

Response to Written Questions

To:	ALL PROSPECTIVE BIDDERS, PROPOSERS, OR OFFERORS
Date:	October 10, 2025
Project:	On-Site and Remote Information Technology Support Services for Kimble County, TX
Reference #:	25-033-K
Addendum #:	1

This document provides responses to written questions submitted for the project referenced above. These questions and the written responses are hereby incorporated and made part of the solicitation.

QUESTION #	QUESTION	RESPONSE
1	Will the County provide a budget range or a not-to-exceed value for this contract to help bidders align pricing proposals?	Based on response to 2 below, there is not a firm budget established but historically, we have spent \$75-100,000 per year as best as I can tell for core IT support and services.
2	Is there an incumbent vendor currently providing IT support services? If yes, please provide the incumbent's name, current contract value, and contract end date.	There are currently 3 incumbent vendors in the various county elected's offices and county buildings. Only 1 has contract and contract end date is upon 30 days notice, but we are envisioning end of year transition. That is the primary reason for the RFP to consolidate under one quality vendor for majority of our IT services.
3	Should proposers include estimated travel costs for on-site responses in the cost proposal, or will travel be reimbursed separately by the County?	My preference is that for the specified level of "regular" on site support specified in RFP, travel expenses be built in for that. But it can be separate with a statement of your charges for such or separate for anything above the core on site support included.
4	Does the County prefer proposers to leverage a particular contract vehicle or cooperative purchasing program (for example, DIR contracts)? If so, please identify which vehicle(s) are preferred.	No preference, but we are members of a couple such as Buyboard. We have not used DIR, but are planning on doing so. Will be looking for recommendations.
5	The SOW references coordination with the Regional Security Operations Center (RSOC). Will the County provide direct access and contact protocols for the RSOC, or is the contractor expected to establish those connections independently?	We will provide.
6	Can the County confirm the current backup architecture (on-premises, cloud, or hybrid)?	Almost exclusively on-premises either on device itself or storage device...will want a recommendation for improvement.
7	Is the contractor expected to provide backup infrastructure (storage, cloud services) or to manage/operate the County's existing backup solution?	Not wed to either. Whatever is best solution for county as a whole.
8	Please confirm the current inventory counts that will be in scope: number of servers	This is something else that I'm looking for our chosen vendor to do...inventory our

	(physical and virtual), workstations, laptops/tablets, network switches, firewalls, routers, wireless access points, and printers/scanners.	computer and computer related items. We are undergoing a courthouse restoration process so all offices are out of the courthouse currently. We email back and forth and do not use Teams/Sharepoint. So right now, we have servers/firewalls switches at the Treasurer/Clerk's office, my office, the JP's office, the county attorney's office, the sheriff's office, the library and the museum as best I can tell. When we move back into the courthouse (est late 2026/early 2027), the Treasurer, Clerk, JP and my office will all be in the courthouse served by single server/router, etc. There are approximately 30 printers between shared and convenience at the different offices. Many county employees also have county phones. Estimated numbers that will need to be confirmed upon awarding a contract: Judge's Office-1 desktop and 1 laptop Treasurer's Office-2 desktops Clerk's Office- 5 desktops County Attorney's Office-2 desktops and 1 laptop Library-3 desktops Museum-3 desktops Sheriff's Office and Jail-18 total machines in use evenly split between desktops and laptops. Our phones are PBX system.
9	Will the contractor be required to directly manage TAC-managed platforms (e.g., Microsoft 365, Adobe), or will the contractor's role be limited to liaison/escalation unless the County explicitly requests reassignment of those services?	Liaison/escalation anticipated, but again not wed to that if better solution.
10	The SOW references approximately 20 regular users. Does this represent the full support population, or should proposers assume additional occasional/seasonal users (for example election staff, temporary employees, contractors) who will also require support?	We have 58 FT employees. Of those, many don't use computers or use them sporadically. This too will be something to get a complete handle on and is part of our fractured IT support county wide.
11	Should after-hours emergency response be priced as a separate line item in the Cost Proposal, or should it be included in the base pricing?	Will leave that up to y'all and the bidders but as opposed to some other elements of the request, if you want to that could be priced separately.

