ANTHONY J. PICENTE JR.
County Executive

ONEIDA COUNTY
DEPARTMENT OF INFORMATION TECHNOLOGY
Oneida County Office Building ⬥ 800 Park Avenue ⬥ Utica, NY 13501

CHRISTOPHER THIESEN
Director

RFP# 2024-397 Vendor Questions and County Responses

Question: Can we include commercial references with comparable scope for this solicitation? Would you be accepting references from public as well as commercial entities?
> **Response:** yes

Question: Is there any preference for local vendors?
> **Response:** No

Question: What is the VOIP manufacturer/brand? Is it currently under manufacture warranty? Or covered under extended support with a manufacturer contract?
> **Response:** Cisco, yes, yes

Question: What type of Audio Visual and Presentation equipment does Oneida County have that they will need support on? What is the manufacturer / brand? Is it currently under manufacturer warranty? Or covered under extended support with a manufacturer contract? How many systems within the County infrastructure? Are there any compatibility issues with current systems or challenges with scaling the AV setup?
> **Response:** Cisco room kits, Shure microphones/receiver, Crestron controllers; most equipment is under support contracts. No current issues.

Question: What type of LAN/WAN/WWAN and Microwave equipment is Oneida County looking for support on? (Specifically, around the Microwave equipment) Can you expand on what the solution is that is in place today? Could you please describe your LAN, WAN, and WWAN setup? What technologies and vendors are in use?
> **Response:** LAN/WAN/WWAN potential support needed is network engineering. Microwave equipment potential support is for hardware and maintenance. Setup includes three point-to-point microwaves.

Question: Are you accepting exceptions to the included sample contract?
> **Response:** Vendors may note exceptions in their proposal responses, and the County will consider them when deciding whether to make an award to a vendor. Any exception that is contrary to the County's interests may result in the vendor's response being rejected.

Question: Are you accepting vendor contracts in lieu of your own?
> **Response:** No

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Question: Is the "sample contract" included in the RFP the same as the "sample SOW"?
   Response: No, they're different. The sample contract is Exhibit 2 and will have a detailed scope of work based on the respondent's proposal. The statement of work is essentially a "change order" that the County and the successful awardee may use—after execution of the contract—to add new tasks to the contract, if needed.

Question: Is there an incumbent on the contract? If yes, could you please let us know the incumbent name and spending done on contract so far? Is this a re-compete Bid? If yes, could you please the name of Current Suppliers (who are currently providing services to Agency)? Is this a new contract or are there any incumbents
   Response: This is a new master services agreement.

Question: Could you please share current Suppliers pricing and Proposals? When the existing contract was started, and what is the annual monetary spent value of the current contract since inception? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again? To offer you competitive pricing, can you please provide incumbent details with hourly rates, if any? Could you please share the previous spending on this contract, if any
   Response: There is no prior spend information to share.

Question: How many resources are currently engaged in the current contract? Can you please share the no. of positions served in previous years under this contract? Can you please share the amount of business each vendor did under this contract in previous years? How many positions were used in the previous contract (approximate)? How many positions will be required per year or throughout the contract term?
   Response: There are no previous or current resource details to share.

Question: Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting??
   Response: Proposals should be existing vendor personnel.

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Question: What is the total number of resources which the client is expecting to work on this project? Please let us know their position name (s) and maximum hourly rate(s)? What is the maximum hourly rate we can propose for this project? How many positions we can expect under this contract throughout the given term? How many vendors agency is planning to select? Can you please confirm the most commonly filled positions of this contract? Can you please provide Job descriptions for position required in each category listed in this Bid? What would be the estimated hours for given positions? Do we need provide crisis rate besides the regular rate? Is it mandatory to bid on all Categories? There is no specific Job title and description of required roles under each category, it is very difficult to provide the exact rates in absence of detailed job descriptions. Could you please confirm if we can provide Markup% overpay rate for each category? Can we provide hourly rate ranges in the price proposal?
   Response: Provide available resource rates per service capability.

Question: Could you please confirm if county requires only temporary staff to perform the services mentioned in the "service categories" under the resulting contract? Do the vendors need to have inhouse team to provide the requested services under the resulting contract? Do the vendors need to only provide qualified resource aligning with the county's requirement and place them as temporary staff for the county's assignment? If only one candidate is required, can we propose multiple candidates as options (if one resource is unavailable post award, we can still go ahead with an alternate resource)? Could the agency please clarify if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets? If we are shortlisted for an interview and if our proposed personnel are not available at that time, can we propose alternate resources for the interview? If the resources, we provide at the time of proposal submission are not available at the time of a potential contract award could vendors replace them with equally qualified resources?
   Response: Rate proposals should demonstrate the vendor's ability to meet the service category resource need.

