



King William County  
Est. 1702

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## **Request for Proposal KING WILLIAM COUNTY INFORMATION TECHNOLOGY SERVICES AND SUPPORT**

### **RFP 2018-007 ADDENDUM #1**

1. A list of questions and answers from the pre-proposal conference was posted on eVA and emailed to all attendees. Those questions and answers are attached and deemed part of this addendum.
2. How much notice is required to bring on a subcontractor? The proposal requires resumes of staff assigned to the project and information about staff experience per IV. SPECIFIC TERMS & CONDITIONS A. 2 & 3., so subcontractors would need to be part of the initial proposal.
3. On an annual basis, how often did the fiber network require repairs, and the point-to-point wireless access point on the tower? The fiber network required repair once in twenty years between the Administration Building and the McAllister Building because it was never functional from installation. The point-to-point wireless access point has needed no maintenance since installed. Periodic speed tests on the link to the radios has been done remotely and each radio CCQ has been checked.
4. What area of improvements, if any, would you like to see out of T1 provider? None.
5. Please describe the hardware lifecycle for the desktops/laptops, servers, network appliances and printers (i.e. purchased outright, leased, serviced in-house, and contracted). Hardware is purchased outright and replaced as necessary.
6. Rough estimate on how many help desk calls/tickets were submitted on average per month for the past year, especially during peak hours for the county? Twice a month is a high estimate.
7. What are some of the most frequent IT issues the county experiences? There are no frequent issues. Most calls are for new installations.

8. Could you provide the circuit ID's for the existing Sprint T1 lines? That information is unavailable as those IDs are the property of the current consultant.
9. Under Scope of Work, Attachment 3, IT Specific Information #19, the RFP states the vendor "Must be certified to climb tower to maintain point to point wireless environment". What kind of certification is needed? This would be an authorized climber/rescuer certification. It encompasses the Criteria for Accepted Practices in Safety, Health, and Environmental Training as per ASSE/ANSI Z490.1, the NATE CTS and ASSE/ANSI Z359.2. The provider themselves does not have to have the certification unless they are personally doing the work; if they subcontract out work on our microwave antennas then the sub would need the certification.

**POSTED October 20, 2017**

**RFP 2018-007 Information Technology Services and Support  
Questions Addressed at Pre-Proposal Conference on 10/11/2017  
Includes Additional Information**

- If possible, would you let us know if the County is considering moving away from the IBM Client Access for AS400?  
County Response: There is a possibility that King William County will transition to a different module in FY2022, but nothing has been approved in the budget, nor has a module been chosen.
- Who has the current IT Services contract?  
County Response: Bowling Green Electronics
- Is there a SWAM set aside for this contract?  
County Response: No, KWC has its own procurement policy and does not follow the State requirements.
- What is the contract value and incumbent(s)?  
County Response: Currently Bowling Green Electronics has the contract. FY2017 payments were \$38,400. However, this RFP is requesting additional services in the Scope of Work.
- Is there a page limit for the proposal response?  
County Response: No.
- Does the County expect a specific page size and format e.g. text size, line spacing....  
County Response: No.
- SPECIFIC TMERS AND CONDITIONS on page 5 Section 1.6 states – Fees/costs: Please provide complete, detailed and itemized description/breakdown of all fees. Does the pricing information have to be included in a separate attachment/volume?  
County Response: Fees/Costs can be presented either as a standalone or integrated part of the response.

- Does the consultant that we propose have to be US citizens or can the consultants have VISA status as H1B be employed on this project?  
County Response: Either is acceptable.
- Please clarify the deadline for submission of questions.  
County Response: Provide questions in writing attention Beth Dandridge at bdandridge@kingwilliamcounty.us or phone (804) 769-4965 no later than close of business October 18, 2017. Question response will be posted October 20, 2017.
- Do the questions or request for clarifications have to be sent by mail or e-mail?  
County Response: E-mail to Beth Dandridge is preferable or by phone. No USPS mail as it may miss the deadline.
- Is there an incumbent or is this a new solicitation?  
County Response: There is a current provider.
- If there is an incumbent, what is the size of the team and labor mix performing this contract?  
County Response: The current provider would be considered a small business. I do not fully know the staffing of the company as we generally deal with one point of contact.
- If there is an incumbent, is the incumbent eligible to recomplete for this solicitation?  
County Response: Yes.
- Are all personnel required to be located on site or remote?  
County Response: Unless the option for the part-time position is funded we would expect the personnel to be located off site.
- What is the estimated level of support (e.g. number of FTE and the labor hours) required for the Scope of Work?  
County Response: Unknown.

### **Additional Information**

- The \$1,800 originally cited as paying for the Sprint T-1 circuit also includes the following:
  - SPAM Filter
  - Web mail hosting
  - Webmail
  - Adding and Removing email accounts
  - Monitoring the microwave link between King William's Fire Tower and New Kent's Water Tower
- The quoted amount of \$38,400/annually paid out to our current provider in FY2017 includes the current level of services. Please be aware that our current provider does not necessarily charge for all of his services provided to the County. Therefore, the \$38,400 may not be truly reflective of the costs associated with providing the County these services.

- Labor hours of current provider for the FY2017 year average out to 3-5 hours per week. Difficult to accurately assess as some hours are not reported.
- All future questions will be addressed at the October 20<sup>th</sup> posting.
- Please remember that Beth Dandridge is your POC for questions. E-mail her or contact her via phone at the following: [bdandridge@kingwilliamcounty.us](mailto:bdandridge@kingwilliamcounty.us) or (804) 769-4965.