12	Proposal Submission Method: Section 4.3, "Method of Submission," requires proposals to be physically delivered. We respectfully inquire if the County would consider accepting submission electronically via email?	I appreciate the request, but we would like per the RFP a physical copy that of course can be mailed or overnighted and the thumbdrive specified.
13	Incumbent Provider: Is there an incumbent vendor currently providing these services?	There are currently 3 incumbent vendors in the various county elected's offices and county buildings. That is the primary reason for the RFP to consolidate under one quality vendor for majority of our IT services.
14	Budget Information: Has a budget been allocated for this contract, or can you share the annual spending on these services from the previous term?	Based on the above, there is not a firm budget established but historically, we have spent \$75-100,000 per year as best as I can tell for core IT support and services.
15	Onsite Support Expectation: The Pricing Form (Attachment B) includes eight (8) hours of on-site support per month in the base fee. To help us understand the typical need, could you clarify if the County anticipates requiring on-site support beyond these included hours on a regular basis?	We do not anticipate it, but from my perspective the proposal should address our core anticipation of on site support, but also address cost if more is needed in a given time period.
16	Device and Infrastructure Inventory: The Scope of Work (Attachment A) mentions an estimated 20 regular users of County-issued IT equipment. To provide the most accurate pricing, could you please provide an approximate count of the following assets that will be in scope for management?	This is something else that I'm looking for our chosen vendor to do...inventory our computer and computer related items. We are undergoing a courthouse restoration process so all offices are out of the courthouse currently. So right now, we have servers/firewalls switches at the Treasurer/Clerk's office, my office, the JP's office, the county attorney's office, the sheriff's office, the library and the museum as best I can tell. When we move back into the courthouse (est late 2026/early 2027), the Treasurer, Clerk, JP and my office will all be in the courthouse served by single server/router, etc. See also Response to #8.
17	Help Desk Ticket Volume: Could you provide an estimate of the average monthly or annual volume of help desk and technical support tickets?	No idea with 3 vendors but I would say 5-7 per month as a liberal estimate.
18	Ticketing System: Section 3.1 of the Scope of Work requires the contractor to maintain a ticketing system. Can you confirm if the expectation is for the contractor to provide their own standalone system, or does the County have an existing system that would require integration?	County has no existing system.
19	To ensure we capture our services correctly, would it be possible to get clarification on the following: User and Endpoint count for Sheriff's Office + County Attorney	18 ports/network connections for computers in use at the S.O. and Jail so 18 current users/endpoints. Plus 4 WIFI ports in use.
20	To ensure we capture our services correctly, would it be possible to get clarification on	2TB on the storage server and about 40GB on the main server (C drive).

	the following: Amount of data on the Sheriff's Office servers for ensuring a proper backup solution	
21	To ensure we capture our services correctly, would it be possible to get clarification on the following: Last CJIS audit of offices-date and result.	Last audit was completed on June 11, 2025 and it is still in the final stages of review.
22	To ensure we capture our services correctly, would it be possible to get clarification on the following: Software providers for any SO specific software such as JMS, etc.	Kologic JMS, RMS and CAD, Copsync, Motorola systems for radios.
23	Who are the incumbents currently providing IT services to the county?	While there are no contracted "incumbents" the County utilizes different IT support vendors on an as-needed basis, and depending on the complexity of the issue. The most commonly used IT vendors are Snider Technology, Ferris Consulting, and a local individual that provides IT support services.
24	Section 3.3 of the RFP encourages participation by Small, Minority-Owned, Women-Owned, Veteran-Owned, HUB, and DBE firms. Could the County clarify whether there is a subcontracting goal for HUB/MBE/WBE participation?	There is no specific subcontracting goal assigned for HUB/MBE/WBE utilization.
25	Will proposals that include certified HUB/MBE/WBE subcontractors receive additional evaluation preference/points?	Participation is encouraged but additional points will not be provided.
26	If certification is required, from which agency or authority should firms hold certification?	Not required.
27	Proposal Format – Staff Qualifications (Section 4.2.D), For the "Staff Qualifications & Resumes" requirement, does the County expect resumes for the dedicated Account Manager/Project Lead only, or also for the technical staff (helpdesk, engineers, etc.) who may directly support the County?	The County would appreciate receiving resumes for the individuals who will directly support the County. At a minimum, this should include the dedicated Account Manager/Project Lead and any core technical staff assigned to the County. If support functions such as helpdesk involve a large pool of staff or roles that may vary, the County does not expect resumes for every individual. Instead, please narrow the submission to the core group of personnel who will be consistently responsible for providing support to the County.
28	Required Forms (Attachment E and Conflict of Interest Questionnaire), Should the completed Required Forms and Certifications (Attachment E) and the Conflict of Interest Questionnaire (Form CIQ, Attachment G) be submitted within the main proposal binder, or placed in a separate section/envelope?	Either way is acceptable.
29	Is the Conflict of Interest Questionnaire required at the time of proposal submission, or only upon contract award?	Please submit with your proposal.

