

**From:** [William Whitson](#)  
**To:** [Rick Glavosek](#)  
**Cc:** [Jennifer Elkins](#); [Lee Sudduth](#)  
**Subject:** Fwd: BerryDunn Questions Regarding RFQ  
**Date:** Tuesday, September 29, 2015 4:48:13 PM  
**Attachments:** [BerryDunnQuestions\\_HapevilleGA.pdf](#)

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Rick

The answers to the questions submitted by Berry Dun are:

- 1) yes, please arrange for this in advance
- 2) No, the City will not entertain separating this work at this point in time.
- 3) These questions are not relevant given the response to question #2

Sincerely,

W W

P. S. Please make sure that this information is communicated to the company and posted on our website. Thanks!

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: Jennifer Vincent <[JVincent@berrydunn.com](mailto:JVincent@berrydunn.com)>  
Date: 09/29/2015 1:15 PM (GMT-08:00)  
To: William Whitson <[wwhitson@hapeville.org](mailto:wwhitson@hapeville.org)>  
Subject: BerryDunn Questions Regarding RFQ

Good afternoon Mr. Whitson,

Please find attached BerryDunn's questions regarding the City of Hapeville's (City's) Request for Qualifications (RFQ) for Information Technology (IT) Comprehensive Managed Services. We look forward to learning more about the City's objectives for this project. Your confirmation of receipt would be greatly appreciated.

Best regards,

Jennifer Vincent | Business Development Specialist  
d/f: 207.842.8012 | [www.berrydunn.com](http://www.berrydunn.com)

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September 29, 2015

Mr. William R. Whitson  
City Manager  
3468 N. Fulton Ave.  
Hapeville, GA 30354

Sent via email to [wwhitson@hapeville.org](mailto:wwhitson@hapeville.org)

Dear Mr. Whitson:

BerryDunn respectfully submits the following questions regarding the City of Hapeville's (City's) Request for Qualifications (RFQ) for Information Technology (IT) Comprehensive Managed Services:

1. Can the City provide a teleconference option for the October 8 pre-bid meeting for this RFQ?
2. Our company, BerryDunn, does not provide hands-on, daily IT operations support services. Is the City interested in receiving proposals for only the Five Year IT Technology Upgrade Planning portion of the project (Section II.G.)?
  - a. If so, will the City exclude its requirements regarding Service Levels (Section II.J. and Section III.C.), Staff Certifications (Section II.B.), and Company Certifications (Section II.C.) for the Five Year IT Technology Upgrade Planning services?
3. The following questions are in regard to the creation of a Five Year IT Technology Upgrade Plan (Section II.G.):
  - a. Does the City anticipate the selected consultant will meet with the various departments that receive IT support services? If so, with how many departments and at what organizational level (e.g., City leadership, management, end users) does the City expect the consultant to conduct these meetings?
  - b. Does the City envision that meetings with department staff will be conducted at a central location or at multiple locations throughout the City?
  - c. Has the City developed an IT Plan or Disaster Recovery Plan in the past, either internally or with the assistance of a consultant? If so, can it be shared?

Thank you in advance for your answers to these questions. We appreciate your assistance.

Sincerely,

Jennifer Vincent  
Business Development Specialist  
Telephone: (207) 842-8012  
Email: [jvincent@berrydunn.com](mailto:jvincent@berrydunn.com)

**From:** [William Whitson](#)  
**To:** [Catherine Anderson](#); [Jennifer Elkins](#)  
**Cc:** [Ryan Wilson](#); [Dale Graver](#); [Noreen Ladha](#); [Jennifer Elkins](#); [Rick Glavosek](#); [Allie O" Brien](#)  
**Subject:** RE: Questions  
**Date:** Monday, October 19, 2015 8:54:20 AM  
**Attachments:** [image002.png](#)  
[image003.png](#)

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Catherine:

Thank you for your questions. Please see the City response below:

- 1) Q...Regarding training on software products, we normally see the software vendor providing training on their products. What role do you see the selected vendor playing in the training for your software products?  
**A.....You are correct about software vendors providing the primary training. The selected IT contractor for the City will merely host the selected software on our hardware network and make sure it functions properly. However, the Five year Technology plan for the City will require the IT contractor selected to assist the City in identifying the correct software solutions that will meet our operational needs, match our equipment/hardware and minimize down time and lost productivity due to the need for complex training requirements. Our goal is to work together as a team to identify and mitigate any extensive training that is not needed. This can be done by selecting software that is similar to our current operating environment. On occasion the IT contractor may (as needed and mutually agreed) provide minimal training. We see this as a rare case.**
- 2) Q..... What would be included in the support of your website? Please explain further.

