Jaunt

ADDENDUM NO. 1 TO ALL BIDDERS

Issued: September 10, 2024

Reference – Request For Proposal: RFP # 74725
Title: Managed Network Services
Dated: August 22, 2024

Proposals Due: September 25, 2024 at 1:00 p.m.

The question(s) below were received for the referenced Request for Proposal (RFP) and an updated Attachment B follows the questions. Please return the updated Attachment B with your proposal.

	Questions	Answers
1	How many workstations do you have?	89 including servers and virtual machines
2	Can you advise who is the current vendor and what is their contract pricing? Which vendor(s) do you currently use for the services identified in the RFP? Do you have a budget for this project? Is there an incumbent MSP that is currently performing the work?	EN-Computers We are currently paying about $85,000.00 per year for our current services, that includes both on-site and end user support. We believe that the scope for this RFP has eliminated the on-site services that we currently receive from our MSP with our System Administrator providing all on-site and user support services.
3	Will we have to provide licenses?	No, but license purchasing options would be helpful for future projects.
4	Are Attachment A-F to be included in the page count? Per Attachment A, Vendor Checklist, on page 9, vendors are required to submit Attachments B-F. Those forms total seven pages but are not listed as Excluded from the page count on page 4. Attachment B is required by requirement II.E on page 3, please add Attachments C-F to the list of excluded pages.	Attachment A-F are excluded from the page count
5	Attachment B:" X hour onsite SLA for Tier 1 outages" Is this required?	Onsite visits will only be required when necessary for hardware repair and installations.
6	"Configuration Changes (e.g., Server additions requiring switch changes, firewall updates, etc.) "server additions" would be outside of the scope of the monthly recurring charge. Is this acceptable?	Yes
7	RFP Section "Proposal Preparation - Experience and References" We do not release this level of project detail for all of our customers. We can, however, provide a list of customers who have agreed to be references and a description of those projects. Is this acceptable?	Yes
8	Please list specific device, model numbers and software packages that were purchased for said devices? Is there a breakout/list of the model numbers of the equipment listed in the RFP? If so, please provide that to us.	Device Installed Warranty Expires Dell PowerEdge R630 10/7/2019 10/10/2024 Dell PowerEdge R630 7/16/2019 7/17/2026 Dell PowerEdge R630 10/9/2019 10/10/2024 Dell PowerEdge R630 4/17/2014 10/24/2024 Dell PowerEdge R750 7/18/2024 6/18/2029

	Please provide documentation around age and capacity of Jaunt's equipment What are the product names and/or Model numbers for the Network Device Inventory? What year were they purchased?	
9	Support contracts - Do all the devices currently have vendor support contracts for network devices and servers? Do the software vendors provide 24/7 support if covered?	Yes, all active workstations and servers are under warranty
10	Does jaunt have a current SIEM or intrusion detection platform being used?	No SIEM or intrusion detection platform currently
11	What hypervisor or virtualization software is being used?	Hyper-V for virtualization on servers
12	Is the server hardware fully redundant? What sort of shared storage or San is being used?	Yes, each server has at least 1 additional processor. Our newest server has 3 in total.
13	Is the virtualization environment fault tolerant?	No
14	Backups - what is the current system or solution used for backups of the servers? Which vendor(s) do you currently use for backup and disaster recovery services?	VEEAM is currently used for backups.
15	If available what platform of service ticketing can be utilized at Jaunt? (i.e. ServiceNow, Zendesk, Jira) Is a ticketing system currently in place?	Our current MSP has provided us with a ticketing system through Ninja, but it has not been implemented. A ticket system to assist the System Administrator with end users is a required service.
16	What tools and services are provided for monitoring and managing servers at Jaunt?	Meraki and Ninja are tools to monitor our servers by our current MSP.
17	What tools and services are provided for desktop management at Jaunt?	Ninja, this is not a requirement for desktop end users
	a. Do these tools and services force updates and patching?	Yes
	b. Can it alert or generate a ticket if an error occurs?	Yes
	c. Does it provide reporting tools to monitor all workstations?	Yes
18	Please confirm that user support is not included in the scope.	Correct, end user support is not included in this RFP. End user support will be handled by Jaunt's System Administrator.
19	Can we provide hourly pricing associated with a retainer for anything outside of scope?	Yes, please include as part of your answer to Attachment B under optional services
21	Is there a current support agreement on network devices?	Provided by MSP
22	How are the Ubiquiti Access Points Managed, stand alone or central console?	Through Meraki
23	Current internet speeds on both Ting and Comcast	Ting: 935 download; 855 upload Comcast: 151 download; 142 upload

