

ADDENDUM # 1

IT-RFP-2025-01

Information Technology Managed Services

February 5, 2025

This addendum is issued to clarify questions received by the Hampton Roads Transportation Accountability Commission request for Proposal (RFP) No. IT-RFP-2025-01.

1. Would you like the proposals emailed, or mailed? The below is confusing: "SUBMITTAL PROCESS AND INFORMATION One (1) hard copy original (marked ORIGINAL) and one (1) electronic copy of the proposal in PDF-format shall be submitted. Facsimile copies will not be accepted. The Organization will accept proposals until 2:00 p.m. on February 25, 2025, email to djankosky@hrtac.org or delivered to: Danetta Jankosky Procurement Officer Hampton Roads Transportation Accountability Commission 723 Woodlake Drive Chesapeake, VA 23320"

Can the complete proposal be completed by email or will there need to be a physical copy or both?

The preferred method of submittal is mailed or delivered but we will accept email.

2. Section III - Manufacturer's price list - Do you wish to get the cost of the vendor hardware assets such as computers? or?

Yes

3. What's your ballpark budget for this bid?

Is there an estimated budget or allocated funding for this project that you can share? Alternatively, is it possible to provide information on the pricing from the current or previous contract, if applicable?

What is overall allocated budget for this opportunity?

How much is the budget allocated for IT managed services?

The annual budget is \$13,000 - \$15,000. Special projects are budgeted as needed.

4. Who is the current incumbent?

Could you please provide the name of the current incumbent providing these services?

Mode 5

5. Full time employees - 5, do you have any other part time or contract based employees to consider under this scope?

We have one desktop computer that contracted employees remote into.

6. Apart from assessment summary, do you have any additional IT asset inventory to be part of this RFP?

No

7. Are you seeking full time onsite support or hybrid model?

Hybrid

8. What is current patch update tool/platform utilized by organizations?

All patches are pushed by the current MSP

9. What is current VPN solution in place?

Watchguard

10. Do you have any ticketing platform?

Ticketing platform supplied by current MSP

11. Can you please share past few years of ticket dump?

NA

12. As mentioned 3 employees have printer at home? Will it be part of scope?

No.

13. Does all your current assets are covered under warranty from respective OEM?

Yes.

14. Can you provide the make & models of all switching, WiFi, and routing/firewall gear?

Watchguard T40 firewall/router, Netgear GS108, 2 x Netgear GS105,
Watchguard AP125

15. Is any of this equipment shared with or managed by HRPDC or other entities in the building?

No.

16. Is any of this equipment leased from your current IT vendor as part of your current IT services agreement?

No.

17. You list a domain controller and file server but indicate that there is only one server in other areas of the RFP document. Are the Domain Controller and file server on the same physical piece of hardware?

Are the domain controller and file server running on separate virtual (logical) servers? If so, what virtualization technology is being used (VMware, Hyper-V, other)?

There is a virtual Domain Controller which also functions as the File Server running Server 2019 Standard which is being hosted on a Physical Host utilizing Hyper-V (also 2019

Standard).

18. Can you better explain the current delineation of responsibilities between the parttime IT manager and the current managed services provider as it pertains to desktop and server support, hardware management, strategy, etc.? Do you anticipate those roles changing under the new contract? If so, how?

The IT manager works alongside with the current MSP to provide solutions and recommendations for all IT related issues. These roles will not be changing.

19. Is any of your IT infrastructure equipment or services owned by, managed by, or shared with HRPDC or other entities in the building?

No.

20. Are your IT assets located in the HRPDC IT room or are they in a separate location controlled by HRTAC?

Location Controlled by HRTAC.

21. What type of Microsoft 365 licenses are currently in place, and how many of each type?

Business Standard 7

Exchange Online 11

22. Are you subject to any Microsoft discounted pricing tier (education, non-profit, etc.)?

Tax exemption

23. What Business Management Systems (BMS) are in use, and is there an active support agreement for them with the software vendor?

None

24. What accounting software are you using (if different from your BMS)?

Black Mountain Software (cloud based).

25. What web-based applications are part of the IT ecosystem?

Black Mountain Software

26. What VoIP telephone system is currently in place, and will it need to be supported by the selected IT vendor under the new contract?

Lumen VOIP and it will not be supported.

27. What governing bodies does your organization report to and/or what regulatory body governs your line of business?

HRTAC's board consists of the following:

19 Voting members

10 cities and 4 counties (weighted vote), and 5 members of the state legislature

4 Non-Voting Ex-officio members from the Executive Branch

Commonwealth Transportation Board Member
Virginia Department of Transportation
Virginia Department of Rail and Public Transportation
Virginia Port Authority

28. What state and federal cybersecurity compliance requirements are you required to meet? (HIPAA, PCI, GLBA, CMMC, etc.)

None.

29. Are you using an Endpoint Detection & Response (EDR) program today? If so, what?

Yes, SentinelOne

30. Are you using a Managed Detection and Response (MDR) program today? If so, what?

No

31. Are you making use of a SOC/NOC or doing any SIEM logging today? If so, who handles these components?

Current MSP has a NOC, but no SOC or SIEM is in place

32. Has your organization completed a NIST or other cybersecurity assessment?

Yes, through our cyber security insurance provider.

33. Do you have a Disaster Recovery plan in place?

Current MSP has recovery procedures in place in the event of a disaster

34. Do you have a Business Continuity plan in place?

The accounting policy sets up redundancy for continued operations.

35. What Business Continuity services are you utilizing today?

None

36. Can you please provide more information on Manufacturer's Price List or Vendor's Retail Price Sheet submission? Are there any specific formats or templates available?

Could you please provide the required format or template for presenting pricing?

There is not a required format and "Manufacturer's Price List or Vendor's Retail Price Sheet" is not required.

37. Referencing Section X: Selection Criteria, specifically the "Service Approach and Methodology" criterion, could you please specify the section within the proposal where we need to present this information?

This should be in the "Scope of Work" section.

38. Does everyone have to send in an audited financial statement whether it is public or not?

Yes

39. Where will the work be performed for the contract?

Mostly remote with possible on-site projects.

40. How many references are required?

Three.