

Remote Access System Update #2

August 14, 2024

1. Is the letter of intent the only document we need to submit before the due date of the proposal submission?

A: The Letter of Intent is not required, however, we make sure to provide all RFP changes and updates to vendors that submit these letters via electronic mail. All changes are also posted on our web site.

2. How many users are going to be licensed?

A: Section 6.4, Project Metrics in the proposal document identifies these numbers:

Number of estimated users: 100
Machine Based Licenses: 50 – 100
Administrative Users: 5

3. What is going to be the Data usage? Data transfer volumes can impact pricing.

A: We are not sure how to determine this number. We are only aware of two types of data, Configuration data and recorded sessions. Our goal is to record some vendor sessions when we have compliance or security concerns. We do not know how much space a recording would need, nor how many recordings we would have. Since this is a new “feature” for the County, we would like to start small and grow as needs are defined. Please prepare your response with a minimal capability and provide an option in the proposal to grow.

4. What will be the preference for Deployment options: On-premises, cloud-based, or hybrid?

A: We are doing all three types of deployments today. I would say cloud-based, however we are very open to other deployment types if that helps us with our costs.

5. Additional services:

- a. What level of Professional services are you looking for:

- Complete Turnkey solution for all the users
- Proof of Value- limited deployment to select users

A: Without understanding the costs of these, it is hard to select one. However, what is most important is that the service fit into our budget. So please provide the lowest cost service in your proposal with an option for any higher priced services.

- b. What level of support are you looking for

- 24x7x4 SLA, Normal business hours, managed service, etc..

A: Normal business hours. We are not looking for a managed service.

6. Training:

a. Classroom training? How many users? On-site/ remote?

A: Lowest cost proposal, so remote with 3-5 staff.

b. Obtain Certification?

A: We do not need to obtain certification at this time. This can be proposed as an option.

c. Over-the-shoulder training during Proof of Value?

A: Not sure what this means. We assume this is a person on site for training? We do not require onsite training.

d. Knowledge transfer?

A: We can support knowledge transfer. Again we wish to keep costs down.

7. While exact figures are unavailable without specific requirements, we will typically follow a subscription-based model. What term length of subscription is desired?

A: We would like to enter into at least a five-year engagement. Often, we do an additional 2 years that can be exercised by both party during a renewal period.

8. Would you be able to help clarify what the questions below were referring to from the requirements section?

The system shall have the capability to allow for unescorted access to a user or vendor based on account configuration.

A: What this means is that we wish to be able to configure a user so that they can access one of our internal systems without either an escort (a County staff member monitoring their work) or recording of their session. i.e. we would NOT be monitoring their work on our systems, however we still would require an audit trail of the session connect and disconnect.

9. The system shall have the capability to restrict session and only allow escorted individuals based on access rights.

A: In this case, we wish to be able to configure an individual accessing our system to require that they either have a person on our team monitoring their work and/or recording their session.

10. Are printing capabilities required for this solution or are they more of a secondary ask?

A: We would wish to print any reports that are created and any other document type created by the system.