

Request for Quotes - IT Services



Questions Related to the RFQ: CONTRACTOR 1

Received: 9/17/2025

Reponses: 9/24/2025

No.	Question / Clarification	CONTRACTOR Requests:	Pg.	Otter Express Response:
1	Clarification	The total is listed as 15, broken down as 1 server, 6 desktops, 2 laptops, and 3 switches - which adds up to 12. Could you clarify what the other 3 hardware types are?	18	15 is the estimated number of hardware types. In addition to the 1 server, 6 desktops, 2 laptops, and 3 switches, the CONTRACTOR will assist with the procurement and set up of 1 WIFI router and possibly other small equipment such as a PC power supply unit. The CONTRACTOR is not expected to assist with bus related IT nor phone systems.
2	Clarification	Are there a few virtual servers spun up from the physical server?	18	The intent is to procure and set up one, secure, physical server with dedicated hardware. Otter Express will consider virtual or hybrid suggestions made by the successful CONTRACTOR.
3	Question	Is anyone remotng in from a home PC, firewalls/routers?	18	Yes, a remote option will be made available to employees. This option is only available when working from an Otter Express approved business laptop remotely. Personal devices are prohibited from network access. Secure remote commuter access, that will allow users to connect to the Otter Express network, shall be established by the CONTRACTOR. Yes, the server network shall include a firewall/router. The firewall/router shall act as a protective barrier for server data and network resources by inspecting and controlling incoming and outgoing traffic.
4	Clarification	To confirm, looks like 22 current employees with the possibility of adding an additional 4?	3	Correct. The agency has 22 employees with the option of adding 4 additional staff. Otter Express may, at a later date, hire additional staff.

Request for Quotes - IT Services



Questions Related to the RFQ: CONTRACTOR 2

Received: 9/18/2025

Reponses: 9/24/2025

No.	Question / Clarification	CONTRACTOR Requests:	Pg.	Otter Express Response:
1	Question	Will Otter Express be procuring all hardware (server, switches, routers, desktops), or should the contractor include hardware recommendations and procurement support in the proposal?	NA	The successful CONTRACTOR shall make hardware recommendations and assist with procurement support, set up, and service after the contract is awarded.
2	Clarification	What is the server's function? You mention Virtual Machines: how many virtual machines are used and what are they used for?	4	The server will provide shared resources, data, and services to multiple client computers or users over a network at the Otter Express office location and through remote user access from home through the use of Otter Express approved business laptops. The intent is to seek assistance with the procurement and set up of one, secure, physical server with dedicated hardware. Otter Express will consider virtual or hybrid suggestions made by the successful CONTRACTOR.
3	Question	Are there any specific software loads that currently run on the server? If so, what are they?	NA	There are no significant software loads that currently run on the server. The existing server, on loan from Productive Alternatives, will be replaced with the assistance of the CONTRACTOR. On-premises loads include basic small business software used for transit agency operations.
4	Question	How will data migration from the current Windows 2022 Server environment be handled? Are there legacy applications or compatibility concerns we should know about?	NA	There are no known data compatibility concerns. Data migration will be minimal. Data reporting and inventory tracking is provided through cloud-based systems (BlackCat). Financial tracking will likely utilize Adobe's General Ledger internal financial system.

