

From: [Lakshay Malhotra](#)
To: [Carolyn Caro](#)
Subject: Questions | RFP 22CCP01P - IT Managed Service Providers
Date: Thursday, October 27, 2022 5:33:59 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[Caldwell County IT MSP RFP 22CCP01P Questions.xlsx](#)

Good Morning Ms. Caro,

Greetings from Jade Global Inc.

At the onset, we thank you for giving us the opportunity to participate in the County's RFP 22CCP01P - IT Managed Service Provider procurement process.

Jade Global, Inc. ("Jade") is a American premier Advisory, Integration, Cloud & Consulting Services, Business Solutions and IT Managed Service Provider company that serves clients across multiple technology platforms. We have offices in Texas, California, Philadelphia, Utah amongst other US locations. Our team of experts successfully deliver business and technology solutions across diverse industries to drive our customers' long-term growth and success since the last 19 years and counting.

As part of the RFP process, we would like to submit the attached questions for the IT Managed Services Provider RFP. We will heartily appreciate the response and accommodation to these questions.

Many thanks in advance.

Please acknowledge the receipt of the questions.

Kind Regards,

Lakshay Malhotra

Manager – Bids and Proposals (North America - SLED)

(408)560-3934 Extn: 106 | <https://www.jadeglobal.com/industry/government-and-public-sector>

1731 Technology Drive, Suite 350, San Jose, CA 95110



From: [Carolyn Caro](#)
To: ["McIntosh, Sheri"](#)
Cc: [Head, Kris](#)
Subject: RE: Caldwell County RFP for IT Managed Service Questions
Date: Wednesday, November 2, 2022 3:39:40 PM
Attachments: [image001.png](#)
[image002.png](#)

Good afternoon,

Please see below for answers.

1. How many hours per week does the current IT MSP provide? **Until recently, the county has had an in-house IT department.**
 - a. What is the hours breakdown by job title. **Normal hours for our recently dissolved in-house IT dept were M-F 8am-5pm, with 24/7 emergency on call.**
2. What is Caldwell County's anticipated budget for services requested in this RFP? **The county has an IT budget of \$250,000.00.**
3. Does the County have any IT projects they wish to complete during the contract period? **The county is looking to streamline IT operations and upgrade backup servers.**
4. What county departments will be supported under this contract? **This contract will need to support approx. 35 departments housed within 11 separate buildings (with more planned for the future).**
5. Can you please provide the addresses where IT MSP services under this contract would be performed?

Caldwell County Courthouse	110 S. Main Street	Lockhart	TX	78644
Caldwell County Jail/Sheriff Office	1204 Reed Drive	Lockhart	TX	78644
Caldwell County Justice Center	1703 S. Colorado St	Lockhart	TX	78644
Juvenile Detention Center	312 E. San Antonio St	Lockhart	TX	78644
L.W. Scott Annex	1400 FM 20 East	Lockhart	TX	78644
Market Street Office Annex	405 E. Market St	Lockhart	TX	78644
Justice of the Peace Precinct 1	110 S. Brazos St	Lockhart	TX	78644
Caldwell County Maintenance	1700 FM 2720	Lockhart	TX	78644
Luling Annex Offices	505 E. Fannin St	Luling	TX	78648
JP #3 Leased Office	9677 Highway 142	Maxwell	TX	78656
Purchasing Office	631 S. Colorado St	Lockhart	tx	78644

6. Does the County have its own IT ticketing system? **No.**
7. How many IT tickets per month are created? **Unknown.**
8. Who will the IT MSP POC report to? **POC will be the county judge, county auditor, and county purchasing agent.**

Take care,

Carolyn M. Caro
Purchasing Agent
Caldwell County
631 S Colorado St
Lockhart, Texas 78644
carolyn.caro@co.caldwell.tx.us



This email message, including all attachments, is for the sole use of the intended recipient(s) and may contain confidential information. Unauthorized use or disclosure of confidential information is prohibited under Federal Law. If you are not the intended recipient, you may not use, disclose, copy or disseminate this information. Please contact the sender and delete all copies of the message, including attachments.

From: McIntosh, Sheri <smcintosh@sdipresence.com>
Sent: Tuesday, November 1, 2022 1:05 PM
To: Carolyn Caro <carolyn.caro@co.caldwell.tx.us>
Cc: Head, Kris <khead@sdipresence.com>
Subject: Caldwell County RFP for IT Managed Service Questions

Hello Ms. Caro,

Please see below for additional questions. Thanks.

