



ADDENDUM NO. 1 TO ALL BIDDERS

Issued: July 22, 2022

Reference – Request For Proposal: RFP # 2995

Title: Managed IT Services

Dated: July 5, 2022

For Delivery To: Jaunt, Inc.

104 Keystone Place

Charlottesville, VA 22902

Proposals Due: August 5, 2022 4:30 p.m. EST

The following question(s) were received for the referenced Request for Proposal (RFP):

	Questions	Answers
1	<p>Is there a current incumbent or a company that has provided these services before?</p> <p>Regarding the solicitation, "Managed IT Services," we would like to know if there is an incumbent, if so can you please provide the name of the previous awarded vendor (incumbent)?</p> <p>How many incumbents are there performing this work?</p> <p>What are the incumbent names, contract #s, and revenues received under the incumbent contract?</p> <p>Who is currently performing the work as noted in the scope?</p>	<p>Up until the end of April 2022 Jaunt employed both an IT Specialist/Systems Administrator and one Help Desk employee. Both employees decided to leave at the same time and Jaunt hired E-N Computers under an emergency procurement to provide IT services. E-N Computers has been under contract since April 29, 2022 on a short term contract.</p>
2	<p>Are there any SLA requirements?</p> <p>In reference to "timely remote and onsite technical assistance", is there any SLA current in place?</p> <p>In your RFP you mention both remote and on-site maintenance/service. Is there a definition for "on site response time" or do you have a proposed Service Level Agreement?</p> <p>What your Service Level Agreement expectation for Level 2 On-Site Support?</p> <p>Define "timely" for remote and onsite technical assistance. What type of response times are you looking for?</p> <p>In your RFP you mention both remote and on-site maintenance/service. Is there a definition for "on site response time" or do you have a proposed Service Level Agreement?</p> <p>If the staff is 'on call' what are the SLA requirement for presence on site?</p> <p>Do you have a required onsite response time? Is service only needed during normal business hours?</p>	<p>We would like the vendors to propose a response time protocol based on the severity of the issue. This should be part of a discussion on how help desk requests are made, prioritized, and addressed.</p>
3	<p>Is there an estimated budget for the work to done for RFP number 2995?</p> <p>Has a budget or ceiling value been established for this requirement?</p> <p>What is the current and projected IT budget for the next 36 months?</p> <p>Can you share what your spent is for IT services the last 24 months?</p>	<p>Jaunt is looking for the best value for services balancing pricing and vendor offerings.</p>

	What is the level of effort for this opportunity?	
4	Under Experience and References, do you actually want a list with detailed information of "All" of the public and private entities with similar Managed Services scope that are/where provided in the last 5 years? Would a certain number of references, determined by Jaunt, be sufficient?	Limit the references to five past or current clients comparable to Jaunt. In terms of listing prior entities, vendor should present a sufficient number to establish their level of experience with similar work.
5	Are attachments included in the 20 page limit?	no
6	Applications Section: Does the chosen Managed Services Provider have to utilize Jaunt's current management tools and/or ticketing system (Spiceworks), or may they utilize their own tools and ticketing system? Will it be required to continue using Spiceworks for ticketing, or is Jaunt open to using our ticketing portal? Is the selected contractor expected to log all IT support tickets into the existing Spiceworks ticketing system? Can the selected vendor use their own platform for managing support tickets, IE ConnectWise Manage?	Selected contractor will be able to use their own platform for managing support tickets
7	Is Jaunt open to the IT Managed Services partner bringing in a standard set of these tools/technologies (i.e., Ticketing System, RMM System, End Point Protection, Cyber Security Tools)? These would all be bundled in the fixed fee (and none are proprietary – just a standard set of tools that affords us efficiency across many Clients?	Yes
8	During this contract, is the expectation that your contractor will optimize your server usage and effectively reduce the overall number of servers you have in production?	We are open to value added proposals in structuring our IT infrastructure.
9	Who is your Mitel phone vendor? Mitel phone system – Is there a current vendor support contract for the phone system or is entire phone system to be supported/maintained under this contract? Is the Mitel system under maintenance? Lastly, we also seek clarification on work described within the Scope of Services. Does Jaunt have a current support contract / vendor for the Mitel Phone System? Under Special Projects and Services you mention "Assist selected VOIP provider with install and maintenance as needed" So is this Mitel or a Mitel partner locally that you are using for this service and do you currently have a support contract with them? Related to the Mitel Phone Systems – is a third-party Mitel dealer contracted or leveraged to support these systems are or is expected the phone system would need to be fully supported as part of the IT Managed Services? What are the expectations of managing, maintaining and troubleshooting Mitel network and equipment? Mitel/ShoreTel Phone system Versions for PBX and ECC? Number of Phones Handsets?	IPC Tech is our current phone vendor – we do not have a current support contract in place with IPC but are working with them on an hourly basis as needed. We have plans to switch our phone system over to VOIP later this year. We expect our selected contractor to assist with Mitel issues and work with IPC as needed.
10	What is the number of physical locations that you have? a. What is the number of buildings per location? Are there more than one location for potential service or is Charlottesville the location of all infrastructure? How many physical (non-bus) locations do you have?	One location in Charlottesville, VA with two buildings at that location.

