

RCT IT Services RFP Q & A

September 17, 2026

1. New Requirement or Recompete: Is this a new requirement or a recompetete of an existing IT services contract?
 - New
2. Incumbent & Historical Information: If this is a recompetete, could you please provide the name of the current/previous incumbent and, if available, the historical contract value and/or annual spend?

Silloway Networks. FY25 \$28,600, FY26 \$36,300.

3. Estimated Contract Value/Spend: Could you please provide the estimated total contract value or anticipated annual spend for this requirement, if available?
 - It would depend on each agency that selected to use this RFP.
4. Bid Bond: We understand from the solicitation that a bid bond may be required following award. Could you please clarify:
 - Whether a bid/performance bond is mandatory for the awarded contractor;
 - At what stage it must be provided

The reference to a bid bond requirement in Attachment A was an error. **There is no bid bond requirement for this contract.** Please see the correct "Access to Records and Reports" section from Attachment A at the end of this document.

5. Certificate of Insurance: Is a Certificate of Insurance (COI) required with the proposal submission, or will it only be required from the successful contractor after award? If required after award, could you please confirm the applicable coverage limits?

The certificate of insurance is only required upon contract award.

6. Licensing/Registration: Are there any specific licenses, registrations, certifications, or Vermont-specific requirements that the awarded contractor must have to perform the services? Not aware of any.

7. Local Preference: Does the evaluation provide any local vendor preference, local business preference, or additional evaluation points for Vermont-based businesses? If so, please provide the applicable eligibility requirements.

No geographic preference is included in the proposal evaluation.

8. Small/Disadvantaged Business Requirements: Are there any SBE, MBE, WBE, DBE, or other small/disadvantaged business participation requirements or subcontracting goals associated with this solicitation?

No specific DBE, SBE, MBE, or WBE goals are associated with this solicitation.

9. Current IT Environment: Please provide, to the extent available, an approximate inventory by participating agency of the number of users, computers/laptops, servers, network devices, locations, and major applications that may require support under this contract.

- o Each Agency would be different.
- o RCT has about 50 Desktop computers, 30 laptops,
- o RCT has 4 locations each with networking and servers that connect to the main office
- o RCT also used web based phone service which is critical to our workflow.

10. Historical Service Volume: Please provide the approximate historical or anticipated monthly volume of help desk requests, onsite service calls, emergency calls, and project/support hours. FY26 was approximately 140 hours and 70 tickets, 5 onsite calls.

11. Participating Agencies: Does RCT anticipate that all agencies identified in the RFP will initially contract with the successful proposer, or will each eligible Purchasing Group entity independently determine whether and when to utilize the resulting contract?

RCT cannot speak to the likely contract timeline of the other agencies identified. Each agency will individually determine whether to utilize the selected contractor and set its own timeframe.

12. Onsite Support and Subcontractors: The RFP requires onsite response within twenty-four (24) hours when service is required. May the prime contractor utilize qualified local subcontractors or field-service partners to satisfy this requirement?

There is no prohibition against subcontracting. However, all RFP and contract requirements will flow to any subcontractors and hourly rates that would apply to subcontractors must be provided in the proposal.

13. Geographic Coverage: Is the successful proposer expected to demonstrate the ability to provide the 24-hour onsite response at every Purchasing Group location at the time of proposal submission, or only for Purchasers that subsequently execute a contract or purchase order?

The ability to provide an on-site response within 24 hours is a requirement to be awarded a contract. If the proposing IT services vendor is not able to provide that response time to a particular agency, it should be clearly noted in its proposal.

14. Current Cybersecurity Environment: Please identify, to the extent available, the cybersecurity technologies currently deployed, including endpoint protection/EDR, firewalls, SIEM or security monitoring, vulnerability management, email security, and backup/disaster recovery platforms.

Not available

15. Penetration Testing: What frequency and scope of penetration testing and vulnerability assessments are anticipated? May specialized penetration testing services be performed by a qualified subcontractor under the prime contractor's management?

RCT does not have access to this information.

