



RESPONSE TO QUESTIONS

THE TRANSPORTATION AGENCY FOR MONTEREY COUNTY (TAMC)

COMPUTER AND IT SERVICES

QUESTION 1:

What version of ArcGIS does the Agency use?

RESPONSE: ArcGIS Pro running on one workstation. We do not use a geo database or run ArcGIS on the server.

QUESTION 2:

What are the server storage requirements on the file server?

RESPONSE: The file server currently is comprised of 718 GB of storage.

QUESTION 3:

Who does the Agency use for its internet service provider?

RESPONSE: Comcast, with a 50 mbs coaxial connection.

QUESTION 4:

What is the Agency's budget for migrating to Azure and does the budget include set up costs?

RESPONSE: The budget for Azure migration is \$8,440, and this includes set up costs.

QUESTION 5:

Do the optional services (workstation lease and Azure migration) need to be completed by the end of January 2020?

RESPONSE: Transportation Agency staff will work with the selected vendor on a schedule to complete this work, if the Agency elects to move forward with these optional tasks.

QUESTION 6:

Who from the Agency is authorized to approve on-site visits?

RESPONSE: The Agency will provide the selected vendor with a list of staff members that are authorized to approve on-site visits.



QUESTION 7:

Is the proposed five-year lease a one-time contract?

RESPONSE: Yes, the five-year lease would be to provide the Agency with the workstations outlined in the scope of work for one five-year period.

QUESTION 8:

The scope of work references a business continuity server, would the vendor provide that?

RESPONSE: Yes.

QUESTION 9:

What are the response times during business hours?

RESPONSE: 7:00am – 6:00pm

QUESTION 10:

How does the Agency currently provide remote access?

RESPONSE: The Agency uses a SonicWall VPN with Microsoft Remote Desktop Connection.

QUESTION 11:

In addition to the file server, what else would need to be hosted on Azure?

RESPONSE: Quickbooks Database Server.

QUESTION 12:

Does the Agency want the same or different passwords for Office 365 and Active Directory?

RESPONSE: The Agency will discuss this with the selected vendor.



QUESTION 13:

How will the selected vendor overlap with other service providers?

RESPONSE: The selected vendor will be expected to work with the Agency's other service providers, primarily the Maynard Group for the phone system and Comcast for internet, to ensure that all network systems are working properly.

QUESTION 14:

How will on-site services needed on weekends or after-hours work?

RESPONSE: It will depend on the severity of the issue and if it can wait until regular business hours to address. For an emergency that requires immediate attention, Transportation Agency staff will work with the selected vendor to provide after-hours access to the office.

QUESTION 15:

For other software such as Esri, Microsoft Office/365, Adobe, and other software subscriptions for security and productivity, are these budgeted separately?

RESPONSE: Yes.