

RFP ADDENDUM #2

Date of Addendum: February 23, 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

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

Due to an overwhelming response, we are unable to answer all questions or share sensitive network information. However, we want to highlight the exact services needed again. PGCMLS IT staff will be responsible for all other services and technology.

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

END OF ADDENDUM