



## ADDENDUM NUMBER TWO FOR FY2016-005

**DATE:** June 12, 2015  
**TO:** ALL BIDDERS OF RECORD  
**FROM:** LYN MAJESKI, ACCOUNTING DIVISION MANAGER  
**BID FOR:** REQUEST FOR QUALIFICATIONS INFORMATION TECHNOLOGY SUPPORT SERVICES

This addendum forms a part of and modifies the bid specifications for the above item currently due for submission by June 16, 2015 at 11:30 A.M. (local time) at the City of Oak Ridge, Central Services Complex, 100 Woodbury Lane, Oak Ridge, Tennessee.

### **ITEM 1 – Comments and Questions received from Potential Bidders**

#### General –

1. Does city have any centralized service desk for all incidents & problems related to IT Infrastructure?

YES

2. Which service desk ticketing tool is currently deployed by the city?

SPICEWORKS

3. Is support to Police & Fire department is in scope?

YES

#### Desktop Application Support –

1. Does the scope include on-site desk side support services?

NO

Is there a historic ticket volume for such tickets?

YES

2. Does city have any Desktop Management tool in place (MS SCCM, Symantec, LANDesk etc.)?

NO

3. Does city has standard image for their desktops/laptops? Is the image is hardware independent or not?

Most Desktop and laptops are imaged, over 80%

4. What is the estimated lifespan of the end user systems (3 years/4 years)? Are all the systems under warranty?

4-5 years with a standard Warranty of 3 years, Failure of desktops is low.

5. Is service provider expected to provide hardware break-fix service with parts?

NOT REQUIRED

6. Does city has any helpdesk in place? YES

How it is currently staffed? BY THE INFORMATION SERVICES STAFF

How many tickets this helpdesk handles per month? (250 reported items that are tickets across the board, not all equal in size)

#### Server Administration Service –

1. What level of administration service expected for IBM AS400?

LOW; ON AN AS-NEEDED BASIS.

2. Does city has historic information about server ticket volumes?

YES

3. Is service provider expected to provide hardware break-fix with parts?

NOT REQUIRED

4. Are all the physical servers in warranty?

Warranty is bought to meet the risk of downtime with the unit

5. Please provide the list of servers with their respective role in the environment (Application Server, Database Server, Middleware server, Directory Server, Backup server etc.)

NOT SURE WE SHOULD ANSWER; BUT IF SO, BE-GENERIC not needed now

6. Does city have any monitoring tool currently deployed for event monitoring of servers?

Yes

Network Administration Service –

1. Does city has historic information about network ticket volumes?  
**YES**
2. Is service provider expected to provide hardware break-fix for switches, firewalls or routers with parts?  
**NOT REQUIRED**
3. Are all the network devices in warranty?  
**A few are.**
4. Does city have any monitoring tool currently deployed for event monitoring of network devices?  
**YES**
5. Please provide the high level network topology diagram.  
**For security reasons this will not be answered at this time.**

Email Security & Backup service –

1. Which Email security solution currently deployed by the city?
2. Which Anti-virus systems is currently deployed by the city?
3. Which Data backup solution is currently deployed by the city?
4. Does city have Disaster Recovery site? If yes, where?
5. What the scope, duration & frequency of the periodic security audit?

**For Security Purposes the above five questions do not need to be answered at this point, the City has backup software, email security and Anti-virus.**

**\*\*\*\*\* Acknowledge receipt of this addendum with your RFQ \*\*\*\*\***  
**If you have already submitted your RFQ you may acknowledge receipt by email to**  
**lmajeski@oakridgetn.gov**