Pee Dee Regional Transportation Authority  
Purchasing Department  
Amendment of Solicitation /Modification-Purchase Order

AMENDMENT/MODIFICATION NO.  EFFECTIVE DATE  AGENCY/LOCATION
1  4/23/14  PDRTA/Florence, SC

ISSUED BY:  Pee Dee Regional Transportation Authority  
Purchasing Department  
313 Stadium Road  
Florence, SC 29506

ADMINISTERED BY:  Sandy Garris  
Purchasing Manager

CONTRACTOR NAME & ADDRESS:  Amendment of:  
IFB# 0514-02

____________________________________________________________________________

DESCRIPTION OF AMENDMENT/MODIFICATION:

Questions and Clarifications

The following are questions that needed clarification. The questions are in black and responses are in red.

1. Onsite and remote hardware and software troubleshooting.  
   Question (1) - What version of Heritage Digital Remote Server is your company currently using? What Operating System is it currently running on?  
   TeamViewer 8 for Servers and Desktops, and Trend Micro Remote Manager. Microsoft 2007

2. Onsite and remote hardware and software repairs and configuration.  
   Question (2) - Are your servers configured in Active Directory and configured with Group Policies?  
   Our servers are configured in Active Directory with Group Policies. Management uses Active Directory for information security function based on assessment of relevant information confidentiality, integrity and available risks.
3. Onsite printer repairs (excluding cost of consumables – toner, drums, fusers, and rollers).

   **Question** (3) - Do you “own” the printers or are they “leased”. PDRTA owns all printers with the exception of the main Xerox which is a rental.


   **Question** (4) - What type of monitoring tool are you currently using? We currently use level platforms to monitor the wellness of the PC’s and Servers on the PDRTA network.

5. Constant monitoring and upkeep of virus definitions, spyware and spam filters agents.

   PDRTA currently uses Trend Micro Worry Free Business Security Agent and our Networking firm uses Trend Micro Remote Manager Agent.

   **Question** (5) - Do you currently have a License Agreement? Yes

6. Deployment and follow-up of software patches and updates.

   **Question** (6) - What software application are you currently using to deploy updates? Windows Updates

7. Installation services with all new product purchases.

   **Question** (7) – Have the new products been validated to be compatible with company standards? PDRTA would like to see improvement in this area. There have been compatibility issues in the past.

8. Consultant services available with all network and software purchasing decisions.

   **Question** (8) – Please indicate the Point of Contact from the Client who is the liaison and their qualifications. PDRTA does not have an IT department or Staff at this time. Don Strickland (Director of Operations) will be the point of contact for Network decisions.

9. New cabling services and runs at existing offices (less materials). – **There is no need at this time for new cabling**

10. Mileage and expense of technicians. – **NONE**

11. Monitoring of Web Filter Application

   **Question** (11) – Does your current Web filter has monitoring capabilities and if so, please state. We utilize Barracuda Web Filter 310 to ensure control of external connections. Certain websites, downloads, etc are blocked and password protected.

12. Monitoring of PDRTA’s server back-up system and immediate notification of when back-up data does not occur as scheduled.

   **Question** (12)- Do you currently have a Business Continuity Plan (BCP)? **YES**, recently approved

   a. What are your current back-up processes? (full, partial, nightly, daily) **We do daily backups and will do monthly full backups**

   b. What type of backup are you currently doing? (Disk, tape to tape, Cloud) **We are using USB backups using Symantec Backup Exec 12.5 for Windows Servers.**
c. Can you provide documentation of a successful backup of restoral? A test restoral has not been recently completed. The USB backup is a new process for PDRTA after the Tape Drive failed for several months and we were unaware of this happening.

13. Monitoring of PDRTA’s security through firewall protection and immediate notification of a breach or failure.  
**Question** (13) – How are you currently monitoring firewall related issues and notifications? PDRTA uses the Cisco ASA5505 as the Firewall. The Firewall is not currently monitored for external threats. PDRTA would like to see proposals for services that would monitor this.

14. Monitoring and implementing computer updates.-  **Level Platforms and Windows Updates.**

15. Telephone/Email support for PDRTA personnel managing issues that do not require remote or on-site support from the selected firm.  
**Question** (15) – what is the duration of the support (30 days after the complete installation and when will that role be handed over to Operations- Business as Usual (BAU))? The firm that is awarded the contract will begin full support on June 1st 2014.

16. Helpdesk support with real-time solutions and timely responses to non-emergency needs of the organization. *(Ties into #15)* PDRTA wishes to have an automated system where non-emergency issues can be submitted into ticketed type system where they can be tracked and provided with status updates. The current system is Autotask which is a Electronic Tracking System.

**Hardware**

17. What printers are networked? Xerox in main hall, Fax/Scanner/copier in front office, Finance Color Copier/Scanner


19. How many Licenses do you have for the following?  
   a. Windows (22)  
   b. Office Products (22) Office Packages with Word, Excel, PP, Publisher  
   c. Propriety Software- Sage, Abra, Transit Fleet, Twin Vision, GFI-Genfare, Angel Trex Camera Systems

20. What does ABRA stand for? ABRA is a SAGE Product that is used in our HR and Finance Departments. All Payroll details, employee contact information, years of service, hire dates, annual and sick leave are also entered.
21. Please explain Vehicle Maintenance? Transit Fleet is our vehicle maintenance software. We enter repair orders, defects, oil changes, preventive maintenance, vehicle fuel and oil purchases that show oil change due dates. Inventory for spare parts are also recorded in this system. Items are added as they are purchased and removed as they are installed.

( ) CONTRACTOR/OFFEROR IS NOT REQUIRED SIGN THIS DOCUMENT

( X ) CONTRACTOR/OFFEROR IS REQUIRED TO SIGN THIS DOCUMENT & RETURN TO PDRTA AT ADDRESS SHOWN ABOVE

CONTRACTOR’S SIGNATURE

BY_________________________________ DATE:______________________
(Signature of Authorized Rep.)

BY_________________________________ DATE:______________________
(Signature of PDRTA’s Authorized Rep.)