

RFQ ADDENDUM # 002

9/22/2020

Notice to all potential respondents:

The Request for Proposals (RFQ) is modified as set forth in this Addendum. The original RFQ 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 RFQ. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal.

Proposal Submittal Date

The Proposal submittal deadline remains the same and is not changed by this Addendum.

Questions and Answers

The following questions and answers are provided as a matter of information to clarify issues raised about the RFQ. To the extent that changes to the RFQ are required based on the questions received, the RFQ has been modified as noted above in the RFQ section of this Addendum.

Item	Questions and Answers
2.1	<p>All listed Managed Services fail to address any scheduled tasks for NIST cyber security compliance. Are these tasks being done by another contractor or are they being addressed with NFRMPO staff? If not being addressed by internal staff, how is NFRMPO currently managing NIST regulatory compliance?</p> <p>The NFRMPO uses a combined approach for cybersecurity. All NFRMPO staff are required to be aware of potential breach points (they sign off acknowledgment of such upon hiring) and our current IT providers are on call to follow up with any security concerns that arise.</p>
2.2	<p>Please confirm that Greystone is the current incumbent firm providing these services. If not Greystone, then please identify the current incumbent firm on this contract</p> <p>Yes, Greystone is the current IT support staff for the NFRMPO</p>
2.3	<p>Your current environment has VPN connectivity. Is NFRMPO looking to transition to another means of remote access?</p> <p>We are open to other options for remote access but are not actively seeking alternatives at this time. Individual vendors are encouraged to present and propose their best solution to the current remote work environment. During this time of virtual work, the emphasis is on reliable connectivity and a smooth and quick transfer if another option is chosen.</p>
2.4	<p>What constitutes Additional billing on the maintenance of the nfrmpo.org website?</p>

	This is meant to be hours worked above and beyond the expected hours for general maintenance of the WordPress software the NFRMPO is currently using.
2.5	<p>Aside from normal managed services/support being conducted remotely, occasionally unplanned on-site presence is needed, due to an event. What are NFRMPO'S requirements for lead-time for on-site Managed Services both planned and unplanned (emergency)</p> <p>Generally speaking, as referenced in section E, all emergency situations should be addressed within in 24 hours. Non-emergency situations will be based on highest need.</p>
2.6	<p>What are the collaborative working relationship expectations of NFRMPO for the MSP and Njevity aside from providing maintenance for Great Plains Software?</p> <p>The proposed IT consultant will need to be in contact with Njevity from time to time to ensure coordination on access to software. The majority of accounting software updates or access issues will be handled through the existing contract with Njevity</p>
2.7	<p>Is NFRMPO currently compliant with cybersecurity regulations. And if so, what is your process to maintain compliance?</p> <p>NFRMPO is PCI compliant pursuant to the most recent review by our insurance agency and as part of our FYE 2019 certified audit. All appropriate information is encrypted within Great Plains and our other programs. We encourage vendors to propose additional safeguards and policies.</p>
2.8	<p>Please be more specific with your expectations providing "timely on-call PC support"</p> <p>Expectations include acknowledgment of the support ticket within 30 min. and resolution within 72 hours unless there is an explanation for the delay on resolution. Single workstation downtime should have a maximum of one week.</p>
2.9	<p>What is the design firm currently being used for the NFRMPO's website?</p> <p>NFRMPO staff designed the nfrmpo.org website and update the website content. Website maintenance, including backups, security checks, and updates to the WordPress core, theme, and plugins, is provided by our current IT contractor.</p>
2.10	<p>Is it the intent of NFRMPO that we abide by the terms of the "Sample Contract" or will the selected vendor provide their own?</p> <p>Negotiations can be held regarding the contracting process but as a federally funded agency the NFRMPO must abide by and enforce the required Federal clauses in all its contracts.</p>

End of Addendum