Information Technology Services for Okaloosa County
RFQ IT 73-19
RFQ Opening Date & Time: September 18, 2019 at 3:00 P.M. CST
ADDENDUM 1- Date Issued September 9, 2019

I.   Following the public solicitation of RFQ IT 73-19, the County received multiple questions regarding the project during the period for questions, which ended September 2, 2019.

Question: " Design - Is the design of the overall infrastructure, including servers, storage and network, or is it a specific piece of the infrastructure design? Is this to check existing designs, or future buildouts ?"

Answer: Typically it will be compartmentalized into server/storage or networks or VoIP, or security systems (unless there is overlap), etc. for new buildouts or upgrades that are incorporated into our existing infrastructure. Partial or complete system design recommendations, review for troubleshooting or performance enhancements may be necessary and the county will provide documentation, context and access as necessary.

Question: " Fiber Optics - Is this in reference to knowledge of the cabling, doing the cabling or equipment which supports it?"

Answer: This is not a cabling RFQ/contract, so fiber optics relates mostly to knowledge and experience implementing fiber optic networks, including equipment, lasers, loss budgets, etc…

Question: "Equipment - Can the type of equipment be clarified? Is it network, server, storage, etc.?"

Answer: Equipment may be any typical IT related equipment that supports core enterprise services or operations and typically will be equipment that supports operations such as networking, VoIP, Security Systems, etc. as denoted in the selection criteria: Selection Criteria (weight will be given to solutions, qualifications, experience and references that include existing county infrastructure: Cisco, Mitel, Drupal, Exchange, VMware, Aruba, Corning, etc.): There are other systems such as S2 security…

Question: "Installation - Is this network, server, storage or low voltage cabling installation?"

Answer: Not a cabling RFQ/contract.

Question: "According to the RFQ we should obtain a Statement of Qualifications document from purchasing will this be provided?"

Answer: Guidelines detailing form and content requirements for the Statement are available by contacting Okaloosa County Purchasing Department, 5479A Old Bethel Road, Crestview, FL 32536, 850-689-5960, or download them from our Okaloosa County Purchasing Department website at www.myokaloosa.com/purchasing/current-solicitations Navigate to this website and then scroll down to see RFQ IT 73-19. Double click on the words Information Technology Services for Okaloosa County IT Department and view the PDF Statement of Qualifications solicitation document.

This can also be located at https//www.bidnetdirect.com/florida

Question: "Are resources required to be onsite or can they be remote?"

Answer: Both are OK as long as agreed upon SLA is met either in contract or task order. Onsite will typically only be necessary if it is required to perform the action or remote resources are untenable.

Question: "What is the current environment that needs to be supported? Email system, Analysis support, Administration support, and current website support?"

Answer: Selection Criteria (weight will be given to solutions, qualifications, experience and references that include existing county infrastructure: Cisco, Mitel, Drupal, Exchange, VMware, Aruba, Corning, etc.): There are other systems such as S2 security.

Question: "RFQ is asking for IT services. Will this be part of an IT Managed Services Contract or STAFF Augmentation?"

Answer: Mostly staff augmentation model as needed; however, in some situations a combination of both may be necessary to obtain commitment and SLA levels.

Question: "In the first paragraph on page 1 the fifth sentence states, "All envelopes containing sealed submittals must reference the "RFQ Title", "RFQ Number" and the "RFQ Opening Date & Time". Would you confirm if the Opening Date & Time has to be a part of the below labeling":

Answer: All submittals should be addressed as follows: Okaloosa County Purchasing Department, RE: Information Technology Services for Okaloosa County, RFQ IT 73-19, 5479A Old Bethel Road Crestview, FL 32536. All envelopes (on the outside of the envelope) must reference the RFQ Opening Date & Time. The RFQ Opening Date & Time may be reflected within the address block, or, reflected elsewhere on the outside of the envelope.

Question: "Should we submit our questions that are due on September 2nd to you (Jesica Darr) directly or through bidnetdirect.com?"

Answer: The Purchasing Department contact information was provided to perspective contractors through bidnetdirect.com and the contact phone number to the Purchasing Department is on page 2 of the solicitation document. The contractor questions can be submitted to jdarr@myokaloosa.com The last day for questions was posted as 2 September 2019.

Question: "When will responses to questions be provided? Can you confirm that each participant will have visibility asked by all participating parties?"

Answer: The Addendum-1 package (which contains all proposed contractor questions) is expected to be released *tentatively* on 6 September 2019, or sooner. The Addendum-1 package will be posted on the Okaloosa County Purchasing Department website and on BidNet.

Question: "On page 2, paragraph 2 it states - we can get the guidelines detailing form and content requirements for the "Statement" (Statement of Qualifications) by visiting http://www.myokaloosa.com/dept_purchasing.html This page does not exist. Would it be possible to e-mail me a copy of the guidelines?"