30	Do proposers need to address each Minimum Qualification item in a separate section of the proposal?	It is recommended that proposers address each of the Minimum Qualification items individually. Doing so allows the evaluation committee to clearly validate that the qualifications are met and ensures a more accurate and consistent scoring process. While proposers are not required to create entirely separate sections for each item, the response should be organized in a way that directly references and responds to each minimum qualification.
31	Section 3.1 requires proposers to be authorized to conduct business in Texas. Does the County require a copy of the Texas business license/registration certificate to be submitted with the proposal, or is a signed certification of compliance sufficient?	A signed certification of compliance will be sufficient to meet the requirement at the time of proposal submission. Proposers may include a copy of their Texas business license/registration certificate if they choose, but it is not required. Please note that the awarded proposer must be able to provide proof of authorization to conduct business in Texas upon the County's request.
32	Could the County please provide the estimated annual budget allocated for this contract?	Based on the above, there is not a firm budget established but historically, we have spent \$75-100,000 per year as best as I can tell for core IT support and services.
33	Could the County also share its historic annual spend on comparable IT support services (on-site and remote)?	Historically, we have spent \$75-100,000 per year as best as I can tell for core IT support and services.
34	Can the County provide the number of IT support tickets raised in the past 12 months (or most recent year available), broken down by type if possible (e.g., helpdesk requests, network/server issues, on-site interventions)?	The County does not have a formal system in place to track the exact number or type of IT support tickets raised in the past 12 months. However, based on general experience, a liberal estimate is that the County may open approximately 5–7 tickets per month, many of which can be addressed remotely.
35	Attachment A indicates approximately 75 County employees in total, with an estimated 20 regular users of County-issued IT equipment, Could the County confirm whether these numbers are current, and if the number of regular IT users is expected to increase or decrease after the Courthouse remodel and office relocations?	The numbers are current, we have 58 FT employees and a number of PT employees. Of those, many don't use computers or use them sporadically. This too will be something to get a complete handle on and is part of our fractured IT support county wide. The estimated 20 regular users of IT-equipment is expected to remain consistent after the courthouse remodel and office relocations.
36	Attachment A mentions five to six locations currently, with consolidation to four locations once the Courthouse remodel is complete, Could the County provide a list of current locations requiring IT support and any anticipated changes to site distribution after the remodel?	Current locations include 105 Reid Road where our Treasurer, Clerk, Ag Extension agent and probation departments office; county attorney office, JP office, county judge office. Additionally, we have support needs at our county library, county museum and Stevenson Community Center
37	Does Kimble County have a current provider for these services?	There are currently 3 incumbent vendors in the various county elected's offices and county buildings. That is the primary reason

		for the RFP to consolidate under one quality vendor for majority of our IT services.
38	Has Kimble County gone out to bid for these services before?	No.
39	Does the proposal need to include an Anti-Virus product with associated subscription/licensing costs?	I believe that as part of our consolidation of support services, it would be helpful to have a consolidated anti-virus and other cybersecurity solutions across county offices.
40	How is Kimble County's data being backed up on-premise and in the cloud today? How many TB of data is being backed up? Are you subject to any data retention duration requirements?	See response to Question 20 re Sheriff's Office. Otherwise, am unsure of total amount of data being stored. It is a combination of primarily on-site and on-machine, with some backup devices. Very little in the cloud. Would like to have this be part of adopted policies once a vendor is selected.
41	Can Kimble County provide a copy of the current incident response plan?	We do not currently have a county wide formal incident response plan. This is one of the items we anticipate working on with a consolidated vendor.
42	Can Kimble County provide a list and quantities of hardware or software that are either End of Support or End of Life with the manufacturer/vendor?	The County does not currently maintain comprehensive or centralized records related to its IT environment, such as an itemized list of hardware, software, or equipment, nor has it historically tracked detailed support activity in a structured manner. IT support services have been procured from various providers on an as-needed basis, and multiple County offices have engaged support independently. As a result, the County is unable to provide precise counts, inventories, or historical records at this time. It is the County's expectation that the contracted IT support provider will work closely with the County to establish this structure, including compiling accurate inventories, documenting systems and assets, and implementing processes that will allow for better tracking and reporting going forward.
43	Can we receive a copy of the current network diagram or a listing of all network and security infrastructure?	The County does not have a current or comprehensive network diagram available to provide as part of this solicitation. Historically, IT support has been provided on an as-needed basis by various vendors, and formal documentation such as network diagrams has not been consistently maintained. As part of the resulting contract, the County expects the selected IT support provider to work with County staff to develop and

