

Request for Proposal (RFP) for:
Information Technology Managed Services
Addendum 1
November 20, 2020

The following information is provided to all RFP holders in response to general questions submitted NLT November 13, 2020. Please add this Addendum to your RFP package.

- 1) Is ILM's Azure hosting environment in a private (Fluid IT's) Azure infrastructure? Is this part of the monthly billing from Fluid IT?

The Azure environment for ILM is directly connected to Fluid IT's Azure environment for management. It is part of our monthly billing from Fluid IT.

- 2) Is it possible to migrate the management and billing of the current environment to a new partner? In other words, if the ILM Azure environment is registered under the ILM tenant, we would be able to change the partner info and keep the existing hosting environment in place without having to migrate away from a private Azure cloud. If ILM's Azure servers are in a private Azure environment, we'll need to migrate to new hosted servers.

Yes. Per Fluid IT, Microsoft makes this relatively simple to do for a company that has expert level knowledge of the Azure product.

- 3) What are the specs of the Azure environment? Please list the Azure hosted servers in the ILM environment with the processor, memory and storage space requirements of each.

Azure Server Specs (information provided by Fluid IT)

- a. E4v3
- b. B2ms
- c. B2s
- d. B4ms
- e. Disk Specs
 - i. E15, E10, P20

- 4) Please list services and/or software associated with each Azure server. What is each server's purpose?

Subscriptions: (information provided by Fluid IT)

- a. Bandwidth Inter-Region
- b. Bandwidth
- c. Virtual Network IP Addresses
- d. Storage Standard Page Blob
- e. Backup
- f. Storage Tables

- g. Storage General Block Blob
- h. Storage Standard Page Blob
- i. 1x Virtual Machines Ev3/ESv3 Series Windows
- j. 3x Virtual Machines BS Series Windows
- k. VPN Gateway
- l. Storage Standard SSD Managed Disks
- m. Storage Premium SSD Managed Disks

Servers in Azure (information provided by Fluid IT)

1. DC01
 - a. Domain Controller
 - i. Centralized authentication and management for domain user and computer accounts
2. FILE02
 - a. File Server
 - i. Centralized hosting of company file shares as well as user profile disks used within Remote Desktop Services
3. SQL02
 - a. SQL Server
 - i. Centralized hosting and management of Microsoft SQL databases used by applications such as RMS and TotalFBO
4. RDSGW
 - a. Remote Desktop Services Gateway
 - i. Publicly available web server that facilitates secured connections to the Remote Desktop Services environment
5. RDSCB
 - a. Remote Desktop Service Connection Broker
 - i. Facilitates the brokering or 'load balancing' of user connections to specific Remote Desktop Services session hosts and/or collections
6. RDSH01
 - a. Remote Desktop Services Session Host
 - i. Facilitates a remote session-based shared workspace for users with installed applications needed to complete required tasks
7. RDSH02
 - a. Remote Desktop Services Session Host
 - i. Facilitates a remote session-based shared workspace for users with installed applications needed to complete required tasks

5) Are Azure backups "in region" only or do they also include out of region backups?

"In Region" only.

- 6) Microsoft Office 365 E3 - Is this part of the monthly billing from Fluid IT? What is the quantity of the E3 licenses or is this the same as the quantities listed for the Outlook Email Accounts?

Yes, this is part of our monthly billing from Fluid IT. I believe we have 32 E3 licenses.

- 7) Virus Protection - Is this part of the monthly billing from Fluid IT or do you own the licenses?

Our antivirus protection is currently ESET. This was arranged thru Fluid IT but something ILM pays separately. Our license is up for renewal/expiration in March 2021 and Fluid IT plans to move us to Bitdefender prior to that expiration.

- 8) Spam Filters - Is this part of the monthly billing from Fluid IT or do you own the hardware or the subscription?

Our current spam filter is Edgewave. This was arranged thru Fluid IT and I am not aware of any separate billing for our spam filter.

- 9) Firewall and Switches - In the RFP, under Overview and Current IT Environment, it suggests that Fluid IT is providing the firewall and 5 network switches. Are they managing the firewall and switches owned by ILM or would they take that hardware if they were to lose the contract? If they will be taking the equipment with them, please provide the details of the firewall and switches. If the equipment is staying, are they providing any licensing for the firewall or extended mfg. support for the firewall and switches? If so, please detail. Is this part of the monthly billing from Fluid IT or do you own the hardware? If you own it, what is the make and model?

