

**Addendum No. 1 to All Offerors**

Reference – Request for Proposal: RFP2021-150-001  
 Commodity: Information System Gap Analysis Assessment  
 Date: March 12, 2021  
 Proposal Due: March 31, 2021

This Addendum 1 to the RFP addresses changes and questions received. The Proposer shall indicate receipt of this Addendum and any previously issued Addenda by signing the form(s) for inclusion with the proposal responses.

**1. How many different programs are there at SRHD and what is the anticipated number of interviews per program?**

	Division	Programs	Number of Interview Groups	Number of Interview groups participants
1	Administration/ Finance		1	2
	Administration/HIPAA		1	1
2.a	Preventive Public Health/ Community Health	13	1	7
2.b	Preventive Public Health/Disease Prevention and Response	6	1	6
3	Quality Planning and Assessment	6	1	2
4	Environmental Public Health	3	1	4
5	Treatment Services	2	1	6
	<b>Total Interviews</b>			<b>28</b>

**2. How many interviews with Executive Management should we anticipate?**

We would suggest meeting with all members of ELT. Our Executive Leadership Team is made up of the following:

**Executive Leadership Team (ELT)**

1	Administrative Officer
2	Health Officer, Interim
3	Deputy Administrative Officer
4	Public Information & Communications Manager
5	Quality Planning & Assessment Director
6	Environmental Public Health Director
7	Human Resource Manager
8	Treatment Services Director
9	Preventive Public Health Director

**3. How many interviews with department representatives should we anticipate?**

We will have a list of Executive Assistants/Program Managers for a total of around 10 interviews with multiple participants..

**4. What are the IS policies that the vendor is expected to review for completeness and adherence to best practices?**

Policies	
Computer Set Up	IS Internal Procedure
Computer Disposition Process	IS Internal Procedure
Intern Process	IS Internal Procedure
Equipment Requests,	IS Internal Procedure
IS Activity Login and Monitoring	IS Internal Procedure
Laptop Check-Out	IS Internal Procedure
Media Sanitization Procedure	IS Internal Procedure
Monitoring-Backups	IS Internal Procedure
Monitoring-Firewall Security	IS Internal Procedure
Monitoring-Office 365 Security	IS Internal Procedure
Monitoring - Vulnerability Management	IS Internal Procedure
Monitoring-Windows Server Security	IS Internal Procedure
Secure Office 365 Login	IS Internal Procedure
Server Updates	IS Internal Procedure
Staff Termination	IS Internal Procedure
Staff Termination (forced)	IS Internal Procedure
Support Request Administration	IS Internal Procedure
Technology Interruption Communication	IS Internal Procedure
Incident Response	IS Internal Procedure
Antivirus Protection Policy	Agency wide
Electronic Mail Policy	Agency wide
Electronic Media Procurement and Disposition Procedure	Agency wide
MS 365 Acceptable Use Policy	Agency wide
Mobile App Approval Procedure	Agency wide
Mobile Device Policy	Agency wide
Systems Data Backup and Recovery Policy	Agency wide
Systems Data Backup and Recovery Procedure	Agency wide
IT Agency Disaster Recovery Plan	Agency wide

**5. What is the name and version number of the help desk management software is use at SRHD?**

SRHD has just implemented Crow Canyon Software’s it Help Desk application version 1.1.0.194 (<https://www.crowcanyon.com>)

**6. Does SRHD anticipate requiring an employee survey to gain end users’ perspective on IT service delivery and needs?**

Yes, we will want to include a survey for staff.

**7. When would SRHD wish to have all the work completed?**

We would like to have this completed by the end of the 3<sup>rd</sup> Quarter.

**8. What is the budget amount that the vendor should keep in mind when determining the number of hours and associated fees for the engagement?**

This will be based on the proposals submitted for the RFP.

**9. Under “Project Specific experience” there is a requirement for 3 credit references. Should that have been “client” references? If not, what kind of credit references is acceptable? D&B report? Bank references?**

We are looking for client references, what jobs your organization has completed in the past and the scope of work.

**10. Is there any hardware standardization, such as desktop, laptop and printers across the agency?**

Hardware Standards: 70% staff using Surface Pros, 30% staff using US Micro purchased desktop computers, 10 RICOH network connected MFP Printers, 30 local connected printers of varying brands/models.

**11. Are staff members able to access agency email and data on their mobile devices? If so, is there any control/management in place?**

Email and Mobile: Outlook Mobile app only on work managed iPhones. Non-work managed mobile devices only can access Outlook Web app. This is enforced using Microsoft End Point Management Mobile Device Management policies.

**12. Does the agency have a redundant network (e.g., “active/active? Or “active/passive”) switch, and is there a firewall in place?**

Network switches are not setup for automatic failover or redundancy. Manual steps for fail over to another switch defined in IT procedures. Internet connection is not setup for automatic failover or redundancy. Manual steps for fail over to a backup Internet connection defined in IT procedures. Firewall is not setup for automatic failover or redundancy. Manual steps for fail over to a backup firewall defined in IT procedures.

**13. Are there any capacity issues with remote work forces?**

Capacity issues for remote work force: staff who unable or cannot afford a broad band internet connection, VPN connection can introduce more overhead than home internet connections can support.

**14. Have there been any cybersecurity concerns in the past or are there any currently?**

Cybersecurity concerns: Mostly around PHISHING and being addressed with various cybersecurity awareness campaigns.

**15. What level of satisfaction does SRHD have with the current system landscape, and are there any current or future plans to upgrade or potentially change the layout?**

Current system: Network backbone switches being replaced as end of life is reached, backbone now 10Gb but building is old with most network cables upgraded to CAT5e (about 95%). On-premises phone system is outdated but in process to be replaced by VOIP phone system. The phone system has ben the one area that has made the work from home transition the hardest for staff.

**16. Are we required to physically inspect the site to be qualified to submit a bid?  
Physical?**

We are not requiring it, but it is highly suggested that an onsite review occur. Interviews of managers and executive leadership can be done via remote platforms (Zoom, Teams, etc.).

- 17. Page 4 of RFP asks for three (3) client references under Project specific experience. Page 5 asks for references under Individual Staff Experience and Project Organization. Under which section are we to list our references?**  
Page 4 will show the client references for the organization, Page 5 will be specific to the individual and their expertise.
- 18. Has SRHD had a similar gap analysis of its Information System (IS) program performed in the past? If so, No prior gap analysis for IT in the past.**
- a. **Who conducted the most recent gap analysis?** N/A
  - b. **How long ago was the engagement?** N/A
  - c. **Please provide a copy of the report, if applicable.** N/A
  - d. **What were the fees and hours incurred for the most recent gap analysis?** N/A
  - e. **Were the previous consultants (if utilized) invited/are they allowed to bid?** N/A
  - f. **Were you satisfied with the project management of the services provided?** N/A
- 19. Are there special circumstances or events that generated the need for the services described in the RFP?**  
No. The services are being pursued to look at current structure capacity and gap analysis.
- 20. To help us prepare a proposal and design a project approach that best meets SRHD's needs, what is SRHD's budget estimate (cost) for the requested services?**  
This will be based on the proposals submitted for the RFP.
- 21. When would SRHD like this project to be completed and report issued?**  
We would like to have this completed by the end of the 3<sup>rd</sup> Quarter.
- 22. What is the expected date for the commencement of services once a contract is awarded?**  
We are anticipating that the start date would be by June 1, 2021 after the contract has been signed and completed.