



Fulton County, GA

Department of Purchasing & Contract Compliance

March 29, 2013

**Re: 13RFP87408B-BR
Professional Services for I.T. Disaster Recovery and Operational Continuity**

Dear Proposers:

Attached is one (1) copy of Addendum 4, hereby made a part of the above referenced Bid (ITB).

Except as provided herein, all terms and conditions in the Bid referenced above remain unchanged and in full force and effect.

Sincerely,

Brian Richmond
Assistant Purchasing Agent

Winner 2000 - 2009 Achievement of Excellence in Procurement Award • National Purchasing Institute



13RFP87408B-BR

Professional Services for IT Disaster Recovery and Operational Continuity

Addendum No. 4

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This Addendum forms a part of the contract documents and answers questions asked by interested vendors:

1. **Question:** Obtain clarification on what kind of project plan is needed for staff that reports to the County IT department. The bid is asking for staff augmentation that will be under the direction of Fulton County management. In this case, what level of project/program management is required after onboarding is complete. What are the deliverables that should be included in the requested project plan?

Answer: Initial orientation to the County's existing IT organization, infrastructure, and initiatives will be the first order of business following onboarding of the successful proposer. At the time of onboarding there will exist numerous specific initiatives related to the functional areas listed within section 3.3.2 of the RFP. The vendor's team will be expected to closely collaborate and assist County staff with the development and implementation of these initiatives, while keeping systems performance, reliability, fault tolerance, operational readiness, and disaster recovery capability at the forefront. Section 3.3.3.9 on page 3-7 (Program Management) of the RFP is especially descriptive of the level of program management required. More detail regarding specific tasks and deliverables are found within section 3.3.2 of the RFP.

2. **Question:** Please provide us with a contact list of your team members in attendance at the pre-bid meeting (Names, email address, phone#, role and responsibility)

Answer: The list of pre-proposal conference attendees is on the Fulton County website.

3. **Question:** Since Fulton County has outsourced data center operations to AT&T. Will our employees be required to work with AT&T at the data center?

Answer: AT&T is simply providing data center space, power, cooling, and connectivity services to the County at their facility. AT&T is not currently managing County equipment or directly participating in the County's disaster recovery plan. The vendor could have some contact with AT&T employees for the purpose of building access or resolution of any anomalies that develop with the data center space, power, cooling, or connectivity.

4. **Question:** Although the RFP ask for 5 FTE's but we have identified 9 skill sets, 1 Technical Writer needed but was not listed for the project, should we quote only 5 FTE's, assuming that one or more will have multiple skill sets, plus technical writing? Or, should we add 1 additional FTE (the missing Technical Writer?) It is very important that a technical writer be included on the team, exclusive of the other 5 technical FTE's.

Answer: It is required that exactly FIVE (5) staff members be proposed to cover ALL of the required areas and functions.

Professional Services for IT Disaster Recovery and Operational Continuity

Addendum No. 4

Page Three

5. **Question:** Section 9 Exhibits 1 and 2 appear to be missing from the RFP. Will you please post the missing section online.
Answer: Addendum #1 answers this question.
6. **Question:** What provided the impetus for the timing of this project?
Answer: The County's ongoing IT initiatives geared toward consolidation, standardization, virtualization, fortification, etc. of the infrastructure now have evolved to a level which makes this model prudent.
7. **Question:** Would Fulton County consider professional resources that work remotely part time or is it necessary for personnel to be onsite full time?
Answer: It is necessary for all 5 of the proposed professional resources to be physically located full-time onsite.
8. **Question:** Regarding the Project Plan, are there any specific performance targets /milestones for the first year of support? E.gs 1) Develop Systems Prioritizations for recovery within 6 months of project kickoff; 2) Identify/document I.T. business processes within 9 months of project kickoff.
Answer: No.
9. **Question:** Does the County anticipate the same level of effort in the base year and option years?
Answer: The relative "level of effort" anticipated in the base year vs. optional renewal year(s) is currently unknown.
10. **Question:** Is there an incumbent contractor providing related DRP/COOP services to Fulton County currently or recently? If so, is that contractor precluded from bidding on this engagement?
Answer: The County has not engaged a contractor for this model and scope of services in the past.
11. **Question:** If there is an incumbent, can you please provide company name and existing contract or award information?
Answer: There is no incumbent.
12. **Question:** In regard to the proposal evaluation, will local preference points be given to the proposal of a prime contractor located outside of Fulton County who teams with a partner located in Fulton County?
Answer: If a proposal is submitted by a partnership or joint venture, and if one of the partners has a business location within Fulton County, the local preference points shall be awarded in that instance, if the business located in Fulton County meets all of the relevant criteria.