16. HIPAA Requirements: The RFP references HIPAA compliance. Please clarify which systems, data sets, services, or participating agencies currently create, receive, maintain, or transmit protected health information (PHI) subject to HIPAA requirements.

All agencies that use this RFP will have and transmit PHI and are subject to HIPAA requirements.

17. Software and Subscription Costs: The RFP states that the Contractor shall not charge a markup over actual cost for hardware, software, and subscriptions. Please confirm whether vendor-managed platforms used to deliver the service - such as RMM, endpoint security, backup, monitoring, and related cybersecurity tools - should be billed separately at actual cost, or incorporated into the proposed hourly labor rates.

Hourly rates must be provided for labor costs. Other costs should be billed at actual cost.

18. Travel and Onsite Expenses: Please clarify whether travel time, mileage, lodging, or other reasonable expenses associated with required onsite services are separately reimbursable, or whether all such costs must be incorporated into the hourly rates submitted in Attachment C.

Non-labor travel expenses are separately reimbursable. All labor rates must be submitted in Attachment C.

19. Remote Support: May remote support be used as the primary method of service delivery when an issue can be effectively resolved remotely, with onsite dispatch used when physical intervention is required?

Yes

20. Minimum Service Commitment: Is there any minimum annual number of labor hours, minimum expenditure, or guaranteed service volume associated with an award or with contracts subsequently executed by Purchasing Group entities?

No.

21. Bid Guarantee: Attachment A references a bid guarantee equivalent to five percent (5%) of the bid price. Because Attachment C requests hourly rates rather than a total bid amount, please confirm whether a bid guarantee is required for this procurement and, if so, how the required guaranteed amount should be calculated.

The reference to a bid bond requirement in Attachment A was an error. **There is no bid bond requirement for this contract.** Please see the correct "Access to Records and Reports" section from Attachment A at the end of this document.

22. Is your organization subject to HIPAA?

Yes

23. Does the 24-hour onsite response requirement apply to all Purchasers and all locations covered under the joint procurement?

The ability to provide an on-site response within 24 hours is a requirement to be awarded a contract. If the proposing IT services vendor is not able to provide that response time to a particular agency, it should be clearly noted in its proposal.

24. May the selected contractor use subcontractors or local field-service partners to satisfy the onsite response requirement?

There is no prohibition against subcontracting. However, all RFP and contract requirements will flow to any subcontractors and hourly rates that would apply to subcontractors must be provided in the proposal.

25. Is remote troubleshooting/resolution expected before dispatching an onsite technician, where appropriate?

Remote troubleshooting before on site dispatch is permitted when appropriate.

26. Are there any residency, local-office, or Vermont-based staffing requirements beyond the stated onsite response requirement?

No geographic preference is included in the evaluation.

27. Are all Purchasers expected to use the same service-delivery model and SLA, or may individual Purchasers establish different support requirements when issuing contracts or purchase orders?

It is anticipated that service delivery and associated requirements will be determined individually between each contracting agency and the IT service provider.

28. Can you provide historical annual help desk ticket volume and the approximate number of incidents that required an onsite visit? Less than 5 onsite incidents for the year.

29. Can you provide the approximate number of users, endpoints, servers, locations, email accounts, and other supported devices currently in scope?

150 email accounts. 45 Microsoft users. 2 servers in Lyndonville that are ready to be moved to cloud storage.

30. Are travel time, mileage, lodging, or other onsite-related expenses separately reimbursable, or must all such costs be incorporated into the hourly rates in Attachment C?

Non-labor travel expenses are separately reimbursable. All labor rates must be submitted in Attachment C.

31. Is there any minimum purchase commitment, anticipated annual spend, or guaranteed service volume under the five-year contract?

No.

32. Regarding the bid guarantee requirement equal to 5% of the bid price, since Attachment C requests hourly labor rates rather than a total bid price, how should respondents calculate the required bid guarantee?

The reference to a bid bond requirement in Attachment A was an error. **There is no bid bond requirement for this contract.** Please see the correct "Access to Records and Reports" section from Attachment A at the end of this document.

