

**ROCK RIVER WATER RECLAMATION DISTRICT
ADDENDUM NO. 1
REQUEST for PROPOSALS #20-215
NETWORK MANAGED SERVICES**

September 17, 2020

AD1-1 Notice

This Addendum No. 1, dated September 17, 2020, to the Request for Proposals: Network Managed Services, supersedes all contrary and conflicting information in the above-mentioned instructions, specifications, and contract documents which are hereby supplemented or revised in certain particulars as follows:

AD1-2 General Information

The District submits Addendum #1 to answer questions, and provide clarification.

AD1-3 Instructions

Please see the answers to questions from vendors below, and the following attachments: server list, networking equipment list, network diagram, and the revised proposal form. A copy of this addendum initialed at the bottom shall be included in the proposal as acknowledgment of receipt.

Network Managed Services Vendor Questions

1. Roughly how many end users and network devices (switches and firewalls) would be in-scope for these services?

Approximately 110 end users. We have 21 managed network switches. Core network switches also function as routers. Before this contract begins, there will be four (4) firewalls on the network.

2. How many firewalls do you currently have? If possible, are you able to share the brand, make and serial number for each device?

Two (2) Sophos Model: SG230 and two (2) Sophos Model: XG230

3. To estimate penetration testing, we need a scope. How many IP's internal/external, and frequency of testing?

Approximately 725 internal and 13 external IP addresses.

4. Will you consider replacement of all firewall devices NGFW devices to support Firewall Monitoring and Security?

There are no current plans to replace the District firewalls. The two (2) Sophos Model XG230s are new. We are just finishing deployment of them.

5. What is the length of term for the opportunity once awarded? Will this be a 12 months, 24, 36? Or negotiated with the chosen vendor?

The Contractor shall provide the Network Managed Services for a period of two (2) years. If the District and the successful proposer agree in writing, the contract shall have three (3), one-year options to renew (Section VII, Contract, 1. Scope).

6. How many users will this RFP support?

Approximately 110 users.

7. Regarding SCADA support, can there be an FTE Supplied by the vendor or is this more remote/virtual/cloud support? Do you currently have a solution in place for SCADA operations?

The scope of support for the SCADA network is limited to the network equipment that serves the plant area and SCADA controllers. The actual SCADA controllers are managed by the District. Vendors shall choose their method of support for their proposals.

8. What is the End Point Count and Type

125 virtual desktops accessed through Windows thin clients or 10ZiGs. 20-25 Dell physical workstations. 25-35 Dell laptops and Surface Pros.

9. What needs to be replaced within the organization: Equipment type and count?

The District has identified existing HP edge switches as ready for replacement. These switches are listed in the Switch & Network Documentation.

10. What are we pen testing? Internal/External IP's?

The proposal form lists projects that are not included in on-site support services. There is an External Penetration Test project and one for an Internet Penetration Test from the Administrative Network to the SCADA Network. See responses to questions 13 and 14 for quantities of IP addresses.

11. Number of users?

Approximately 110 users.

12. Number of physical locations?

There are 15 different buildings with network switches in them.

13. Number of internal IP addresses?

Approximately 725

14. Number of external IP addresses?

13

15. Please provide an exact count of Servers, including physical or virtual, and the OS on those servers.

See Attached *Server List.xlsx*.

16. Please provide an exact count of network equipment: switches, routers, firewalls, and access points. Make and model would be appreciated.

See Attached *Switch & Network Documentation.docx*.

17. How do you currently support your network:

Do you have an in-house IT person?

The staff member who managed the network will be retired by the time this contract takes effect.

Do you currently outsource?

We do not currently outsource network management.

18. What Line of business apps do you use? Are there any additional critical applications you rely on?

Microsoft Office, AssetWorks, AutoCAD, ESRI (GIS), CUES GraniteNet (inspections), Infor, Horizon Laboratory Information Management System (LIMS), and STREAMS (custom application for utility billing, permitting and other District functions).

19. Is your email through 0365 or another service?

Exchange Online

20. Onsite intervention managed by...

This contract will be administered by the Manager of Internal Services or a designee.

21. Monitoring system – provide server to monitoring system

If equipment is needed, please include in proposal.

22. Elaborate on what is expected in proposal for alternate.

See revised proposal form for a Table to enter the Alternate Cost information. Refer to Section 3.4.C – Firewall Monitoring and Security – Alternate for scope of services.

23. Monitoring of fiber?

The RFP contains no specific requirements for monitoring or maintaining fiber structured cabling, just the networking equipment. Maintenance of structured cabling is handled by a separate vendor or vendors.

CLARIFICATION ON # SECTION 5 (REQUEST FOR FINANCIAL INFORMATION)

The District has amended this request as follows:

Section 5 – Financial Litigation Information

1. Include an audited financial statement for the most current quarter and last year-end including Balance Sheet, Income Statement, and Statement of Cash Flows for your company.

This is not required.

2. Include a description of any litigation in which Proposer is currently involved.

Indicate any potential conflict of interest with vendors that could affect RRWRD's interests and plans for avoiding the conflict.

See note*

Place this information in a separate, single sealed envelope, labeled Section 5 (with your company name) in the original proposal copy. This information will be used to determine overall financial strength and maintained as confidential by RRWRD, to the extent permitted by law. **This is not required.**

Note: The District requests financial information to ensure that a respondent is financially stable and will be in business for the duration of the agreement. While this language is conducive for our operational RFP's we recognize that web developers do not operate in this arena. Therefore, we simply ask that you provide a notarized statement that identifies you are financially stable. We do

request that you identify any litigation or conflicts of interest that should be considered. If you are free of either issue, simply include this statement in your notarized letter.

_____Proposer's Initials