Answer: The guidelines are available for download at the Okaloosa County Purchasing Department website at www.myokaloosa.com/purchasing/current-solicitations Navigate to this website and then scroll down to see RFQ IT 73-19. Double click on the words Information Technology Services for Okaloosa County IT Department and view the PDF solicitation document.

Question: "On page 2, paragraph 4 states - All submittals must be in sealed envelopes reflecting on the outside thereof "Request for Qualifications for Information Technology Services for Okaloosa County." Failure to mark outside of envelope as set forth herein shall result in the submittal not being considered.

Does this mean that we should write this on the outside of the envelope in addition to the required labeling in #1 above?"

Answer: The letters R.F.Q. stand for Request For Qualifications, which are stated at the top of the solicitation document. If the contractor mails in the submittal and it is addressed as requested on page 2 of the solicitation document, then the outside of the sealed submittal package will contain the following information "Request for Qualifications for Information Technology Services for Okaloosa County." Along with correctly labeling the sealed submittal package with address as provided on Page 2 of the solicitation document, the contractor may also write the words "Request for Qualifications for Information Technology Services for Okaloosa County" on the outside of the sealed envelope. As long as the submittal package is addressed, to the recipient correctly (as seen below) the package will be considered: All submittals should be addressed as follows: Okaloosa County Purchasing Department, RE: Information Technology Services for Okaloosa County, RFQ IT 73-19, 5479A Old Bethel Road, Crestview, FL 32536.

Question: "On page 3, paragraph 5 states - For any federally-funded projects, the attached requirements apply, and in particular, the highlighted portions: 1) 44 CFR 13, 2) 32 CFR 33, and 3) Federal Agency Rule on Lobbying. Where can I find 44 CFR 13 and 32 CFR 33?"

Answer: Locate the references by following these websites and then clicking on the PDF to review:

https://www.govinfo.gov/app/details/CFR-2011-title44-vol1/CFR-2011-title44-vol1-part13

https://www.govinfo.gov/app/details/CFR-2011-title32-vol1/CFR-2011-title32-vol1-part33

Question: "My understanding is that all RFQ addendums can be found by visiting www.myokaloosa.com/purchasing/current-solicitations "

Answer: The RFQ Addendum will be available at www.myokaloosa.com/purchasing/current-solicitations and then scroll down (on this webpage) to find the current solicitation named RFQ IT 73-19. The Addendum will be attached to RFQ IT 73-19.

Question: "Are there any departments or employees who act independently?"

Answer: Not under this contract mechanism.

Question: "What is the number of in-house clients (Employees of Okaloosa County)? Are there any Outside Clients (Residents of Okaloosa County who access their services)? If so, how many?"

Answer: 1000 internal users, no external users.

Question: "What are the problem applications, infrastructure, and configurations of the network?"

Answer: Network and VoIP (Mitel) coordination between BCC and other government entities on our county owned fiber optic network.

Question: "What are the most critical services and functions covered under Priority I and Priority II?"

Answer: Network and critical enterprise systems such as VoIP, email, Internet, security, etc. …

Question: "Do you currently have a disaster recovery plan?"

Answer: Yes.

Question: "When was Okaloosa County's last state audit and what was the score? What were the findings? Were all items remediated and/or mitigated?"

Answer: Not Applicable.

Question: "What is the current organizational map and chain of command?"

Answer: Not applicable, although County IT Director is responsible for all technology under the purview of the Board of County Commissioners.

Question: "Do you currently sub-contract any IT services? If so, what services do those sub-contractors provide versus what we would provide in this RFQ?"

Answer: This will be a main IT services, contract. Mainly a staff augmentation contract, which might engage in partial managed services contract in limited areas.

Question: "Do you have a position and qualifications data available for review for employee positions currently providing this support?"

Answer: No.

Question: "What is the current lifecycle of equipment such as: end user machines, servers, phones, laptops, desktops, tablets, mobile devices, switches, routers, network attached storage (NAS), direct attached storage (DAS), storage area network (SAN), uninterrupted power supply (UPS), protocol data unit (PDU), cabling infrastructure (OM-3 Fiber, OS-2 Fiber, Category 6A, etc.), Satellite terminals, Point to point terminals, point to multipoint terminals, RF transponders, and Cloud Services?"

Answer: Not Applicable.

Question: "What software is currently used to manage the networks from an administrative perspective? (e.g. SCCM, SolarWinds, etc.)"

Answer: WhatsUp Gold, BOSS, etc.

Question: "What is your technology stack? (e.g. Windows server 2019, Cisco Nexus, SQL Server 2016, etc.)"

