The Transportation Agency for Monterey County (TAMC)

Computer and IT Services

Addendum 1

QUESTION 1:

Is the estimated budget of $142,000 intended for the entire five-year duration of the project, or is it an annual budget?

RESPONSE: The $142,000 is intended for the five-year duration of the project.

QUESTION 2:

Is the budget of $142,000, Reserve/ICAP a fixed budget for 5 years or can this be negotiated?

RESPONSE: It's a fixed not-to-exceed amount.

QUESTION 3:

On Page 8, Project Budget – Can TAMC expand on the Caltrans format or provide a sample format?

RESPONSE: Please see the following link for a sample of the Caltrans cost proposal format: Sample-Cost-Proposal-2-For-Contracts-with-Specific-Rates-of-Compensation

QUESTION 4:

When was the current contract approved?

RESPONSE: December 4, 2019

QUESTION 5:

What will be the support window – Monday through Friday 6:00 AM – 6:00 PM. Do you need on-call support after the support window mentioned in the RFP document?

RESPONSE: No.

QUESTION 6:

Can the work be done remotely? If on-site is required, what percentage of the total work does it constitute?

RESPONSE: Yes, the work can be completed remotely, unless an on-site visit is required to resolve the issue.

QUESTION 7:

Should a vendor other than the incumbent be awarded, what parts (applications, services besides labor or tools) of the current IT environment would be removed at the end of their contract?

RESPONSE: The managed security services.

QUESTION 8:

What are the current managed services arrangements for the given in-scope IT infrastructure? Is it managed by the internal IT team or any existing incumbent providing managed services support?

RESPONSE: It is managed by the incumbent providing managed services.

QUESTION 9:

Do you have an incumbent? Do you have any pain points with their services?

RESPONSE: Yes, the Agency has an incumbent. Your proposal should focus on the items listed in the RFP and scope of work.

QUESTION 10:

Can you share what ticketing system you use? And the number of monthly tickets?

RESPONSE: It is up to the selected vendor to provide a ticketing system.

QUESTION 11:

Please provide details of the Inventory including make and model of the devices, and count of the devices that we need to monitor.

RESPONSE: Please refer back to Scope of Work inventory.

QUESTION 12:

What make and model are the Wireless Access Points? Are they connected to the cloud-based controller?

RESPONSE: The Wireless Access Points connect to a cloud-based controller. For security purposes, we are not providing the make and model.

QUESTION 13:

Where is the QuickBooks virtual server stored, on-premises, Azure cloud, with the current provider or other (please specify)

RESPONSE: Quickbooks is stored on an Azure cloud.

QUESTION 14:

What is the OS version of the QuickBooks virtual server?

RESPONSE: See response to question 15.

QUESTION 15:

What functions does the small business server provide besides authentication?

RESPONSE: Print sharing.

QUESTION 16:

Can you please specify the type of Microsoft cloud licensing (Office or Microsoft 365 and E3, E5, etc) and counts?

RESPONSE: We have 22 Microsoft 365 Business Standard Licenses.

QUESTION 17:

Can you please detail the backup solution in place for any servers. Can you please detail the backup solution for the external drive identified in the walk-through?

RESPONSE: It is currently a cloud-based solution. It is up to the selected vendor to provide an appropriate backup solution in their proposal.

QUESTION 18:

What data is stored in the external drive?

RESPONSE: GIS Files.

QUESTION 19:

Does the office printer have a service contract?

RESPONSE: Yes, with Smile Business Products.

QUESTION 20:

How is the synchronization taking place between the file server and SharePoint? Please include any tools/apps used.

RESPONSE: OneDrive.

QUESTION 21:

Does the organization currently have any security policies in place that support NIST CSF compliance, or will the new vendor need to help TAMC develop these policies?

RESPONSE: The Agency is currently NIST compliant and its up to the selected vendor to assist the agency in maintaining NIST compliance.

QUESTION 22:

Has the organization performed a 3rd party NIST CSF security assessment?

RESPONSE: Yes.

QUESTION 23:

What are the current monitoring tools and ITSM tools in use? Can new contractors leverage the existing tooling environment?

RESPONSE: No. The selected vendor has to provide their own monitoring tools.

QUESTION 24:

What business email comprise/email security solution is in place currently?

RESPONSE: It is up to the selected vendor to provide a security solution.

QUESTION 25:

What antivirus, MDR, XDR solution is in place currently?

RESPONSE: It is up to the selected vendor to provide an antivirus solution.

QUESTION 26:

Are the 18 Mobile app and desktop phone license for the same 18 phone numbers?

RESPONSE: 2 phone numbers are only available on the mobile app.

QUESTION 27:

What are the total number of unique phone numbers associated with the current phone solution?

RESPONSE: There are 20 unique phone numbers.

QUESTION 28:

What cloud-based telephony and PBX are in use and what is the current call volume?

RESPONSE: It is up to the selected vendor to propose a telephone solution. Call volume is not tracked.

QUESTION 29:

How many agent/virtual agent that you need to support call volume?

RESPONSE: It is not necessary to support call volume.