1. **Confirming there are five locations with various IT infrastructure, Leon County office, Gadsden, Madison, Wakulla, and Taylor?**

   Yes. ELC currently has five service center locations. The four rural locations connect to the Palo Alto VPN or the cloud. The main IT Infrastructure is located in our Leon Center.

2. **Referring to list of hardware on Appendix A: Scope of Work (SOW), is most of this hardware located at the Leon County location?**

   Yes, most of the infrastructure is located at the Leon Center.

3. **Is there a breakdown of this hardware per-location?**

   Yes. We can provide an inventory of all hardware and telephone switches by location to the selected Vendor. Our servers and telephone switching systems are located in the Leon Service Center. Rural offices connect to the main servers.

4. **Are site-2-site VPNs used to interconnect all locations? If yes, does the Active Directory server exist at a primary location with domain authentication taking place across the VPN? Or do member domain-connected servers exist at each location?**

   ELC can provide this information to the selected Vendor.

5. **Is there a high-level network architecture diagram available to show a visualization of the environment?**

   Yes. ELC can provide this information to the selected Vendor.

6. **Referring to "(10) Konica Minolta Business Class multi-function copiers", is there a current maintenance contract with a third-party printer server provider?**

   All ELC current copiers will be replaced by the end of this fiscal year (June 2024) and will have new maintenance contracts. The number of copiers will be reduced.

7. **Is maintenance of these printers covered under the scope of this contract?**

   No. The new maintenance contract will provide all copier equipment maintenance for these high machines. The IT Contractor will be responsible for in-house technical support on local printers, software upgrades, and connectivity issues.

8. **Page 10, of Appendix A: Scope of Work (SOW), states "Attend monthly contractor meetings and ad-hoc meetings to plan upgrades to network and software packages as needed.", will this require onsite attendance of these meetings, or are they conducted over Zoom or MS Teams?**

   These meetings are usually held using a hybrid model.

9. **Proposal due date is 05/17/22 12:00 PM -- If I experience an e-mail server problem that makes my proposal late, will this be excused?**

No. Submit your proposal well enough in advance to allow for possible technical difficulties that may delay your submission using the JotForm proposal template.

10. **If I did not submit a Letter of Intent (LOI) to apply, may I submit a proposal for my company?**

Yes. ELC uses the LOI forms to communicate any updates or changes in the RFP to Respondents who indicate they plan to submit Proposals.

11. **If I have any questions about the RFP, can I call the Sole Point of Contact?**

No. Submit your technical inquires using the Frequent Asked Question JotForm link. All other inquiries must be directed in writing via e-mail to the Sole Point of Contact noted in Section VIII. B in the RFP. No Vendor or Interested Party shall e-mail or call any employee, including leadership, board members, or Evaluation Team members at any point prior to the Notice of Intent to Award. Any person, entity, or other organization that violates this provision may be disqualified from this RFP.

12. **Are there any forms in the RFP that require signatures?**

Yes. Respondents must submit and electronically sign their Proposals using the standard JotForm template provided in the RFP.

13. **What information should Proposers include in their presentations?**

ELC's Procurement staff will email presentation instructions, questions, and scheduled times to all proposers that submit timely proposals using the standard JotForm template provided in the RFP.

14. **Will my proposal be disqualified if I exceed any page limits?**

No. The JotForm template will not allow Respondents to exceed page limits on narrative questions entered directly into the form. ELC will remove any pages that exceed the page limit for the experience summaries uploaded for each key person the Respondent plans to assign to the project.

15. **Can the proposal include different Fixed Monthly Rates (FMR) for each contract term to account for cost-of-living increases?**

Yes. The calculated FMR will apply to the initial five-year term. Respondents may adjust the FMR one time, and it will be applied throughout all years included in the renewal term.