Answer: Windows server 2012 +, Sql Server 2014 +, Cisco, Mitel, ADFS, Exchange 2013, Dell, EMC, Aruba, VMware.

Question: "Are there any legacy systems or software that will require support? (e.g. Windows 7 or before, Equipment older than 5 years, etc.)"

Answer: No on OS, some CISCO fiber routers/switches are old than 5 years.

Question: "Does your environment include any stand-alone / non-networked systems requiring support under the purview of the contract? If so, how many and of what type?"

Answer: Typically, no.

Question: "How many of the previously mentioned devices will be under the purview of this contract in how many separate datacenters?"

Answer: To Be Determined.

Question: "Will equipment/software/infrastructure be county owned/purchased via separate task order funding or will equipment/software/ infrastructure be company owned and provided?"

Answer: All County owned.

Question: "What is the current training curriculum for IT departments?"

Answer: As needed. Stormwind.

Question: "How many dedicated offices or buildings for IT are there?"

Answer: 5 plus.

Question: "How many buildings, in how many towns, with how many users each require support under this contract?"

Answer: To Be Determined.

Question: "What are your current metrics for outages?"

Answer: Number of outages, time outage has persisted, time to resolve, resolution. Scheduled outages must be scheduled to minimize business impact.

Question: "In what areas would you like to see the department expand?"

Answer: Not Applicable.

Question: "Are there any industrial control systems under this contract? If so, what are they?"

Answer: Backend network SCADA support when necessary.

Question: "Are there any managed security service provider (MSSP) contracts in place for managing firewall access control lists (ACLs)? If so, will those be continued through the life of this contract?"

Answer: No.

Question: "Does the network currently comply with NIST 800-171, NIST 800-53 RMF control subsets, COBIT, 27001, NIST CSF?"

Answer: Not Applicable.

Question: "Does the network currently have an ATO? Who is the AO?"

Answer: No, other than the IT department is responsible for authorizing all installs and network access.

Question: "Are there any POA&M items? Can the county supply core RMF artifacts?"

Answer: Not Applicable.

Question: "Are there any outstanding lawsuits or litigations against the Okaloosa County network? If so, what is the nature of the lawsuits or litigations?"

Answer: No.

Question: "Are there any CUI, HIPPA, PCI, PII, or confidential data protection requirements outside of the Public Information outlined in the RFQ?"

Answer: No.

Question: "What is the total number of employees at Okaloosa County?"

Answer: We support about 1000+

Question: "What is the total number of Servers?"

Answer: VM and Non VM ~ 135

Question: "What is the total number of Network Devices (routers, switches and firewalls)?"

Answer: 250

Question: "Who is the current incumbent on this contract?"

Answer: L-3 Communications, TIG (Technology Ingetration Group), TekLinks, Inc.

Question: "What is the current pricing on the contract?"

Answer: Referring to the previous contract effort, the pricing on the contracts together were $171,506.64.

Question: "What is the budget allocated to this contract?"

Answer: Estimated to be up to $100,0000.00 per year.

Question: "How many temps are currently working on the existing contract and will they all be transitioned to the new vendors?"

Answer: No temps are currently working on the existing contract and therefore none are transitioning to the new contract

Question: "Is it a multiple award contract?"

Answer: The contract may be awarded to multiple vendors.

Question: "Would you provide clarification on the meaning behind this statement in the RFQ, "All envelopes containing sealed submittals must reference the "RFQ Title", "RFQ Number" and the "RFQ Opening Date & Time?"

Answer: Reference previous answer detailed above.

Question: "Is there a mandatory pre-bid meeting for RFQ IT 73-19?"

Answer: There are no pre-bid meetings identified in the solicitation and nothing has been scheduled at this time.

Question: "Would you tell me how to access the portal to submit questions?"

Answer: All of our current solicitations are available on our County website at the address below: http://www.co.okaloosa.fl.us/purchasing/current-solicitations

Reference previous answer on how to submit questions for this solicitation. The last day for questions was dated 2 September 2019.

Question: How soon after the RFQ opening date does the County expect to present an RFP to qualified firms?

Answer: The requirement is based upon qualification submittals and the content of the RFQ of the successful firm(s) will become a basis for contractual negotiations.

Question: "What is the scope of expected services to be provided?"

Answer: Staff augmentation primarily, consultation for design, troubleshooting, purchasing, and support.

Question: "What are the expected roles and responsibilities for each position"?

Answer: To Be Determined.

Question: "Does the county pay through the SAM database system?"

Answer: No.

Question: "Are the technical resources expected to be FTE?"

Answer: Generally, no.

Question: "Will the technical resources be required to be onsite for the full length of the contract?"

Answer: No.

Question: "What is your current on-call requirements?"

