**RESPONSES TO INQUIRIES FOR**

**RFP 25-04 – CORYELL COUNTY MANAGED IT SERVICE PROVIDER**

Updated August 7, 2025:

**Inquiry 1: On-Site and Remote Support Balance:** The RFP mentions both on-site and remote support. To ensure our proposal aligns with your operational needs, could you clarify the expected balance between the two? Would the County be open to a service model that is primarily remote for immediate user support and system monitoring, complemented by scheduled on-site visits for hardware installations, project work, and hands-on assistance as needed?

**Response to Inquiry 1:** Coryell County is seeking proposals for complete IT support, to include a plan for immediate support (remote or in-person), and response time for IT issues that cannot be resolved remotely.  Coryell County is open to consider any plan that meets the County’s needs, and has no predetermined plan model.

**Inquiry 2:** **Proposal Submission Method:** The RFP requires the submission of one original and five paper copies by mail. To ensure efficient and confirmed delivery, and in consideration of environmental sustainability, would the County be open to accepting a digital submission via email in lieu of the physical copies?

**Response to Inquiry 2:** The present RFP requires submission of paper and digital copies.

**Inquiry 3:** **Incumbent Provider and Transition Context:** The RFP states that the IT environment is currently supported by local vendors. To help us understand the current landscape and propose a seamless transition, could you provide more details about the incumbent provider(s)? It would be helpful to understand the scope of their services and the primary reasons the County is seeking a new provider at this time. Knowing what has worked well and which specific areas you are targeting for improvement will allow us to better tailor our proposal.

**Response to Inquiry 3:** Coryell County Departments currently use F8 Tech and Blazing Technology, both located here in Gatesville, for IT needs.  These two companies have provided IT support for many years to the County. Our current IT environment is mostly consolidated, and is managed by F8 through an RDS system that is housed at the Waco Data Center.  F8 manages our email and RDS System on a day to day basis, providing remote and on-site support as needed.  No IT providers are under contract with the County. Coryell County was required by the procurement statutes of the State to put out an RFP, due to the level of current expenditures.

**Inquiry 4:** Is there a target or historical budget allocated for managed IT services that proposers should be aware of?

**Response to Inquiry 4:** The current Coryell County Budget has IT expenditures budgeted as follows; Hardware - $30,000, Break Fix - $60,000, and Maintenance - $300,000.

**Update to Inquiry 4:** The scope of the $300,000 Maintenance budget, covers services such as Azure and Microsoft 365, Cloud Security, Antivirus, Sonic Wall and Scale licenses, and backup expenses. It also covers the cost of all consolidated services for the remote desktop system and costs for housing in the Waco Data Center. Coryell County does not have an existing managed services agreement, so it does not cover that cost. Coryell County has a software budget of $180,000 for this current fiscal year, expenditures out of this line item are for website expenses, Edoc Technologies (used by many offices), and other large software expenses that are related to the actual case management and day to day management of the offices within the County. Large expenditures have been made out of the Maintenance line item for the transition of the final departments to the remote desktop system and the consolidated servers housed at the data center. The Auditor’s Office and the Sheriff’s Office being the final two departments to transition to the remote desktop system (not yet complete, but very close). Recurring license and support fees that are paid on a monthly or yearly basis after hardware purchases are generally paid out of this line item. When hardware is purchased that includes license and support fees when purchased, the purchase price and the included license and support fees are paid out of the Hardware budget line item presently.

Through the end of July, (10/12th of the budget year), expenditures out of the Software budget stand at approximately $123,000, Hardware: $88,000, Break-Fix: $65,000, and Maintenance: $161,000.

**Inquiry 5:** The RFP does not define support hours. Is 24/7 support expected, or is coverage limited to normal County business hours (e.g., 8 AM – 5 PM, Mon-Fri)?

**Response to Inquiry 5:** Coryell County does not have a predetermined support schedule, Coryell County does operate a sheriff’s office and jail that operate 24/7, that does require IT support. Any proposal should include a plan to support their IT needs. Current support is very limited after hours, but is available in an emergency.

**Inquiry 6:** To what extent is a dedicated help desk required? Are you expecting a full-scale help desk with ticketing, staffing, and SLA enforcement, or basic support during business hours? Will the County require full-time on-site staff, or is remote support acceptable for most issues, with occasional on-site visits?

**Response to Inquiry 6:** Coryell County is seeking proposals for complete IT support, to include a plan for immediate support (remote or in-person), and response time for IT issues that cannot be resolved remotely. Coryell County is open to consider any plan that meets the County’s needs, and has no predetermined plan model.

