



September 11, 2024

**Addendum #1  
BL111-24**

**Purchase of Automated Endpoint and Vulnerability Management Software on an Annual Contract**

Please see the summation of questions and answers for the above solicitation below.

**Questions**

- Q1. The requirements section notates "should include professional services for implementation." However, the line-item detail on page 3 only has a line item for the licenses. Should we add separate line item for professional services for implementation or quote within the license line item and show decrease cost at renewal based on implementation services not needed for renewal?
- A1. That section notating professional services is support to setup the installation of the software. Not having support onsite to install for the County.**
- Q2. Should the original proposal include the price for the co-term 950 Syxsense server licenses or will this be added at a later date?
- A2. This will be added later.**
- Q3. Will the service provider provide support and execute requests and generate reports for the County to manage the software as an external service provider for the yearly contract or will the County internal support team manage the software?
- A3. Executing requests and generating reports will be something the County is responsible for doing. The County may require support to setup the initial tasks.**
- Q4. Is there an incumbent? If so, who is the incumbent?
- A4. Currently the County uses Syxsense for our server environment.**
- Q5. How soon does the County need the services after the bid is awarded?
- A5. The County would like to setup the environment as quickly as possible.**
- Q6. What are the approved equivalents the Gwinnet County if we do not quote you for Syxsense Secure?
- A6. The County would have to evaluate what is provided to determine if it meets the requirements.**
- Q7. Please confirm that the County will accept bids submitted via email to the contact by the September 17 deadline?
- A7. No. All bids must be submitted in writing.**
- Q8. Please expand on the evaluation criteria? How will the County determine the acceptability of responses? What subject categories will you evaluate? What weighting will each area receive in your evaluation?
- A8. This is a bid, not a request for proposal. Award will be made to the lowest responsive and responsible bidder.**

- Q9. Are there any existing Microsoft 365 licenses in place? Please mention exact count of O365/M365 G1, O365/M365 G3 and O365/M365 G5 licenses where relevant.
- A9. 6,000+ M365 E5 licenses**
- Q10. What is the allocated budget for this solicitation?
- A10. There is approved funding for this project. The County expects each service provider to bid a competitive price. Award will be made to the lowest responsive and responsible bidder.**
- Q11. Please provide more details on the existing infrastructure, specifically the current endpoint management systems in use, and expectations for integration with the new solution.
- A11. Microsoft Intune is the current system. The County is not expecting integration other than Single Sign-on(SSO)**
- Q12. Are there any specific customization requirements for the solution's dashboard, reporting features, or automated workflows required?
- A12. None required. The County does anticipate support when creating dashboards and reports.**
- Q13. Please confirm if the additional server licenses mentioned can be added incrementally during the contract term, and how that process will be managed.
- A13. The servers will be added all together at the end of their current contract.**
- Q14. What is the expected timeline for the implementation of the solution across the 8,000 Windows-based workstations? Are there any critical deadlines we should consider?
- A14. The County is looking to have implementation completed before year end 2024.**
- Q15. What are the County's expectations regarding ongoing support and maintenance after the initial implementation? Are there any specific Service Level Agreements (SLAs) we should consider?
- A15. The County is expecting to have an account representative that the County can reach out to for support questions with regards to reports or configurations.**
- Q16. Will the County require training for its staff on the new software? If so, how many users will need training, and what is the preferred format (in-person, virtual, on-demand)?
- A16. Yes. The County will have 5 users that need training on how to use the software.**
- Q17. Please provide more detail on the renewal process? What criteria will be used to determine if the contract will be renewed after each term?
- A17. Renewal will be determined on the functionality and ease of use. If a new software is to be investigated then a new invitation will be sent out.**
- Q18. Are there any restrictions or specific requirements for subcontracting portions of the work, particularly regarding the use of a solutions provider for the software?
- A18. There are not any subcontracting requirements.**
- Q19. Will there be a need for any on-site presence during the implementation or support phases, or can all activities be conducted remotely?
- A19. All activities can be conducted remotely.**

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Addendum 1  
Page 3

Acknowledge receipt of this addendum on Page 4 of the bid document.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dana Garland". The signature is cursive and somewhat stylized.

Dana Garland, CPPB, FOII, NIGP-CPP  
Purchasing Division