1. How many hours per week does the current IT MSP provide?
 - a. What is the hours breakdown by job title.
2. What is Caldwell County's anticipated budget for services requested in this RFP?
3. Does the County have any IT projects they wish to complete during the contract period?
4. What county departments will be supported under this contract?
5. Can you please provide the addresses where IT MSP services under this contract would be performed?
6. Does the County have its own IT ticketing system?
7. How many IT tickets per month are created?
8. Who will the IT MSP POC report to?

Sheri McIntosh
Proposal Manager



Mobile: 630-386-3120

smcintosh@sdipresence.com

SDI Presence LLC

A Certified Minority Business Enterprise (MBE)

200 East Randolph Street, Suite 3550

Chicago, IL 60601

888-YOUR SDI (888-968-7734)

sdipresence.com - [linkedin](#) - [twitter](#) - [instagram](#) - [facebook](#)

This message is intended for the use of the individual or entity to which it is addressed, and may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited.

From: [Carolyn Caro](#)
To: [McIntosh, Sheri](#)
Cc: [Head, Kris](#); [Thompson, Ricky](#)
Subject: RE: Caldwell County RFP for IT Managed Services
Date: Thursday, October 27, 2022 8:07:00 AM
Attachments: [image002.png](#)
[image003.png](#)

Good morning Sheri,

My apologies for the delay in responding. I was out of town and have been trying to get caught up. Please see the answers to your questions below. If you need anything else, don't hesitate to reach out.

1. How many copies do we need to send or can we submit electronically? **Please provide 5 hard copies.**
2. Do you have a sample agreement you can provide? **I don't currently have a sample agreement.**

Take care,

Carolyn M. Caro
Purchasing Agent
Caldwell County
631 S Colorado St
Lockhart, Texas 78644
carolyn.caro@co.caldwell.tx.us



This email message, including all attachments, is for the sole use of the intended recipient(s) and may contain confidential information. Unauthorized use or disclosure of confidential information is prohibited under Federal Law. If you are not the intended recipient, you may not use, disclose, copy or disseminate this information. Please contact the sender and delete all copies of the message, including attachments.

From: McIntosh, Sheri <smcintosh@sdipresence.com>
Sent: Monday, October 24, 2022 11:19 AM
To: Carolyn Caro <carolyn.caro@co.caldwell.tx.us>

Cc: Head, Kris <khead@sdipresence.com>; Thompson, Ricky <rthompson@sdipresence.com>
Subject: Caldwell County RFP for IT Managed Services

Hello Ms. Caro,

SDI Presence plans to bid your RFP for IT Managed Services (RFP #22CCP01P). I have a couple of questions.

1. How many copies do we need to send or can we submit electronically?
2. Do you have a sample agreement you can provide?

Thanks in advance.

Sheri McIntosh
Proposal Manager



Mobile: 630-386-3120

smcintosh@sdipresence.com

SDI Presence LLC

A Certified Minority Business Enterprise (MBE)

200 East Randolph Street, Suite 3550

Chicago, IL 60601

888-YOUR SDI (888-968-7734)

sdipresence.com - [linkedin](#) - [twitter](#) - [instagram](#) - [facebook](#)

This message is intended for the use of the individual or entity to which it is addressed, and may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited.

From: [Carolyn Caro](#)
To: [McIntosh, Sheri](#)
Cc: [Head, Kris](#)
Subject: RE: Caldwell County RFP for IT Managed Services Additional Questions
Date: Friday, November 4, 2022 11:04:37 AM
Attachments: [image001.png](#)
[image002.png](#)

Please see answers below.

1. Before the County moved away from their in-house IT Department, how many employees did it have and what were their job titles and duties? **The IT Dept consisted of one IT Director and 2 IT Admin Assistants.**
2. What is the breakdown for percentage of time expected for on-site and remote support? **The majority of support can be done remotely, with on-site for emergencies.**
3. Are there any facilities where only on-site support is requested? **All sites can be serviced on-site and remotely.**
4. Is there a current IT MSP provider? **The county has a temporary provider.**
 - a. If so, how many hours per week are they contracted for? **It is on an as-needed basis.**
5. Will the contractor be the primary IT Support provider for the Sheriff? **Yes.**
 - a. What CAD/RMS system does the County Sheriff use? **Kologik/Copsync**
 - b. Does the Sheriff have mobile devices in their vehicles? **Yes**
 - i. If so, what type and how many? **There are approx. 30 patrol units equipped with toughbooks.**
 - ii. Are these included in the count of 260 work stations/laptops identified in the RFP? **Yes**
 - c. Is the Sheriff Department employee count part of the 260 employee count identified in the RFP? **Yes**
 - i. How many sworn and non-sworn employees does the Sheriff's Department have? **Approx 50 employees.**
6. Do any other County departments have vehicles with mobile devices? **Constables and jail.**
 - a. If so, what type and how many? **Approx. 20 toughbooks.**
 - i. Are these included in the count of 260 work stations/laptops identified in the RFP? **Yes**
 - b. Does the County use mobile device management software? **VMWare**
6. How many servers does the County maintain (physical and virtual)? **I am unsure at this moment but will have an answer by Monday.**
7. How are the County facilities connected? (ex. Fiber, LAN, WAN, etc.) **LAN**