13. **Question:** Can you please define what type of services would be expected from “after hours” support? For example, would the individual providing after hours support be expected to be onsite when requested, or just be available for phone consultation and how often?

Answer: All services within the RFP scope of work may require periodic after-hours support. After-hours support may include, but not be limited to, urgent and/or emergency situations related to critical system failures; systems requiring maintenance or other tasks that need to be performed outside of normal business hours so as not to disrupt users and/or work processes; tasks performed during routine scheduled maintenance windows; and support of special projects, implementations, migrations, etc. Resources must be available at all times (24x7) for telephone/e-mail consultation as well as onsite physical presence whenever required. The frequency is unpredictable.

14. **Question:** Since you are extending the deadline for questions, will you please consider extending the bid closing date by 1-week. This will provide us with more time to accurately address your response to questions and answers.

Answer: No, we cannot extend the opening date.

15. **Question:** Will you please provide us with a list of the Fulton County MBE's.

Answer: Please see the attached for a list of MFBE's.

ACKNOWLEDGEMENT OF ADDENDUM NO. 4

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time of **Tuesday, April 9, 2013, 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 4, _____ day of _____, 20__.

Legal Name of Bidder

Signature of Authorized Representative

Title

Richmond, Brian

From: Walker-Brown, Deborah
Sent: Thursday, March 28, 2013 11:59 AM
To: Richmond, Brian
Subject: RE: MFBE IT vendors

4U SERVICES, INC - DBA STELLAR SERVICES

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Trades: Attorney/Legal Services; Computer Services/Applications/IT; Management/Professional Consultants; Real Estate

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ARK TEMPORARY STAFFING LLC

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Trades: Bookeeping/Collections/CPA/Financial Services; Computer Services/Applications/IT; Mailing; Management/Professional Consultants; Personnel Services

BRONNER GROUP, LLC

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60602

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CARIBBbean SHIPPING SOLUTIONS LLC

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Management/Professional Consultants;
Movers/Couriers/Transportation; Telecommunications

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Trades: Computer Sales & Services/Applications/IT; Computer
Services/Applications/IT; EDP-Computer Application Sales/Services;
General Contractor; Management/Professional Consultants; Safety &
Security; Telecommunications

CONSILIUM CONSULTING INC

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Trades: Computer Services/Applications/IT

CONTECH DESIGN GROUP, INC.

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Trades: Architects/Construction Mgmt/Engineers/Urban; Computer
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DATA SYSTEMS AND GAMES INC

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30168

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DIVERSIFIED TECHNOLOGIES LLC

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DOBBS RAM & CO

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Trades: Computer Sales & Services/Applications/IT; Computer
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DYNAMIC NETWORKS COMMUNICATIONS, INC.

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Phone: (817)-715-2544
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Trades: Computer Services/Applications/IT; Telecommunications

EBAC INC

FABULOUS SITES, INC.

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Trades: Computer Services/Applications/IT; Graphic Arts/Printing/Photography; Office Supplies/Equipment; Tutorial/Educational Services

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Trades: Computer Sales & Services/Applications/IT; Computer Services/Applications/IT; Graphic Arts/Printing/Photography

GOD'S PROMISES, LLC

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ICN - INTEGRATED COMMUNICATION NETWORKS, INC.

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INFINITY TECHNOLOGY CONSULTING, INC.

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INTERNATIONAL SYSTEMS STRATEGIES, INC.

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INTOUCH TELECOMMUNICATIONS, INC.

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Telecommunications

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Trades: Computer Sales & Services/Applications/IT; Computer
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From: Richmond, Brian
Sent: Wednesday, March 27, 2013 4:05 PM
To: Walker-Brown, Deborah
Subject: MFBE vendors