



Addendum 2  
to  
COIC Request for Proposals COIC 22-7  
For IT Managed Services

November 1, 2022

To: ALL REGISTERED VENDORS AND TO WHOM IT MAY CONCERN  
From: Drew Orr, COIC Single Point of Contact  
RE: ADDENDUM 2

All vendors are to accept the information contained herein as an official document of Central Oregon Intergovernmental Council.

This Addendum includes updated responses to some of the questions and requests submitted to COIC.

This Addendum modifies the original Request for Proposals and previous Addenda as noted on the attached and shall be incorporated into the Contract Documents. All other provisions of the RFP COIC 22-7, released September 28, 2022, not already modified by any addenda previously issued, shall remain unchanged.

| Question # | Question   | COIC's Original Addendum #1 Response   | COIC's Updated Addendum #2 Response   |
|------------|--|--|---|
| 1          | I did pull COIC's proposed 22-23 financial budget. It looks like COIC is budgeted for \$67.8k for a network administrator, \$211.9k computer network consulting and \$505.1k for computer/software expenses. Is the \$211.9k your annual budget for Managed Services on 450 workstations and 40 servers? | The Consulting Computer Network category on the Board approved budget included more than just IT Managed Services. COIC does not generally disclose the value of the opportunity before sending out its Notice of Intent to Award.   | n/a   |
| 2          | Is the network administrator a person that you plan to keep staffed even with keeping contracting with an MSP?   | COIC's currently employs an in-house IT Services Technician. We intend to retain this position.  | n/a   |
| 3          | Also, is there any way to get an asset report showing all devices, install dates, warranty status, patch status and alerts so we can discuss the onboarding internally? Understanding the status of the current devices will help us understand the initial investment for onboarding an org like COIC.  | COIC Staff does not have a current and up-to-date inventory of all our equipment. A listing may be published by the end of business day November 9th. That will be the latest COIC intends to furnish information.   | COIC Staff does not believe a complete inventory will be attainable in time for the proposals. Since the lion's share of the physical management of COIC's resources will be performed by in-house staff, this isn't viewed as a reason to delay the submittal date of November 18th. |
| 4          | Section 3.1: You mention you are requesting responses and pricing based on a user/month costing basis. Will you accept any other pricing models?   | Yes, but it will be imperative for COIC Staff and Evaluation Committee members to be able to discern what are up-front, versus on-going costs by reviewing the price proposal.   | n/a   |
| 5          | What is your current backup configuration (Frequencies and covered assets)?  | COIC Staff has requested this information from the current IT Managed Service provider. This information may be published by the end of business day November 9th. That will be the latest COIC intends to furnish information.  | We are currently backing up our network to a local NAS device. Backups are done daily and we are currently backing up all our servers. This is an area where improvement is possible.   |
| 6          | What logs are reviewed by your SEIM?   | Unsure, COIC would certainly want this done with the new contract.   | n/a   |
| 7          | What specific software is used currently as your RMM and backup solution (This could affect onboarding pricing. If it's the same software provider there may be additional steps needing during onboarding, if not it will be simpler)?  | COIC Staff has requested this information from the current IT Managed Service provider. This information may be published by the end of business day November 9th. That will be the latest COIC intends to furnish information.  | Please refer to the Updated Response to Question #3.  |
| 8          | What is your current support and service licensing on your Meraki firewalls?   | COIC Staff has requested this information from the current IT Managed Service provider. This information may be published by the end of business day November 9th. That will be the latest COIC intends to furnish information.  | n/a   |
| 9          | Do you have specific support contracts for non-Microsoft software deployed on your servers?  | Unsure. If more information is available by the end of business day November, 9th, COIC shall furnish it.  | No specific third-party software deployed on servers requiring licensing.   |
| 10         | What specific Microsoft 365 licenses do you have? Are those licenses are to be purchased by CONTRACTOR (see section 1.27)?   | Unsure. If more information is available by the end of business day November, 9th, COIC shall furnish it.  | Microsoft licenses are purchased by MSP and then charged to COIC. These licenses are purchased when new user accounts are being created.  |
| 11         | Does Section 1.27 include support licenses from your software & hardware vendors?  | Proposers can only review documents COIC furnishes. If a need for the Contractor to pay Local, City, County, State, Franchise or Income taxes, tariffs, fees, business licenses and special taxes, or licenses becomes apparent after the Notice of Intent to Award, then this cost will be negotiable with the selected Firm. | n/a   |
| 12         | Do you purchase equipment (Servers, Workstations, Network Equipment) through this IT provider, or do you do so directly from the market?   | COIC is a government entity. Generally, COIC has purchased equipment off various State or education entity contracts. That said, COIC can acquire equipment via other methods if it feels it is in its interests to do so.   | n/a   |
| 13         | What is your configuration deployed on cell phones and what types of cell phone OS do you use (e.g. are you using an RMM solution on the cell phones)?   | Our company cell phones are through Verizon and we mostly use Android phones, but we have several iPhones as well.   | n/a   |
| 14         | If a new company takes over for the existing IT company, will the existing IT company generate a run book of known assets, configurations of equipment, and passwords? Basically handing over any and all documentation they have on you? What will they be providing?                                   | COIC Staff is gathering its documentation so that it is available to the selected firm.  | n/a   |