33. Is a bid guarantee equivalent to five percent of the bid price required, per the sentence appearing in Attachment A, "Access to Records and Reports," item 1? If so, how is this calculated and/ or submitted and by when?

The reference to a bid bond requirement in Attachment A was an error. **There is no bid bond requirement for this contract.** Please see the correct "Access to Records and Reports" section from Attachment A at the end of this document.

34. Attachment D is referenced in Section VI but not included. Will it be issued?

Please disregard the reference to Attachment D. There is no Attachment D.

35. In Section VII, criterion 2, please confirm that "Primary and Secondary Contracts" mean the primary and alternate contacts required in Section II.

36. Will RCT accept a supplemental recurring or per-device managed-services fee schedule in addition to the completed Attachment C hourly rate form?

Any recurring fees beyond the labor costs included in Attachment C should be clearly explained in the proposal and would be subject to negotiation prior to inclusion in a contract.

37. Will RCT accept fixed-fee pricing for defined scopes of work — including an initial Network Assessment and discrete projects — where the fixed fee is derived from and does not exceed the maximum hourly rates submitted on Attachment C?

Any fees beyond the labor costs included in Attachment C should be clearly explained in the proposal and would be subject to negotiation prior to inclusion in a contract.

38. May monitoring, endpoint security, backup, and RMM tooling and licensing — platforms used to deliver managed services, not equipment RCT owns directly — be billed as pass-through at actual cost, separate from hourly rates?

Non-labor costs that have been agreed to by RCT shall be billed at actual cost and would be treated separately from the hourly rates.

39. For most clients, (IT FIRM) sells hardware, software, and subscriptions directly at a standard mark-up; for this contract, in compliance with Section II, (IT FIRM) will instead offer RCT the choice of procuring them independently from the vendor of its choice, with (IT FIRM) billing only the technical support time to specify, order, receive, and set them up at the standard Attachment C rates. Will RCT confirm this model satisfies Section II's no-mark-up requirement?

RCT prefers to have the items noted procured by the IT firm and to be billed for them at actual cost and then to be billed for the time to specify, order, receive, and setup at the Attachment C rates.

40. For replacement parts (IT FIRM) sources and supplies directly during an active repair (the one category where (IT FIRM) does carry its own cost), and/ or other items the winning vendor may supply in the course of our service engagement, does "actual cost" mean cost before or after vendor rebates and volume discounts?

The actual costs for which RCT will pay are costs actually incurred and supported by documentation like the cost of a part or the hours worked by the approved rate.

41. Please provide an environment inventory: number of users, servers and platforms, workstations, network equipment vendors, email platform (Microsoft 365, Google Workspace or on-premises), current backup and DR configuration, and current monthly ticket volume.

Each agency will be different and should be discussed at time of contract with vendor.

42. Does "all ITS hardware and equipment" in the Infrastructure/Hardware Maintenance scope include vehicle-mounted Intelligent Transportation Systems equipment such as AVL, fareboxes, mobile data terminals, and onboard cameras, or only office and facility IT?

At this time only office and facility IT. An option for mobile data and onboard cameras would be nice.

43. Section III names printers within the Infrastructure/Hardware Maintenance scope. (IT FIRM) does not provide printer repair service and recommends but does not require that printers be covered under a separate service contract (typically the copier/printer vendor's own maintenance agreement). Will RCT accept printers being excluded from the Contractor's

hardware maintenance scope and separately maintained, consistent with how copiers are already excluded in that same clause?

Most of RCT printers are networked into the server. The network configuration and triage should be available.

44. If printer exclusion (question 8a) is accepted, does RCT want the Contractor to (a) triage printer issues and coordinate with the printer vendor at no charge, or (b) refer printer issues to RCT's own printer vendor directly without Contractor involvement?

Triage should be available

45. Do the 24-hour on-site response and 7:00 a.m.–6:00 p.m. availability requirements apply uniformly to all Purchasers statewide? Will travel and mileage be reimbursed, or a longer response window permitted, for Purchasers beyond a defined radius?