Question: Is there any budget allocated for this contract? If yes, can you please let us know the same?? Could you please confirm if the total contract value for the resulting contract will be $150,000? What will be the estimated annual budget for this project? What would be the number of awards you intend to give (approximate number)? What are the estimated funds that are estimated to be allocated for this contract? What is the tentative start date of this engagement?
   Response: Please see RFP for clarification on total contract value. Start date is upon award.

Question: Is there any estimated effort (in hours) for each role? For e.g. 1912 hours in one year (for each role). What is the total number of man hours required for this project?
   Response: No

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Question: Please clarify if sample resumes will work for now. Are resumes required at the time of proposal submission? If yes, do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes? Please brief about the certifications and qualifications for key personnel Could you please confirm if we need to provide capabilities to staff qualified IT temps in the given categories? Could you please confirm what are all expected positions under given service categories? Could you please confirm if key personnel refer to the account management personnel who will be managing county's staff requisition on behalf successful vendor? If not, please explain. Is it mandatory for key personnel to have experience Cisco, VMWare & MS products?

   Response: Rate proposals and resumes are assumed to be for existing personnel capable of providing services requested as per categories within the RFP.

Question: Please clarify what firewall solution(s) are you currently using (hardware, software, cloud-based)? Please explain how your firewalls are configured to manage internal and external traffic? Please brief about your current firewall rules and policies. Are they standardized across all sites? Does the agency have a firewall redundancy or failover mechanism in place?

   Response: Cisco FTD's with FMC. Configuration, rules and policies will be disclosed on a need-to-know basis. Yes, there is redundancy and failover in place.

Question: Please brief on your approach to threat detection?

   Response: Multiple solutions are in place for threat detection.

Question: Please explain how you manage the performance impact of IPS/IDS on your network?

   Response: IPS/IDS is updated automatically.

Question: Please specify the VoIP solutions you are currently using? Are they on-premises, cloud-based, or hybrid?

   Response: Cisco VoIP system, Hybrid.

Questions: Could you please describe the current network topology and design? How is your data network structured?

   Response: Will be provided as needed, for completion of SOW.

Question: Please explain how you monitor and optimize network performance? What tools are used for this?

   Response: Solar Winds products.

Question: Please clarify how many virtual machines (VMs) are you running, and how do you manage resource allocation?

   Response: Approximately 120, SolarWinds and VCenter.

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Question: Please explain your disaster recovery strategy for virtualized environments?
   Response: SRM and a secondary site are used for DR.

Question: Please clarify how you manage desktop deployment and updates?
   Response: SCCM.

Question: Are there any performance issues with your current monitoring setup?
   Response: No.

Question: Please explain the challenges you face in managing device configurations, updates, and security policies? Are there any pain points or issues with the current vendor(s)?
   Response: None currently.

Question: What communication method will be utilized for the distribution of requisitions/task orders among the vendors awarded under the contract? This includes options such as Email, VMS, or any alternative mode? In the event that the agency opts to use a VMS for requisition/task order distribution under the contract, could you please verify the name of the VMS being considered? How will requisitions be distributed among the chosen vendors under the contract? Can you confirm whether requisitions/task orders under the resulting contract will be sent to all selected vendors? If requisitions under the resulting contract are intended for specific vendors among those awarded, how does the agency plan to determine and select those particular vendors for receiving requisitions?
   Response: A high-level requirement request will be issued via email. Vendors will
   respond with a detailed SOW.

Question: Could you provide examples of tasks that need to be documented under the "Identification of each task performed" element in the reporting? As an IT staffing company, can you clarify if the reporting requirements will focus solely on staffing aspects? Can you confirm whether all required reporting elements will specifically pertain to the ongoing IT projects?
   Response: Reporting should track task level details and progress of any open SOW
   deliverables.

Question: Apart from staffing, do the county requires any other services under the resulting contract? If yes, could you please brief the same. Could you please confirm apart from staffing what all services are expected under the resulting contract from a successful vendor?
   Response: Scope of services is detailed within the RFP.

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Question: Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance? What is the work location of the proposed candidates?

Response: Most work will be required onsite at a local county office. Some functions may be fulfilled remotely within the U.S.

Question: Could you please provide the list of holidays? Are there any mandated Paid Time Off, Vacation, etc.?

Response: List below:

New Year's Day
Martin Luther King, Jr. Day
Presidents' Day
Good Friday
Memorial Day
Juneteenth
Independence Day
Labor Day
Columbus Day
Veterans' Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day