

Questions & Answers

RFx# 3000015925

Network and Information Technology Infrastructure Support Maintenance and Staff Augmentation

1. Regarding RFP# 3000015925 – Network Information Technology Infrastructure Support Maintenance and Staff Augmentation for the State of Louisiana Department of Insurance, are you able to release the name of the Current Service Provider? My company is interested in providing a bid as a subcontractor. **ITinspired, LLC**
2. Do you anticipate extending the bid due date? **No**
3. What additional details are you willing to provide, if any, beyond what is stated in bid documents concerning how you will identify the winning bid? **Please reference Part 3: Evaluation for details regarding the evaluation/selection process.**
4. Was the bid posted to the nationwide free bid notification website at www.mygovwatch.com/free? **No**
5. Other than your own website, where was this bid posted? **The bid was posted to LaPAC, the Louisiana Procurement and Contract Network, as well as in The Advocate for both the Baton Rouge and New Orleans area.**
6. Will LDI provide the budget for the network support contract? **\$524,160 per year.**
7. Can we participate for only Staff Augmentation in the above bid? **Yes. This RFP is only for staff augmentation for the IT areas discussed in Section 3.1 Goals and Objectives of the RFP. Please also see 2.4 Technical Requirements and 2.5 Project Requirements for exact technical resources that we are anticipating.**
8. Do we have to respond to all the categories? **As response must be provided for all mandatory sections of the RFP or your proposal may be found non-responsive and not evaluated. All information provided in your proposal will be used to evaluate, as described in Part 3: Evaluation of the RFP.**
9. Who are the incumbent companies currently? **ITinspired, LLC**
10. How many vendors does the state intend to award a contract for? **One for this specific RFP.**
11. If the consultant submitted for the above positions are not available, due to some reason or he gets other assignment, can we replace same with new consultant? **Only at the approval of the Louisiana Department of Insurance can individual resources be replaced in the contract.**
12. Does the 364 hours refer to total staff, i.e. which would be minimum of 2 full time employees, but could be greater, i.e. 5-10+ including a Project Manager? **Please refer to section 2.4 Technical Requirements of the RFP.**
13. Will multiple sites be supported? If so, are the sites in the same area? **Yes, multiple sites will be supported. No, the sites are not in the same area. Please see Section 1.2 Background of the RFP for more information on the multiple site locations.**
14. Will installing of CAT5 or CAT6 be included in this proposal? **Yes, if necessary**
15. Does the Wi-Fi infrastructure have multiple networks? (ex. Staff SSID and Guest SSID) **Yes**
16. Does the network have video cameras connected to it? If so, will they be supported? **No**

17. Will any databases be supported? If so, what is the name of the database and the company that makes it? **The databases are supported by the application team, you would be required to maintain the servers running the databases.**
18. Can you list any other Technology Peripheral that will be supported for this RFP that I may have missed? **Please see Part 2: Scope of Work/Services on what technology peripherals will be supported.**
19. Will workspace be provided on site for hardware repair and to create a test environment? **Yes**
20. Could you please share information on the type of key personnel required? **Please see section 2.4 Technical Requirements of the RFP.**
21. Any recommendation on the number of personnel required and will the agency provide any job descriptions for labor categories/personnel required? **Please see section 2.4 Technical Requirements and section 1.8.1 Mandatory Qualifications, as it relates to an individual resource possessing multiple areas of expertise.**
22. Could you please specify what type of Pricing schedule required? Hourly rates or firm fixed price? **Resulting contract will be a fixed-fee contract as specified in the RFP. Please see Attachment IV: Cost Summary for more information related to pricing and requirements.**
23. Is there an incumbent on the contract? If yes, could you please share any estimate based on the historic data about the total number of personnel proposed or working currently? **Yes, the number of personnel provided by the incumbent has ranged from 5 to 7.**