The ability to provide an on-site response within 24 hours is a requirement to be awarded a contract. If the proposing IT services vendor is not able to provide that response time to a particular agency, it should be clearly noted in its proposal.

46. May the Contractor decline or schedule individual Purchaser onboardings to protect service quality, or is acceptance of all Purchasers mandatory?

By submitting a proposal, the contractor is acknowledging its ability and willingness to enter into a contract with any of the agencies listed.

47. Will a HIPAA Business Associate Agreement be required? Does RCT have a current security risk analysis, and where do breach notification obligations sit?

Yes a HIPAA Business Associate Agreement will be required.

48. Will RCT accept a named subcontractor or vendor for penetration testing, and do the federal flow-down clauses and debarment certification apply to that subcontractor?

There is no prohibition against subcontracting. However, all RFP and contract requirements (including all federal clauses) will flow to any subcontractors and hourly rates that would apply to subcontractors must be provided in the proposal.

49. What insurance limits are required for the Certificate of Liability Insurance, and does the requirement include cyber liability, professional liability/errors and omissions, or both?

50. Section VI provides for termination at sole discretion with or without cause. Will RCT agree to a minimum notice period, and is transition-out labor billable at contract rates?

RCT and any contractor are bound by the following language included in Attachment A:

“The Agency may terminate this contract, in whole or in part, at any time by written notice to the Contractor when it is in the Agency’s best interest. The Contractor shall be paid its costs, including contract closeout costs, and profit on work performed up to the time of termination.”

51. Is there a current incumbent IT provider, and will a site visit or pre-proposal conference be offered? **Silloway Network**

52. (IT FIRM)’s standard commercial practice is to bill after-hours work (outside a client’s contracted business-hours window) at 1.5x the standard hourly rate, and overnight, weekend, and holiday work at 2x the standard rate — the same schedule applied to every client, and separate from the specific 7:00–8:30 a.m. and 5:00–6:00 p.m. weekday extension (IT FIRM) has already committed to billing at standard rates with no premium. Because Attachment C provides no line for an after-hours or overnight/weekend rate and states that no mark-up above the submitted maximum rates will be permitted, will RCT accept this standard multiplier for emergency and after-hours work performed outside the 7:00 a.m.–6:00 p.m. contract window, or must all hours — including nights, weekends, and holidays — be billed at the flat submitted rate?

If there are additional labor rates that a contractor would plan to use during the life of the contract, they should be added to Attachment C. These additional rates should be clearly labeled and added to Attachment C under the existing rate chart with rates provided for every year.

53. Do you have user numbers, network infrastructure information, etc: **See prior answers.**

Number of users

Number of servers

Data back up information

Email information (what platform, what levels)

Number of firewalls, switches, wireless access points

Type of equipment you work with (Cisco, Dell, HP, etc)

54. Company Experience Requirement: Can the Prime Contractor satisfy the required three (3) years of company experience through a subcontractor or teaming partner?

RCT will consider the experience of specifically identified subcontractors and partners.

55. 24-Hour Onsite Response: Can a local Vermont subcontractor/service partner be utilized to satisfy the required 24-hour onsite response requirement?

There is no prohibition against subcontracting. However, all RFP and contract requirements (including all federal clauses) will flow to any subcontractors and hourly rates that would apply to subcontractors must be provided in the proposal.

56. Scope of Experience: Does the required three-year experience need to encompass all services identified in the Scope of Work, or may the required experience be demonstrated collectively across the Prime Contractor and proposed subcontractors/teaming partners?

RCT will consider the experience of specifically identified subcontractors and partners.

57. 5% Bid Guarantee: Please confirm whether the 5% bid guarantee applies to this solicitation. If applicable, how should the guarantee be calculated when pricing is based on hourly rates without specified or estimated quantities/hours?

The reference to a bid bond requirement in Attachment A was an error. **There is no bid bond requirement for this contract.** Please see the correct "Access to Records and Reports" section from Attachment A at the end of this document.

58. Attachment D: Please provide the referenced Attachment D / Special Terms and Conditions, including the applicable insurance requirements and coverage limits.

