

Lower Tule River Irrigation District

ADDENDUM NUMBER 1 – PAGE 1-3

July 31, 2023

Request for I.T. MSP RFP

ADDENDUM NUMBER 1 – (AD 1)

This addendum consists of three (3) pages. The following additions shall become part of the RFP for this project:

ITEM NO. 1: Would it be possible to get a network map/diagram for the existing setup to get a better picture of the scope for IP changes as well as a hardware inventory of devices that will be impacted?

RESPONSE: Yes, See Attachment 1.

ITEM NO. 2: Can further detail be provided as to why the IP change is necessary, specific software requirements involved, and why current scope cannot fulfill these needs?

RESPONSE: Change of MSP is the reason for the change of schema.

ITEM NO. 3: Request for 24x7 support for AWS instances. Does definition of support include all patching, maintenance, etc., as well as reactive support when issues arise? Is this to be included in monthly managed services as a fixed fee? Include on-premises server as well? Or is this just monitoring and alerting LTRID IT staff?

- Example – Alert received at 2 a.m. of a server down. Does this go to the internal team to handle, or is it expected that Diamond IT would take action and remediate? If the expectation is that Diamond IT would just handle the resolution, does LTRID want these types of events to be included in monthly fee or out of scope and billed separately?

RESPONSE: This is to match the exact service 4-creeks was / is providing. This information comes from 4-creeks. LTRID will obtain this from 4-creeks and provide a response as soon as possible.

ITEM NO. 4: Are all system administration functions and support mentioned (AD Management, Google Management, AWS Management) to be included? Is the desire that Diamond IT handle new users, troubleshooting issues within AD/Google/AWS, terminations/separations? Or would Diamond IT be an escalation point for the internal team for these types of activities?

RESPONSE: MSP would be an escalation and/ or resource for on-prem personnel absence. I.e.; Sick, vacation, etc.

ITEM NO. 5: Can further detail be provided on the use case for VPN to 4-Creeks? Network map and purpose? We would like to understand better what business and

technical requirements this setup is serving so that diamond IT may provide a proper alternative to the existing solution from 4-creeks.

RESPONSE: The VPN is a fail over in the event LTRID loses power on-premises. 4-creeks integrated the hardware appliance at their facility and charges hourly if / when this connection is utilized.

ITEM NO. 6: Are mobile devices provided to end users by LTRID, or are users leveraging personal devices?

- May need to discuss MAM instead of MDM depending on resources accessed, ownership of devices and security/ compliance needs.

RESPONSE: LTRID currently provides company devices and pays stipend for BYOD mobile phones for select employees. MAM is currently implemented in terms of email with Google workspace, including device wipe. MDM for district owned devices would be needed.

ITEM NO. 7: It is assumed that 19 users have computers and that 15 are using only mobile devices. Is this correct?

RESPONSE: PCs, tablets and mobile phones are as follows:

- 21 PCs (19 deployed, 2 as backup)
- 20 Tablets (15 deployed | 5 backup)
- 21 Mobile phones (8 company owned, 13 stipend)

ITEM NO. 8: It is assumed that there are 34 total mailboxes to be protected. Is this correct?

RESPONSE: 34 mailboxes are correct. However, LTRID only requests that MSP be able to support / manage our current email provider (Google Workplace) in the absence of on-premises personnel or potential future projects/ upgrades.

ITEM NO. 9: We assume that LTRID has the correct Microsoft 365 licensing (business Premium or Enterprise Licenses that support Intune usage) to support the requested Intune setup. What Licenses are currently in use.

RESPONSE: LTRID currently uses Office 2007 Enterprise and Office 2016 professional. Replacing Office 2007 Enterprise with Office 2016 with each device upgrade. In the "Scope of Work" section, LTRID requests for MSP to provide additional proposals with Microsoft Azure (cloud services) and Microsoft Intune (Mobile Device Management-MDM) and carve out bids for (34) Microsoft 365 licenses or individual license pricing for cost analysis of future upgrades. Essentially, LTRID requests MSP to provide a price quote so LTRID can conduct an analysis to determine if obtaining Microsoft 365 licenses is right for the district. Also, if MSP can provide better pricing compared to retail pricing of licenses.

ITEM NO. 10: What is the current RTO/RPO for the AWS and on-premises server?

RESPONSE: RTO of 24 hours and RPO of 1 hour.

ITEM NO. 11: Is there flexibility in the due date?

RESPONSE: Submission deadline 8/18/2023

NOTE: Please keep a copy of this document for reference.

A handwritten signature in black ink, appearing to read "Henry Sanchez". The signature is fluid and cursive, with the first name "Henry" and last name "Sanchez" clearly distinguishable.

Henry Sanchez
Engineering Tech / IT
Lower Tule River Irrigation District

Date