Q&A Addendum #3

Bid #111221 IT Consultant Services

This document provides question and answer information pertaining to the above captioned RFP and will be updated as necessary.

REMINDER: It is the Respondent's responsibility to thoroughly read and examine the entire Bid document and any addenda to the Bid.

Posted 12/14/21

Question 1. Is there currently an incumbent company or previous incumbent, who completed similar contract performing these services? If so - are they eligible to bid on this project and can you please provide incumbent contract number, dollar value and period of performance?
Answer 1.Past model is dated and was modified by previous administrative leaders. We are thus looking for fresh review of network systems and solutions.

Question 2. Specify the VLAN details how many is included in the Scope?
Answer 2. 100 VLANs in use.

Question 3. Can you please provide current number of infrastructure details (Physical Server, Virtual Server, Network Devices etc.)?
Answer 3. Service and technical infrastructure information will be available to the awarded vendor to facilitate completion of the required deliverables.

Question 4. Approximately how many computer endpoints do you have (desktop PCs, laptops, servers)?
Answer 4. This is not in the scope of this RFP. This RFP is for an assessment and recommendations relating to telecommunications operation.

Question 5. Can you tell the total number of endpoints you want protected?
Answer 5. This is not in the scope of this RFP. This RFP is for an assessment and recommendations relating to telecommunications operation.

Question 6. What's your headcount of users (employees + contractors+interns)? What number/percentage of your workforce resides within organizational facilities? What number/percentage works remotely?
Answer 6. Approximately 38,000 users, 100% in organizational facilities and most do not work remotely.

Question 7. How much (%) of the infrastructure is in cloud?
Answer 7. Unknown

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Question 8. What is the size of the IT environment?
Answer 8. Not able to quantify

Question 9. How many physical locations?
Answer 9. This work is focused on the University of Arkansas, Fayetteville main campus and auxiliary units in the region.

Question 10. What is the aggregate Internet Capacity per location (<300mbps, <1gbps, <4gbps, up to 10gbps)?
Answer 10. By location – This will be a building. 10 Gbps.

Question 11. Do you manage your own data Center, or do you utilize any 3rd-party/ colocation facilities?
Answer 11. Yes, we manage our own data center.

Question 12. What is the approximate budget?
Answer 12. To be determined through the RFP process.

Question 13. In the attachment "RFP_111221_Attachment_II_Response_Template", Tab 4, section E Hourly rate structure bulk purchase discount structure
Is there any format for providing discount?
Answer 13. This relates to the post award health check. We are asking if there is a discount if we purchase as a block of hours.