

Amendment #3

Periodically, there may be amendments posted to address any questions that are received.

Question: Does the county have any detail on the network devices to support? Servers, Firewalls, Workstations, Users, Routers, Switches, WAPs, Circuits, laptops,etc.

Answer: We do not have a complete listing of the items you are asking about.

Question: Is this just a Staff Augmentation deal?

Answer: No it is not.

Question: Does the County want any further Managed Services? If so, what?

Answer: We are only asking for the services in the original proposal documents. If you have other services you would like to offer, you may do so.

Question: Does the providing of 24x7 support mean that as a provider there needs to be multiple shifts of contractors? Do we need to staff for vacations, PTO, etc?

Answer: We ask for the ability to reach a technician 24X7 due to the nature of business for some of the offices. Ie: Public Safety Services (emergency services); Board of Elections (days around elections) Court Systems (vital for court function)

Question: Who received the last award for this contract? What is the annual spend amount for last contract?

Answer: Our current vendor is Arend Enterprises. Approximate expenditure was \$35,000.

Question: What is the annual budget for this contract?

Answer: The Board has not set a budget for this.

Question: Can please share the historical data on number of tickets generate per month/years?

Question: Please share historical data on of help desk call received per month and what are the peak months?

Answer: We do not have this information available.