

JANUARY 6, 2021

TO: All Responders under Request for Proposal (RFP) No. 20-500562
FROM: Department of Purchasing and Contracting, DeKalb County, Georgia

ADDENDUM NO. 1

RFP No. 20-500562 - Network Professional Services & Monitoring, is hereby amended.

SECTION I: The RFP Due Date has been **EXTENDED**. All proposals are now due on **Tuesday January 12, 2021 at 3PM EST**.

SECTION II: The following questions were submitted and received pertaining to this RFP; the County's responses are as follows:

1. What is the expected incident response time for each occurrence?

Response: 1 – 4 hours depending on severity of issue.

2. Can we have multiple NOCs and not just one 50 miles away from Decatur? For instance, can we actively monitor from California and offshore as needed along with having the physical presence in Georgia?

Response: No, the location requirement is mandatory. Monitoring and dispatch must be local.

3. Can we fill out the subcontractor reference form after the bidding process in case the vendor that we partner with changes?

Response: No.

4. How many Locations of Network infrastructures does DeKalb County currently have?

Response: Approximately 180.

5. Will there be any opportunity for Site Visit(s)?

Response: No, this is not necessary.

6. What is the SIZE of DeKalb County's NOC Technical staff currently? This will allow us to provide a good estimate for the number of staff required that we will present.

Response: 1 technical manager and 3 support engineers. Our staffing is not indicative of the support requirements included in this proposal. We maintain a limited staff with reliance on managed services.

7. Is it the intent for the vendor to monitor all of DeKalb County Government's network elements of the manufactures described within this RFP?

Response: Yes.

8. Does the monitoring vendor own the ticket though resolution including interfacing with your support vendor(s) and the DeKalb County Government Help Desk?

Response: Yes, the monitoring vendor typically will dispatch to our location on an as needed basis.

9. Is the monitoring vendor responsible for providing a dashboard with the required NPM real-time statistics / data for DeKalb IT staff use?

Response: Yes.

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- 10.** As part of the monthly rate for network operations, does DCG want the provider to perform quarterly off-site configuration backups of the monitored elements?

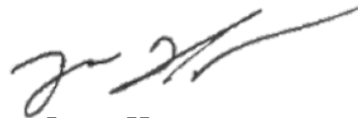
Response: Yes.

- 11.** On page 7, the RFP is requesting firms to have active full-time staff who are certified in Palo Alto, Juniper, F5, InfoBlox, and Aruba. We have full time staff who are certified in Palo Alto, and Juniper, but our intentions are to subcontract DeKalb County LSBE companies who are certified in F5, InfoBlox, and Aruba, will that work?

Response: No, the primary firm must have the full array of certified staff. The LSBE can supply supplemental certified support engineers.

It is the responsibility of each bidder to ensure all awareness of all addenda issued under this RFP. Please sign and return this addendum with your bid submittal. You may email Jovan Hooper, Procurement Agent at jhooper@dekalbcountyga.gov before the bids are due to confirm the number of addenda issued.

All other conditions remain in full force and effect.



Jovan Hooper
Procurement Agent
Department of Purchasing and Contracting

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ACKNOWLEDGMENT

Date: _____

The above Addendum is hereby acknowledged:

(NAME OF PROPOSER)

(Signature)

(Title)