

# IT Managed Services RFP – Addendum One



**RAMSEY/WASHINGTON  
RECYCLING & ENERGY**  
CONNECTING VALUE TO WASTE

**Issued Date: 9/29/2021**

**Addition(s)/Change(s)/Clarification(s):**

- Change in Solicitation Response Due Date
- Change in Terms and Conditions
- Other

**Questions and Answers:**

**1. What regulatory compliance do you fall under?**

A1. R&E does not fall under any specific regulatory compliance standards, but best practices are expected to be followed including wiping data to DOD standards. We would be interested in vendors capabilities in helping their customers comply with various regulatory frameworks.

**2. How do you want us to include services that we feel are important that are missing from the RFP?**

A2. Please include this in Attachment 3 under the section titled “Other value-added considerations”

**3. For the mobile device management, are you allowing bring-your-own-devices, or are the mobile devices mentioned R&E owned?**

A3. There is currently a mix of personal and R&E devices being used.

**4. Onsite support within 2 hours 10x5 at all R&E locations. Does this mean you don’t want a technician scheduled onsite on a regular basis? He would only come onsite if requested and needs to be there within 2 hours?**

A4. We are interested in how the vendor feels they can best meet R&E support requirements. If you feel having a technician on-site on a regular schedule will provide the best support as required, then please include this in your proposed solution and pricing. The requirement for on-site support within 2 hours is in the event a situation arises where a technician is required on-site to keep the business running. We are requesting that the vendor be able to provide this on-site support within this 2-hour required timeframe

**5. In the meeting yesterday it was mentioned that if HW is requested it needs to be onsite within 5 business days. Did you mean a tech needs to be scheduled and be onsite within 5 business days of the HW arriving to install? Or, did you mean the HW needs to be onsite within 5 days of the request? If the HW needs to be onsite within 5 days of the request, how does this account for any supply chain delays with the Mfg?**

A5. The requirement is that once a device is delivered to our support partner, you would be able to setup, configure and deliver this device to R&E within 5 business days.

**6. Section 1.4 - The initial term can be 3 years with up to two one-year renewals. Is 5 years the max for the contract? Do you always switch to a different provider every 5 years?**

A6. A typical term for a contract period is five years, and five years is the max for this contract. This does not mean we will switch to a new provider in five years, just that a new solicitation will be issued in five years that revisits our needs at that time and available providers for these services.

**7. Section 2.3 subsection 4 - Is the previous resolution of a claim an automatic disqualifying factor?**

A7. No.

**8. Section 2.8-a: What is the goal of providing project & engineer details without a requested project in Section 4, Scope of Work?**

A8. The Scope of Work is the project and the information requested in Section 2.8.a pertains to the individuals who would be assigned to perform this work.

**9. Is R&E also willing to sign the Designation of Trade Secret Information?**

A9. As a public entity, Ramsey/Washington R&E Board must abide by the Minnesota Government Data Practices Act, Minn. Stat. Ch. 13 generally, and Minn. Stat. 13.37, subd. 1(b). The law requires that R&E make its own determination whether the requested designation is applicable to the information, but that determination is not conclusive and may be subject to judicial review. Regardless of a "trade secret" designation under Minn. Stat. 13.37, subd. 1(b), information submitted in response to a RFP is additionally governed by Minn. Stat. 13.591. Other than the identify of the proposer, all contents of the RFP submission are not public data until R&E has finalized contract negotiations with the selected vendor. At that time, the contents of each proposal become public with the exception of trade secret data as defined by Minn. Stat. 13.37.

**10. Section 3.3 - in the statement "to release all competitive solicitations and associated addenda" - Is the intention to publicly release all responses to the RFP?**

A10. As a public entity, R&E is bound to adhere to all public disclosure laws including the Minnesota Government Data Practices Act, which includes responding to requests for information related to solicitations.

**11. Does R&E have any internal IT staff and if so what are their roles?**

A11. R&E has an overall IT Leader Key accountabilities for this position are:

- Overall IT Leadership
- Project Management
- Strategic direction

- Technology Vendor management and contracts
- Oversight of technical support teams

**12. Section 3.10 - If R&E cannot guarantee the privacy of sensitive information provided by applicant, will R&E accept a verbal response during the Interview on the week of November 1, 2021?**

A12. We cannot accept verbal responses.

**13. What are the budget funds allocated for the term of the contract?**

A13. We are looking to put in place a value-added contract with a vendor partner. We would like the vendors to propose their approach and pricing for the services outlined in the RFP. Pricing will be one of the criteria that the evaluation of the overall best solution for R&E will be based on.

**14. Section 4.1 - what is the Datto device that is currently being used? Is it owned by R&E? How much data is being backed up? Is the Datto at capacity?**

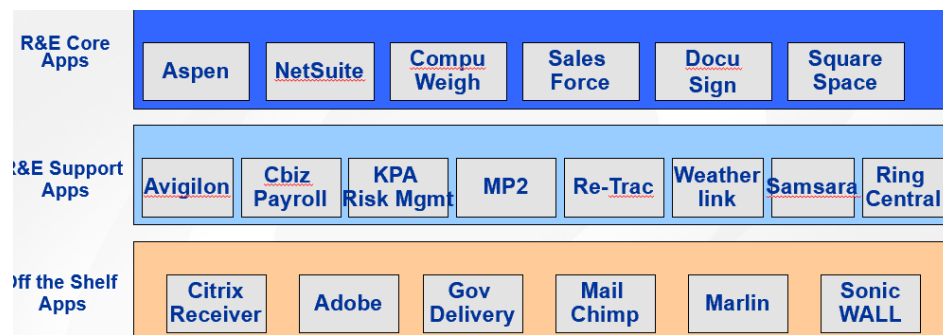
A14. It is a Datto S3P4000 owned by R&E and backing up roughly 3TB of data. All backups are going to the cloud.

**15. Section 4.2.2 - Where it says, "Process to request services that can be fulfilled across multiple vendors, in both directions" - can you provide an example?**

A15. An example would be if there is a service request that needs to be fulfilled by another vendor partner. For example a phone configuration and setup. We would want the service desk to manage getting this request to the R&E phone vendor and ensure the request gets successfully fulfilled and is documented as such in the Service Management system.

**16. Can you provide a list of your major applications and do you have support agreements in place with these vendors?**

In addition to the Microsoft O365 suite of applications the following diagram outlines the key business applications currently in use at R&E.



R&E works to maintain support contracts on their business applications either from the vendor or the Counties. There may be some applications that are not covered by current support agreements.

**17. Is the 2 Hr onsite for emergencies, or is that your standard expectation for any onsite work?**

A17. This would primarily be in emergency situations where we have a work stoppage issue that needs to be dealt with.

**18. Regarding the hardware depo. Does R&E pay for this and the vendor stores equipment on their behalf, or does vendor cover cost of keeping part available?**

A18. We would envision that R&E would procure the equipment that would be kept in inventory.

**All Addenda are to be acknowledged on the Cover Page to be included with your submission. FAILURE TO DO SO MAY RESULT IN REJECTION OF THE SOLICITATION RESPONSE. Unless otherwise specified above, the Solicitation Response due date and time and all other Terms and Conditions remain the same.**