		maintain accurate documentation, including a network diagram, as part of establishing a structured and well-managed IT environment going forward.
44	What types of peripheral devices do you have?	Generally, peripheral devices in use across County offices include standard desktop and networked printers, scanners, multifunction devices (print/scan/fax), and desktop telephones. Individual departments may also utilize items such as label printers, webcams, or external storage devices as needed. A complete and standardized list is not available at this time.
45	Are there copier/printer contracts in place?	Yes for those we lease. Many if not all convenience printers we own.
46	Are most printers networked or connected to computers directly?	Most offices/locations have at least one networked printer and many convenience printers as well. Cannot give complete inventory.
47	Are specialty printers in use such as receipt printers? If so, approximately how many?	No
48	Has Kimble County completed tabletop exercises with RSOC previously and if so, what are the results?	No. Need to do that once we have consolidated vendor in place and engage with RSOC.
49	Does Kimble County have existing KnowBe4 (or similar) licenses for cybersecurity awareness training?	No. Cybersecurity training is done through TAC.
50	Can Kimble County provide a count of servers (physical or virtual)?	No.
51	What hypervisor does Kimble County use? What version is it?	Unsure if any.
52	Can Kimble County provide a count along with brands/model numbers of Network/Security equipment broken down by type? (Routers, Switches, Access Points, Firewalls)?	The County does not have a consolidated inventory of its network or security equipment, including counts, brands, or model numbers by type. Historically, equipment has been purchased and supported on an as-needed basis by various departments and vendors, and a centralized record has not been maintained. It is the County's expectation that the awarded IT support provider will assist in compiling this information as part of the transition and will work with the County to establish and maintain an accurate, up-to-date inventory of all network and security equipment.
53	Can Kimble County provide an overview of any physical access technology you are using (cameras, badge readers, etc)?	We will have badge readers once we get back into the courthouse but currently none. We have camera systems at certain offices and facilities (Ring camera at County Attorney and security cameras at clerk/treasurer location and Stevenson Center). Details will have to be provided

		once we have a complete inventory performed once a consolidated vendor selected.
54	Can Kimble County provide any historical reports of ticket counts or call volumes broken down by month?	The County does not have a formal system in place to track the exact number or type of IT support tickets raised in the past 12 months. However, based on general experience, a liberal estimate is that the County may open approximately 5–7 tickets per month, many of which can be addressed remotely.
55	What % of Kimble County's computers are on Windows 10?	As far as I know, none that are currently in use as I did have all converted to Windows 11 recently.
56	While TAC manages certain platforms, are there specific platforms not managed by TAC?	Not sure what is meant by platforms. TAC CIRA provides email for county offices and employees.
57	Will we be able to bid on IT services during the current remodel, such as Digital signage, AV, physical security (cameras and doors), etc.?	Most of that has already been bid out. To the extent any new items come up or are uncovered, I would anticipate that the selected vendor will have that opportunity, if any.
58	Can we recommend optional products or solutions in our bid response?	Proposers may recommend optional products or solutions in their bid response; however, any such recommendations must directly align with the County's needs and intent of the solicitation. The County's primary interest is in ensuring that all proposed solutions address the defined scope of work. If a proposer identifies key products or solutions not expressly outlined in the scope that would provide significant benefit to the County and strengthen the overall support structure, the County will consider them as part of the evaluation. Proposers are encouraged to clearly demonstrate how any optional products or solutions tie directly to the County's stated objectives.
59	Are any computers considered to be remote or rugged, utilized in a vehicle or connected by cellular service? For instance, computers that might be used by a FirstNet responder?	We have a number of laptops used by the Sheriff's Office that are remote/rugged utilized in their patrol vehicles.
60	Is networking all provided by standard ethernet, fiber optic and/or wireless AP? Is any networking provided by cellular or satellite link?	All county offices and buildings are provided Internet/networking through HCTC fiber optic cable.

When issued, Addenda shall automatically become part of the solicitation documents and shall supersede any previous specifications and/or provisions in conflict with the Addenda. It is the responsibility of the respondent to ensure that they have obtained all Addenda. By submitting a bid,

proposal, or offer in response to the solicitation, respondents shall be deemed to have received all Addenda and to have incorporated them into their bids, proposals, or offers.

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