



ADDENDUM #1

*Issued: February 24, 2021
#2021-001 IT Services*

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Changes to the Solicitation

The pricing page has been revised. Version 2.0 may be downloaded at <https://www.butlercountyrta.com/doing-business-with-us/solicitations/>.

Answers to Questions

1. Part D – Original versus hard copy? How many hard copy proposals do you need?
 - a. *Please see RFP §1D, pg 6, for information regarding submission requirements.*
2. Number of devices and users that the contractor supports?
 - a. *BCRTA's active directory generally contains 28 – 32 users at any given time.*
 - b. *There are approximately 41 managed computers in the network.*
 - c. *There are 8 managed servers (some virtual).*
3. What is the reason for the change in the contractors? Is there a standard basis of years?
 - a. *BCRTA is a political subdivision of the State of Ohio and grantee of the USDOT Federal Transit Administration. Procurement regulations require open solicitations no less than every 5 years.*
4. Is this project going to be onsite or remote?
 - a. *The contractor may complete some tasks remotely but many tasks require onsite presence. We estimate the current contractor visits any BCRTA sites twice monthly on average.*
5. What are your locations?
 - a. *3045 Moser Court Hamilton, Ohio 45011*
 - b. *55 S Broad Street Middletown, Ohio 45044*
 - c. *303 S Patterson Avenue Oxford, Ohio 45056*
6. What is your current number of employees?
 - a. *BCRTA currently employees 96 persons. 25 employees are regular PC users.*
7. Please classify your employees as follows:

Full user: Be employee of Client, that needs full access devices / software.

Lite users will: Use a shared computer and not have a dedicated computer. Be supported using email and limited read-access file-sharing only. Have a Hosted Exchange mailbox with Encryption and archiving.

Contractor users will: Use their own PC/laptop or a shared computer. Be supported using email and have a Hosted Exchange mailbox with Encryption and archiving. Be support with full file-sharing access. Be provided a Microsoft Office license, if Client

subscribes to Microsoft Office from [contractor]. Be provided user support accessing and using Client applications and IT services

- a. *Full Users: 17*
 - b. *Lite Users: 8*
 - c. *Contract Users: 2*
8. How Many Users are in your active directory?
- a. *See question #2*
9. How many Devices are on your Network?
- a. *See question #2*
10. Manufacturers of Equipment (Routers, Firewalls, Modems, etc.)
- a. *Modem – unknown, owned by third party*
 - b. *Routers & Firewalls – Watchguard Firebox*
 - c. *Server Equipment – Dell*
 - d. *PC's and Notebooks - Lenovo*
11. What is your Current Back-Up Solution?
- a. *BCRTA currently employs offsite replication. BCRTA also uses Veeam to copy data to a local external drive on a daily basis.*
12. What is your average monthly ticket count?
- a. *Unknown, managed by 3rd party contractor. Estimated to be 30-40 tickets per month.*
13. Do you currently have a ticketing Software?
- a. *No, managed by 3rd party contractor*
14. Current Facility Security-CCTV, Badges, Access control? Physical or virtual security?
- a. *CCTV and Access control are irrelevant to the scope of this contract as they are managed by separate contractors.*
15. Storage Area Network Security – more details here, broad terms for a need in scope of work. What are the tools and technologies that are currently used to secure the SAN
- a. *BCRTA's storage media is inside a single device server/host, and not technically described as a SAN. The data stores are captive to the hypervisor. The array is not accessible via any other method than client login inside BCRTA's secure facility.*
16. What type of phone system do you have? Voip?
- a. *BCRTA uses Microsoft 365 extensively and is presently transitioning to a MS Teams based VOIP system with direct routing provided by CBTS. The selected contractor may be needed to assist with implementation and provision of VOIP handset hardware purchased and owned by BCRTA implemented later this year.*
17. The RFP lists "Ability to subcontract services for a security risk assessment." - Should a cost be associated with this in the RFP or just highlight the ability to purchase hours/fixed fee assessment at a later date?
- a. *The proposer should provide an hourly rate or fixed fee to provide this at a future date. BCRTA is especially interested in conducting future vulnerability scans.*
18. The RFP lists "Ongoing General Security Consulting as new industry trends evolve." - Should a cost be associated with this in the RFP or just highlight the ability to purchase hours/fixed fee assessment at a later date?

- a. *Ideally, BCRTA desires a partnership where such services are provided during the course of regular work and communications. BCRTA engages a monthly briefing with the current contractor for this purpose and would desire the same with the selected contractor. This requirement may be included as part of this activity or may be requested/directed as a special project or directive of BCRTA Officials. BCRTA desires an hourly rate for this level of work that may include assessments or research on the RTA's behalf.*