Answer: As needed for staff augmentation and typically scheduled in advance

Question: "What is your holiday schedule and expected working hours?"

Answer: M-F 8-5. The holiday schedule can be viewed by visiting this link:

http://www.myokaloosa.com/sites/default/files/users/hruser/Holiday_2019.pdf

Question: "What are the standard work hours?"

Answer: M-F 8-5. Downtime is typically scheduled for afterhours across many agencies. Will be scheduled in advance.

Question: "What are the top 5 applications that we will be required to support?"

Answer: Cisco routing and switching design, configuration, programming and operational support, Mitel VoIP backend support, Drupal website backend administration and support, S2 security system design, implementation and support.

Question: "Are they(the top 5 applications) onsite or leveraged as SAAS?"

Answer: Onsite.

Question: "What applications are currently being used as SAAS?"

Answer: Not Applicable.

Question: "What are the top 5 systems used to run operations?"

Answer: Cisco, Dell Servers, VMware, Microsoft Enterprise (AD, Exchange, etc.), ESRI, Mitel.

Question: "What are the top applications used to increase efficiency and enhance collaboration?"

Answer: Not Applicable.

Question: How would you describe your Active Directory environment?

Answer: Enterprise + ADFS WS.

Question: "Are operations ran mainly on onsite servers, cloud systems or a mix of both?"

Answer: Onsite.

Question: "Are you using Exchange servers, 0ffice 365 or both?"

Answer: Exchange.

Question: "What systems make up the IT infrastructure?"

Answer: Reference previous answer.

Question: "How often are security patches and updates applied?"

Answer: Typically, weekly.

Question: "What's the process for applying new security patches and updates?"

Answer: WSUS, etc.

Question: "How long does this (new security patches, updates) process take?"

Answer: Not Applicable.

Question: "How is your IT currently supported?"

Answer: County Budget- Annually

Question: "When was your last disaster recovery test conducted?"

Answer: About 1 year ago.

Question: "What is your disaster recovery plan?"

Answer: Variation of NIST.

Question: "How do you monitor your IT infrastructure?"

Answer: What's Up Gold, iDRAC, Vsphere, other open source tools, etc.

Question: "What is your current support ticketing process?"

Answer: Boss Support Central.

Question: "Does your current help desk run 24 x 7 x 365?"

Answer: No, although we have standby personnel 24 hours per day, 7 days per week and 365 days per year.

Question: "What is the single most important IT project being worked on at the moment?"

Answer: Cyber Security training, network security controls, Mitel VoIP voice quality issues, expansion of fiber optic network, and Enterprise ADFS SSO integration to name a few.

Question: "What key IT initiatives does the county expect to kickoff over the next 3 years?"

Answer: Expansion of fiber network, SSO, access controls and security system consolidation, etc. … movement to the cloud for targeted applications.

Question: "As a licensed business located in Escambia County Florida is Networks of Florida required to obtain a business tax receipt in Okaloosa County to submit a bid?"

Answer: Individuals and firms desiring consideration (for RFQ IT 73-19) shall provide an original and one (1) thumb drive of their Statement of Qualifications (Statement) with copies of all licenses and a current business tax receipt issued by the County Tax Collector.

Question: "Can you provide a technical overview of the County's network environment, providing expanded information on the infrastructure, connectivity, server manufacturer, security technologies, VMWare implementation, switching, wireless, and the data protection model?"

Answer: Reference the previous answer.

Question: "Approximately how many user endpoints does the county IT department support?"

Answer: ~2500 plus

Question: "How many physical locations does the county IT department support?"

Answer: 150 plus

Question: "How many employees make up the county's IT department?"

Answer: 5 plus.

Question: "How are the requested services being provided to the county? IT department or a third party? If a third party, who?"

Answer: See previous answer.

Question: "Does the County IT department currently provide a help desk function to users?"

Answer: Yes.

Question: "Is it possible the award divided among multiple vendors based on levels of expertise in the technology areas requested?"

Answer: Yes

Question: "Would you consider the existing IT environment documentation to be Summary or Detail oriented?"

Answer: Both

Question: "What tools, are presently owned or contracted to allow the IT department to provide management and help desk support to the users and environment?"

Answer: Reference previous answer.

Question: "Is there any mandatory percentage as compliance under the Minority/Women Business Enterprises or DBE for this RFP?"

Answer: No

Question: "Can you share the primary contractors' contact details like email address, contact number so as to understand the feasibility for the collaboration and serve Okaloosa County better?"

Answer: Okaloosa County contracts are available on Okaloosa County Purchasing website at:

http://www.co.okaloosa.fl.us/contracts/defaultpage.aspx?_ga=2.239964867.1158506752.1568033275-1549538190.1562860058