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## MANAGED IT SERVICES

RFP 23-13

### ADDENDUM NO. 2

October 17, 2023

Request for Proposal No.: RFP 23-13  
Opening Date and Time: 2:00 PM, October 23, 2023

The City of Fairbanks (City) is responding to questions regarding RFP #23-13 Managed IT Services as follows:

- 1. In Addendum 1 question 4, it's stated that endpoint management software is provided by the current IT Service Provider. Would it be possible to get a list of all licensing/third party vendor services that the current IT Services Provider provides the City of Fairbanks? Our purpose is to determine what would "go away" if the current provider's services are not retained.**

The current MSP provides:

- Knowledge Base
- Remote Management and Monitoring
- Inventory Management
- Ticketing System

- 2. In Addendum 1 questions 14,15, and 19, the presence of Server 2012, which is end-of-lifed this week, is mentioned. How many of your servers are still running Server 2012? Is there other technical debt that bidders should be aware of? For instance, do you have a count of workstations that are older than 5 years and networking equipment and servers whose hardware or operating systems have been end-of-lifed by the manufacturer?**

There are approximately 5 (five) 2012R2 servers. There is additional technical debt but the remediation of existing technical debt is out-of-scope of this RFP.

3. **In Addendum 1, question 26, it's stated that "the new contract will be different than the current contract and will not reflect our needs going forward." Can you provide a summary of the major differences between what you're provided in your current contract and what you anticipate being provided in this new one?**

The major difference is that project work is not part of this RFP. For example, any future major infrastructure refreshes are out-of-scope of this RFP

4. **Can you clarify your answer to Addendum 1, question 33? Is the dedicated Systems Technician required to be onsite at all times during business hours even when no onsite work is taking place or is the Systems Technician required to be onsite whenever needed to perform onsite work?**

The dedicated System Technician is expected to be on-site at all times during business hours.

5. **Does the City of Fairbanks currently contract with a SOC that is authorized to take immediate remedial action in the event of a breach?**

The current SOC contract only alerts and provides no response.

6. **Under Qualifications in Section 2.3.c, a 30 minute on-site response time is listed, but the SLA Response Matrix in Appendix A does not contain the same stipulation. The SLA Response Matrix for Priorities 1 and 2 lists a 30 minute requirement for Initial Contact with End-User. Can you clarify at what point in the SLA Response Matrix that a 30 minute on-site response alarm would be set, especially given that remote remediation often provides the fastest/most efficient path to resolution?**

A 30-minute on-site response is expected when remote systems are clearly not available. For example, an internet outage or power outage would potentially cause remote management systems to fall offline. This scenario may require on-site intervention and the 30-min SLO is expected.

7. **Does your server backup solution comprise full image backups and instant virtualization recovery functionality both locally and in the cloud?**

The backup solution is full image backups. Reconstitution of the backup image can be conducted on-site or in the cloud.

This amendment must be acknowledged by manually signing this amendment sheet and submitting it with the sealed bid documents.

All other terms, conditions, and specifications of the original Request for Proposal remain unchanged.

CITY OF FAIRBANKS



Christina Rowlett  
Risk Manager/Purchasing Agent

ACKNOWLEDGEMENT

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Signature

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Date