	Are there more than one location for potential service or is Charlottesville the location of all infrastructure?	
11	What have you identified as immediate problems? a. Network or internet issues? b. Slow workstations? c. Know security issues? d. Untrained staff? e. Etc.?	We're not aware of any abnormal problems.
12	What aspects of Data Warehousing are expected to be delivered by the winning company?	Jaunt does not currently have a data warehouse but wants to create one. We would want the IT firm to assist in identifying software and hardware solutions as a potential special project.
13	Is all owned and operated equipment located at the Jaunt primary office? Are there any other additional sites with IT infrastructure? i.e. collocated datacenter or second location. Is there any documented expectation for service to mission-critical infrastructure?	We have the one office/site in Charlottesville
14	With regards to "Provide Customer Activation Support" – can you elaborate on what is intended by this statement? i.e What customers are being supported and with what sort of activation?	Activation as Jaunt means is to assist users with getting new hardware and software integrated with our business operation.
15	The RFP states that there are 40 employees, but 50 workstations and 34 laptops. Is there a reason for the additional devices, for example, are the additional devices being used as customer terminals? Pricing on a per user basis, are the 34 Laptops used by the 40 employees (e.g., total of 40 employees using both workstations and laptops to perform their duties – or – 40 onsite employees using workstations and 34 remote workers using Laptops)? When pricing, we distinguish between "standard user" (users with full network access) and "mobile email only user" (e.g., MS 365 Business Basic plan) – How many total employees/workers need supported (to include tablet users if applicable), and how many of these total users are "mobile email only users"? We understand how many employees are at Corporate, but how many named email users do you have in MS 365 (not including shared email boxes like "HR@" or Accounting@)? Please elaborate on the large difference between quantity of employees at the site vs. combination of workstations and laptops. How many employees are remote workers (if any)? Is the personnel headcount known currently _____ total i. fulltime _____ ii. part time _____ iii. "on call" _____	Jaunt currently has 35 employees that are named email users. Most of these employees currently has a desktop for office use and a separate laptop they use for remote work. We are in the process of transitioning to one laptop for each employee for office and remote work. All 35 employees have the option to work remotely up to two days each week.
16	Is this a new requirement or an existing requirement?	Managed IT Services is a new venture of Jaunt.
17	How many FTEs were on the previous contract? Has the PWS Changed?	We do not have this information
18	What did you like about the previous contract? Dislikes?	We do not have this information

19	What are your KPIs?	Jaunt is open to proposed KPIs from the vendors. We are looking for a high degree of reliability for hardware and software.
20	If we have a teaming agreement with a subcontractor, does the subcontractor's experience count as experience for the prime?	Yes, that will be considered
21	Are the Android tablets included in the Verizon cellular contract? Is the MDM rollout for the Android tablets to be considered to be in the immediate/onboarding scope (or would that be expected as a future project)? Please confirm that the 120 Android tablets on the buses and 8 iPad's should be included for management. While the RFP mentions that IBM MaaS360 is planned but not deployed – is another solution currently in place to manage these devices? Is Jaunt already under contract with Maas360? Will this contract (and payment) be borne by Jaunt or by the provider?	Yes, tablets are currently under a Verizon Cellular contract. We are currently using Meraki System Manager MDM in place of the IBM solution to manage the tablets. It is a cloud-based product that the offeror would have the option of taking over from E- N Computers, or they would need to deploy a different MDM solution in its place.
22	Is RFP 2995 specific to SWAM vendors?	No, this RFP is open to all vendors
23	Do we need to perform these services onsite? Will telework be allowed or is the position expected to work in the office? Please elaborate on your on-site expectations – i.e. are you looking for a dedicated resource on-site X days per week, or as needed based on troubleshooting, repair, upgrade, project needs?	We are not requiring a certain number of on-site days per week, but we expect the provider to have at least a couple of scheduled on-site days per month.
24	Does the customer have an award timeline?	In the RFP we set a tentative date of August 22, 2022.
25	Does a company have to be registered with the state or county at time of bid or proposal submission?	Companies must have the ability to legally work in the state of Virginia.
26	Related to the On-Premises or Cloud-Based Line of Business (LOB) software is it safe to assume Jaunt has application Subject Matter Experts (SMEs) within the business as well as Support direct from the Application providers? In other words, the IT Managed Services Provider would be focused on environment/infrastructure, storage, data backup/recovery, secure networking for the On-Premises LOB Applications (but would not expect to provide functional support of the LOB applications)? Related to IT Service Management (ITSM) and End Point Management tools (i.e., Spiceworks ticketing system mentioned) ...)	Yes, however we do expect that the vendor have some working knowledge of common software (e.g., Office 365).
27	Related to things like integrations/databases/reporting (i.e., Tableau mentioned) is the IT Managed Services provider expected to provide any Reporting/DevOps Support of these applications/data tiers? If so, provide an approximate monthly effort for this type of support/expertise. Or are the IT Managed Services more limited to Network/Security/Compute/Infrastructure?	We're looking for infrastructure support as well as support for common software as mentioned above.
28	We understand there is a current level one help desk resource on-site, would that person be 100% available to the IT managed services partner (to provide On-Site Level 1 Support)?	Yes, to the extent other assignments don't interfere but our on-site person would generally be available.
29	What additional information can you provide about the on-site Help Desk Technician's capabilities, experience level and working hours?	Our current tech has less than one-year experience, could benefit from professional development, and generally works Monday to Friday, 8am to 4:30pm. Those hours can be adjusted.
30	What level of engagement can be expected related to management and oversight of the on-site Help Desk Technician?	Jaunt is looking to hire an IT Systems Administrator who will be responsible for supervising the tech. Until that occurs, we will look to the IT firm to provide oversight and mentoring.
31	Is this technician employed directly by Jaunt?	Yes

