Northern New England Passenger Rail Authority
Addendum No. 1 – August 13, 2025
Request for Proposal #26-IT Services-001

Changes to RFP. NOTE: The updated RFP MUST BE USED to be deemed Responsive.

1. Updated schedule.

2. Updated due date for Proposals.

3. Page count clarified.

Questions Received from Contractors and Responses from NNEPRA

1. *Question:* Regarding this RFP, do have an inventory list of your current environment including servers, storage, Macs/PCs, computers, tablets, telephones/mobile phones, network infrastructure and locations?

    Response: See Inventory List.

2. *Question:* How many of each and vendor do you have: Firewall, Switching, Wireless Access Point, Internet Service Provider, Primary Software in Use, Endpoints (PCs/laptops), Servers (operating system, onsite/cloud, hypervisor)?

    Response: See Inventory List.

3. *Question:* Are you currently utilizing an RMM (Remote Monitoring & Management) platform? If so, which one?

    Response: See Inventory List.

4. *Question:* Are you currently using any Endpoint Detection and Response (EDR)/antivirus solutions?

    Response: See Inventory List.

5. *Question:* How many physical locations will fall under the scope of this contract?

    Response: There are a total of three (3) physical locations. One (1) in Portland, ME and two (2) in Brunswick, ME.

6. *Question:* Approximately how many workstations are currently in use?

    Response: Eight (8) workstations.

7. *Question:* What is NNEPRA's User Count? Are they in-office, remote, or hybrid?

    Response: NNEPRA has 8 FTE and 2 primary contractors. All staff require the ability to work hybrid, however, 7 staff are based out of the Portland office while 1 staff is based in a Brunswick office.

8. *Question:* Are staff based primarily at a central office, or are there remote users or satellite

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locations that require support?

> *Response:* Seven (7) of staff work in the Portland, ME office and one (1) staff member works in a satellite office in Brunswick, ME. Staff can work remotely up to 2 days/week. A variety of our contractors require remote access.

9. *Question:* Is your infrastructure currently cloud-based, on-premises, or hybrid?

> *Response:* Primarily on-premises in the Portland office.

10. *Question:* Are there any upcoming infrastructure changes or projects that the selected vendor would need to support? Are there large-scale IT initiatives or transformations planned in the next 12–24 months?

> *Response:* Yes, see RFP Scope of Work. Server replacement is expected in the short term; the vendor should assist in identifying opportunities and developing an affordable plan.

11. *Question:* Are there specific business systems, platforms, or software your team uses daily?

> *Response:* Yes, see Inventory List. NNEPRA's primary platforms used on a daily basis include Microsoft 365, Adobe, Sage Intacct, Campaign Monitor, Zoom, and macOS.

12. *Question:* Backup and Recovery – backing up servers, backing up endpoints, how much data is being backed up?

> *Response:* Backups run nightly to dedicated cloud storage, using incremental backups with full version history maintained.

13. *Question:* Are data backups currently handled in-house, via a cloud service, or is a new backup solution expected as part of this engagement?

> *Response:* Backups run nightly to dedicated cloud storage, using incremental backups with full version history maintained. NNEPRA is looking to the selected vendor for recommendations and management.

14. *Question:* What are the current backup solutions in place, and what is the recovery time objective (RTO) and recovery point objective (RPO)?

> *Response:* Backups run nightly to dedicated cloud storage, using incremental backups with full version history maintained.

15. *Question:* Can we use our own backup solution for the servers, or are we supporting a pre-existing solution?

> *Response:* NNEPRA is looking to the selected vendor for recommendations and management.

16. *Question:* For server monitoring, can we use our own solution, or are we supporting a pre-existing solution? If so, what is the pre-existing solution?

> *Response:* Yes the selected contractor can use their own solution, NNEPRA is looking to the selected vendor for *recommendations* and management.

17. *Question:* Is any MDM solution such as Microsoft Intune being used to manage the devices?

