

Addendum #1 to Richmond IT Request for Proposal

Bid Opening:

Details on the bid opening we inadvertently omitted from the RFP. Those details follow:

Bids will be opened and read aloud at the Town Center and via Zoom at 3:05pm on Tuesday, December 14, 2021.

Join Zoom Meeting:

<https://us02web.zoom.us/j/87815030733?pwd=dG5yQXppbGwvUGg1SVVXb0JtRXdwZz09>

Meeting ID: 878 1503 0733

Passcode: 660520

Join by Phone: 929-205-6099

Water and Sewer Department Computers

I have heard from some companies that the RFP they received did not include the number of computers at Water and Sewer. Following are those numbers:

- 1 laptop computer
- 3 desktop computers
- 1 iPad

Follow up Questions:

The following questions were submitted from an interested firm. Answers are provided for all interested firms to view. These answers pertain only to the administrative offices and do not include water and sewer:

- Number of users
 - Richmond has 16 user accounts. Coverage is for (1) Server, (12) PCs and (1) Network Device (the Firewall) which is at the town Town Office. The Water and Sewer Department is not currently managed by Tech Group, the current IT firm, nor are any other external town office building's systems or users managed with the full Managed Services package. However, the Water and Sewer Department's Gmail account licenses are included as a part of (15) total Gmail account licenses that Tech Group provides the Town of Richmond (Google Basic Starter Licenses).
- Cloud services in use (Office365, NEMRC, etc.).
 - Richmond doesn't use any NEMRC Cloud services other than their nightly data backup. Richmond uses Gmail for their email platform, and it is currently not backed up with a Cloud To Cloud Backup utility.

- If you use Microsoft Office 365, list the number and types of licenses in use
 - Richmond uses Microsoft 365 Licenses for the Office Application Suite only – Currently (7) Microsoft 365 Apps for Business Licenses are provisioned
- List software in use
 - NEMRC
 - (7) Microsoft 365 Apps for Business Licenses
 - (1) Microsoft Office 2013 Standard License
 - (1) Microsoft Office 2013 Professional Plus License
 - (2) Microsoft Office 2019 Home & Business PKC Licenses
 - (1) Adobe Acrobat DC License
 - (13) Managed Anti-Virus / Anti-Malware Licenses (Webroot)
 - (15) Google Basic Starter Licenses (for Email)
- Amount of data on the server being backed up
 - Around 1.7TB
- Description of onsite and offsite backup system
 - Legacy Windows 2012 R2 Server (Windows Essentials) in place running Windows Server Backup to capture images of PC's nightly, with Tech Group's VERMONT CLOUD Onsite and Offsite Imaged-Based Backups of the Server running every 2 hours with data encryption in transit and at rest, system monitoring 24x7x365, weekday staff monitoring, weekly reporting, and monthly test restores. Gmail is not being backed up currently.
- Number of physical host servers
 - (1) Physical Server, no virtualization
- Number of Virtual Machines (Operating systems version)
 - None
- Number/make/model of switches
 - Netgear 16-Port Gigabit Switch, Model GS116. There are 2) other 5-port switches for Land Records but those are managed by ACS
- Number/make/model of wireless access points for Wi-Fi
 - Any wireless is thru Comcast's and the Comcast modem, if used. Tech Group does not manage any wireless gear for the Town of Richmond
- Number/make/model of firewalls
 - Sonicwall TZ470 Network Security Appliance/Firewall
- Number of computers (with operating system versions)
 - (10) PCs, with Windows 10 Professional,
 - (2) Laptops with Windows 10 Home Edition