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| 15         | Without in-depth knowledge of your systems, we may find sub-standard configurations and equipment that aren't mentioned in the proposal (I see a couple EOL servers mentioned). Do you have a contingency budget for deficiencies if they are discovered?  | COIC does not generally disclose the value of the opportunity before sending out its Notice of Intent to Award.   | n/a  |
| 16         | Section 2.3: I'd like to request some kind of evaluation and points awarded based on the economic impact for dealing with a contractor who has most of their employees in Central Oregon. Justification: One of the biggest needs we have in our community is for highly skilled technical jobs and jobs that pay well. Sending money out of the region doesn't help our community fight the astronomical housing costs and skilled labor shortages here. For my company, and I know a few others in town, we have 100% of our crew are based in Central Oregon (Bend, Redmond, and Sisters) so all of our labor dollars go back into this local housing market and general economy. | Within the Technical Approach category, Evaluators can assign proposals points for descriptions of the firm's response commitments, communications strategy/planning, quality control/project management, disaster recovery strategy/plans, managed cyber-security services, and dedicated human resources on-site  | n/a  |
| 17         | It is very important to understand the roles, as it relates to use of technology, of the different user types defined in Exhibit A (p.23). What are the <u>primary</u> applications used by each user type? How many computers are assigned to each user type (based on the total number of "non-lab" computers it would appear many users have multiple computers)? What other devices (mobile phones, tablets,, etc.) are typically used by each user type? What percentage of each user types time is spent on a computer? Are there are additional user types not currently listed in Appendix A (if so, please list)? Standard user, Teacher and Field Worker.                  | ~300 On-Site Workstations (approximately 150 with very limited use),<br>~150 Remote laptops (either resolved remotely or brought into the office by COIC employees if need be), ~40 Servers, ~250 Printers/Scanner/Various auxiliary hardware including bus tablets, A/V equipment and Remote "Hardwired" hybrid meeting system, ~50 Work Cell Phones including hotspots and ~75 Office phones  | n/a  |
| 18         | Please describe the primary responsibilities of COIC's full-time IT Administrator and how COIC envisions this person interacting with the selected contractor? Is it safe to assume that should this person be terminated for any reason, COIC will replace the position as soon as another qualified candidate can be hired?  | The primary responsibilities of the MSP would be routine-day-to-day tasks. COIC employees will be asked to contact them first using the shortcut on their computer. Tasks such as password resets, unlocking accounts, basic troubleshooting and software issues should be directed to MSP first and then escalated to COIC IT Technician as needed. Onsite COIC IT employee will be responsible for managing and implementing longer term projects and handling emergency IT issues. Preparing and issuing new equipment will also be part of the COIC IT department. Assistance from the MSP will be required (including onsite) when there are multiple location service needs, larger scale projects, or emergencies. | n/a  |
| 19         | If possible, please provide an asset inventory report. The most important pieces we'd be looking for are the OS, hardware make/model/serial or VM of the servers. Of secondary importance would be a listing of the same information for your workstations, laptops, and other IT assets. This helps us better understand COIC's current cyber security risk which has an impact on support pricing.   | Please see the answer furnished to Question #3.   | Please refer to the Updated Response to Question #3.       |
| 20         | Since approximately 145 PCs are "lab" computers and therefor don't correspond to any COIC employee, would a line item under "On-Going Costs" on p13 for "IT Managed Services, per Lab Computer" be acceptable or would you prefer support for these machines to be included in the "Per Teacher" calculation? If you currently have 8 teachers, this means an allocation of over 18 PCs per teacher which would result in disproportional increases/decreases to monthly support costs as "Teacher" users are added or removed. For this reason, our recommendation would be to cover these in a separate "per lab computer" line item that is not affected by user count.           | That is acceptable.   | n/a  |
| 21         | On p17, the RFP states "IT Services Contracted thru 12/3/21" – is this date correct and if so, how have IT services been rendered over the past 10 months?   | The correct date for the expiration of the existing contract is 12/31/22.   | n/a  |
| 22         | Details on Proxmox and Linux/Debian servers. How many? What functions do they serve? Do you have vendor support for these systems? Answers will affect per user pricing.   | COIC Staff has requested this information from the current IT Managed Service provider. This information may be published by the end of business day November 9th. That will be the latest COIC intends to furnish information.   | We are currently only Windows on our servers.              |
| 23         | Is it safe to assume that vendor support exists for all core applications (RouteMatch, Mitchell1 Inventory, Peplinks, etc., COIC websites)? Answers will affect per user pricing.  | Unsure. If more information is available by the end of business day November, 9th, COIC shall furnish it.   | Yes, vendor support is available for third-party software. |
| 24         | We see that the IMRON ACS is currently not under warranty. Is any support for the ACS currently available from IMRON? Answers may affect per user pricing.   | COIC Staff does believe that we have any support for IMRON ACS. COIC will be procuring new security systems soon. It is unclear if IMRON will be the supplier of the new equipment.   | n/a  |
| 25         | Is it safe to assume BendTel is supporting the EOL NEC phone systems?  | COIC has more than one resource supporting its existing NEC phone systems. Please see the response furnished to Question #30  | n/a  |

