

ADDENDUM NO. 1

Managed Information Technology Services

QUESTIONS AND RESPONSES

ISSUING AUTHORITY	Decide DeKalb Development Authority
ADDENDUM ISSUE DATE	<u>10/14/2026</u>
PROPOSAL DUE DATE	<u>10/22/2026</u>

NOTICE TO PROPOSERS

The Decide DeKalb Development Authority (“Authority”) provides the following responses to questions received regarding the Request for Proposals for Managed Information Technology Services. These responses are provided for clarification and shall be considered part of the RFP.

Infrastructure & Environment

1. How many users should proposers include in pricing?

Response: Proposers should base pricing on approximately 20 users. The Authority currently has approximately 18 active users, consisting primarily of full-time employees, with occasional contractors or temporary staff requiring access.

2. How many endpoints and devices are currently supported?

Response: The Authority currently supports:

- 16 Authority-issued laptops, generally one per staff member
- 1 conference room desktop
- 1 networked printer/MFP
- Authority-owned and personally owned mobile devices that may access Authority resources
- Personally owned laptops and desktop computers are not used.

3. What is the Authority’s network and infrastructure environment?

Response: The Authority operates from a single office location utilizing a standard business network environment consisting of firewall, switching, and wireless infrastructure. Detailed equipment inventories will be provided to the selected vendor during transition planning and implementation.

4. Are there any on-premises servers, NAS devices, or other local infrastructure?

Response: The Authority operates primarily in a Microsoft cloud environment, with no on-premises servers currently in operation. Any remaining infrastructure details will be provided to the selected vendor during transition planning.

5. How many conference rooms and Microsoft Teams Rooms are supported?

Response: The Authority maintains:

- Three conference rooms equipped for virtual meetings
- Four dedicated Microsoft Teams Room systems/scheduler panels
- Support for standard conference room audiovisual equipment should be included in the proposed services.

6. What Microsoft licensing is currently in place?

Response: The Authority currently maintains the following licenses:

- Microsoft 365 Business Premium: 24
- Microsoft 365 Copilot for Business: 17
- Microsoft Defender for Office 365 Plan 2: 24
- Microsoft Entra ID P2: 24
- Microsoft Teams Rooms Pro: 4
- Office 365 E3: 1

All licenses are currently purchased through the Authority's IT provider.

7. Will application inventories, storage metrics, and detailed environment information be provided?

Response: Yes. Lists of critical business applications, storage utilization metrics, and detailed infrastructure information will be provided to the selected vendor during onboarding and transition planning.

Support & Service Expectations

8. What are the Authority's standard business hours and after-hours support expectations?

Response: Standard business hours are Monday through Friday, 8:30 a.m. to 5:30 p.m. Eastern Time. After-hours support is expected only for critical business-impacting incidents and emergencies.

9. What are the Authority's expectations for onsite support?

Response: The Authority anticipates primarily remote support, with onsite assistance provided as needed for projects, deployments, board meeting support, and issues that cannot be resolved remotely. Quarterly onsite visits are anticipated.

Board meeting support may be requested as needed and typically occurs at the Authority's office in Decatur, Georgia.

10. Are subcontractors permitted for onsite support?

Response: The Authority does not permit subcontractors to serve as the primary provider of managed IT services. Respondents may utilize contractors for limited call-support functions; however, proposers must demonstrate sufficient internal staffing capacity to fulfill all requirements identified in the Scope of Work.

11. Are historical ticket volumes available?

Response: Historical support metrics are not available for distribution. Proposers should size support services based on an organization of approximately 20 users operating in a Microsoft 365 environment.

12. What Service Level Agreements (SLAs) are expected?

Response: The Authority expects proposers to recommend industry-standard Service Level Agreements, including appropriate response and resolution time commitments for organizations of similar size.

Security, Backup & Compliance

13. What security, backup, endpoint protection, and cybersecurity tools are currently in use?

Response: Details regarding current backup, endpoint protection, security awareness training, and related cybersecurity tools will be provided during transition planning. Vendors should identify any contract commitments extending beyond February 2027.

14. What annual IT or cybersecurity compliance requirements apply?

Response: The Authority completes periodic IT and cybersecurity questionnaires. Additional details regarding applicable auditors, frameworks, and prior documentation may be provided during the procurement process or transition planning.

Vendor Coordination

15. Will the selected vendor be expected to coordinate with other service providers?

Response: Yes. The selected vendor may be expected to coordinate with existing providers, including internet, telecommunications, copier, audiovisual, and other technology vendors, as needed.

16. Is the current IT provider expected to support transition activities?

Response: Yes. The current provider is expected to assist with transition activities and knowledge transfer.

Copilot, Power BI & Technology Strategy

17. What level of support is expected for Microsoft Copilot and Power BI?

Response: Proposers should assume responsibility for both platform administration and end-user support, including guidance, adoption assistance, training, and report development, as needed.

18. Is there a planned hardware refresh schedule?

Response: No formal device refresh schedule currently exists. The selected vendor may be asked to provide recommendations regarding hardware lifecycle planning.

Contract & Proposal Requirements

19. What contract term is anticipated?

Response: The Authority anticipates an initial one-year agreement with renewal options. Proposers should clearly disclose any anticipated annual price increases and applicable pricing assumptions.

20. Are specific pricing formats required?

Response: No. Vendors may propose per-user, per-device, fixed-fee, or alternative pricing structures. The proposed pricing methodology should be clearly explained.

21. Does the cost proposal count toward the 10-page proposal limit?

Response: Yes. The cost proposal is included within the 10-page proposal limit.

22. What insurance coverage is required?

Response: The Authority has not established specific minimum insurance coverage requirements for this solicitation.

23. Will the Authority provide its own contract, or should vendors submit theirs?

Response: The Authority intends to use its own contract.

24. How should incumbent vendors address transition planning?

Response: All proposers should address the transition requirements outlined in the RFP. Incumbent vendors may focus on operational improvements, service enhancements, and continuity considerations, where appropriate.

25. What evaluation criteria will be used?

Response: Proposals will be evaluated based on factors including:

- Qualifications and experience
- Technical approach
- Service capabilities
- References
- Responsiveness to RFP requirements
- Cost
- The Authority reserves the right to evaluate proposals in the manner it determines to be in its best interest.

26. Are digital signatures acceptable?

Response: Yes. Digital signatures are acceptable.

END OF QUESTIONS AND RESPONSES