5	Question	Are there any cloud-based systems (e.g., Microsoft 365, hosted backups) currently in use, or is the environment fully on-premises?	NA	Yes, there are a combination of cloud-based and on-premises systems.
6	Question	For routers/switches: Is there a preferred vendor standard (Cisco, Dell, etc.), or is the contractor free to recommend best-fit equipment?	18	The CONTRACTOR is free to recommend the best-fit equipment. The current switches are Cisco.
7	Question	Does Otter Express expect to own its own hardware or are they willing to lease hardware?	NA	Otter Express is open to recommendations from the CONTRACTOR. Otter Express currently intends to own its own hardware.
8	Question	How will Wi-Fi be deployed? Is the contractor expected to design and implement a wireless network from scratch?	14-17	The CONTRACTOR is expected to design and implement a wireless network from scratch.
9	Question	For Tier 1–4 incidents, is resolution time tracked as “best effort” only, or are penalties tied to SLA compliance?	14-17	Resolution time tracked as “best effort” only.
10	Question	Are remote-only responses acceptable for all tiers, or are on-site visits expected for certain critical issues?	14-17	Remote-only responses are acceptable for all tiers. On-site visits are not expected if remote is the best solution.
11	Question	How often does Otter Express anticipate after-hours or weekend emergency support being required?	14-17	The yearly bank of emergency hours is 96. The ideal is to build and maintain a system that requires the minimum number of emergency hours. Otter Express cannot better define the number of after-hours or weekend emergency support required.
12	Question	Are there restrictions on third-party remote access tools (e.g., TeamViewer, AnyDesk), or does Otter Express have a preferred remote support platform?	NA	There are no restrictions on third-party remote access tools. Otter Express does not have a preferred platform.

13	Question	Is Otter Express expecting that the contractor provides its own Remote Management Software / Endpoint Detection and Response software? If so, is this software fee expected to be part of the maintenance and emergency hours?	NA	Otter Express expects the CONTRACTOR to provide its own Remote Management Software / Endpoint Detection and Response software. The software fee shall be part of the maintenance and emergency hours cost.
14	Question	The RFQ allocates 188 hours annually (92 maintenance + 96 emergency). What happens if the emergency support hours are exceeded — is there a pre-approved billing rate for overages?	15	A billing rate will need to be provide and pre-approved for overages.
15	Question	Is the expectation that unused emergency hours can “roll over” into future months/quarters, or are they strictly capped?	NA	Yes, the expectation that unused emergency hours can “roll over” into future months/quarters. Unused emergency hours cannot "roll over" from one annual contract to another.
16	Question	Will there be flexibility in adjusting the split of maintenance vs. emergency hours year-to-year?	14-17	Yes, there will there be flexibility in adjusting the split of maintenance vs. emergency hours year-to-year, prior to contract renewal.
17	Question	What cybersecurity frameworks or standards (e.g., NIST, CIS, ISO 27001) does Otter Express expect the contractor to follow?	NA	The cybersecurity frameworks or standards the Otter Express expects the CONTRACTOR to follow is NIST.
18	Question	The RFQ specifies a monthly invoice report. Can you provide a sample filled-out report so contractors understand the required level of detail?	20	Attachment C: Invoice Report, pg. 20, is a sample report that may be completed and submitted with monthly billings or the CONTRACTOR may choose to use a company itemized service tracking report to submit. The expectation is to identify tasks performed and billed. Sample for filling-out the report - Task: Procure, set up, and inventory 1 laptop for new employee Technology Type: Laptop Technology Name: HP laptop purchased and set up. MS 365 installed, security patches and all other software updates completed. Laptop inventoried. Date Completed: 9/23/25 Notes: None

19	Question	Is there an expectation for quarterly or annual IT strategy/planning sessions in addition to daily support?		There is not an expectation for quarterly or annual IT strategy/planning sessions. Otter Express will support the sessions if they are to occur and are beneficial to the project.
20	Question	Who will be the day-to-day Otter Express point of contact (in addition to the RFQ Administrator)?	1	The current point of contact is the RFQ Administrator. At a later date, the point of contact may transition to the Operations Manager.
21	Question	How will knowledge transfer be handled if there is a staff turnover at Otter Express or within the contractor's team?	NA	Otter Express will establish primary and secondary points of contact between the RFQ Administrator and Operations Manager.
22	Question	Does Otter Express expect the contractor to provide end-user training for office staff (e.g., on security, backups, or new systems)?	NA	Otter Express does not expect the CONTRACTOR to provide end-user training to office staff (e.g., on security, backups, or new systems).