



# Shelby County Tennessee

Mark H. Luttrell, Jr., Mayor

## Questions & Answers

*Issued: May 2, 2016*

### RFQ 16-004-65

### Computer Consultant For Juvenile Court

#### TO ALL PROSPECTIVE BIDDERS:

The following questions were submitted by potential vendors. Our answers are listed in *red* below:

#### Question:

1. Please clarify if seeking one onsite resource for 1950 hours and additional resources as needed under this proposal?

There should be one on-site resource during regular business hours throughout the year and resources to be able to provide "on call" for emergencies after hours. The 1950 hours is an estimate as to a maximum number of hours expended in a year. It is up to the respondent to propose how this should be done. The respondent is welcome to provide alternative approaches.

2. Please advise the specific skills for the one onsite resource

Please refer to the RFP in Section II. "MINIMUM PROPOSER REQUIREMENTS." And Section 2.0 "SPECIFIC REQUIREMENTS"

3. Provide a topology/system diagram of the current network

To include how current systems interface with each other  
Type of servers in use (DB, Terminal, Thin Client, etc...)  
Type of current workstations used throughout  
Current maintenance policies of servers and computers throughout the network  
Scope of the current ITS staff  
Data requirements for the transitioning of hardware/software

4. Ability to meet with current staff performing this work for Shelby County

SysAdmins  
Business Owners of the Departments to understand job roles

5. Ability to view previous awarded bids for this contract

To view previous awards you will need to email Attorney Megan Smith for a public inquiry, and procedures.