The firewall, switches and support have been purchased by ILM thru Fluid IT, however, this equipment is near end of life and will need to be replaced in 2021. We have recently renewed support on this equipment for one year thru Fluid IT. It is not part of the monthly billing from Fluid IT. The firewall and switches are ILM property and will be staying and I assume the support will remain in effect until it expires or the equipment is replaced.

The 5 switches are Dell N3024P and the firewall is a Fortinet FortiGate 100D.

- 10) Data Backup & Storage - Is this part of the monthly billing from Fluid IT or do you own the hardware and software? If you own it, what is the solution, both hardware and software?

Data backup and storage is included in the services provided by Fluid IT and part of our Azure environment.

11) Email backup? Is this part of your O365 and if so, which license subscription do you have? If not, what is the solution is this part of the monthly billing from Fluid IT or do you own the solution?

Our email archiving was with Edgewave/GoSecure. We are in the process of moving that service to Proofpoint. This will be arranged by Fluid IT and we will pay for that service thru Fluid IT. It should be part of our monthly billing from Fluid IT.

12) Would the airport be able to provide a small office space at either of the three facilities to be supported (ILM, PSO or MAINT)?

We are currently in the middle of a terminal expansion project. Until the expansion is complete, space is very limited. We should be able provide a temporary computer on the system at each location for technicians use when they visit on-site.

13) What is the current IT spend for this contract, or can the airport provide a high/low budgetary range they are planning for IT Managed Services?

The high/low budgetary range for this contract is \$60,000 to \$80,000.

14) What are the incident/call volume rates for 2019?

We purchase a Silver Support Plan with Fluid IT that includes 18 hours of support per month. Normally we stay within that 18 hours of support.

15) Can the airport provide a complete list of all equipment, including their respective location(s) that is to be supported as part of this contract?

See Exhibit A for a list of computers, printers and scanners and their locations on airport property.

16) Can the airport please provide a complete network diagram of the current IT infrastructure/Systems environment?

The last diagram was prepared in 2014 and is seriously out of date. I have attempted to detail the locations of the equipment in word format vs. a diagram and it is attached as Exhibit B.

17) Network Administration Section (page 5)

Wireless access points are listed in this section but in the prior section it is noted that Atlantic Computer Services manages the Public WIFI. Are the access points referenced in

this section different than the ones managed by Atlantic Computer Services?

The reference in this section to wireless access points would include the public WIFI and the private password protected WIFI access in Admin conference room.

The public WIFI equipment is currently managed by Atlantic Computer Services and includes 10 wireless access points and a firewall. For clarification, it was noted on page 4 of the RFP that “(this will change as the terminal expansion progresses)” and the intention of that was to indicate that the number and location of access points will change as the terminal expansion progresses.

There is also a private password protected access point in the Admin conference room that was purchased thru Fluid IT.

ILM may consider consolidating the management of the WIFI services with the rest of our IT managed services as part of this RFP process.

18) Security and Backup Section (page 5)

The language references ILM IT personnel. How many are there, and will they be taking an active role in supporting the environment?

Currently ILM IT personnel consists of one Executive Assistant, Rose Davis, who assists ILM employees with low level technical issues before they are escalated to the Fluid IT helpdesk. Ms. Davis has no technical computer training but will remain active in supporting the ILM IT environment on site. There are other ILM employees that show strong knowledge and skills in IT matters and they are available to assist as needed, as well.

19) Strategic Planning Section (page 5)

Examples are noted that reference server upgrades, storage system upgrades, backup systems, but there is no reference to this hardware. There was reference to servers in Microsoft Azure environment. Are there physical or virtual servers on premise? What is the current storage system in place? Manufacture & model? Is there a list of the assets that ILM has identified as assets to be covered under the proposed Managed Service offerings submitted?

The intent of this section was to indicate that ILM wants the successful vendor to be able to assist us in setting up our IT services in the best possible way for our business. Those systems were simply examples.

We do not have any physical servers on site at ILM. I believe our servers are currently virtual servers thru the Azure environment. Exhibits A and B attached list the current computers, printers and scanners that will require support at ILM. Additionally, there are the firewall and switches on site that will need replacement and support, and potentially the wireless access points for public and private WIFI access.

Any other equipment or services would be at the recommendation of the successful vendor and subject to approval of the Airport Authority and ILM staff.

20) In reference to the public records: Is there an industry specific software you need to use?

No.

21) In reference to the public records: Do those 8-10 users, do they require encryption?

No.

22) After the RFP is submitted: Are you willing to replace existing equipment and software based on our recommendations?

ILM would consider replacing equipment and software to some extent as recommended but keep in mind that we do have budgetary restraints that may limit immediate changes. Changes may have to take place gradually over the course of several years so that the funds can be included in the annual budget.