32	If help desk technician is an outsourced employee, is the incumbent eligible to bid on this RFP? If an outsourced employee, is the plan to continue using this approach, or replacing with a W2 employee? Should this response include assuming the employer/W2 relationship with the current on-site technician?	Help desk technician is a Jaunt employee
33	What is the current and future role of the Jaunt helpdesk technician? Will they handle Tier I service requests?	Tier 1 issues; hopefully as the tech gains experience, he would be available for Tier 2.
34	Please confirm operating hours are Mon-Fri 8:30 a.m. – 5 p.m.	Jaunt's normal business hours are M-F 8:30 AM – 5 PM. Jaunt's operating hours are M-F 5:30AM-11:00PM, Saturday – 6:30AM-11:00PM, and Sunday 6:30AM-6:30PM. We would expect off-hours support (including some holidays) as needed. Vendors should propose a solution to on and off hours response to Jaunt issues.
35	Is the successful bidder responsible for installation and repair of the cradlepoint devices installed on buses?	Yes
36	What are the hours of requirement if staff is considered 'on site'?	Normal business hours, Monday to Friday 830am to 5pm but off hours as may be needed.
37	What is the initial term of the contract?	Three years plus two one-year renewal options.
38	What are your top three initiatives/projects in the next 12 months?	Voip and automatic passenger counter implementation. Purchase more workstations. Priorities are subject to change.
39	Can we perform a site survey prior to the August 5th deadline?	If a vendor is selected for an interview we will provide them a time to complete a site survey.
40	Do you have support contracts for all you LOB applications?	Yes
41	What support is required for LOB applications? Are there any Managed Cloud servers that run the LOB software: RouteMatch, FleetIO, clickUP? If so, who is responsible for managing?	<ul style="list-style-type: none"> - All LOB application servers are on-premise; offeror is responsible for monitoring and maintaining server OS and hardware - Serving as a liaison to the vendors for support incidents under contract
42	How many Wireless AP's and make and model? Can you please provide the make and models of the physical servers, firewalls, routers, switches, and AP's to be managed?	<ul style="list-style-type: none"> - 5x Ubiquiti UAC-AP Pro WAPs - 1x Sonicwall NSA3600 firewall - 7x HP Aruba 2900 series and 3x 3COM 4500 series switches
43	What are the make and models of your routers and switches? Total Number of Network Devices? Network Device Type/Make/Model? Virtual Servers in the environment? If so, what hypervisor? What is estimated age of server hardware currently in place and current Server OS versions?	<ul style="list-style-type: none"> - Various models of Dell servers - Hardware: 5-7 years old - Server 2012 R2 and 2016
44	Do the 32 total servers include the 13 physical servers, or are the physical servers host? If the physical servers are hosts, are they running VMware or HyperV?	32 VMs and 13 physical hosts. HyperV
45	What Antivirus is currently deployed on the workstations, laptops and servers?	Viper (Jaunt-provided)
46	Can you please provide the printer/copiers makes and models with quantities of each?	<ul style="list-style-type: none"> - Brother Printer MFC-L2750dw - Fargo HDP5600 ID Card System - Kyocera Taskalfa 3553ci
47	Please clarify "technical assistance" for the printers/copiers. What is entailed?	Primarily troubleshooting printing/connectivity issues from workstations
48	Can you elaborate on the Fiber Network Ring that is referenced in RFP?	There is a fiber Ethernet connection between switches in two buildings at the single location – not a MetroE circuit