Please disregard the reference to Attachment D. There is no Attachment D.

59. Estimated Usage/Spend: Please provide, if available, the estimated annual hours, annual spend, historical contract value, or other anticipated expenditure information for these services. **Approximately 200 hours. \$36,300 in FY26.**

60. Incumbent Information: Please identify the current/incumbent contractor(s), if applicable, and provide any available information regarding the existing contract, including contract term and historical spend.

61. Recompete Status: Is RFP-FY27-2 a recompetes of an existing Information Technology Services contract? If so, could you please provide the previous solicitation/contract

number, incumbent vendor, original award date, contract value, and any available historical spend or utilization information?

This RFP is different from any in the past as it is set up for other agencies to be able to use , not just a single agency.

62. Travel/Mileage: For required onsite services, is travel, mileage, lodging, or other travel-related expense reimbursable separately, or must all such costs be incorporated into the proposed hourly rates?

Non-labor travel expenses are separately reimbursable. All labor rates must be submitted in Attachment C.

63. Cybersecurity Requirements: Are there any mandatory cybersecurity certifications, security tools, penetration-testing qualifications, background checks, security clearances, or specific cybersecurity/technology insurance requirements applicable to the contractor or proposed personnel?

Certifications available for vendor should be available

64. Can RCT provide the current support model, including whether services are presently delivered by an internal IT team, a managed service provider, or a hybrid model, and identify any key challenges the organization seeks to address through this procurement?
RCT does not have any internal IT staff. There has been a managed service provider.

65. Is the intent for the selected vendor to act as a fully outsourced IT department or as supplemental support to existing internal IT personnel? Fully outsourced IT department.

66. How many total users are supported today at RCT?

95 employees, 50 computers, 200 email addresses at RCT.

67. What was the annual spend under the previous contract for these services?

FY25, \$28,500, FY26 \$36,300.

68. If this is a new contract, what is the estimated annual budget?

69. Is the agency open to a hybrid delivery model utilizing a combination of onshore and offshore resources?

No geographic preference is included in the proposal evaluation. Please note the “Domestic Preferences for Procurements” in Attachment A.

70. Will the work be performed onsite, remotely, or through a hybrid arrangement?

It is anticipated that remote assistance will be sufficient for some tasks, but on site assistance will also be needed for certain tasks/projects.

71. Would it be possible to consider a 1–2 week extension to the proposal submission deadline?

RCT is not considering a proposal deadline extension at this time.

72. Is this contract intended for a single vendor or for multiple vendors?

RCT may retain one or more firms at its sole discretion at any time during the term of this agreement.

73. Who is the current or previous incumbent vendor for these services?

Silloway Networks

74. Are there any challenges, gaps, or pain points with the current solution or contractor that the agency is looking to address through this procurement?

No.

75. Is there a projected contract award date and anticipated start date?

RCT anticipates awarding a contract and setting an anticipated start date in October 2026.

76. Are there any mandatory subcontracting goals associated with this contract?

No.

77. Is there a projected award and start date?

78. RCT anticipates awarding a contract and setting an anticipated start date in October 2026.

79. Participating Agency Utilization

Of the agencies identified in the RFP, which organizations currently intend to utilize the resulting contract during the initial contract period, and are any expected to procure services immediately upon contract award?

RCT expects to award a contract in October 2026 but cannot speak to the schedule of other agencies.

80. User Counts

Please provide the current number of users for each participating agency.

95 employees, 50 computers, 200 email addresses at RCT.

81. Endpoint Inventory

Please provide current quantities of desktops, laptops, servers, mobile devices, printers, and other managed endpoints for each participating agency.

Unknown

82. Microsoft 365 Licensing

Please provide current Microsoft 365 licensing levels and user counts for each participating agency.

Unknown

83. Help Desk Volume

Can RCT provide historical support ticket volumes or estimated monthly service demand across participating agencies?

Only For RCT, FY26 was approximately 140 hours and 70 tickets, 5 onsite calls.

84. On-Site Support Expectations

Please clarify the anticipated requirements for routine and emergency on-site support, including geographic coverage expectations.

