
ADDENDUM 1

June 6, 2017

To: All Prospective Offerors
From: Scott Bachtell, Supervisor of Purchasing
Reference: RFP #2018-01, Backup as a Service (BaaS) and Disaster Recovery as a Service (DRaaS)
Due Date: July 17, 2017 by 11:00 a.m.

This addendum is being issued to provide additions, corrections, clarifications and answers to certain questions raised referencing the original bid packages and any resultant contracts for the above bid.

- 1. Question:** In the event of hardware warranty issues that are covered on the Datto appliances, would WCPS have staff to swap hardware with instruction via phone or email from us or would you require the DRaaS vendor to swap hardware such as failed drives physically on site? **Answer: Yes**
- 2. Question:** Under ‘Maintenance Requirements’ number 3, it states "Provide additional technicians at no additional costs for repair and maintenance involving major problems or outages. As defined in Scope of Services Section (J).” We assume that this would involve maintenance or repair of the Datto hardware, not infrastructure or software/hardware issues on WCPS’s servers, is that an accurate assumption? **Answer: Correct**
- 3. Question:** When issues with backups and screenshots are identified and it is verified that no issues exist on the Datto hardware or software, would WCPS staff address resolution to the issues identified on the servers and/or infrastructure or is this the responsibility of the DaaS vendor? Examples include but not limited to: Communication issues between Datto appliance and servers, corrupt operating system, server reboots, corrupt volumes, etc. **Answer: WCPS Staff will address resolution with internal systems, hardware, and/or applications to resolve**
- 4. Question:** Under ‘Scope of Services’ #5, point k, subpoint i, regarding major issues, we assume WCPS staff would notify us if the organization is experiencing ‘Major’ issues on their infrastructure to enact the 2-hour response. Is that an accurate assumption? **Answer: This is in reference to a number of backup failures within DATTO of our critical systems, if there is a % of those systems that the backups seemed to initiate but failed all within the same scope of time, WCPS expects to be contacted within the 2-hour window that such failures have occurred so WCPS can investigate as soon as possible.**
- 5. Question:** Other than providing the requested documentation that substantiates our relationship with Datto, as well as our technical experience/certifications; is it the intent of WCPS for each bidder to directly address each item in Section III – Scope of Service and Maintenance Requirements? Specifically, under Maintenance Requirements #5 asking to provide information on the vendor’s ability to provide maintenance support (including history and exclusions), as well as partner level etc. or is it assumed that we meet these requirements simply by responding to the bid? **Answer: Please include copies of certifications of at least two (2) certified Datto, Inc. Technicians and the companies partner**

level. Also, include Three (3) separate examples of support provided and support excluded. For support excluded, please explain why.

6. **Question:** For those of us that are designated as a small business, will we be able to invoice within 15 days of the award especially if the equipment and services are all billed upfront? **Answer:** Invoices for equipment should be issued when the equipment is delivered and will be paid Net-30. Invoices for service should be issued once installation is scheduled and will be paid Net-30.
7. **Question:** Who is the provider of the current Datto Solution in place? **Answer:** There is not current Datto provider
8. **Question:** Will the WCPS consider any other solutions that are not Datto equipment? **Answer:** WCPS Technology staff has performed product due diligence over the past year beta testing a wide variety of available (BaaS) and (DRaaS) products. Based on the results, Datto is best suited for the Washington County Public Schools environment for backup and disaster recovery.
9. **Question:** Who is responsible for the physical server equipment install to the network, the Datto partner or the WCPS with the aid of the partner? **Answer:** Datto partner
10. **Question:** Do the bid participants have to be authorized with Datto at the time of the award? **Answer:** Yes
11. **Question:** Can a company Bid while the WCPS vendor registration application is currently being reviewed? **Answer:** Yes

Thank you for your continued interest in Washington County Public Schools and we apologize for any inconvenience this may have caused.

Sincerely,

Scott Bachtell

Scott Bachtell
Supervisor of Purchasing

END OF ADDENDUM 1