October 17, 2023

To: All Interested Parties

From: Mike Tobin
        Director of Operations

RE: RFP for LAVTA IT MODERNIZATION AND CLOUD TRANSFORMATION CONSULTING SERVICES #2023-07

Addendum Number 2

This correspondence constitutes official record of the first alteration of a "RFP LAVTA IT MODERNIZATION AND CLOUD TRANSFORMATION CONSULTING SERVICES 2023-07" issued on September 18th, 2023.

This Addendum responds to written questions included in Attachment 1 that were mistakenly overlooked and weren't responded to in Addendum #1.

Other than those specifically listed above and in the attached documents, no other sections, terms or conditions of the above cited solicitation are being altered at this time. All other sections, conditions and language not specifically cited as altered in this document are still in full and original effect.

Submitted:

_____   October 17, 2023
Mike Tobin, Director of Operations   Date

Attachments:
1. RFP #2023-07 Questions & Responses – Addendum 2

Attachment 1 - Questions & Responses

Question	Responses
Q1. What does your M365 license count look like? (ex. Standard, Premium, basic, enterprise, etc.)	A.1 Standard
Q2 If you are looking for Intune as the MDM it does require M365 Business Premium license.	A.2 Yes we are
Q3 Will that be an issue to upgrade all email accounts to premium if they are not already?	A.3 No it will not
Q4 It was mentioned LAVTA wanting vendors to be included in the MDM and Active Directory, do they have a lavta.org email addresses?	A.4 If we understand the question correctly, they will have a shared email box and address
Q5 How many servers (including virtual servers) and end users do you have in total that would be managed by us?	A.5 All servers would be managed by the vendor. At this time there are 26.
Q6 I am counting 26 servers currently. Would some virtual servers remain managed by internal IT resources or are we managing all 26?	A.6 Please see above
Q7 Would we be responsible for supporting any additional vendors beyond say email address support? Do they have access to a desktop/laptop we would support?	A.7 The only vendors that would require access and possibly support would be our app vendors. They do not have a desktop or laptop.
Q8 With having roughly 52 various machines and only 15 full time employees what are most of these machines used for?	A.8 Normal business functions, Office apps, Adobe apps, DB apps, etc.
Q9 Are they shared machines? Does everyone have a desktop and a laptop?	A.9 There are several that are shared however most are not. All employees have a desktop and most have access to a laptop.
Q10 What programs are being run on your various servers we would manage?	A.10 SQL, Transit specific applications which are supported by the vendors that supply them. TransitMaster, FX, RTA, Trane, Altigen, etc.
Q11 Are you able to list what each of the virtual server's purpose is that we would be responsible for managing (ex. File server, custom application server, QuickBooks server, etc.)?	A.11 We will give this information to the successful bidder. It is not safe or appropriate to publish to the world.
Q12 If there are still internal IT resources where would the line be drawn in support?	A.12 Vendor shall do all the work.
Q13 What is your current Internal IT team breakdown and skill level?	A.13 1 agency employee who currently acts as the agency's domain admin, 1 Vendor who is the Domain designer and engineer.
Q14 What about after-hours emergency support? Are we responsible?	A.14 Yes
Q15 How is building access managed if we need to get someone to the office before 8am or after 4pm?	A.15 A member of the agency staff will meet and grant you access.
Q16 If something can't be done remotely would we be able to work with internal IT resources or would we need to send our tech on site?	A.16 Possibly but not guaranteed. You may need to send someone to the site.
Q17 Would we be effectively taking over your IT department and providing high level consulting services (virtual CIO)?	A.17 That would be an accurate statement

Q18 To get a more accurate quote on the SharePoint Migration we will need the amount of data that will be migrated.	A.18 Please see answer given to question 177.
Q19 Are you able to provide an accurate estimate of how much data with be transferred?	A.19 Please see answer given to question 177.
Q20 Are there multiple file servers or just one?	A.20 Multiple
Q21 To get a more accurate quote on the Azure AD/AD Sync we will need an exact count on total users and number users expected to be a part of Intune.	A.21 16 Agency and approximately 20 contractor staff.
Q22 It sounded like this was about 25, does this include vendors that have or will need domain access mentioned in the meeting?	A.22 Please see above
Q23 To get a more accurate quote for the AWS cloud backup we will need to know how much storage is used on your backup server plus any additional servers that will be backed up in the cloud.	A.23 Please see answer given to question 177.
Q24 What will be on the remaining servers that need to be backed up or Is this just for an offsite of your backup server and nothing else?	A.24 Application, SQL, Transit specific servers all on- premises will need to be backed up.
Q25 We have 5, English speaking, helpdesk technicians in South Africa that work in conjunction with our 20 local techs, but we cannot leave them out of support.	A.25 On-shore, English as a first language only