RCT has offices in Newport, Lyndonville, Morrisville, Stowe, and St Albans Vermont

85. Server, Cloud, and Backup Environment

Please provide a summary of current server infrastructure, cloud services, backup platforms, and protected data volumes. 2 current physical servers (Lyndonville) Acronis Cloud Storage

86. Contract Utilization Estimates

Does RCT have any historical spending information, estimated utilization, or anticipated service demand that can be shared to assist vendors in preparing pricing assumptions?

87. Artificial Intelligence Scope Clarification

The RFP references AI-related services. Please clarify whether the expected scope includes user training, governance and policy development, Microsoft Copilot implementation, security review, administration, or other AI-related services.

Unknown at this time but these are rapidly evolving

88. Section VI incorporates Attachments A, B, C, and D, but the issued document contains only Attachments A through C. Please provide Attachment D and the Special Terms and Conditions, including the liability insurance limits referenced in Section II

Please disregard the reference to Attachment D. There is no Attachment D.

89. Attachment A includes a five percent bid-guarantee requirement. Does this apply to this professional IT services procurement? If so, how should the guarantee be calculated when Attachment C requests hourly rates rather than a total bid price, and what forms of guarantee are acceptable?

The reference to a bid bond requirement in Attachment A was an error. **There is no bid bond requirement for this contract.** Please see the correct "Access to Records and Reports" section from Attachment A at the end of this document.

90. Section IV requires a Debarment and Non-Collusion Certification Form, but Attachment B does not contain a separate non-collusion form. Please confirm whether another form is required and provide it if applicable. Please also confirm whether proposers should acknowledge every federal clause in Attachment A or only clauses RCT identifies as applicable.

See attached Affidavit of Non-Collusion at the end of this Q&A and please return it with your proposal. All elements included in the RFP dated September 3, 2026 are due by 5:00 PM on September 25, 2026. Proposers will be given until October 2, 2026 to return the Affidavit of Non-Collusion only, but the due date for all other items remains September 25, 2026.

91. Is this intended solely as an on-call hourly-rate contract, or should proposers also provide recurring managed-services pricing? How should subscriptions, travel time, mileage, shipping, and emergency or after-hours work be priced when Attachment C contains only five hourly labor categories?

92. Does the required 7:00 a.m. to 6:00 p.m. weekday availability apply to the service desk and escalation team or personally to the named primary contact? Is the 24-hour on-site response measured in clock hours or business hours, and does it apply after remote triage determines that an on-site visit is necessary?

Weekday availability would Apply to the team, 24 hours is measured in clock hours after remote triage determines on-site visit is necessary

93. For hardware repairs, may the contractor diagnose, remove, ship, and coordinate repairs through manufacturers or qualified repair partners, or must the contractor perform bench or depot repairs directly? Please also clarify responsibility for parts, shipping, temporary replacement equipment, and the required 90-day repair warranty.

The contractor may diagnose, remove, ship, and coordinate repairs through manufacturers or qualified repair partners

94. Does the scope include operational transit technology such as CAD or AVL systems, vehicle routers, mobile data terminals, cameras, fare systems, or other Intelligent Transportation Systems equipment, or is it limited to business IT equipment and associated peripherals?

limited to business IT equipment and associated peripherals

95. Are qualified subcontractors permitted for penetration testing, digital forensics, hardware repair, and other specialized services? **Yes** If so, what personnel, pricing, certification, or federal flow-down information must accompany the proposal?

96. Will RCT provide an estimated inventory of locations, users, endpoints, servers, cloud tenants, and anticipated annual service hours? Does RCT expect one award or multiple awards, and is any minimum purchasing volume guaranteed?

There is no purchasing volume guarantee

97. Should the contractor expect to access protected health information related to non-emergency medical transportation, and will any purchaser require a Business Associate Agreement or specific HIPAA controls?

Yes

98. Please clarify the anticipated work model for this engagement. Is the Contractor expected to maintain personnel onsite at the participating agencies, or will services be performed through a combination of remote and onsite support?

