



County of El Paso Purchasing Department
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ADDENDUM 5

To: All Interested Vendors
From: Elvia Jauregui, Formal Bid Supervisor
Date: January 25, 2018
Subject: RFP #18-003 Remote Monitoring and Management System for the County of El Paso

This addendum has been issued to notify vendors of the following modifications:

- **The opening date has been extended to Thursday, February 8, 2018 at 2:00 p.m.**
 - **The deadline to questions has not been extended.**
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The following questions were sent to the Purchasing Department:

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

Response: Since this is a publicly advertised solicitation, all interested companies may participate. Award is based on that company which meets all specifications and criteria as listed in the RFP document and that offers the most advantageous proposal to the County of El Paso.

2. Whether we need to come over there for meetings?

Response: There are no scheduled pre-bid meetings. The RFP evaluation process allows for the highest scoring firms to advance to an interview demonstration stage, if deemed necessary by the County evaluation team.

3. Can we perform the tasks (related to RFP) outside USA?
(Like, from India or Canada)

Response: The tasks to setup the product and do the training can be done remotely. Award is based on that company which meets all specifications and criteria as listed in the RFP document and that offers the most advantageous proposal to the County of El Paso.

4. Can we submit the proposals via email?

Response: No. Refer to the RFP specifications and packet.

5. What is the make / model of the SAN /NAS?

Response: HP 3PAR, Purestorage

6. What is the virtual platform?

Response: VMware

7. What are the Max cores of Memory to allocate?

Response: No maximum standard is requested for memory allocation.

8. Are you wanting to actively monitor or pull logs for all of the Desktop or just servers / Network?

Response: Just servers.

9. How many desktops are remote and how do they connect back to the network?

Response: Approximately 200 computers are estimated to be remote.

10. What is the Server/network Platform?

Response: Microsoft.

11. Will you have a SAN / NAS to accommodate historical / real time logging?

Response: Yes.

12. Are these Windows servers?

Response: Yes.

13. What is the Desktop platform

Response: Microsoft windows 7, Microsoft windows 10.

14. What Cloud offerings do you want monitored?

Response: No cloud monitoring currently needed, but the availability to expand to Microsoft 365 may be an option.

15. Would you be able to provide a list of the make/model for the physical environment monitoring 2 #17?

Response: That would not be possible. There will not be any mac or unix/linux to monitor. Microsoft based systems only.

16. When is the county looking to implement this?

Response: The County ITD anticipates beginning the project as soon as award is approved and all proper contract documents have been duly authorized by Commissioners Court and signed by the County Judge. The anticipated timeline is listed in the RFP documents.

17. How soon can we set up demos to ensure this is a fit?

Response: There are no scheduled pre-bid meetings. The RFP evaluation process allows for the highest scoring firms to advance to an interview demonstration stage, if deemed necessary by the County evaluation team.

18. We will need the license counts to give the correct sku's and pricing?

Response: Count is indicated in the RFP 250 servers, 3600 desktops, and 1000 network devices.

19. NPM- we need element count- HOW NPM IS LICENSED this link will explain how NPM is licensed?

Response: Refer to RFP documents. There needs to be either "no client" or a "lite client" on the systems to monitor. This is non-Java based.

20. SAM- we need component count- HOW SAM IS LICENSED this link will explain how SAM is licensed?

Response: Refer to RFP documents.

21. Patch Manager- we need node count- HOW PATCH IS LICENSED this link will explain how Patch is licensed?

Response: Refer to RFP documents.

22. DameWare- we need technician count (user count)?

Response: 10.

23. LEM- we need node count- LEM will identify a node and consume a license for each unique IP from which it receives logs?

Response: Refer to RFP documents.

24. VMAN- we need socket count- HOW VMAN IS LICENSED this link will explain how VMAN is licensed?

Response: Refer to RFP documents.

25. Mobile Admin- We need user count?

Response: Refer to RFP documents.

26. On the following: The proposed system shall meet or exceed the following minimum requirements in the five following categories

- I. Infrastructure Monitoring: refers to the practice of collecting regular data regarding the infrastructure (both server, desktop and network) in order to provide alerts of both unplanned downtime, network intrusion and resource saturation.

On 21. The platform shall provide Enterprise Mobile Device Management and generate reports accordingly. Need more info on what is required?

