Questions received regarding RFP FY21-06

1) List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required. **Included in RFP.**

2) Soft Copy of the Tender Document through email. **Included in RFP.**

3) Names of countries that will be eligible to participate in this tender. **As there is no stipulation within the RPF, all countries are considered eligible.**

4) Information about the Tendering Procedure and Guidelines. **Included in RFP.**

5) Estimated Budget for this Purchase **FY22 (July 1, 2021 – June 30, 2022) budget for IT services is currently proposed to be $70,000**.

6) Any Extension of Bidding Deadline? **No**

7) Any Addendum or Pre Bid meeting Minutes? **Not at this time**

8) What was the previous spent on the contract? **FY21 budget is $55,000**

9) Who is current incumbent on this contract and how long they have been serving? **Services have been provided by Moody Consulting since October 2007.**

10) What is the current budget on the contract? **FY21 (July 1, 2020 – June 30, 2021) budget is $55,000, FY22 (July 1, 2021 – June 30, 2022) budget for IT services is currently proposed to be $70,000**.

11) How many temps are currently working on the existing contract and will they all be transitioned to the new vendors? **None**

12) Is it a multiple award? **No**

13) How many virtual servers do you have on the host server? **We have two physical servers with 11 virtual servers each and two additional physical server with no virtual servers.**

14) What are your expectations as far as printers go on this contract? **The contract is expected to cover purchasing, installation and setup for any replacement printers. New additional printers will be outside of the contract.**

15) On page 8, number 3, can you define that in more detail. We just want to be clear what you would consider covered under the contract and what would be charged the hourly rate. For example, if you would need to replace your current server with a new one, would you consider the installation of that new server covered under this contract or would you consider that a billable install? **This would be covered under the contract.** If you need to replace your wireless solution, would you consider that install under the contract? **Our wireless is brand new and replacement is not expected within the life of this contract.** If you need to replace a current desktop or laptop with a new one, would you consider that installation covered under the contract? **This would be covered under the contract.**

16) What do you currently have for a wireless solution and are you having an issues with it? **We have Ruckus and we are not having any issues.**

17) What do you currently have for a backup solution? **We have two backup drives in separate areas of the town hall. We have our own cloud solution at the WPCF.** Will you be keeping that or will you require us to install our suggested backup solution? **We’ll be keeping it.**

18) What is your current antivirus? **ESET**. Will you be keeping that and we just maintain it or will you be requiring us to install our own antivirus? **We are keeping it.**

19) You stated current consultant works about 20 hours per week. What do those hours consist of? **Work in the scope of the RPF.** How much of it is remote work and how much of it is onsite? **This varies, but on average 15 hours remote and 5 hours on site.**

20) Do you need all resources to be onsite or hybrid (remote + onsite) is acceptable? **Hybrid is acceptable.**

21)How many switches, firewall and routers are there in existing infrastructure? **13 switches,** **9 firewalls/routers. Cisco routers maintain our branch office sites to site VPN connections. They also support our remote user VPN connections**.

22)If awarded, are we responsible for using our own Helpdesk software, monitoring tools and management tool or transition in to what is being used currently? **Yes, we currently have no helpdesk software or management tools.**

23)Do you have a breakdown of how many tickets by category is being served to end-users? **No**.

24) How many physical and virtual servers in total exist? **4 physical server and 22 virtual servers.**

25)Does the town need on-site support? **Yes. The current consultant averages 5 hours a week on site.**  If not, how frequently they expect an on-site presence from the vendor? **NA**

26) Is there any specified budget for this project? **The current fiscal 2022 budget is proposed to be $70,000.**

27)Are there incumbents to this contract? **Yes, we currently have someone doing this work.**

28) Are the laptops for separate employees or do some employees have both desktops and laptops? **Laptops and tablets are in addition to the desktops for each employee, except that the iPads at the DPW are used by employees without desktop computers.**