

Network Addendum 1

I. Received by Date has changed to May 10, 2023

II. Questions asked and answered.

- Are you open to switching your spam filter, Office 365 backup, and email archiving solution? **Yes**
- Will you be procuring your Office 365 licensing from the new provider? **Monthly lease, yes**
- Are you on a monthly agreement for your Office 365 licenses or annual? **Monthly** If annual, please provide expiration dates of all licenses.
- By private third-party datacenter hosting of your server(s), do you mean the vendor procuring office/datacenter space within 2 miles of any one of your SHA locations for the server? **Yes**. If so, what does “managed certified data center” mean?
- Are you open to cloud server options like Microsoft Azure instead of local private datacenters not within 2 miles of any SHA location? **Possibly your welcome to provide as an option.**
- Should this proposal include any software licensing pricing, or will those come up as required during the execution of the contract? **Yes**. If upfront as part of this initial response, please provide the names, editions/versions, and quantities of all software required to be procured. **See bid documents,**
- How is mailbox storage unlimited currently because Microsoft Office 365 has limitations that cannot be surpassed. **State amount on response**
- Is there an expectation to include full scope of work and pricing for a server upgrade project included in this response? **Yes**
- Do you have active support contracts with your third-party application vendors that the awardee can work with? **Yes**
- How many support tickets do you envision having per month? **Unknown, Estimated 20 – possibly more.**
- Are onsite services part of this bid or can they be provided on a time and materials basis? **On site is reasonable time and materials. Example, it should not take 8 hours to add a printer.**
- As part of the bid, are you looking for full break/fix hardware support including parts and labor to fix all server and desktop hardware problems?. **Parts, materials, and labor to fix once the warranty have expired are billable separately.** If so, please provide the serials and models of all servers and workstations **We have newer hp laptops.**
- What hours of service should be provided (i.e. M-F 8am-5pm or 24x7)? **Most work will be done M-F 8-4, 24/7 monitoring through software and if an emergency happens. Example if the server stops working at 3:00 p.m. we would want someone to respond.**
- Will help desk for end users be included? **Yes , billable see bid documents .** If so, how many users and how many desktops? **See bid documents – excel spread sheet.**
- What are the counts of firewalls and switches at each site? The spreadsheet includes the makes of devices but there aren’t specific counts. Allied Telesis could be either a firewall or switch or combined? **Allied Telesis are switches, All sites have Fortinet Firewalls.**
- Are you looking to have a SIEM (security incident & event monitoring) solution included as part of the response? **Please include in your response if you feel it is necessary.**