	<p>Can you please clarify what "support activities" you are referring to concerning the Fiber Network Ring?</p> <p>What tasks are expected with "Fiber Network Ring support activities"?</p> <p>We understand all on-site and communications will be conducted at Jaunt's principal office, however, our Engineering staff saw the addition of a Fiber Network Ring within the Scope of Services. Will the Contractor be required to remotely support multiple locations? If yes, how many? Is there a current support contract and / or vendor who will assist in support of the Ring for each location?</p> <p>What does the Fiber Ring Network Support activities entail and what are the expectations from the selected vendor?</p> <p>Can you provide more information about the fiber network ring?</p>	<p>or anything like that. Standard support is expected as for all other network infrastructure.</p>
49	<p>Is your email host (365) controlled by you independently or is it controlled by the county?</p> <p>a. What are your current 365 licenses? Microsoft 365 standard licenses or something different?</p> <p>Number of Communication/Collaboration (Office 365) seats required? When will that contract need to be renewed?</p> <p>With regard to the O365 email service: Is Jaunt email being primarily hosted from O365 via the on-premise server or in a hybrid mode? As well, what number of employees (company users) are registered with an active email account (to include tablet users if they are assigned email accounts)?</p>	<ul style="list-style-type: none"> - GCC Tenant controlled by Jaunt - Exchange is all online, not hybrid - Renewal in 3 years - 40 E3 and 30 email-only licenses/users
50	<p>What hardware is currently within the data warehouse?</p>	<p>Currently this is just referring to a SQL server used for reporting</p>
51	<p>We will include Endpoint Detection and Response (EDR) software as part of this plan. It's currently being mandated by the cyber insurance underwriters. Do you have any licenses for this type of software already in place? If not, no problem</p>	<p>No EDR in place currently</p>
52	<p>Who are your Internet Service Providers?</p>	<p>Comcast and Ting</p>
53	<p>Number of ECC Agents?</p>	<p>Estimated at 40-50</p>
54	<p>What does OLT card activation entail?</p>	<p>We do not have this information</p>
55	<p>What are the NRTC applications?</p> <p>Can you elaborate on the NRTC Applications in use?</p>	<p>We do not have this information</p>
56	<p>What level of support will be required for the 120 Android Tablets?</p> <p>a. Will WidePoint simply be taking calls and routing them to the carrier or will more support be required?</p>	<p>Offeror is required to manage Meraki mobile device management (MDM) solution (or other solution) and handle escalations from on-site technician.</p>
57	<p>Do you have an active support contracts with Mitel, Cradle Point and the LOB applications listed?</p>	<ul style="list-style-type: none"> - Mitel, Cradlepoint: No - LOB applications: Yes
58	<p>Attachment G – Technical Overview you mention the following "Phone system: Mitel On-Premise HQ server, ECC Server, and SA100 with recording feature installed on HQ" So are we to monitor this system and upgrade/patch as required, can you go into a little more detail of what you expect the Managed IT services provider to do? Does your on site helpdesk person help currently support this system?</p>	<ul style="list-style-type: none"> - On-site person does not support the phone system - Offeror is responsible for monitoring, patching as well as provisioning/management tasks
59	<p>In addition, please provide equipment models, serial numbers and names and the third party vendors you currently use (in case of upgrades and or software updates).</p>	<p>All systems documentation provided by the incumbent will be supplied to the new provider prior to the start of the contract.</p>
60	<p>Related to the 12 buses setup as "Connect" Bus Routes w/ Verizon Cradle points and digital signage – what would be the estimated ticket count/# per month in supporting the bus networking/signage systems?</p>	<p>We would try to handle these tickets on-site with the help desk technician first and then escalate to the offeror if needed. Typically, we do not see a lot of tickets on the Cradle Points or digital signage.</p>

61	Is there wireless infrastructure (WiFi) in place at physical (non-bus) locations?	Yes
62	Are you using an on-premise Domain Controller or Azure AD?	On-premise
63	Will the contractor use current monitoring tools/systems or supply any or all of the monitoring tools?	Offeror is to provide monitoring/management tools
64	Will the contractor be required to supply any or all of the desktop support tools (technician tools, standard termination kits, testers etc)?	Offeror is to provide standard tools/equipment

Note: A signed acknowledgment of this addendum must be received at the location indicated on the RFP either prior to the bid due date and hour or attached to your bid. Signature on this addendum does not substitute for your signature on the original bid document. The original bid document must be signed.

Very truly yours,

Mike Mills
Purchasing Specialist
Phone: 434-296-3184 x 145

Name of Firm

Signature/Title

Date