



**TOWN OF SALEM NH  
REQUEST FOR BIDS  
RFB 2023-009  
IT Managed Services  
Addendum #1**

**Clarification for bid items requested:**

- Regarding the onsite engineer. The town requires a Level 3 engineer with at least 5 years of experience.
- The bid requests 24/7/365 monitoring. However, the Town will require that the contract with the awarded vendor guarantees that they respond in person within three (3) hours of an emergency call.
- The bid states VLAN Management. It should state VLAN Configuration and Management.
- The bid states that we require six hours a week of IT leadership. To clarify, by IT leadership we expect it to be a principal engineer/owner level employee.

**Questions and Answers:**

1. ***I do not have experience specific to CodeRed and IMC but do have experience with fire and police software. Will my bid be considered or disqualified?***

**Response:** If your firm can meet the other minimum requirements and demonstrate experience with other Fire and Police software your firm's bid will be considered.

2. ***Would you help me to understand the current employee or "user" count?***

**Response:** There are approximately 245.

3. ***Will Salem pay for Sophos, RMM and log monitoring separately or should these monthly charges be added to each RFQ's pricing total?***

**Response:** For bidding purposes, bid as though Salem will pay for these services.

4. ***On page 4, RFQ Option #2 requests "IT Managed Services Monitoring without full time presence." Does that mean for this option Salem is not looking for the six hours per week IT leadership?***

**Response:** With this option, Salem still intends to have six hours per week of IT leadership.