23) Is there a time we will be able to go onsite prior to the 12/11 due date?

We do not plan to have an onsite visit as part of this RFP process. If we narrow the field to 1-2 vendors, we may invite those successful vendors on site.

EXHIBIT A

COMPUTER LOCATION	DATE PLACED IN SERVICE	WARRANTY EXP. DATE	REPLACE DATE	REMARKS DISPOSITION/OP SYS	SERVICE TAG/SN #	PO #/ Model/ Vendor
ADMINISTRATION						
Rose Davis Executive Assistant	4/18/2018	3 yr pro support w/Next Business Day On Site Serv	4/1/2023	Win 10 Pro and Pro Support Computer Name: Desktop-82AC7KV RMM Installed 9/25/20	DCSTSM2/ Exp Svc Code 29072183834	Dell Optiplex 350 Desktop (Mini)
Julie Wilsey Airport Director	1/12/2018		1/1/2023	Computer Name: Desktop-EGGQCM2 RMM Installed 9/25/20		Optiplex 3050 Tower - Quill
Gary Broughton Deputy Airport Director	6/1/2016		6/1/2021	Win 10 Computer Name: Desktop-PKSL4PR RMM Installed 9/25/20	8L51FB2	Dell Inspiron-Intel Core i5-6400/8GB memory 1TB HD
Tamie Keel Facilities Manager	6/1/2016		6/1/2021	Win 10 Computer Name: Desktop-GEICP29 RMM Installed 9/25/20	8L93FB2	Dell Inspiron-Intel Core i5-6400/8GB memory 1TB HD
Robert Campbell Finance Director	8/1/2016		8/1/2021	Win 10 Desktop Computer Name: Desktop-FNCDIR RMM Installed 9/25/20		Dell Inspiron-Intel Core i5-6400/8GB memory 1TB HD
Carol LeTellier Business Development Director	6/1/2015		6/1/2020	Dell Inspiron 3000 i3646/Win 10 Computer Name: BusinessDevDirector RMM Installed 9/25/20		
Granseur Dick Planning & Development Director	11/1/2017		11/1/2022	Win 10 Pro Computer Name: GWIA-CSJE2JL-PC RMM Installed 9/25/20		Dell Optiplex 3050 Intel Core i5-7500, 8 GB RAM, 1 TB HDD
Gary Taylor/Admin	6/1/2015		6/1/2020	Desktop & Monitor/Win 10 Computer Name: GaryTaylorPC RMM Installed 9/25/20		
Jean Lawler Advertising Temp located in BMS	4/18/2018	3 yr pro support w/Next Business Day On Site Serv	4/1/2023	Win 10 Pro and Pro Support Computer Name: Desktop-82KSKF8 RMM Installed 9/25/20	J4G6JG2/ Exp. Svc Code 41627908082	Dell Optiplex 350 Desktop (Mini)
Erin McNally Marketing Temp located at Rescue Base	8/1/2016		8/1/2021	LL Finance/Win 10 Computer Name: Desktop-DTJSLUH RMM Installed 9/25/20		Dell Inspiron-Intel Core i5-6400/8GB memory 1TB HD

COMPUTER LOCATION	DATE PLACED IN SERVICE	WARRANTY EXP. DATE	REPLACE DATE	REMARKS DISPOSITION/OP SYS	SERVICE TAG/SN #	PO #/ Model/ Vendor
Jackie Mungo Comptroller Temp new Finance Office	6/1/2015	Unknown	6/1/2020	LL Finance/Win 10 Computer Name: Accounting RMM Installed 9/25/20		HP
Stephanie Lawson-Accountant Temp. new finance office	1/20/2016		1/1/2021	LL Finance/Win 10 – Dell Computer Name: Accounting-Stephanie RMM Installed 9/25/20		
Exec Conference Room	11/1/2016		11/1/2021	Lenovo All in One Computer w/HD TVs/Apple TV and Ipad Computer Name: Desktop-2C71QV8		Lenovo All in One Computer RMM Installed 9/25/20
Travel Laptop 1	9/1/2014		9/2019 (hold on replacement)	Laptop-formerly JM/RC/Win 10 (Does not have Office installed on it) GWIA shortcut – use for conference travel. Has a mouse.		
Travel Laptop 2 (Best for Local Speaking Presentations)	7/1/2013	Unknown	7/2018 (hold on replacement)	Laptop/Win10 (keyboard replaced by Fluid IT 10.26.16) Former PSO Supervisor/LT Desk Laptop – it has MS office programs installed. NO MOUSE. GWIA Shortcut.	CND3210D4B	PO NA Envy m6-1225dx HP
Travel Laptop 3	10/1/2012	Oct-13	10/2017 (hold on replacement)	Advertising (JE) laptop/win 7 Replaced 4/2018 Use for conference travel. GWIA Shortcut. Has a mouse. No programs	3C6XLP1	PO NA Inspiron N5110 Dell
MAINTENANCE						
Maintenance General Use	11/1/2014	Unknown	11/2019 (hold on replacement)	Win 10 – former Electrician computer moved to main area for ADP clock in, etc. 8/2019 Computer Name: Maintenance RMM Installed 9/25/20	HPC79Z1	PO NA Inspiron 660 Dell
Maintenance Tech Electrician	8/1/2019	3 yr pro support w/Next Business Day On Site Service	8/1/2024	Win 10 Pro with Pro Support Initial computer PW 1735 Security Q&As First Pet Name: FIDO City Born: Wilmington Childhood Nickname: ILM Computer Name: Electrician RMM Installed 9/25/20	1M2F7X2/ Exp. Svc. Code 3511107542	Dell Optiplex 3060 Micro

