Proposer's principal place of business". I.e., it could be
cloud-based or collocated elsewhere. Please confirm."

A19: The "in house" server is located at the VVTA Maintenance and Operations Facility in
Hesperia, Proposer would provide server for replication.

Q20: "What is its current state of VVTA's Office/Microsoft 365 tenant today such that it would
need to be migrated? (SOW #25)"

A20: It's active, however, being managed by the MSP. Our current policy states that the MSP is
the first line of defense for support when issues arise with Microsoft.

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Q21: "Please clarify the different expectations between SOW #12 and SOW #28"

A21: They work with each other. VPN is for another layer of security for remote access – especially for employees who are traveling.

Q22: "What is VVTA's current VPN solution? (SOW #28)"

A22: Wireguard

Q23: "Are the licenses referenced in SOW #31 provided at the Proposer's expense?"

A23: VVTA pays the monthly fee to the MSP with the rest of the MSP services.

Q24: "SOW #33 states "5 physical servers w 12 Hyper-VM hosts". Did VVTA mean "5 physical servers with 12 Hyper-V VMs"?"

A24: Correct.

Q25: "Are the "5 physical servers on prem (Hesperia, Barstow Locations)" the same 5 physical servers noted above?"

A25: Yes, they are.

Q26: "Are you asking vendors to help you select a document hosting and management solutions?"

A26: No.

Q27: "Are you looking forward for proposer to support your network devices and if so what are the makes and models and number of firewalls, switches/routers, SAN and LAN devices?"

A27: Mikrotik, Unifi switches/routers, Unifi core switch. We are asking for the Proposer to provide support to our network devices.

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Q28: "Can you clarify what do you mean by on the fly SIP trunk?"

A28: If VVTA needs a new SIP Trunk so be spun up, VVTA should have access within an hour for that SIP trunk.

Q29: "What are the conditions for the vendors who want to jointly submit their proposal?"

A29: There would need to be a Contractor and subcontractor relationship if multiple vendors wish to submit proposals as one response to this RFP.

Per a request posed, linked here includes the previous RFP and the resulting contract:

<https://www.dropbox.com/scl/fo/9tnuv9dyw5yiw7111ko4k/h?dl=0&rlkey=4rmg7320tb66tx61pkz8t0w>

The due date for proposal submission remains Thursday, March 30, 2023, 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 a cause to deem Bidder "Non-Responsive."

***** END OF ADDENDUM NO. 1 *****