



St. John the Baptist Parish
May 28, 2026
RFP 2026.13 Information Technology Services

Addendum #1

This addendum is issued to address the items below.

Acknowledge receipt of the addendum by its number and date on the Proposal Form.

Exhibit A, Scope of Work

Requirements and Specifications

2a. The following certifications and qualifications will be considered in place of Microsoft Certified Systems Engineer (MCSE):

- Industry-standard cybersecurity certifications
- Network and infrastructure certifications
- Cloud and hybrid infrastructure certifications
- IT service management certifications

1. Q. Can the Parish clarify the discrepancy in the contract term? Section 9.0 states a five-year period but lists dates spanning only three years (2026-2029).

A. The initial contract will be for a period of 3 years with the option to renew an 2 times in one-year increments upon written mutual agreement between the Parish Council and the Company.

2. Q. Regarding Section 10.0, will the Parish accept NCTRCA MBE certification as fulfilling minority participation goals?

A. Section 10 pertains to insurance requirements.

3. Q. Does the Parish currently have a preferred hardware vendor for the 'Oversee purchase' requirement, or should each firm propose its own procurement channels?

A. No

4. Q. Will the Parish provide a current inventory list of Pelco and Dahua security camera models and software versions to assess compatibility?

A. No

5. Q. Regarding the AD infrastructure overhaul, has a specific target version or cloud-hybrid architecture already been selected?

A. Currently our Active Directory infrastructure is fully on-premise with our 365 Tenant separate.

6. Q. Does the Parish require the on-site technician for the Hurricane event to be the same individual throughout the event, or is a shift-based approach acceptable?

A. A shift-based approach is acceptable.

7. Q. The pricing schedule mentions labor rates in 1/4-hour increments; will the Parish allow for a minimum call-out duration for on-site services?

A. 1/4-hour increments

8. Q. Are there any specific 'Third-party' software subscriptions (backup, AV) the Parish intends to transition to the successful Proposers billing immediately upon award?

A. No

9. Q. Does the Parish require CJIS background checks for all assigned staff, or only those with access to specific public safety systems??

A. Yes

10. Q. Will the Parish provide remote access (VPN) to the environment for the RFP evaluation team if a live demonstration is requested?

A. Yes

11. Q. Is the Parish seeking a fixed monthly managed services fee covering recurring administration and maintenance?

A. Yes, and 1/4-hour increments

12. Q. Alternatively, is the Parish looking for a purely hourly, 'as-needed' engagement model with no monthly retainer requirement?

A. No

13. Q. If a monthly fee structure is preferred, should the Hourly Rate requested in Exhibit B be reserved exclusively for out-of-scope work or emergency/unplanned requests?

A. No

14. Q. How should vendors account for the billing of subscription-based products (MSP-managed services such as Microsoft 365, backup, etc.) within the Exhibit B pricing form?

A. Current Parish subscriptions are Office 365 E5- 2 licenses, Office 365 E3 – 134 licenses, and Exchange Online (Plan 2) – 135 licenses.

15. Q. Endpoint Inventory: The background section references approximately 200 users across roughly a dozen locations. Could the Parish provide (if available) the total number of managed endpoints (desktops, laptops, tablets, and mobile devices) as well as the number of servers (physical vs. virtual) that will require ongoing monitoring and support?

A. No

16. Q. Incumbent Provider: Does the Parish currently engage a third-party Managed Service Provider (MSP) to supplement its internal IT department for the tasks outlined in the scope of work, or is this the Parish's first engagement of external MSP services for these functions?

A. No

17. Q. Near-Term Priorities & Known Challenges: Beyond the general objectives of enhancing facility security and improving return on investment, are there specific technical challenges or pending initiatives — such as the referenced Active Directory infrastructure overhaul or outstanding security camera issues — that the Parish would like the selected vendor to prioritize within the first 90 days of engagement?

A. No

18. Q. Exhibit A states that labor will be billed in quarter-hour increments, while Exhibit B states that hourly rates shall be invoiced in 30-minute increments. Please confirm which billing increment should be used for this contract.

A. Quarter-hour increments.

19. Q. What Microsoft Office 365/M365 licenses are currently assigned to the users?

A. Current Parish subscriptions are Office 365 E5- 2 licenses, Office 365 E3 – 134 licenses, and Exchange Online (Plan 2) – 135 licenses.

20. Q. What are you using currently for an EDR solution on your servers and workstations?

A. Trend WFBS

21. Q. What backup solution do you have in place currently?

A. Storagecraft SPX for local backups and IPPathways/Adaptivecloud for cloud backups.

22. Q. How many servers do you have in your environment, both physical and Virtual? and what operating systems are they mainly running? (i.e.: Windows Server 2012, 2016, 2019, etc. , Linux?)

A. 2 Physical Windows Servers 2019 DC's and 5 VM servers on Nutanix hosts - mix of Windows Server 2012r2, 2019 & 2022

23. Q. Can the Parish provide an estimated annual budget, historical spend range, or not-to-exceed amount associated with this engagement?

A. Historical annual expenditure is approximately \$200K.

24. Q. Can the Parish identify the current incumbent provider for these services?

A. ACT Technologies

25. Q. We noted an apparent inconsistency within the RFP regarding billing increments:

- Exhibit A pg 28 Pricing references labor rates billed in 1/4-hour increments.
- Exhibit B – Pricing Schedule references hourly rates invoiced in 30-minute increments.

Please confirm which billing increment the Parish intends proposers to utilize in their pricing submissions.

A. 1/4-hour increments

Peter Montz
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