



TECHNICAL QUESTIONS FOR RFP #2011-22

Q: Is BOCC's Operating Systems under Volume licensing or are they OEM?

A: OEM

Q: Are any of BOCC's systems, servers or network controllers under warranty?

A: Yes

Q: Does BOCC currently have any service agreements with any company?

A: IT Services Contract

Q: If BOCC does have any service agreements can you provide us a list (This will help in the quote)?

A: Inspired Technologies, Inc.

Q: Does BOCC have any documentation on Firewall, Domain, Security Policy current settings?

A: Yes. The documentation for the requested is reflective of Industry Standard configurations.

Q: Does BOCC currently have a Disaster Recovery Plan (DRP) and a Business Continuity Plan (BDP)?

A: Yes.

Q: Does BOCC plan on upgrading Servers and Operating Systems?

A: Due to current budget constraints we are in a mode of emergency replacement only or essential services only. Situation will be re-addressed as budget constraints are lifted.

Q: Would vendor be required to provide spares for maintenance of hardware/ equipment?

A: It would be our preference; however, this possibly could be negotiated.

Q: Based on the past trend can you please specify the number of times public record requests have been made?

A: As it relates to IT assisted searches 2-4 per month with varying levels of complexities.

Q: Please clarify whether Wakulla County has any Network Management Tool or Helpdesk tool?

A: The County does not, however, the current service desk solution is provided by the IT provider as a part of their solution.

Q: Kindly provide us the Help Desk hours of service.

A: 8-5 is considered normal hours of service, however, periodically there are requirements for after hour's assistance and/or availability.

Page Two

Technical Questions for RFP #2011-22

Q: Kindly provide the average numbers of incidents registered in HelpDesk on a weekly basis.

A: Average of 17 incidents per week with varying levels of MTTR, not to include proactive tasking for weekly maintenance such as Server Maintenance, System Backups, Log Review, etc...

Q: Does the SOW require the vendor to purchase/supply of goods?

A: No.

Q: Who is the current incumbent providing these services?

A: Inspired Technologies, Inc.

Q: What is the budget for this project?

A: Budget is approx. \$58K.