

## **Automation Equipment Maintenance, RFB# DAJ-051**

### **Questions and Answers**

1. If we replace a printer (network or shared) do we need to re-establish the connection for all users who use that printer, or will your internal IT staff handle that?

***Internal IT will re-establish connection after the printer has been replaced.***

2. We show 14 locations on exhibit E and 12 on Exhibit B. Corning and Hornell are not on B. Please provide addresses.

***Corning City Court – 500 Nasser Civic Center Plaza #101, Corning NY 14830***

***Hornell City Court – 82 Main St, Hornell NY 14843***

3. Please clarify what you mean in the Payments Section (Page 5) second paragraph which states “failure to respond within SLA will result in a reduction of 20% of yearly base charge of the unit involved in a service call. An additional 20% reduction of the invoiced yearly base will be invoiced for each additional day that a service call remains out of compliance”. We do not understand what this means.

***If an item is out of compliance, a 20% reduction of the yearly base charge of the unit will be incurred by the vendor. An additional 20% reduction in cost will follow for each day the item being repaired is out of compliance.***

4. Is there an opportunity for a “true up” if current break numbers deviate from historical numbers?

***No, information on Pricing for this bid is provided on page five of the Bid. Historical data and information are provided for the purpose of information only and is intended to provide the bidder with an estimate of what the bidder might expect under this contract.***

5. What is the intended meaning in DR section? What are you looking for in terms of a disaster recovery plan?

***Description of plan should include what steps will be taken, communications on progress and the full timeline for restoration of equipment functionality. It should include details on sourcing of loaner or replacement hardware, systems tests done and time to handover to local IT.***

6. Under pricing section: customer can add more categories and they can add new equipment to the contract. Does the 7<sup>th</sup> district anticipate adding any new categories during the term of this contract?

***Cannot predict at this time but the District reserves the right to do so.***

7. Under current equipment inventory- we would like to see break numbers for 2020 for service calls revived.

***We will provide service calls from Jan 2020-Mar 2020, due to the COVID-19 Pandemic our courts went to a hybrid working schedule form Apr 2020-May 2021 and the data from that time will not give an accurate overview of call history during normal business operations.***

8. What percentage of the gear under contract is currently protected by surge protectors? What is the standard for surge protectors in use? Will they protect against lightning strikes?

***Our District's policy requires all equipment will be protected by a surge protector; our surge protectors should protect if lightning strikes.***

9. Please provide details regarding the B-6 replacement in year 2019 for Monroe County.

***Failed network drops that needed to be replaced.***

10. How quickly will your IT Helpdesk respond with authorization to use replacement units (Section Scope of services to be provided Bullet F)?

***If called and notified within normal business hours, authorization to use replacement units should be granted almost instantly.***

11. Is it acceptable for us to remove hard drives and wipe when replacing equipment in order to avoid purchasing new HD every time?

***No, unless advised by the 7<sup>th</sup> district – refer to bid section “DESCRIPTION OF SERVICE REQUIREMENTS AND PERFORMANCE COMPLIANCE” Part G on page eleven of the bid document.***

12. You provided historical data from 2019. Can we see historical data from 2018 and 2020?

***We will provide service calls from 2018 and from Jan 2020-Mar 2020, due to the COVID-19 Pandemic our courts went to a hybrid working schedule form Apr 2020-May 2021 and the data from that time will not give an accurate overview of call history during normal business operations.***

13. Is current server environment high availability and redundant with automatic failover?

***We have failover, if full server it's not automatic, mixed server environment – generally have failover, yes to redundant.***

14. Can you tell us the number of units per category by location?

***Please refer to Exhibit D of the Bid.***

15. Are all servers centrally located in one data center?

***No – please refer to Exhibit D of the Bid.***

16. Can you provide a matrix of applications running on each server and pc including where backups are and documentation for server and desktop configuration?

