



**TOWN OF SALEM NH
REQUEST FOR BIDS
RFB 2023-009
IT Managed Services
Addendum #1**

Clarification for bid items requested:

- Regarding the onsite engineer. The town requires a Level 3 engineer with at least 5 years of experience.
- The bid requests 24/7/365 monitoring. However, the Town will require that the contract with the awarded vendor guarantees that they respond in person within three (3) hours of an emergency call.
- The bid states VLAN Management. It should state VLAN Configuration and Management.
- The bid states that we require six hours a week of IT leadership. To clarify, by IT leadership we expect it to be a principal engineer/owner level employee.

Questions and Answers:

- 1. *I do not have experience specific to CodeRed and IMC but do have experience with fire and police software. Will my bid be considered or disqualified?***

Response: If your firm can meet the other minimum requirements and demonstrate experience with other Fire and Police software your firm's bid will be considered.

- 2. *Would you help me to understand the current employee or "user" count?***

Response: There are approximately 245.

- 3. *Will Salem pay for Sophos, RMM and log monitoring separately or should these monthly charges be added to each RFQ's pricing total?***

Response: For bidding purposes, bid as though Salem will pay for these services.

- 4. *On page 4, RFQ Option #2 requests "IT Managed Services Monitoring without full time presence." Does that mean for this option Salem is not looking for the six hours per week IT leadership?***

Response: With this option, Salem still intends to have six hours per week of IT leadership.