Remote and onsite support

99. The RFP requires the Contractor to respond to onsite offices within twenty-four (24) hours when onsite service is required. Please confirm whether services that do not require physical access to equipment or facilities may be performed remotely. If so, is there an anticipated or required percentage of services to be performed onsite versus remotely?

Yes services that do not require physical access to equipment or facilities may be performed remotely. No anticipated percentage of services to be performed onsite vs remotely.

100. Section IV.C requires resumes for the primary and alternate contacts and other key personnel. Please clarify whether the resumes submitted with the proposal must represent personnel who are specifically committed and available for this engagement, or whether representative/sample resumes demonstrating the qualifications of personnel the Contractor intends to provide will be acceptable.

The qualifications of personnel the Contractor intends to provide will be acceptable.

101. Is this a new requirement, or are these IT services currently being provided under an existing contract? If there is an incumbent contractor, please provide the name of the incumbent vendor and, if available, the current contract term and contract value.

These services are currently being provided by an existing IT vendor. Silloway Networks is the Vendor.

102. The Vermont Business Registry currently lists the estimated dollar value as \$0.00. Please provide the anticipated budget, estimated annual expenditure, historical annual spend, or maximum contract value available for this engagement to assist proposers in developing competitive pricing.

RCT does not have an estimate.

103. If a proposed key personnel member becomes unavailable prior to contract commencement or during the contract term due to circumstances beyond the Contractor's control, will the Contractor be permitted to substitute that individual with personnel possessing equal or greater qualifications and experience, subject to the Purchaser's review and approval?

Yes

104. Of the organizations identified as members of the Purchasing Group, which agencies currently anticipate using the resulting contract, and approximately when is each expected to begin using services?

RCT cannot speak to the schedule or plans of other agencies. RCT intends to award a contract in October 2026.

105. For each Purchaser expected to participate initially, please provide the number and locations of offices/facilities that may require onsite IT support.

The chart in the Introduction section of the RFP lists the main office location of each agency.

106. Please provide the approximate number of employees/users, email accounts, desktops, laptops, printers, servers, network devices, and other supported endpoints for each participating Purchaser, if available.

Not Available

107. Please provide historical IT support workload for the most recent 12 months, if available, including total tickets/service requests, tickets by priority or category, remote versus onsite incidents, after-hours calls, and average monthly service hours.

FY26 was approximately 140 hours and 70 tickets, 5 onsite calls.

108. If available, please provide the approximate annual hours historically utilized by IT labor level or service type, such as help desk/junior, mid-level, senior, cybersecurity, server/cloud administration, and onsite support.

FY26 was approximately 140 hours and 70 tickets, 5 onsite calls.

109. Please provide historical annual expenditures for outsourced IT services, or the current/most recent IT services contract value and annual spend, if available.

Not available.

110. Please describe the current IT support operating model, including which services are performed internally versus by an external provider and which responsibilities are expected to transition to the successful contractor.

The current model is a hybrid model of both remote and onsite.

111. Among the Scope of Work areas - hardware/infrastructure, email, servers, cybersecurity, cloud storage, backup/disaster recovery, AI, and reporting - which services are expected to

generate the greatest recurring workload, and which are expected to be occasional or project-based?

Cyber security, Back up/ Disaster recovery, infrastructure would require recurring workload, after set up email, frequently additions, cloud storage once set up is dependent on the situation.

112. Please identify the principal technologies currently in use, including email/productivity platform, cloud providers, server operating systems, virtualization, endpoint management, networking/firewalls, backup/DR, cybersecurity/EDR, identity management, ticketing, monitoring, and remote-management platforms.

All currently set by current IT vendor.

113. Are the participating Purchasers expected to operate largely independent IT environments, or is there an existing or planned standardized technology environment across the Purchasing Group?

Independent operations are envisioned at this time.

114. Are there major planned IT initiatives during the five-year contract - such as hardware refreshes, cloud migrations, Microsoft 365 changes, cybersecurity improvements, server replacements, network upgrades, application migrations, facility expansion, or technology consolidation - that bidders should account for?