**A..... Our requirement for the web site is to organize our design assistance as needed. The City will soon undergo a design upgrade for the web site (in the next 18-24 months). The successful IT contractor will be viewed as a partner in that process. Again, this will be accomplished through the 5 year Technology Plan process. Our upgrade will be gradual and depend on the hardware selection process. This will be done incrementally overtime due to budget constraints. In short, we will need access to web design expertise; however, that process will be preceded by a long-term integrated plan (5 Year Technology Plan) process. This will ensure the proper hardware and performance tools be selected and be put in place before a new web design is completed for the City.**

In closing, I hope this answer is complete and responsive to your request.

Thanks!

W W

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**From:** Catherine Anderson [mailto:Catherine.Anderson@vc3.com]  
**Sent:** Friday, October 16, 2015 2:29 PM  
**To:** William Whitson; Jennifer Elkins  
**Cc:** Ryan Wilson; Dale Graver; Noreen Ladha  
**Subject:** Questions

**Importance:** High

Mr. Whitson,

The following are questions that we have regarding the City of Hapeville's RFQ for IT support:

- Regarding training on software products, we normally see the software vendor providing training on their products. What role do you see the selected vendor playing in the training for your software products?
- VC3 has designed and hosted hundreds of websites. What would be included in the support of your website? Please explain further.

We look forward to hearing back soon so we can respond appropriately. Please confirm that you have received this today, please.

Thank you!!

catherine



**Catherine Anderson** | Account Executive  
315 W. Ponce de Leon Ave. Suite 150 | Decatur, GA 30030  
(d) 404-974-4002 | (c) 404-615-3816 | (f) 404-974-4025  
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**From:** [William Whitson](#)  
**To:** [Catherine Anderson](#); [Jennifer Elkins](#)  
**Cc:** [Dale Graver](#); [Ryan Wilson](#); [Noreen Ladha](#); [Jennifer Elkins](#); [Rick Glavosek](#); [Allie O" Brien](#)  
**Subject:** RE: More questions...  
**Date:** Monday, October 19, 2015 9:08:37 AM  
**Attachments:** [image002.png](#)  
[image003.png](#)

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Catherine:

Please see the response to your questions:

**A. General**

Local and Wide Area Network Design, Configuration and Support

Is this of the existing infrastructure? For example, new network switches would not be included.

Disaster Planning & Recovery

Can you please explain further? There are many levels of disaster recovery pending on your requirements and what direction you choose (premise vs cloud).

**CITY RESPONSE:** Yes, the Local and Wide Area Network referenced is our current/present design. If the City needs to upgrade the network or develop new approached- yes, most definitely this would be included in the scope of work. The City seeks an IT partner to support our needs. Logically, if we need a new switch or new connect to make our system operate correctly that is included. Performance of the network is what we desire.

Disaster recovery needs for the City is defined as the ability to recover our data in the event of a disaster that dis-places the City staff from our normal operating environment. For example, destruction of servers at City Hall. The City seeks the ability to plan alternate access, use and retrieval of any stored data should disaster occur in the future. As you note, correctly, there are many ways to achieve this goal. The City seeks the most logical and cost effective method for achieving this operating environment. We desire a plan based on budget realities. We recognize that our present operating situation is not where it should be to achieve this goal. How do we move in this direction in the most cost effective and logical way? That is the issue and challenge for the City and thus for the successful IT vendor.

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**From:** Catherine Anderson [mailto:Catherine.Anderson@vc3.com]  
**Sent:** Friday, October 16, 2015 3:53 PM  
**To:** William Whitson; Jennifer Elkins  
**Cc:** Dale Graver; Ryan Wilson; Noreen Ladha  
**Subject:** More questions...

William,

We have some more questions...

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-

**A. General**

Local and Wide Area Network Design, Configuration and Support

Is this of the existing infrastructure? For example, new network switches would not be included.

Disaster Planning & Recovery

Can you please explain further? There are many levels of disaster recovery pending on your requirements and what direction you choose (premise vs cloud).

**H. Payments/Finance**

The successful vendor shall bill the City monthly for all contract services performed within the scope of the negotiated contract. Proposals submitted in response to this RFQ shall be shown to include the proposed team and a breakdown of **hourly rates as well as total cost to the city, per month**. The city shall pay for all services under the scope of work in one flat monthly fee. Failure to provide a clearly marked pricing plan will render the proposal unqualified at the discretion of the City.

VC3 bills on a per month per seat basis . Is this ok with the City of Hapeville?

Please confirm that you have received this.

All the best,  
catherine



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