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| 26         | Regarding Business Continuity: does COIC currently own backup and disaster recovery hardware and software? If yes, is it the expectation that the contractor will maintain this system? If no, what is currently being done to provide BCDR and will this continue after the contractor selection of should the contractor be proposing BCDR solutions?   | Although COIC Staff believes all of the drives are backed up, we do not have a written Business Continuity Plan at this time. This is an opportunity for further improvement.  | n/a   |
| 27         | What is the current SIEM solution in place and what systems (applications, servers, etc.) are incorporated into this system? GreenLoop does offer SIEM solutions and the reason we're asking about your current [most recent solution is that the scope and cost of SIEM solutions can vary greatly depending on the size and number of systems to which the solution is connected and the automation actions that have been developed. The more information we know about your current system and what you like/don't like about it, the closer we can estimate deploying a solution that best meets your needs. If no information is available, we'll add an estimated ongoing cost range. Again, answers will affect per user pricing. | Please see the answer furnished to Question #6.  | n/a   |
| 28         | Would it be possible or is there a schedule time for a walk through of your main office or server locations? This would give us a much better understanding of current environment when responding to RFP.  | COIC Staff believes the response provided to question #3 provides the information necessary for submitting a proposal. Once a Notice of Intent to Award has been issued, and contract negotiations begin, COIC Staff will escort the selected firm through the various locations.  | n/a   |
| 29         | What is COIC's expectations for the completion of all onboarding list included listed on page 17?   | COIC is anticipating that the new vendor shall take over all the services within the expiring contract on 1/1/23. The proposal should describe how the firm intends to make this transition smooth for COIC.   | n/a   |
| 30         | Is COIC considering granting more than one Provider for this contract?  | COIC anticipates awarding one contract to one firm. Support of COIC's existing NEC phone system is not viewed as a core requirement for this contract. Upon reviewing the Proposals received, COIC may decide it is in its best interests to split the opportunity up, or to remove non-core elements (e.g. support of COIC's existing NEC phone system).    | n/a   |
| 31         | What is COIC's current backup strategy and would they like to keep the backup software they are using now? If so, what software is this?  | Please see the answer furnished to Question #5.  | n/a   |
| 32         | Would you like custom training modules for training on security breaches or more of a canned user training for onboarding?  | Proposers are welcome to offer training on topics they believe are warranted. This service should be called out separately on the price proposal.  | n/a   |
| 33         | Is there a contract term that the COIC has in mind? 1yr, 3yr, 5yr, open ended   | Many of our funders prohibit COIC from offering open ended contracts. COIC intends to award a 2 year contract, with COIC having three separate options extend it for an additional year.   | n/a   |
| 34         | How is COIC currently supporting the IT environment?  | Please see the answer furnished to Question #18.   | n/a   |
| 35         | If there is an existing external provider, are there challenges with the current provider?  | The existing contract for IT Managed Services expires 12/31/22.  | n/a   |
| 36         | Will you please elaborate on what the challenges might encompass?   | Many of COIC's funders require an opportunity of this size be procured. This is the reason for this solicitation. In general, COIC's IT challenges include COIC's diversity of services to the community, its growth and ever evolving program requirements.   | n/a   |
| 37         | If using internal resources, what full time or part time resources are in-house?  | Please see the answer furnished to Question #2.  | n/a   |
| 38         | If using a hybrid support model, what skill sets do internal IT resources have?   | Please see the answer furnished to Question #18.   | n/a   |
| 39         | Will you please provide help desk or incident volume information?   | COIC Staff has requested this information from the current IT Managed Service provider. This information may be published by the end of business day November 9th. That will be the latest COIC intends to furnish information.  | COIC Staff does not believe this information will be available in time for the proposals. |
| 40         | Will you also please provide call volumes?  | COIC Staff believe this question relates to the number of help tickets generated by COIC employees over some period of time. COIC Staff has requested this information from the current IT Managed Service provider. This information may be published by the end of business day November 9th. That will be the latest COIC intends to furnish information. | COIC Staff does not believe this information will be available in time for the proposals. |