> *Response:* Unknown, managed by current IT Contractor.

18. *Question: Which SaaS services (software as a service) are in use? Is NNEPRA paying these SaaS*

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vendors directly or should we quote these subscriptions as part of our RFP

> *Response:* Microsoft 365 - NNEPRA pays direct.

19. *Question:* Are you currently using Microsoft 365, Google Workspace, or a hybrid environment?

> *Response:* Microsoft 365.

20. *Question:* Is the scope of the "cloud migration strategy" more of a consulting/advisory role, or is hands-on migration work expected as part of this contract?

> *Response:* Hands-on migration work.

21. *Question: Can you please disclose (if you haven't already) what ERP (Enterprise Resource Planning) system NNEPRA is using?*

> *Response:* NNEPRA does not use an ERP system.

22. *Question:* Does your organization maintain written policies for areas such as data retention, security standards, or acceptable use?

> *Response:* NNEPRA has a Data Security Policy and a Records Retention Policy.

23. *Question:* Current Email service (Exchange or M365)? How many total numbers of users? Is there email security and email backup plan placed?

> *Response:* The current email service is Microsoft 365 (Outlook). Ther are 11 active users. Email security and backup plan unknown, managed by current IT Contractor.

24. *Question:* What security software/environments are to be supported, and can we use our endpoint security solution?

> *Response:* NNEPRA is looking to the selected vendor for recommendations and management.

25. *Question:* What hours of support coverage are required, and will after-hours or weekend availability be expected?

> *Response:* Standard support: Mon–Fri, 8am–5pm; occasional after-hours/weekend support may be needed.

26. *Question*: Is there an anticipated monthly volume of support tickets or incidents to expect (even a rough estimate)?

> *Response:* Estimated under 20 requests/incidents per month.

27. *Question:* Could you provide a report on Call volumes / ticket Volumes?

> *Response:* No report available.

28. *Question:* How frequently do you anticipate needing onsite support visits versus remote resolution?

> *Response*: Estimated frequency: once per month.

29. *Question:* Is there a specific response-time expectation for onsite visits (e.g., same day, next business day)?

> *Response:* Same business day, based on issue urgency.

30. *Question:* What service-level agreements (SLAs) or response time expectations are currently in place for ticket handling, including response and resolution times for helpdesk requests, incident

escalation, and other service-level benchmarks?

>*Response:* Same business day, based on issue urgency.

31. *Question:* Are there penalties or incentives tied to SLA performance?

    >*Response:* No.

32. *Question: What are your SLA requirements?*

    >*Response:* Within a reasonable timeframe, based on issue urgency.

33. *Question:* Are there any mandated uptime or availability requirements for specific systems?

    >*Response:* Unknown, managed by current IT Contractor.

34. *Question:* What is the expected turnaround time for hardware replacements or software requests?

    >*Response:* Turnaround time for hardware replacements or software requests is typically 5 business days, depending on availability and urgency.

35. *Question:* Is 24x7 support required for any systems or functions (e.g., network, security)?

    >*Response:* Unknown, managed by current IT Contractor.

36. *Question:* Will the selected vendor work alongside internal IT personnel, or will this be a fully outsourced arrangement?

    >*Response:* Fully outsourced.

37. *Question:* While the RFP outlines scoring criteria, can you clarify how those point values are interpreted during final selection? For example, how often does price carry more weight than experience or technical capability?

    >*Response:* Each of the five (5) components in the selection process is weighed according to its relative importance, contributing to a total of 100 possible points. Notably, **Service Fees and Expenses** are assigned the *highest* weight, with up to **30 points**, underscoring that cost is a significant factor in the evaluation. However, it is not the sole determinant. In comparison, **Technical Expertise and Qualifications** are allocated up to **25 points**, highlighting that while price is important, the provider's capabilities and experience are nearly as critical to the decision-making process.