COMPUTER LOCATION	DATE PLACED IN SERVICE	WARRANTY EXP. DATE	REPLACE DATE	REMARKS DISPOSITION/OP SYS	SERVICE TAG/SN #	PO #/ Model/ Vendor
Maintenance Tech Mechanic	6/1/2010	4/29/2011	6/1/2015	Win10 Former Exec. Asst. Computer Moved to Maintenance for Mechanic 5.8.19. FleetMate Software installed on server. Computer Name: Mechanic RMM Installed 9/25/20	1G05HM1	PO 10-317 Optiplex 780
Operations Spec. Taxi Permitting	4/1/2014	Unknown	4/1/2019	Touch screen, CPU & Monitor/Win 10 Moved to Maintenance Shop for Taxi Permitting primarily. 1/2020 (former supervisors computer) Computer Name: Operations RMM Installed 9/25/20	4CS41103XH	PO 14-210 HP PC23-H024
RESCUE BASE						
Fingerprint Machine	3/24/2010		3/2015 -FY20	System upgrade 2010 – New system in the budget for FY20 replacement.	2UA91109NH	PO 10-260 HP XW4600
Card Key	2016		2021	This computer was replaced when the new cameras and badging system was upgraded in 2016		Included in the work by Johnson Controls
DCI	3/1/2018	3 yr pro support w/Next Business Day On Site	3/1/2023	DCI certification/Win 10 Pro with Pro Support	DF0YSM2/ Exp. Svc Code 29206786394	Dell Optiplex 350 Desktop (Mini)
Police Pak #1 /Dispatch Main	4/13/2017	3 yr pro support w/Next Business Day On Site Service	4/1/2022	Purchased Thru Fluid IT – Dell Deals Win10 Pro RMS/Police Pak on Local Computer Name: Desktop-H10GQ63 RMM Installed 9/25/20		Dell Optiplex 3040 Small Form Factor/Intel Pentium/4GB Memory/500 GB SATA HD/DVD
PSO Supervisor/LT Desk (ARFF laptop)	7/1/2013	Unknown	7/2016 (used less frequently than most computers-held on	Laptop/Win10 moved to PSO Supervisor Desk 3/2018. former ARFF Training Laptop – Better of the 2 laptops. Computer Name:	CND3210GDZ	PO NA Envy m6 1225dxl HP

COMPUTER LOCATION	DATE PLACED IN SERVICE	WARRANTY EXP. DATE	REPLACE DATE	REMARKS DISPOSITION/OP SYS	SERVICE TAG/SN #	PO #/ Model/ Vendor
ARFF Training Computer (Dustin)	3/1/2018	3 yr pro support w/Next Business Day On Site Service Purchased	3/1/2023	Win 10 Pro – Used for training. Purchased portable DVD player and adaptor for projector. Monitor and wireless keyboard and mouse added. Computer Name: Desktop-EADEMR4 RMM Installed 9/25/20	DDPSSM2/ Exp. Svc Code 29127564506	Dell Optiplex 350 Desktop (Mini)
PSO File Room/Ops Office/Dispatch (referred to as Badging Computer/Janice Davis)	3/1/2018	3 yr pro support w/Next Business Day On Site Service	3/1/2023	Win 10 pro – With pro support – Monitor, wireless keyboard and mouse added. moved from the PSO Terminal Office to the Badging Office on 11/4/19. RMS/Police Pak on Local Computer Name: RMM Installed 9/25/20	DDG1TM2/ Exp Svc Code 29111189546	Dell Optiplex 350 Desktop (Mini)
OTHER TERMINAL OFFICES						
Supervisors Office	8/1/2019	3 yr pro support w/Next Business Day On Site Service	8/1/2024	Win 10 Pro with pro support + monitor Initial computer PW 1735 Security Q&As First Pet Name: FIDO City Born: Wilmington Childhood Nickname: ILM Computer Name: Operations RMM Installed 9/25/20	1M7D7X2/ Express Svc. Code 3519412310	Dell Optiplex 3060 Micro
Information Desk Terminal Atrium	4/1/2014	Unknown	4/2019 (hold on replacement)	Touch screen, CPU & Monitor/Win 10 Computer Name: InformationDesk RMM Installed 9/25/20	5CM3510380	PO 14-210 HP 21-h014
Color Key						
Alternate locations due to terminal expansion formerly in Finance Office Lower Level	Computers not on the network or replaced by alternate means.	High Security level computer.				

