



Georgetown County, South Carolina

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ADDENDUM #3 TO BID #15-009

BID NUMBER: 15-009

ISSUE DATE: Thursday, April 16, 2015

“REVISED” OPENING DATE: Wed., May 06, 2015 **OPENING TIME: 4:00 PM (Eastern NIST)**

Bid Opening Location: Georgetown County Courthouse, Suite #239, (Purchasing Conference Room)

MANDATORY Pre-Bid Conference/Site Inspection: Thursday, April 16, 2015 at 11:00AM on Site (Pg 3)

PROCUREMENT FOR: IT Managed Support and Hosted Services Provider
Commodity Code(s): 91828, 91829, 91895

This addendum will amend **RFP #15-009, IT Managed Support and Hosted Services Provider** originally issued on Friday, April 03, 2015. This clarification is being provided to all known and registered correspondents in response to questions received. All addenda and original bid documents are also available online at: www.gtcounty.org, select “Bid Opportunities” from the *Quick Links* box on the home page.

Question 1: What is the County's IT Department's organizational structure?

Answer: **One director (out-sourced), one network engineer, two AS/400 engineers and 4 desktop engineers. There are two public safety dedicated engineers not currently under management of the IT.**

Question 2: In reference to #2 under Additional Requirements (page 7/33), is the bidder supposed to provide PC's and PC Pricing as part of our submittal? Or is the bidder meant to facilitate the County's PC replacement efforts?

Answer: **The answer is yes they should provide that pricing.**

Question 3: In reference to A-G under #1 (page 4/33), please provide clarification as to what is meant by "Hosted Desktop" and "Managed Services." Also, please define the specific Public Safety Devices to be supported.

Answer: **Hosted desktop refers to a customized Windows desktop containing all line of business applications and departmental discretionary applications in the county. Managed services refers directly to the ability to manage existing PCs not receiving hosted desktop as well as more of all network, phone, and servers left on premise.**

Public Safety Devices are supported MDTs (Microsoft Deployment Toolkit), tablets, and twelve (12) lead transmission devices. Primary support is held by insourced IT staff with guidance from an out-sourced director.

Question 4: In reference to #1 under Additional Requirements (page 7/33), are one of the two pipes meant to be used for backup purposes? Or what is the significance of the two pipes?

Answer: Yes, redundant traffic flow capability and backup.

Question 5: Will the bidder be provided onsite office space and hardware (computers etc.)? Or is the bidder and their staff to be located off site on their own premises?

Answer: Logically, on-site would be preferable. The current provider utilizes the MIS conference area while on site. The County will work with the awarded provider to locate a suitable space.

Question 6: In reference to, "The vendor will assume overall IT responsibility for all departments in the County for a five year period." (page 4/33), please clarify the meaning of this sentence. Will the bidder be taking over all IT Department functions for the County or will the bidder be working alongside/in conjunction with the current IT Department personnel?

Answer: The chosen vendor will direct current staff alignment with services being offered by selected vendor.

Question 7: Are the help desk services to be provided onsite or offsite/remote?

Answer: Left to bidder's discretion.

Question 8: Who is currently providing the help desk services? The County? Are they being outsourced?

Answer: Currently the county, but this would move to the vendor.

Question 9: Is there currently a full time GIS support staff?

Answer: Yes, a staff of two, but not directed by IT.

Question 10: What types of desktops/laptops are currently being used by the County?

Answer: Dell Optiplex and Latitudes are currently being purchased as the mainstream devices.

Question 11: What is the total number of IT Personnel currently doing this job (i.e. the RFP Scope of Work)?

Answer: **10 FTEs including 3 from the current vendor.**

Question 12: Are they made up of contractors, the county, or a mixture of both? What functions are these personnel serving and how are they divided amongst all of the County buildings?

Answer: **Please see #1 with the addition of 2 FTE for network and server engineering.**

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ADDENDUM ACKNOWLEDGEMENT

Bid #15-009 **IT Managed Support and Hosted Services Provider** **Mandatory Submittal Form**

To be returned with the final proposal submission to Georgetown County.

COMPANY NAME: _____

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|-------------------------------------|----------------------------------|---------------------|
| <input checked="" type="checkbox"/> | Addendum #1 Received Date: _____ | Initialed By: _____ |
| <input checked="" type="checkbox"/> | Addendum #2 Received Date: _____ | Initialed By: _____ |
| <input checked="" type="checkbox"/> | Addendum #3 Received Date: _____ | Initialed By: _____ |
| <input type="checkbox"/> | Addendum #4 Received Date: _____ | Initialed By: _____ |
| <input type="checkbox"/> | Addendum #5 Received Date: _____ | Initialed By: _____ |
| <input type="checkbox"/> | Addendum #6 Received Date: _____ | Initialed By: _____ |

If your Bid submission has already been mailed, acknowledgment may be provided by faxing this form to (843)545-3500, or attaching a digital scan and sending by e-mail. .

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