24	Is there a current Network Monitoring and Intrusion Detection solution in place now? If so, what is the platform?	No
25	What are the current 6 host running for their Hypervisor?	Our scheduling software broken down into necessary sections: SQL, scheduling, tablet, and test environment.
26	What are the roles of the 15 servers?	Scheduling, file sharing, finance, printing, SQL, bus video storage, and security camera system
27	DHCP and DNS are hosted where?	Onsite
28	Server Protection – Antivirus/Malware	Webroot
29	Current Patching Schedule?	Weekly
30	Are all active server's software such as any database under active support?	Yes
32	Endpoint security product?	Webroot
34	Operating System, 3rd party app patching and schedule?	Performed by MSP, most likely Windows based
35	What email protection is setup for 365?	We are currently subscribed to the "E3" platform
36	What 365 licensing is in place?	Exchange Online (plan 1), Office 365 E3
37	What other 365 security policies are in place?	All email security options under the E3 platform have been initiated.
38	How much data is being stored on the servers? What is the expected growth on data year over year?	Varies from server to server, but all except the file sharing server all have at least 60% capacity remaining.
39	Is date being used off-site?	VPN connections are available to access data remotely
40	Where is the data onsite being stored?	In a secured Network room
41	Schedule of backups?	Weekly
42	Is the current Veeam Backup server connected to a Service Provider Console?	Managed by the MSP, but we do believe that it is.
43	Are there any additional endpoints that should be included in the daily backup, if so, their size and future potential footprint?	No
44	Is your System Administrator performing any of the jobs currently listed in Attachment B: Required Services?	Coordination with Vendors and VPN support
45	What products are being used? How many licenses/endpoints per product?	Meraki
46	How many users utilize the network? i.e. number of employees that use company equipment or emails)	38 active Office 365 accounts currently
47	How is the current processes and knowledgebase documented?	MyGlue
48	Is there a communication channel setup for all change management?	No, done through ticketing with MSP
49	Is Teams currently being utilized?	Yes
50	Would the onsite technician used to cover the System Administrator cover all aspects of IT or just server and network?	Yes, they would cover all aspects of IT including end user support

51	What are the requirements for emergency onsite support? What Service Level Agreement is being requested? Onsite with X hours?	Work with System Administrator to identify the problem and solution; SLA of a committed uptime of 99%.; Onsite only required when physically needing to work with hardware and to be onsite within 3 hours of reported outage.
52	Does the Scope of Work we intend to provide count toward the total page count?	If there are additional services you intend to provide please list them under Attachment B: Required Services under additional comments. If more space is needed, you may add additional pages to Attachment B.
53	Is all of the equipment listed in the RFP under vendor (OEM or supplier) support? If not, please identify which equipment is currently not under support.	Yes
54	Is the equipment listed in the RFP current with the latest security features?	Yes
55	Do you expect to upgrade your equipment within the next 5 years?	Yes
56	Do the resources need to be onsite either full-time or part-time, or can some of the work be performed remotely? Please identify which, if any, components of this project for which you require onsite services.	Onsite work is not necessary unless there are issues that require onsite services. Onsite System Administrator can assist with any hands-on needs.
57	Would you like us to discuss (in the RFP response) our partnerships with OEM's and other solutions?	Yes
58	Would you like us to discuss (in the RFP response) our other service offerings, such as virtual CIO, staff augmentation, and professional services not covered by the requirements in this RFP?	These items can be listed on Attachment B: Required Services under the Optional Services section.
59	Your RFP requires us to list all of our current customers for reference purposes, but we have hundreds. Is there a minimum number of references that you'll accept? In Proposal Preparation, Section B.II.a, Experience and References on page 3, vendors are required to list all public and private entities with similar services during the last five years, including a description of work performed, current status, and contact information. This could be a very long list that fills most of the 20 page limit. However, in requirement III.b on page 4, "Additional lists of references" is excluded from the page count. Please require a specific number of references (such as 3 or 4) in the Experience and References section and then allow us to provide an Additional List of References in an appendix that doesn't count against the 20 page limit.	We are looking for customers with similar needs. Please list at least 3-5 references.
61	How many people are on your IT team?	1
62	Do you have a RACI (or equivalent) protocol in place for IT emergencies?	No
63	A bid guarantee is identified on page 38 of the RFP, but is not listed in the section titled "Attachment A: Vendor Checklist". Please confirm whether a bid guarantee (bid bond, certified check, etc.) is required at the time of submission of the RFP response. If so, please confirm whether the 5% guarantee is for the value of 1 or 2 years of services.	A bid guarantee is not required
64	Could you please confirm whether installing agents on servers, virtualization hosts, or virtual machines is permitted?	Yes, only servers are required. End user agents are not required.

