



SEDCWICK COUNTY, KANSAS
DIVISION OF FINANCE
PURCHASING DEPARTMENT
525 N. Main, Suite 823 ~ Wichita, KS 67203
Phone: 316 660-7255 Fax: 316 383-7055

www.sedgwickcounty.org/purchasing

REQUEST FOR PROPOSAL
#13-0057
ON CALL SUPPORT SERVICES

ADDENDUM #1

May 9, 2013

The following information is in regard to RFP 13-0057

Questions are in bold, answers are in italics.

1. **Page 5 Sec 11. #2 Mandatory Minimum requirements states that staff must work a part time or a full time schedule as needed that may vary between the hours of 7:30 and 5:30pm Monday through Friday.**
 - a. **Will there be any afterhours necessary?**
Not anticipated.
 - b. **Will there ever be any weekend hours required?**
Not anticipated.
 - c. **The RFP is also for "On Call" network support personnel. Will the "On Call" include any weekend or after hours or holiday requirements.**
Not anticipated.
 - d. **What is the minimum amount of time from which the County would call the vendor and when a support person should be expected to respond?**
Two weeks is acceptable, however sooner is preferred.
 - e. **Does the county think it will need more than one person for assignments, or will it be looking for multiple positions to be filled?**
There is a possibility that more than one person would be needed at any given time, however future extended leave cases are hard to predict.

2. **Page 5 Section 11 #1 Mandatory Minimum Requirements states: "Vendor would be required to provide staff..... That has proven expertise...."**Please give an example of what "**Proven Expertise**" would be.

A listing of work experience and/or work history, and completed education or technical training.

3. **Can the County provide a copy of an existing position description for the types of positions it is seeking to cover?**

See attached.

4. **Page 2 Section 2 Background Information and Objectives: "...qualified vendor will provide experienced on-call IT staff for various subdivisions within the IT department. The positions that would mainly be requested to fill in on an as needed basis...."** Please define "**as needed basis**".

When an unforeseen circumstance such as an extended medical leave or military activation occurs, Sedgwick County would request contracted IT staff for a set/temporary block of time.

5. **"...There may be additional staff deficiencies throughout the term of the contract that would require some additional support..."**

Please further define "Staff deficiencies" and "Some additional support".

Staff deficiencies – unforeseen, extended absences

Some additional support – additional staffing resources

6. **Will this person(s) be called for an extended period of time to fill in for extended absences, leaves, such as military, disability, FMLA, ? Or will person(S) be called in such a case as a person being sick for a day?**

This is intended for an extended period of time, not to cover for a short term illness (sick day or two).

7. **Networking support staff: There are multiple levels of Networking support which have a large difference in pay ranges and certifications and experience level. What level ie, Level 1, Level 2, Level 3, would the county need available?**

A request could be made for any level of support (level 1, level 2, or level 3).

8. **Would the county accept different levels of pricing for different levels of Technical personnel?**

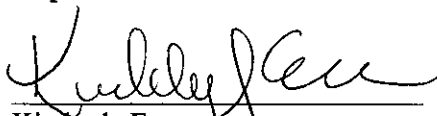
Yes

Example if the County needed a level 1 technician it would be one price level

If the county needed a level 3 technician it would be a different price level?

Yes

Vendors are responsible for checking the web site and **acknowledging any addendums on the proposal response form.**



Kimberly Evans
Purchasing Agent