Take care,

Carolyn M. Caro
Purchasing Agent
Caldwell County
631 S Colorado St
Lockhart, Texas 78644



This email message, including all attachments, is for the sole use of the intended recipient(s) and may contain confidential information. Unauthorized use or disclosure of confidential information is prohibited under Federal Law. If you are not the intended recipient, you may not use, disclose, copy or disseminate this information. Please contact the sender and delete all copies of the message, including attachments.

From: McIntosh, Sheri <smcintosh@sdipresence.com>
Sent: Wednesday, November 2, 2022 4:46 PM
To: Carolyn Caro <carolyn.caro@co.caldwell.tx.us>
Cc: Head, Kris <khead@sdipresence.com>
Subject: Caldwell County RFP for IT Managed Services Additional Questions

Hello Ms. Caro,

Our Delivery Executive has some additional questions. Thanks.

1. Before the County moved away from their in-house IT Department, how many employees did it have and what were their job titles and duties?
2. What is the breakdown for percentage of time expected for on-site and remote support?
3. Are there any facilities where only on-site support is requested?
4. Is there a current IT MSP provider?
 - a. If so, how many hours per week are they contracted for?
5. Will the contractor be the primary IT Support provider for the Sheriff?
 - a. What CAD/RMS system does the County Sheriff use?
 - b. Does the Sheriff have mobile devices in their vehicles?
 - i. If so, what type and how many?
 - ii. Are these included in the count of 260 work stations/laptops identified in the RFP?
 - c. Is the Sheriff Department employee count part of the 260 employee count identified in the RFP?
 - i. How many sworn and non-sworn employees does the Sheriff's Department have?
6. Do any other County departments have vehicles with mobile devices?

- a. If so, what type and how many?
 - i. Are these included in the count of 260 work stations/laptops identified in the RFP?
 - b. Does the County use mobile device management software?
6. How many servers does the County maintain (physical and virtual)?
7. How are the County facilities connected? (ex. Fiber, LAN, WAN, etc.)

Sheri McIntosh
Proposal Manager



Mobile: 630-386-3120

smcintosh@sdipresence.com

SDI Presence LLC

A Certified Minority Business Enterprise (MBE)

200 East Randolph Street, Suite 3550

Chicago, IL 60601

888-YOUR SDI (888-968-7734)

sdipresence.com - [linkedin](#) - [twitter](#) - [instagram](#) - [facebook](#)

This message is intended for the use of the individual or entity to which it is addressed, and may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited.

From: [Carolyn Caro](#)
To: [Ben Parker](#)
Subject: RE: Questions Regarding RFP:22CCP1P
Date: Friday, October 14, 2022 9:21:06 AM
Attachments: [image001.png](#)
[image002.png](#)

Good morning Ben,

MY apologies for not getting back to you yesterday, I was a little under the weather. Please find the answers to your questions below:

1. Is this the Final version of the RFP? **This is currently the final version of the RFP**
2. do you foresee any amendments to the RFP in the near future? **I don't foresee any amendments at this time.**
3. Is the sole means of submittal to be in print and delivered to; Attn: Carolyn Caro, Purchasing Agent. 631 S. Colorado Street Lockhart, TX 78644, and if so
 - How many copies would you like and do any need to be identified as a Master Copy? **Please mail 5 printed copies. A master copy can be sent via email in PDF format.**
 - Would you like each copy to be sent in their own manilla envelope and identified as such? **Not necessary.**
 - Is there a specific proposal format that you would like followed such as a Cover Sheet and order that you would like each portion addressed? **No specific format, but please include a cover sheet.**
 - How would you like the cost proposal presented? spreadsheet or is a company's typical proposal acceptable. **A company's typical proposal is acceptable.**
 - Would you prefer the individual portions of the proposal tabbed in different colors that correlate with the cover page? **Yes please.**

Let me know if you have any questions or concerns.

Take care!

Carolyn M. Caro
Purchasing Agent
Caldwell County
631 S Colorado St
Lockhart, Texas 78644
carolyn.caro@co.caldwell.tx.us



This email message, including all attachments, is for the sole use of the intended recipient(s) and may contain confidential information. Unauthorized use or disclosure of confidential information is

prohibited under Federal Law. If you are not the intended recipient, you may not use, disclose, copy or disseminate this information. Please contact the sender and delete all copies of the message, including attachments.

