



October 15, 2024

Addendum #2
BL121-24
Purchase of Endpoint Detection and Response Software on a Multi-Year Contract

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

Questions

Q1. Apart from the Endpoint Detection and Response solution, are there any other IT services to be managed (e.g., Microsoft 365, Azure, servers)?

A1. No.

Q2. Is the total number of users for managed services (6,000) corresponding to the number of workstations?

A2. Yes.

Q3. Please provide the total number of user devices (laptops, desktops, printers).

A3. 6,000. This is only for mobile workstations (laptops, tablets and ruggedized devices). This does not include printers.

Q4. How many server devices will be supported under this contract?

A4. None.

Q5. Please specify the types and number of network devices in use.

A5. None for this bid.

Q6. Are there any on-site support requirements for this contract?

A6. No.

Q7. Are there specific response and resolution times required for different priority levels?

A7. First response time should be less than 4 hours. Resolution time should be within 24 hours.

Q8. What level of help desk support is expected (24/7, business hours)?

A8. 6am-6pm, Monday-Friday.

Q9. Is real-time monitoring required? If so, which systems or applications need monitoring?

A9. Yes. Location, Device status, etc.

Q10. Which security services are required in addition to endpoint detection and response (e.g., update management, firewall management)?

A10. None.

Q11. Are there any specific compliance standards to be followed (e.g., HIPAA, PCI, DSS)?

A11. No.

- Q12. Is there an incumbent vendor? If so, please share name and the previous project cost?
A12. Yes. The County currently uses Absolute Secure Endpoint. This is installed on the hardware when procured and is not a stand-alone contract. The County does not have historical cost for this product.
- Q13. Please provide historical spending data for these services.
A13. See A12.
- Q14. What is the preferred pricing model (per user, per device, or fixed fee)?
A14. Per device.
- Q15. 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.
A15. Yes. 7,000 MS365 E5 licenses.
- Q16. Does the signature need to be in ink by hand can it be e-signed and print?
A16. If signing electronically, please use DocuSign or a similar program and include the certificate of authentication and a copy of the documentation showing authority of the person signing
- Q17. Did a sample contract come with the bid?
A17. No. A sample contract was not included.
- Q18. For the Requirements specified in Page 2. Please provide examples of use cases that the County is trying to solve for each of these requirements. Some of these requirements can be subject to interpretation as written. With some examples/use cases suppliers can have a better understanding of the business needs/challenges the County is trying to address.
A18. The County is currently utilizing Absolute Secure Endpoint and is looking for the same functionality. Sample use cases are not available.

Attachments

- Revised bid schedule

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

Sincerely,



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

FAILURE TO RETURN THIS PAGE AS PART OF YOUR BID PACKAGE MAY RESULT IN REJECTION OF BID.

REVISED BID SCHEDULE

			Year 1		Year 2		Year 3		Year 4		Year 5		TOTAL 5 YEAR COST
ITEM #	APPROX ANNUAL QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE	UNIT PRICE	TOTAL PRICE	
1	6,000 EA	Endpoint Detection and Response Software Licenses (Absolute Secure Endpoint or approved equivalent)	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$

The services to be performed under this Agreement shall commence on upon award by the Board of Commissioners. The initial term of this Agreement shall be through December 31, 2025. This Agreement shall terminate absolutely and without further obligation on the part of the County at the close of the calendar year of execution and at the close of each succeeding calendar year of renewal, if renewed. This Agreement shall be automatically renewed upon the same terms and conditions unless the County terminates the Agreement on the day of the close of the calendar year in which it was awarded or within sixty (60) days after the day of the close of the calendar year of execution or of each succeeding calendar year for which it may be renewed, for a total lifetime obligation of five (5) years. If applicable, title to any supplies, materials, equipment or other personal property shall remain in the vendor until fully paid for by the County. In addition, this Agreement will terminate immediately and absolutely when appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of the County under the Agreement. Any obligation of the County hereunder is only for such sums payable during the calendar year of execution or each calendar year of renewal, if renewed.

Supplier Name _____