1. **Response: The platform shall provide Mobile Device Management, to track and control mobile devices, to include remote wipe and location when available.**

- II. Dashboard: This is a data visualization tool that displays the status of metrics and key performance indicators (KPIs) for an enterprise system. Dashboards consolidate and arrange numbers, metrics and sometimes performance scorecards on a single screen.

On 8. The platform shall provide machine-learning analytics and shall export this information into a report using a standard document format. (i.e.: Html, Xlsx, Pdf, etc.). What is meant by machine learning? Need more data, possible LEM fit.

Response: Smart learning algorithm with logistical analysis for predictive outcomes

III. Integration: Integration is the general term for any software that serves to join or mediate two separate and usually already existing programs, applications, or systems.

On 3. Preference for the platform which has the capability to integrate with Palo Alto, Proof Point, and ESET, VCenter, etc. Need more information here on the extent of integration.

Response: Monitoring of third party information for reporting. Little control back is required.

On 4. Preference for the platform which has the capability to integrate with Vmware VCenter through a plug in. Need more information here on the extent of integration.

Response: Monitoring of third party information for reporting. If the system has more capabilities to integrate with Vmware then it is an added value.

27. Can you provide a more detailed device list (inventory) for the devices needing to be monitored? Make/Model/Type?

Response: That would not be possible. There will not be any mac or unix/linux to monitor. Microsoft based systems only.

28. Please detail the expectations for tracking 'file and directory changes made by individual users and log changes in real time for designated file servers'.

Response: Refer to RFP documents.

29. Please detail the expectations for Active Directory Monitoring.

Response: Refer to RFP documents.

30. Please detail the expectations for 'Remote Desktop Capabilities within the platform.

Response: Remote desktop capabilities within the platform proposed to control systems with issues straight from the console.

31. Please describe your current Office 365/Azure configuration.

Response: Currently no Office 365/azure presence is available, but a future environment may be present.

32. Please describe your current Microsoft Exchange environment.

Response: Due to the proprietary/sensitive nature of some aspects of this environment, the information will be shared only with the awarded/contracted vendor.

33. Is any monitoring currently in place? If so, please describe?

Response: None.

34. Is any monitoring currently being provided by your datacenter provider?

Response: None.

35. Please list the 3rd party software needing to be deployed.

Response: All market software available.

36. What are the expectations for 'Enterprise Mobile Device Management', and the reports you are requesting, related to mobile device management?

Response: Refer to RFP documents.

37. What are the expectations for 'machine learning'?

Response: Smart learning algorithm with logistical analysis for predictive outcomes.

38. What are the expectations for 'health check reports'?

Response: Refer to RFP documents.

39. Please describe your current server virtualization environment and scalability. Do you prefer to have the solution built on existing hardware, or will you purchase new?

Response: 98% Virtualized server system, solution on existing hardware is recommended. All monitoring will be done on premise, cloud based solutions are not recommended.

40. If you are purchasing new hardware, do you need assistance with quoting and procurement?

Response: No new hardware will be purchased.

41. May a bidder submit its negotiable standard Master Services Agreement in order to supplement the General Provisions with material terms and conditions?

Response: Refer to RFP documents. While proposers may choose to submit a copy of their contract for review, but any awarded/contracted vendor must accept all of the County's General Terms and Conditions as stated in the RFP.

42. In the County of El Paso, Texas – Certifications Regarding Lobbying, Debarment, Suspension and Other Responsibility Matters; Drug-Free Workplace Requirements; Federal Debt Stats, and Nondiscrimination Status and Implementing Regulations: It appears that the requirements cited as arising or implemented under 21 CFR part 1404, 21 CFR part 1405, and 21 CFR part 1414 have been re-codified or omitted in the most recent Code of Federal Regulations. Please provide the updated citations for Bidder's reference (as there are several other provisions in the CFR with similar titles).

Response: Any modifications or changes to the County's boilerplate forms will be added in future RFP documents. If you have any questions in what is necessary to submit consult your legal representative.

43. May submission of the El Paso County Code of Ethics Training Affidavit be delayed until after award of the bid?

Response: This is a requirement of the County of El Paso. Please follow the instructions in the form and submit a completed with the proposal.

44. May submission of the County of El Paso, Texas – Certifications Regarding Lobbying, Debarment, Suspension and Other Responsibility Matters; Drug-Free Workplace Requirements; Federal Debt Stats, and Nondiscrimination Status and Implementing Regulations be delayed until after award of the bid?

Response: No. Any required documents are to be submitted with the proposal.