

Rhode Island Turnpike and Bridge Authority

Jamestown, Rhode Island

ADDENDUM No. 1

Questions relating to Contract 18-7

Project: Contract 18-7: Information Technology Consulting Services

Date: June 13, 2018

- The RFP states that the award will be to the lowest “responsive and responsible bidder”. Is there a scoring process to determine this? If so, what percent will be associated with qualification vs. bid price? If there is no scoring system, is it reasonable to say that this will be determined exclusively as a function of the low bidder?
 - *Yes, there is a scoring process— 70% will be associated with price, while the other 30% will be based on qualifications.*
- The RFP implies that the request is for a single onsite resource, however there is also mention of “on-call support”. Is that an attempt to say that the assigned resource must be available after-hours as needed, or are you asking for additional resources such as a call center service?
 - *“On-call support” is referring to after-hours. We are looking for support that is available twenty-four hours, three-hundred sixty-five days a year.*
- The list of skills includes a mix of capabilities that are not very commonly found in a single IT professional. The needed skills include experts in Networking, BCDR, Web Development, Cabling, and HVAC design (to name a few). While there may be a handful of people that have all those skills, it’s certainly not typical. Is the list of skills a requirement, or meant as examples? Can these roles be filled by more than one person or via a service contract with a larger IT organization, or do they have to be inherent in a single resource?
 - *The list of skills is a requirement and cannot be subcontracted.*
- Do you have any network documentation or diagrams that you can share to aid in matching a resource with the need?
 - *Network diagrams will not be provided.*
- Will there be a pre-bid meeting? If so, when? We see that there is a date of June 15 from 10-11am listed in the document, but there is also language in the “Pre-bid Conference” segment that says it is “at the discretion of the Authority”, so we were unclear whether this is a tentative meeting or not. We would want to attend and have an opportunity to participate in a discussion about this need.
 - *The meeting is June 15th from 10-11 AM.*

- Pricing- Are we to provide both? If yes, how will that be communicated on page 12 of the bid form (includes only one place for pricing)?
 - *Fill in the form and then add another page for additional rates.*
- Wordpress or Drupal? What does Azure Website design mean? Or is it a Wordpress configuration on Azure?
 - *The site is currently on Drupal, but is being converted to Wordpress which is on Azure.*
- Do you currently generate support requests? If yes, how many are generated per month?
 - *Yes, we generate about twenty support requests a month.*
- **Please provide the number of:**
 - Users
 - Sites
 - Servers
 - Desktops and Laptops
 - Mobil Devices
- **Please provide the manufacturer, model number and quantity of:**
 - Firewall(s)
 - Switch(es)
 - Router(s)
 - Wireless Access points and Controller(s)
 - *We have about 150 users, 7 sites, 10 physical servers and 22 virtual servers, 20 mobile devices, 2 SonicWall 5600 firewalls, and 17 Cisco 4500 switches. We use Cisco 4500s for routing and a Cisco 2500 wireless controller with 5 access points.*
- Is this a blanket purchase agreement or a single award? How many vendors are expected to be awarded simultaneously?
 - *This is an RFQ. The number of vendors will be decided after we receive the bids proposals.*
- How many estimated hours of support is required for this project for the duration of the first year?
 - *We require support that is available twenty-four hours, three-hundred sixty-five days a year.*
- How many people are currently supporting this project?
 - *We currently have one person supporting this project.*
- Who is the current incumbent for this project? This would be helpful to create partnership to meet the extensive list of deliverables.
 - *Consulting IMS is our current support for this project.*