    >*The* remaining criteria include **Response Time** (up to 25 points), **Completeness of Proposal** (up to 10 points), and **Plan, Methodology, Approach, and Strategy** (up to 10 points).

38. *Question:* Please confirm whether an on-site walkthrough or technical assessment will be allowed during the evaluation phase or after shortlisting. We generally don't issue fixed quotes without some level of in-person review.

    >*Response:* See updated RFP. NNEPRA will offer an optional site visit.

39. *Question:* Is NNEPRA seeking vendors with prior experience in FTA grant compliance and reporting, or is it sufficient to agree to adhere to the FTA clauses included in the RFP?

    >*Response:* Sufficient to adhere to FTA clauses – experience with FTA grant compliance and reporting is not required.

40. *Question:* Will the resulting contract from this RFP be Firm-Fixed-Price or Time and Materials?

    >*Response:* Following FTA procurement guidelines, NNEPRA will seek a Time and Materials

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contract with an *agreed* upon not to exceed value upon contract execution.

41. *Question:* Is a bid guarantee required with the submission?

    Response: No.

42. *Question:* Are there seasonal or periodic surges in support demand (e.g., ridership peaks)?

    Response: No.

43. *Question:* Are there existing FTEs or contractors supporting any functions?

    Response: Yes, the current IT contractor's supports all IT-related functions.

44. *Question:* When is the contract with the Incumbents expiring?

    Response: December 31, 2025.

45. *Question:* Do you have an incumbent? If yes, could you please let us know their name?

    Response: Yes. Silverdog Communications, LLC.

46. *Question:* What are the biggest pain points or challenges with the current support model?

    Response: The absence of a proactive, structured implementation plan for modernizing IT solutions that are cost-*effective*.

47. *Question:* What are the biggest pain points or challenges with the current IT Environment?

    Response: The biggest challenges with the current IT environment includes outdated systems.

48. *Question:* Is there currently an incumbent company or previous incumbent, who completed similar contract performing these services? If so - are they eligible to bid on this project and can you please provide incumbent contract number, dollar value and period of performance? Are you satisfied with current vendor?

    Response: Yes, the incumbent company is eligible to bid. To maintain fair and open competition, NNEPRA *cannot* disclose the contract value. Services have met the agreed upon expectations however, this RFP adds additional scope beyond what the current incumbent provides.

49. *Question:* What ITSM or service desk tools are currently in use (ticketing, asset, change)?

    Response: Email ticketing.

50. *Question:* Are there tools in place for ticketing, remote access, and knowledge sharing?

    Response: No. Our current IT contractor has tools in place, however NNEPRA is looking to the selected vendor for recommendations and management.

51. *Question:* Can NNEPRA confirm whether there are existing tools in place for monitoring, management, and ticketing, or should the vendor propose and provide these solutions as part of the engagement?

    Response: NNEPRA is looking to the selected vendor for recommendations and management.

52. *Question:* Does the NNEPRA have an internal ticketing system for IT issues, or, preferably, can we implement and integrate ours?

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Response: Yes, the selected contractor can implement/integrate their ticketing system. NNEPRA is looking to the selected vendor for recommendations and management.

53. *Question:* What are the most common categories of user issues?

    Response: The most common user issues include hardware malfunctions, software errors, access/login *problems*, and network connectivity.

54. *Question:* What percentage of issues are resolved at Level 1 vs. escalated to Level 2?

    Response: Unknown, managed by current IT Contractor.

55. *Question:* What are peak hours or days for ticket volume?

    Response: Intermittent, managed by current IT Contractor.

56. *Question:* What percentage of IT workflows (e.g., patching, provisioning) are automated?

    Response: Unknown, managed by current IT Contractor.

57. *Question:* Are SOPs and infrastructure documentation standardized and up to date?

    Response: Unknown, managed by current IT Contractor.

58. *Question:* How mature is the current documentation for policies, procedures, and services?

