RFP ADDENDUM #1
Date of Addendum: February 15, 2024

NOTICE TO ALL POTENTIAL RESPONDENTS

The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP Documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal.

Vendor Inquiries and Deadlines

RESPONSES TO QUESTIONS: Listed on Procurement page
https://ww1.pgcmls.info/procurement-opportunities

PROPOSAL DEADLINE: **March 18, 2024 at 5:00 p.m.**

Scope of Work

Prince George's County Memorial Library System seeks to procure IT Managed Services for three years, with the ability to provide a 90-day separation letter to the completion of the first year if the partnership is not working out.

The scope of work for the RFP is centered on the support for the Library's network, devices, helpdesk ticketing system, and helpdesk triaging.

☐ Alert monitoring services for infrastructure, servers, and server services
☐ Patch management for public desktops running DeepFreeze
☐ Patch management for staff desktops
☐ Patch management for staff laptops
☐ Third-party application patching for staff and public desktops
☐ Third-party application patching for laptops
☐ Helpdesk ticketing system with email, phone, and web portal for staff
☐ Triage helpdesk tickets and assign tickets to IT technicians

The Prince George's County Memorial Library maintains current support agreements with all software and hardware manufacturers to minimize downtime.

Equipment List

Software: Support provided by the IT Department.

Server OS: Microsoft Server 2016, 2019, 2022 Datacenter, Standard, Linux, Ubuntu, HyperV, and VMWare Vsphere.

Desktops & Laptops OS/: Windows 10

Other: Microsoft Office 2016

Workstations & Mobile Devices: Support provided by the IT Department.

824 – Public desktops

318 – Staff desktops

527 – Laptops

35 – Tablets being a mix of Apple and Android

The Mobile Device Management tool is supported and managed by the IT Department.

Printers: Support provided by the IT Department.

154 – HP and Xerox Printers – Various models. Support provided by the IT Department.

Servers: Support provided by the IT Department.

- Most of the server infrastructure is located at an off-site data center. The location consists of:
    - 6 – Cisco ASA Firewalls
    - 4- Cisco CoreSswitches
    - 4 – Cisco Fexes
    - 1 - Dell EMC Unity Storage Array running HyperV with Dell 10 Gig fiber channel core switches
    - 16 – Physical Servers
    - 48 – Virtual Servers – HyperV and VMWare

Backup Solution: Cloud Backups are managed by the IT Department.

Equipment List

Network Infrastructure/Branch Switches: The Library has 19 locations, including the Administrative Office.

- All sites have 1 gig connections
- 2 gig private fiber backbone
- Wireless infrastructure comprises Aruba APs managed and supported by the IT Department.
- 63 – Cisco 1gig switches in the branches
- 6 –Cisco Firewalls
- 2- Cisco 10gig core switches
- 10 – Cisco 10gig switches in the branches
- 21 – Aruba 1gig switches in the branches

Wireless Network: Support provided by the IT Department.

- 2 – Aruba Wireless Controllers
- 1 – Aruba Clearpass
- 1 – Aruba Airwave
- 1 – Aruba Mobility Master
- 272 – Aruba Access Points
- 20 – Aruba/HP Switches

Phone System: Support provided by the IT Department and VOIP vendor.

Hosted by a VOIP vendor in the cloud and supported by the IT Department.

CCTV: Support provided by the IT Department and CCTV vendor.

END OF ADDENDUM

Last Revised: February 15, 2024