

April 18, 2019

**Information Technology Management RFP
KITTERY, MAINE
Addendum 1**

The following questions were received via email and answered on April 18, 2019. Answers provided by Town Manager, Kendra Amaral in red.

1. Based on the environment listed for Public Works on page 11, which notes 1 server, 1 firewall and 1 backup solution, is there a plan or desire to separate the Public Works from the Town office?
 - a. No, the Town is not looking to separate the Public Works Department. While there is server hardware on-site, the server is not currently being utilized. The Public Works users are directly connected to the Town office network and share server space, backups and firewall usage. See page 11 environment adjustment below:

Public Works Department
 - Managed Physical Servers: 1 (Not currently in use)
 - Managed Firewall: 0 (Public Works shares a firewall with Town Administration)
 - Managed Backup Service: 0 (Public Works shares backup services with Town Administration)
 - PCs: 3 (Operating systems include: Microsoft Windows 10 Pro and Microsoft Windows 7 Professional).
 - Network Printers: 1
 - Local Printers: Various

2. On page 16, section C., the RFP indicates a desire to have all physical locations connected via VPN; is this accurate?
 - a. The Town would like to have the option of VPN access for all non-police sites. The Police Department remote access should be as needed by the department, and CJIS compliant.

3. Could you please define the Town's standard business hours in relation to delivering support?
 - a. Standard business hours should be defined as Monday through Friday, from 8:00 AM - 6:00 PM. Please include rates for support outside of normal business hours, including emergency support.