    Response: Current documentation is limited and managed by the IT contractor. NNEPRA expects the selected vendor to help formalize policies, procedures, and services.

59. *Question:* How frequently are new applications, systems, or infrastructure introduced?

    Response: New applications, systems, or infrastructure are rarely introduced currently, but new solutions are *expected* to be identified going forward.

60. *Question:* How frequently are infrastructure upgrades or refreshes conducted?

    Response: Infrequently/as needed.

61. *Question:* Which third-party vendors or MSPs are involved in IT operations?

    Response: IT operations involve an external IT contractor.

62. *Question:* Are any critical systems maintained by external providers?

    Response: Yes.

63. *Question:* How is coordination or escalation managed across vendors?

    Response: Unknown, managed by current IT Contractor.

64. *Question:* How many VLANs, subnets, or segments are in place?

    Response: Unknown, managed by current IT Contractor.

65. *Question:* How many endpoints are actively monitored for security events?

    Response: Unknown, managed by current IT Contractor.

66. *Question:* What is the monthly volume of security alerts?

    Response: Unknown, managed by current IT Contractor.

67. *Question:* Are security logs centralized, and how are they retained?

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Response: Unknown, managed by current IT Contractor.

68. *Question:* What IDS/IPS tools are deployed?

   Response: Unknown, managed by current IT Contractor.

69. *Question:* Are third-party SOC or managed security services used?

   Response: Unknown, managed by current IT Contractor.

70. *Question:* What is the total volume of data backed up daily/weekly/monthly?

   Response: Unknown, managed by current IT Contractor.

71. *Question:* What is the defined backup frequency and retention policy?

   Response: Backups run nightly to dedicated cloud storage, using incremental backups with full version history maintained.

72. *Question:* How many servers or systems are covered under backup?

   Response: All. See Inventory List

73. *Question:* How often are recovery/restoration actions performed annually?

   Response: Unknown, managed by current IT Contractor.

74. *Question:* What backup solutions are used (e.g., Veeam, Acronis)?

   Response: Unknown, managed by current IT Contractor.

75. *Question:* Is there a formal disaster recovery plan, and when was it last tested?

   Response: Unknown, managed by current IT Contractor.

76. *Question:* Is 24x7 monitoring required for security/network infrastructure?

   Response: Yes.

77. *Question:* Are legacy systems in operation that require specialized support?

   Response: Unknown, managed by current IT Contractor.

78. *Question:* Are software licenses and updates centrally managed?

   Response: No.

79. *Question:* What is the current split between on-premises and cloud-hosted systems?

   Response: Server on premise, OneDrive enabled.

80. *Question:* How many systems are planned for cloud migration?

   Response: Unknown, managed by current IT Contractor. NNEPRA is looking to the selected vendor for recommendations and management.

81. *Question:* What is the projected data growth over the next 1–3 years?

   Response: NNEPRA anticipates our data needs to remain consistent.

82. *Question:* Are there existing contracts with cloud service providers (AWS, Azure)?

   Response: Unknown, managed by current IT Contractor.

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83. *Question:* Is a hybrid-cloud model being used or considered?

> *Response:* Yes.

84. *Question:* How many business applications or databases are in use?

> *Response:* Unknown, managed by current IT Contractor.

85. *Question:* What is the approximate volume of structured vs. unstructured data?

> *Response:* Unknown, managed by current IT Contractor.

86. *Question:* What reporting and analytics platforms are used?

> *Response:* Unknown, managed by current IT Contractor.

87. *Question:* How many compliance audits are performed annually?

> *Response:* Unknown, managed by current IT Contractor.

88. *Question:* How many cybersecurity incidents are reported each year?

> *Response:* Unknown, managed by current IT Contractor.

89. *Question:* Is there a designated internal role for security (e.g., CISO or equivalent)?

> *Response:* No.

