



IT Support Services RFQ Questions and Answers

- 1. How many Virtual Servers are in your environment?**
None at the moment.
- 2. How many Physical Server are in your environment?**
One BA0007390 (Dell Powerededge T440 Server).
- 3. How many computers/laptops are in your environment?**
51. 22 laptops, 32 desktops. Most employees have both a desktop and a laptop assigned to them with the plan to phase out desktops completely.
- 4. How many employees do you have?**
 - We have 20 users. 16 FT employees, 4 PT employees
 - 9 of FT employees - primarily remote.
 - 11 employees - combination of 100% on site/ hybrid remote.
- 5. How many vendors you are reaching out to?**
Golden Sierra shared the RFQ with 12 potential vendors. The information is also available to the public on the agency's website.
- 6. How will the decision be made?**
All responsive quotes will be reviewed by an evaluation team. The basis for vendor selection includes an analysis of cost, qualifications, reputation, location, and services. The lowest bidder is not necessarily the most appropriate.
- 3. What made you decide to go out via RFQ?**
Golden Sierra is obligated to engage in a competitive bidding process by Title 2 Code of Federal Regulations (CFR) Part 200: "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (Uniform Guidance).
- 7. Who is the current vendor?**
Our current vendor is Chivalry IT.
- 8. What is the current contract pricing?**
The current pricing is not to exceed annual amount of \$18,750. This is for IT Support Services only, not the Cloud Migration. The IT Support provided currently is approximately 5 hours per week on site.
- 9. If a company is located out of the state of California and can provide onsite technicians, can they still submit a proposal?**
If you have technicians located in the California Capital Region and they can be deployed on site as needed in a timely manner, then yes, you can submit a proposal.