ILM Printers & Scanners 9.15.2020

Location/Users	Name of Printer	Ink Cartridges Used	Notes
Admin Offices			
Admin Offices only printer for: JW, GB, GD, RC and TK; 2 nd printer for: RD, CL and GT; only color option for Finance Ladies and Operations Office: SL, JM, EM & JL, Ops. Office	Xerox 8070 Altalink (leased w/maintenance contract) (192.168.0.199 ?ck?)	Provided in lease	Main Network printer, Scanner, Copier Fax 910-341-4365
Business Development Director (CL)	HP Officejet Pro 6968 ?	HP 902 (4 cart.) ?	Local at CL Workstation
Operations Manager (GT)	HP Officejet Pro 8100	HP 950/951 (4 cart.)	Local at GT Workstation
Executive Assistant (RD)	HP Laserjet CP2025	HP 304A (4 cart.)	On Network but Not shared
Marketing Assistant (EM)	HP Office Jet Pro 8035	HP 910 XL (4 cart.)	Local at EM - Print/Scan/Copy
Finance Office			
Main Printer (JM, SL, JL)	Xerox VersaLink B405 IP Address: 192.168.0.38	VersaLink B400/B405	Networked – Printer, Scanner Copier
Check Printer	HP Laserjet Pro M404-M405	HP 58A (B/W only)	Local at SL Workstation
Scanner JM	Epson DS-510	N/A	Local at JM Workstation
Scanner SL	Epson DS-510	N/A	Local at SL Workstation
Operations & Rescue Base			
Supervisors Office	HP	HP 60 XL ?	
Dispatch/Rescue Base	HP Office Jet Pro 8710	HP 952 (4 cart.)	Networked Printer + scanner, copier
Maintenance Shop			
Mechanic (Carl Burns)	HP Laserjet 1022	12 A HP Q2612A	Local Printer
Break Room	HP Office jet Pro 8710	HP 952XL (4 cart.)	Local Printer + Scanner, Copier
Operations Specialist	HP Office Jet Pro 8035	HP 910XL (4 cart.)	Local Printer + Scanner, Copier

EXHIBIT B

In lieu of diagram

Terminal Building – AT&T Fiber to the building for ILM network/Spectrum for public wifi

Level 2 – Admin Offices and Conference Room

9 computers, including conference room

2 network printers and 2 local printers

Switch in Admin closet

Level 1 – Main Level of Terminal

4 computers – including Supervisors Office, Information Desk and 2 in Finance ** (temporary office)

Sheriff's Office is on this level but they maintain their own service with the exception of a camera docking station that accesses our hardwired internet connection.

1 local printer, 1 network printer and 2 scanners in Finance

1 local printer in Supervisors Office

**** Finance Offices**

Finance office was and will be again located in the lower level area following terminal expansion project. There is usually a switch in that area.

BMS/Lower Level

Firewall and entry point for internet connection

1 computer – Jean Lawler

HVAC computer (Newcomb and Associates)

USA Parking (servers and local office maintained by USA Parking but they do access our network for cc processing and limited access to the remote desktop)

Gate Area

There is a switch located in the lower level under the Gate area for wireless access points.

Maintenance Shop – Spectrum phone, internet and cable service.

4 computers and 3 local printers

1 Switch

Rescue Base – Fiber connection from terminal to Rescue Base (aka PSO, Dispatch or Public Safety Office)

5 computers, including DCI computer – not including Fingerprint and Card Key (Johnson Controls)

1 network printer

1 computer and local printer -Erin McNally (temporary office – will be housed in Finance offices after terminal expansion complete)

1 Switch