90. *Question:* Does the 10-page maximum include the following? Title Page, Table of Contents, Letter of Transmittal, Cost Proposal, Signed Certifications, Proof of Insurance, References

> *Response:* See updated RFP. The 10-page limit includes Title Page, Table of Contents, Letter of Transmittal, Cost *Proposal*, and References. Signed Certifications and Proof of Insurance not included in 10-page limit.

91. *Question:* Are we permitted to include appendices for supplemental materials (e.g., technical bios, certificates, insurance)? If so, are these excluded from the page count?

> *Response:* Technical biographies included in page limit. Signed certifications and proof of insurance not included in page limit.

92. *Question:* Is there a preferred format or template for presenting the cost proposal?

> *Response:* No.

93. *Question:* Should travel, licensing, or third-party services be included in the cost proposal or handled separately?

> *Response:* Estimates for all items should be included in cost proposal.

94. *Question:* How should "extraordinary tasks" be defined for the per-hour charge? Should we provide examples or assumptions in our proposal?

> *Response:* All items should be included in cost proposal. Please explain how you would charge for *extraordinary* events.

95. *Question:* Can you confirm what specific "signed certifications" are required? Are there any templates provided, or is a statement of acknowledgment acceptable?

> *Response:* See RFP.

96. *Question:* Where should signed certifications be placed in the proposal (main body vs appendix)?

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Response: Appendix.

97. *Question:* Is the Certificate of Insurance required at the time of submission, or only upon award?

Response: A current Certificate of Insurance must be on file with NNEPRA before any work can commence.

98. *Question:* What are the required Key Personnel?

Response: The key personnel are those key contacts at your company that NNEPRA would be working *directly* with the most, for example, the point(s) of contact or those working on projects/solutions and providing support.

99. *Question:* Are you expecting full resumes or brief technical bios of team members?

Response: See RFP. Technical bios.

100. *Question:* Is there a limit on how many personnel bios we should include, and can additional bios be placed in an appendix?

Response: There is no specified limit; additional bios may be placed in an appendix.

101. *Question:* Is there a preferred format for the two references? Should we include contact name, phone, email, scope of work, and dates of engagement?

Response: No preferred format.

102. *Question:* Is there any scoring or preference consideration for DBE status or for including DBE partners/subcontractors?

Response: While NNEPRA does have an overall DBE Goal for annual federal contracting, this contract does not have a specific DBE goal associated with it.

103. *Question:* Will the scoring in the five selection criteria categories be published or shared during the debrief process?

Response: Scoring can be shared at a debrief if requested.

104. *Question:* Are there any formatting requirements or preferences for the proposal (e.g., font size, spacing, margins)?

Response: No.

105. *Question:* Are there any proprietary or custom applications unique to NNEPRA operations?

Response: No.

106. *Question:* Are penetration tests or security audits performed regularly, and can results be shared?

Response: Unknown, managed by current IT Contractor.

107. *Question:* What types of data are in scope for management (size, sensitivity, formats)?

Response: Data in scope includes operational and financial information. Formats include documents, spreadsheets, databases, and email. Sensitivity ranges from public to confidential.

108. *Question:* Are there licensing constraints or vendor contracts impacting cloud migration?

Response: Unknown, managed by current IT Contractor.

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109.   *Question:* Are there any existing vendor relationships for these third-party software tools?

Response: We are unaware of any existing vendor relationships for these third-party software tools.

110.   *Question:* How many staff members will require training on the IT systems?

Response: All staff members could benefit from training on the IT systems and are particularly interested in cost-effective, scalable training approaches.

111.   *Question:* Are there any prior training materials available, and what learning formats are preferred?

Response: No prior training materials are available and there are no predetermined preferences for learning formats.

112.   *Question:* What does success look like for training?

Response: Successful training will ensure that all staff understand the capabilities and practical use of the *software* provided by NNEPRA. As a result, users will be able to confidently and independently use available tools, systems, and processes. Effective training will lead to faster, error-free task completion and a reduction in helpdesk requests.