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|------------|--|--|---|
| 41         | Can you provide an estimation of call volume by classification of resources listed in the pricing section of the on-going price form?  | COIC Staff believe this question relates to the number of help tickets generated by COIC employees over some period of time. COIC Staff has requested this information from the current IT Managed Service provider. This information may be published by the end of business day November 9th. That will be the latest COIC intends to furnish information. | COIC Staff does not believe this information will be available in time for the proposals. |
| 42         | Are there any CJIS requirements?   | COIC is not a law enforcement agency. COIC Staff do not believe there are any CJIS requirements.   | n/a   |
| 43         | Can you give us a list of tools that are currently in your environment and used by your current IT team or external provider?  | COIC Staff has requested this information from the current IT Managed Service provider. This information may be published by the end of business day November 9th. That will be the latest COIC intends to furnish information.  | n/a   |
| 44         | The Proposal Submission Checklist has a bullet point listing COIC Ethos responses. Please clarify what type of response COIC is looking for to fulfill this requirement.   | The COIC Ethos responses should be removed from the Proposal Submission Checklist.   | n/a   |
| 45         | While not specifically referenced in the RFP, we do see a full time IT Administrator mentioned in your 22-23 budget. Please describe the primary responsibilities of COIC's full-time IT Administrator and how COIC envisions this person interacting with the selected contractor? Is it safe to assume that should this person be terminated for any reason, COIC will replace the position as soon as another qualified candidate can be hired? | Please see the answer furnished to Questions #2 and #18.   | n/a   |