65	Please confirm if Jaunt will provide any servers or virtual machines required for installing the on-premises monitoring system to securely collect alerts?	Yes, space could be allocated on our newest server.
66	In Proposal Preparation, Section B.II.b, Firm and Staff Background on page 3, vendors are required to describe our "general background with respect to the firm and staff to be assigned." However, in requirement III.b on page 4, Resumes/Background Information is excluded from the page count, but resumes are not a requirement in the Proposal Content section. Are resumes required? If so, please provide additional detail on what you would like to see.	Resumes are not required but do provide additional information on the key personnel working on the project.
67	Exhibits A, B, and C on pages 29-31 are blank. Please provide these exhibits or insert a statement that those pages were intentionally left blank.	These pages are part of Attachment G: Master Agreement and will become part of the contract upon the selection of the vendor. Exhibit A is a copy of the RFP; Exhibit B is a copy of the selected vendor's proposal; and Exhibit C is a copy of the contract negotiation record if there is one.
68	Attachment A, Vendor Checklist, requires a Cover Letter and RFP Cover Page. The list of Excluded pages shows a Letter of Transmittal and Title Page. Is the first page of the RFP, which must be signed, the same thing as the Letter of Transmittal? Please clarify if any of these requirements are the same (e.g., Title Page = RFP Cover Page) and modify the list of Excluded pages to use the same terminology as the Vendor Checklist. If the first page of the RFP is the Letter of Transmittal and must be included in the proposal, please list it as a separate item on Attachment A. If the Cover Letter is separate from the Letter of Transmittal, please list both as Excluded Pages on page 4.	The RFP Cover Page is page 1 of the RFP with Firm information and proposal submission signature. Attachments A-F are excluded from page count.
69	Attachment B, Required Services, requires vendors to acknowledge that the listed services will be provided, but Proposal Preparation, Section II Content, does not clearly list a Technical Approach section where vendors are required to detail their services. Is the acknowledge on Attachment B sufficient? If additional detail is required, please clarify the requirement in the Proposal Content section on page 3.	We are looking for vendors to provide information that will allow Jaunt to evaluate each vendor and that each vendor will at a minimum provide the services listed in Attachment B. There is room on Attachment B: Required Services to list additional comments such as other services provided under the monthly fee or anything else the vendor would like to point out. If additional space is needed please attach pages to Attachment B.
70	Are the requested resumes for key personnel?	Yes
71	How many key personnel are required?	This is up to the vendor on what the number they will need to provide the services listed.
72	How is the current network environment being managed/monitored?	Meraki and Ninja management and remote tools
73	What type of transition period will there be upon contract award for the new vendor?	1-2 months
74	Is there a list of current hardware/software that is utilized with the IT environment?	Yes
75	For any proposed/recommended software and/or hardware that is not part of current baseline – should vendor account for that in the monthly cost or provide separate optional line item?	If the software and/or hardware are needed to support the Required Services, they should be included in the monthly cost. For additional services beyond the Required Services please list them under Optional Services of Attachment B.

ATTACHMENT B: REQUIRED SERVICES

Required Services	Included in Proposal?	Additional Comments
24x7 network device monitoring		
24x7 network device troubleshooting		
24x7 server monitoring/troubleshooting		
Configuration backups: We currently use VEEAM as a backup solution but would like the Service Provider to take ownership		
Configuration Changes (e.g., Server additions, switch changes/configurations, firewall configurations/updates, etc.)		
Coordination and troubleshooting with other vendors		
Scheduled maintenance/Change Management		
Customer access to tools and reports		
LAN Support		
VPN support		
Emergency General Systems Outage Support		
Intrusion detection and security analysis		
Network utilization reporting		
Functional network changes		

X hour onsite SLA for Tier 1 outages		
Ticket system to assist System Administator with end user support		
Price per Month for included Services:		
Additional Comments:		

Optional Services:

Feel free to include a rate schedule for any other hourly services you may provide beyond the services included in the monthly support. In addition, you may add additional lines to represent other services your organization provides.

Optional Services	Pricing	Additional Comments
Network Engineer for Project Work Future projects include:		
Server installation and migration of data to the new server		
Network cabling management from server room		

Replacing/rewiring CAT5 data wall ports		
Onsite technician if Jaunt IT System Administrator is not available for an extended period		
Network Strategy and Future Direction Discussions		
End user monitoring agents (not required)		

Note: A signed acknowledgment of this addendum #1 must be received at the location indicated on the RFP either prior to the bid due date and hour <u>or</u> 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