Unknown at this time

115. For cybersecurity services, please provide the anticipated frequency and scope of security audits, vulnerability assessments and penetration testing, including the approximate number of external/internal IPs, endpoints, applications, networks, or locations expected to be assessed, if available.

Not available

116. Please describe the current backup and disaster-recovery environment and any required or target recovery time objectives (RTO), recovery point objectives (RPO), backup-retention requirements, or critical systems that require prioritized recovery.

Back up is done daily with our current IT vendor. RCT has an offsite cloud for storing phone recording data, but data on our current servers is required to be held for 7 years.

117. Please confirm whether travel time, mileage, lodging and other necessary onsite-service expenses must be included in the Attachment C hourly rates or may be invoiced separately,

and whether after-hours emergency work must use the standard submitted rates or may be billed at a different rate.

Non-labor travel expenses are separately reimbursable. All labor rates must be submitted in Attachment C.

118. For the AI Tools requirement, what specific use cases does RCT anticipate, and is the contractor expected to provide software/licenses or primarily advisory, configuration, implementation, and security support for tools selected or owned by the Purchaser?

New technology needs would be discussed between vendor and contractor at the time of need and purchased separately

119. Can you please explain this in greater detail? For example the “bid guarantee” at 5% is this 5% of the full term agreement value? 5% of the Monthly Price quoted? Is this bid guarantee due at the time of vendor selection or due with the RFP Response?

The reference to a bid bond requirement in Attachment A was an error. **There is no bid bond requirement for this contract.** Please see the correct “Access to Records and Reports” section from Attachment A at the end of this document.

120. Are the e-mail accounts currently hosted online with Microsoft 365 or Google?

Yes Microsoft 365

121. Are there any entities still maintaining on premise e-mail on a local e-mail server? **No**

122. Are end users currently utilizing Microsoft 365 or Google Workspace for business applications?

Microsoft 365

Correct "Access to Records and Reports" from Attachment A:

1. Record Retention. The Contractor will retain, and will require its subcontractors of all tiers to retain, complete and readily accessible records related in whole or in part to the contract, including, but not limited to, data, documents, reports, statistics, leases, subcontracts, arrangements, other third party Contracts of any type, and supporting materials related to those records.
2. Retention Period. The Contractor agrees to comply with the record retention requirements in accordance with 2 C.F.R. § 200.334. The Contractor shall maintain all books, records, accounts and reports required under this Contract for a period of at not less than three (3) years after the date of termination or expiration of this Contract, except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case records shall be maintained until the disposition of all such litigation, appeals, claims or exceptions related thereto.
3. Access to Records. The Contractor agrees to provide sufficient access to FTA and its contractors to inspect and audit records and information, including such records and information the contractor or its subcontractors may regard as confidential or proprietary, related to performance of this contract in accordance with 2 CFR § 200.337.
4. Access to the Sites of Performance. The Contractor agrees to permit FTA and its contractors access to the sites of performance under this contract in accordance with 2 CFR § 200.337.

AFFIDAVIT OF NON-COLLUSION

Affidavit of Non-Collusion: I hereby swear (or affirm) under the penalty of perjury under the laws of the United States that the following statements are true and correct:

1) That I am the bidder (if the bidder is an individual), a partner of the bidder (if the bidder is a partnership), or an officer or employee of the bidding corporation with authority to sign on its behalf (if the bidder is a corporation).

2) That the attached bid or bids have been arrived at by the bidder independently, and have been submitted without collusion with, and without any agreement, understanding, or planned common course of action with any other vendor of materials, supplies, equipment, or services described in the invitation to bid, designed to limit independent bidding or competition.

3) That the contents of the bid or bids have not been communicated by the bidder or its employees or agents to any person not an employee or agent of the bidder or its surety on any bond furnished with the bid or bids;

4) That the undersigned person(s), firm, association or corporation has (have) not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with the project; and

5) That I have fully informed myself regarding the accuracy of the statements made in this affidavit.

Signature

Date

Name of Authorized Individual

Firm Name