113.   *Question:* Are there any contract terms regarding minimum or maximum hours, exclusivity, or penalties outside what's stated?

Response: There are no additional contract terms regarding minimum or maximum hours. Should any such terms be considered during contract negotiations, they would be discussed transparently and mutually agreed upon prior to contract execution.

114.   *Question:* Will IT support extend to any NNEPRA partner or subsidiary organizations?

Response: No.

115.   *Question:* Is this solicitation a re-compete of an existing contract?

Response: No.

116.   *Question:* How many FTEs currently the Incumbents have provided within the annual contract value?

Response: One (1) PTE.

117.   *Question:* Can the NNEPRA please clarify the current incumbent's service delivery model (onsite, remote, or hybrid)

Response: Hybrid.

118.   *Question:* What is the anticipated annual budget for the awarded contract resulting from this solicitation?

Response: NNEPRA cannot share this information at this time.

119.   *Question:* Can we offer the entire delivery support with onsite resources? Will that be acceptable?

Response: NNEPRA envisions this to be a fully outsourced arrangement with hybrid delivery support*.*

120.   *Question:* If NNEPRA is considering a hybrid delivery model (a combination of remote and

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onsite support), would a remote monitoring and management approach delivered from an offshore location (outside the USA) be acceptable?

  Response: No.

121. *Question:* Please provide the details (OEM) of the existing tools in place for data monitoring and security, backup and recovery, upgrading / updating software and hardware, identifying areas of improvement or potential efficiencies, for your devices in your landscape.

  Response. Somewhat unknown, managed by current IT Contractor. See Inventory List.

122. *Question:* Please clarify if you are seeking qualified IT firms for this RFP 26-IT SERVICES-001 only from the State of Maine or Out of State IT firms are allowed?

  Response: Out of State firms allowed if in-state on-site assistance can still be provided.

123. *Question:* Is there a preference to Maine based firms?

  Response: No geographic preference, although an ability to work onsite as needed is required.

124. *Question:* Refer section DISADVANTAGED BUSINESS ENTERPRISE (DBE) "It is the policy of the Authority and the United States Department of Transportation ("DOT") that Disadvantaged Business Enterprises ("DBE's"), as defined herein and in the Federal regulations published at 49 C.F.R. part 26, shall have an equal opportunity to participate in DOT-assisted contracts." We are MDOT Certified DBE from the State of Maryland, does our certification qualify with this requirement?

  Response: Firms must be certified with the State of Maine DOT to qualify as a DBE doing business in Maine. Maryland and Maine participate in the Unified Certification Program, which is designed to make it easier for DBEs to apply for DBE Certifications in multiple states. We encourage your company/firm to consider becoming a Certified Maine DBE.

125. *Question:* Will proposals from non-DBE certified firms be considered?

  Response: Yes.

126. *Question:* What is the current internet speed for this location?

  Response: NNEPRA's Portland office's internet speed is 237.8 MBPS.

127. *Question:* How many users are not on the network most of the day, but authenticate with a domain controller (such as remote workers, maintenance staff, etc.)?

  Response: Typically 2-4 users.

128. *Question:* Which service is used for two-factor authentication (2FA)?

  Response: Microsoft Authenticator, Duo Mobile, Cisco, SMS/email.

129. *Question:* Is there an existing SIEM/monitoring solution in place?

  Response: Unknown, managed by current IT Contractor.

130. *Question:* Are there any additional services to bundle, such as: Phishing or awareness training? Annual IT risk assessment? Audit or advisory support.

  Response: Yes, NNEPRA is looking to the selected vendor for recommendations and management. We are open *to* discussing during contract negotiation.

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131.   *Question:* Which critical systems and applications are currently in use, and which applications need to be included in the disaster recovery plan?

Response: Critical systems include Sage, email (Outlook), Microsoft Office, Adobe, macOS, Zoom, VPN.