**Inquiry 7:** The RFP mentions RDS and a desire to consolidate. Is the County open to a Virtual Desktop Infrastructure (VDI) model (e.g., Azure Virtual Desktop or Citrix), or do you have a preferred platform?

**Response to Inquiry 7:** The County is open to consider all management options. The County has not established a preferred platform.

**Inquiry 8:** Is the County committed to continuing with VMware post-Broadcom acquisition, or are you open to considering alternative hypervisors (e.g., Hyper-V, Nutanix AHV, Proxmox, etc.)?

**Response to Inquiry 8:** The County is open to considering all options in regard to this matter and has made no long term commitment to any vendor. Please provide proposed alternatives in your proposal.

**Inquiry 9:** Since the County notes the lack of consolidated documentation for its infrastructure, will time and budget be allocated in the initial phase for a full discovery and network mapping effort?

**Response to Inquiry 9:** The county is currently working on the consolidated documentation but the chosen provider would be required to update this information and should be covered in your proposal.

**Inquiry 10:** Does the County have any existing tools for proactive monitoring, alerting, and performance management, or should the vendor provide and manage these entirely?

**Response to Inquiry 10:** Yes, for all units on RDS, and some other stand-alone units. The monitoring is provided and managed by our current IT provider. Any proposed system would have to be provided and managed entirely by the proposed vendor.

**Inquiry 11:** Are there existing tools in place for security vulnerability scanning, endpoint detection & response (EDR), or intrusion detection? If not, is the vendor expected to implement these?

**Response to Inquiry 11:** Yes, for all units on RDS, and some other stand-alone units. The monitoring is provided and managed by our current IT provider. Any proposed system would have to be provided and managed entirely by the proposed vendor.

**Inquiry 12:** Will there be a transition period with the incumbent vendor, or is the expectation that the awarded vendor assumes support immediately upon contract execution?

**Response to Inquiry 12:** No decision or agreement has been made in reference to this matter. Respondents should assume that the awarded vendor will take over support immediately upon contract execution.

**13:** Is the County open to the integration of AI-driven solutions such as predictive analytics for system failures, intelligent ticket triaging, or automated endpoint monitoring, to enhance responsiveness and reduce manual workload across IT support operations? Would the County consider exploring AI-based tools to improve cybersecurity posture, such as real-time threat detection, anomaly-based behavior monitoring, or AI-assisted vulnerability scanning as part of its long-term IT strategy?

**Response to Inquiry 13:** Coryell County is open to consider any plan that meets the County’s needs, and has no predetermined plan model.

**Inquiry 14:** Can you define the meaning of “Primary Place of Business”? If we have a local office in Austin TX, can we qualify for 5% points?

**Response to Inquiry 14:** A principal place of business refers to the main location in which a company conducts the bulk of its business. If your proposal specifies that you have a business location in Austin, Texas where a large portion of your business is conducted, and most importantly where the staff is located that will service this RFP, then your company could qualify for the 5 points.

**Inquiry 15:** Can the County share the details regarding ticket count, type of ticket, SLAs that we need to meet under this contract? How many staff members (FTEs) has the current vendor deployed on the project to support this project? Can you provide a detail such as labor category name, # of FTEs etc.

**Response to Inquiry 15:**

**June: July:**

**Microsoft 365 Business Premium 110 110**

**Microsoft 365 Business Basic 4 4**

**Microsoft 365 Apps for Business 9 9**

**Microsoft 365 Business Standard 66 65**

**Exchange Online (Plan 1) 34 38**

**Sentinel One Control w/ SOC 24/7 194 202**

**Backup 7103 GB 7177GB**

**BREAK FIX EXPENDITURES $6,581.25 $6,662.50**

**Breakdown of Break Fix Time June Hours: July Hours:**

**Non-Billable: Proactive 36.75 16.25**

**Non-Billable: Admin 1.25 .75**

**Non-Billable: Client Update 27.50 15.50**

**Non-Billable: Consulting .25 8.75**

**Non-Billable: Remote .50 .50**

**Billable: After Hours .5 0**

**Billable: Onsite 12.25 7.5**

**Billable: Remote 35.25 45**

**Tickets Opened: 161 130**

**Current vendor deployed Support Tech, Account Manager, Engineer, Manager, Field Tech, and Sales personnel to fulfill the County’s needs during this period of time.**

**Inquiry 16:** Can you share some fixed fee details that the current vendor is charging?

**Response to Inquiry 16:** Coryell County does not currently operate under a contract for IT Services, as such, the County does not have any fixed fee agreements in place at this time.

These are the inquiries that have been made to date. If these inquiries or responses raise any issues or questions, please feel free to reach out with additional questions, the County will respond as quickly as possible and copy all prospective responders on the response.