From: Ben Parker <bparker@bluelayer.com>
Sent: Thursday, October 13, 2022 7:30 AM
To: Carolyn Caro <carolyn.caro@co.caldwell.tx.us>
Subject: Questions Regarding RFP:22CCP1P

Ms. Caro

My name is Ben Parker, I am the Client Advocate here at Blue Layer and am tasked with completing the formal response to RFP22CCP01P. I want to thank you on one of the most concise RFPs I have ever had the privilege to respond to, it is straight forward and to the point, which is a breath of fresh air considering the majority of the others I have seen. I have a few questions to ask concerning certain specifics within the RFP and submittal thereof. For ease of response, I will leave them bullet pointed below...

1. Is this the Final version of the RFP?
2. do you foresee any amendments to the RFP in the near future?
3. Is the sole means of submittal to be in print and delivered to; Attn: Carolyn Caro, Purchasing Agent. 631 S. Colorado Street Lockhart, TX 78644, and if so
 - How many copies would you like and do any need to be identified as a Master Copy?
 - Would you like each copy to be sent in their own manilla envelope and identified as such?
 - Is there a specific proposal format that you would like followed such as a Cover Sheet and order that you would like each portion addressed?
 - How would you like the cost proposal presented? spreadsheet or is a company's typical proposal acceptable.
 - Would you prefer the individual portions of the proposal tabbed in different colors that correlate with the cover page?

If you have any other questions or concerns please leave them within your response back to me and I will address them all.

Have a blessed rest of your day!



BEN PARKER

CLIENT ADVOCATE

T: 806 687 4765 X140 E: bparker@bluelayer.com

6119 79th St. • Lubbock, TX. 79424 • bluelayer.com

CONFIDENTIALITY NOTICE: This message is confidential and intended only for the use of the individual or entity to whom it is addressed. It may contain confidential and privileged information which is legally protected by law from disclosure. You are notified that if you are not the intended recipient, then reading or disclosing this communication is prohibited. If you have received this communication in error, please immediately notify us by return e-mail and destroy all copies of this message. Although this e-mail and any attachments are believed to be free of any virus or other defects that might affect any computer system into which it is received and/or opened, it is the responsibility of the recipient to ensure that it is virus free and no responsibility is accepted by Blue Layer IT or the author for any loss or damage arising in any way from its use.

From: [Carolyn Caro](#)
To: "Harshita Shukla"
Subject: RE: RFP 22CCP01P IT Managed Service Providers
Date: Tuesday, November 1, 2022 1:19:50 PM
Attachments: [image001.png](#)

Good afternoon,

Please find the answers to your questions below.

1. We are based out in Dallas, TX and we also have a support center in Denton, TX. Are we eligible to bid on the opportunity if we will open a support center within 25 miles after getting intent to award this RFP

We are requiring that on site support be available within a 25-mile radius at the time the bid is awarded.

2. Can we provide remote support from our offshore office in India?

Remote support can be provided from any off-site locations.

Take care,

Carolyn M. Caro

Purchasing Agent

Caldwell County

631 S Colorado St

Lockhart, Texas 78644

carolyn.caro@co.caldwell.tx.us



This email message, including all attachments, is for the sole use of the intended recipient(s) and may contain confidential information. Unauthorized use or disclosure of confidential information is prohibited under Federal Law. If you are not the intended recipient, you may not use, disclose, copy or disseminate this information. Please contact the sender and delete all copies of the message, including attachments.

From: Harshita Shukla <harshita@buzzclan.com>
Sent: Monday, October 31, 2022 4:20 PM
To: Carolyn Caro <carolyn.caro@co.caldwell.tx.us>
Subject: RFP 22CCP01P IT Managed Service Providers

Good Afternoon Carolyn,

We at BuzzClan, LLC are interested and qualified bidder to bid on the subject captioned solicitation.

After going through the solicitation document we find some queries, which are:

1. We are based out in Dallas, TX and we also have a support center in Denton, TX. Are we eligible to bid on the opportunity if we will open a support center within 25 miles after getting intent to award this RFP
2. Can we provide remote support from our offshore office in India?

Thanks,

Harshita Kumari | | Lead Proposal Writer

BuzzClan LLC

WMBE, Small Business, and HUB-TX certified.

Direct: 469-581-0233

harshita@buzzclan.com | 5757 Alpha Rd, Suite 340, Dallas, TX 75240

www.BuzzClan.com | www.BuzzClan.ca | [BuzzClan Overview](#)