***No due to potential security issues – vendor is not responsible for software install for server and PC's.***

17. Are we responsible for fully rebuilding a failed server?

***No – not responsible.***

18. If so, will 7JD IT provide all media and configuration details?

***See answer to question above- not responsible for software reload or desktop application for server and PC's.***

19. Will IT handle re-configuration when we supply replacement with OS installed?

***Yes.***

20. Are we responsible for fully rebuilding a failed desktop?

***No.***

21. If so, will 7JD IT provide all media and configuration details?

***Not responsible for fully rebuilding a failed desktop.***

22. Is data being backed up to network?

***Based on other questions, this is irrelevant – winning bidder is not responsible of servers and desktops.***

**Average Frequency of Site Visits per Year (2018)**

|        | Cayuga | Auburn | Corning | Hornell | Livingston | Monroe | Cayuga | Ontario | Canandaigua | Geneva | Seneca | Steuben | Wayne | Yates |
|--------|--------|--------|---------|---------|------------|--------|--------|---------|-------------|--------|--------|---------|-------|-------|
| H1     | 0      | 0      | 0       | 0       | 0          | 7      | 0      | 0       | 0           | 0      | 1      | 2       | 3     | 0     |
| H2     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H3     | 0      | 0      | 0       | 0       | 0          | 1      | 0      | 0       | 0           | 0      | 0      | 1       | 0     | 0     |
| H4     | 0      | 0      | 0       | 0       | 0          | 1      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H5     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H6     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H7     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H8     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H9     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H10    | 1      | 0      | 0       | 1       | 3          | 19     | 4      | 0       | 1           | 0      | 0      | 6       | 3     | 0     |
| H11    | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H12    | 0      | 0      | 0       | 0       | 3          | 39     | 1      | 5       | 0           | 0      | 0      | 7       | 2     | 0     |
| H13    | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 1           | 0      | 0      | 0       | 0     | 0     |
| H14    | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H15    | 2      | 1      | 0       | 0       | 1          | 14     | 0      | 2       | 0           | 0      | 2      | 3       | 1     | 1     |
| H16    | 0      | 0      | 1       | 1       | 0          | 13     | 0      | 0       | 0           | 1      | 0      | 2       | 0     | 1     |
| H17    | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H18    | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H19    | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
|        |        |        |         |         |            |        |        |         |             |        |        |         |       |       |
| B1     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| B2     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| B3     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| B4     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| B5     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| B6     | 0      | 0      | 0       | 0       | 0          | 0      | 0      | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| Totals | 3      | 1      | 1       | 2       | 7          | 94     | 5      | 7       | 2           | 1      | 3      | 21      | 9     | 2     |

### Average Frequency of Site Visits per Year (2020) (Jan - March)

\*Only offering Jan-Mar due to the COVID-19

|        | Cayuga | Auburn | Corning | Hornell | Livingston | Monroe | Rochester | Ontario | Canandaigua | Geneva | Seneca | Steuben | Wayne | Yates |
|--------|--------|--------|---------|---------|------------|--------|-----------|---------|-------------|--------|--------|---------|-------|-------|
| H1     | 0      | 0      | 0       | 0       | 0          | 15     | 2         | 1       | 0           | 0      | 0      | 0       | 0     | 0     |
| H2     | 0      | 0      | 0       | 0       | 0          | 2      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H3     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H4     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H5     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H6     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H7     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H8     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H9     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 1      | 0       | 0     | 0     |
| H10    | 1      | 0      | 0       | 0       | 1          | 8      | 1         | 0       | 0           | 0      | 1      | 0       | 1     | 3     |
| H11    | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H12    | 0      | 0      | 0       | 0       | 2          | 16     | 3         | 1       | 0           | 0      | 1      | 5       | 2     | 0     |
| H13    | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H14    | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H15    | 2      | 1      | 0       | 0       | 0          | 3      | 1         | 1       | 0           | 0      | 0      | 1       | 0     | 0     |
| H16    | 0      | 0      | 1       | 0       | 2          | 9      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H17    | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| H18    | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 1     | 0     |
| H19    | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
|        |        |        |         |         |            |        |           |         |             |        |        |         |       |       |
| B1     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| B2     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| B3     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 1       | 0           | 0      | 0      | 0       | 0     | 0     |
| B4     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| B5     | 0      | 0      | 0       | 0       | 0          | 0      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| B6     | 0      | 0      | 0       | 0       | 0          | 2      | 0         | 0       | 0           | 0      | 0      | 0       | 0     | 0     |
| Totals | 3      | 1      | 1       | 0       | 5          | 55     | 7         | 4       | 0           | 0      | 3      | 6       | 4     | 3     |