132.   *Question:* The RFP mentions optimizing the current software suite. What specific business applications, beyond standard office software, are currently in use (e.g., accounting, project management, data analysis tools) that will be in scope for support and potential training?

Response: Accounting software, Sage.

133.   *Question:* To inform the server/cloud strategy, what is the current infrastructure model (e.g., fully on-premise, hybrid, specific cloud providers used)? Are there any known drivers or initial preferences for a future cloud model?

Response: NNEPRA has a hybrid model. NNEPRA is looking to the selected vendor for recommendations and management.

134.   *Question:* What do you use for Asset Management?

Response: Unknown, managed by the IT consultant. NNEPRA is looking to the selected vendor for *recommendations* and management.

135.   *Question:* Can we use our own inventory management system, or are we supporting a pre-existing solution?

Response: NNEPRA is looking to the selected vendor for recommendations and management.

136.   *Question:* Are there any VIP Support Requirements?

Response: No.

NNEPRA Technology Inventory List

ITEM DESCRIPTION	PRODUCT / BRAND	QUANTITY	LOCATION(S)
Laptop - PC (active)	Dell (majority)	9	Portland, Brunswick
Laptop - PC (inactive)	Dell (majority)	6	Portland
Laptop - Mac	Apple	1	Portland
Computer - PC	Dell	3	Portland
Computer - Mac	Apple	1	Portland
Desk Phone	Yealink	8	Portland
Phone Provider (Desk phones)	Univerge Blue	N/A	Portland
Cell Phone Service Provider	US Cellular	N/A	N/A
Cell Phone - Android	Samsung Galaxy S23, Google Pixel	4	N/A
Cell Phone - Apple	iPhone / Apple	4	N/A
Printer	bizhub C550i Konica Minolta	1	Portland
Printer (inactive)	various	3	Portland, Brunswick
Document Shredder	C-275-A, bonsaii	1	Portland
Monitors	Dell (majority)	15	Portland, Brunswick
Keyboards	various	12	Portland, Brunswick
Video Conferencing Device	Owl Labs	1	Portland
Email Marketing	Campaign Monitor	N/A	N/A
Teleconferencing	Zoom	1 Pro, 8 Basic	N/A
Television	Samsung	1	Portland
Tablet	Apple	1	Portland
Server	Windows	1	Portland
Switching	NETGEAR Prosafe 16 Port Gigabit	1	Portland
Firewall	Sonicwall	1	Portland
Wireless Access Point	Unifi / Ubiquiti	1	Portland
Internet Service Provider	Spectrum	N/A	Portland
Internet Service Provider	Comcast	N/A	Brunswick
Primary Operating Software in Use	Microsoft Office 365	N/A	N/A
Secondary Operating Software in Use	macOS	N/A	N/A
SaaS Services	Microsoft Office 365	N/A	N/A
VPN	Network Solutions	N/A	N/A
Remote Desktop	Network Solutions	N/A	N/A
Duo	Duo Security	N/A	N/A
Web Security	Cisco	N/A	N/A
Accounting Software	Sage	2 - 3 licenses	N/A
Remote Monitoring and Management (RMM)	NinjaRMM	N/A	N/A
Content Delivery Network (CDN) and security services	Cloudflare	N/A	N/A
Endpoint Detection and Response (EDR) and antivirus	SentinelOne	N/A	N/A

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ALL CONTRACTORS SUBMITTING PROPOSALS ARE REQUIRED TO ACKNOWELDGE RECEIPT OF THIS ADDENDUM NO. 1 AS PART OF THEIR PROPOSAL PACKAGE.

PLEASE SIGN BELOW ACKNOWELDGING RECEIPT OF THIS ADDENDUM AND RETURN WITH THE PROPOSAL.

Contractor Name: _____

Contractor Authorized Signature: _____

Printed Name & Title: _____

For any additional questions regarding this addendum please contact:

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Signed by: _Catherine Kruglak_____

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