



Levy County Board of County Commissioners
Procurement Department
310 School Street
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Addendum 3: RFP_2021_006
Issued: September 8, 2021
Pages: 1

Signature: *Alicia Trotheway*

Proposers shall acknowledge receipt of this Addendum on their submittal.

Questions/Clarifications/Answers:

1. As required by the RFP, how often will you need onsite support?
 - a. **Onsite support varies on the type of issue.**
2. Please provide more details on the truck equipment that needs 24/7 support
 - a. What type of equipment is needed?
 - i. **Trucks have a Cradlepoint/Sierra Wireless router with Verizon, a GPS unit, a Dell Latitude 7424 rugged laptop. The routers have a cloud management software that works decently, but the incumbent hasn't had to use it but once or twice.**
 - b. How do we connect to it?
 - i. **The current incumbent uses remote software to get to the laptops.**
 - c. Will onsite 24/7 be needed for that equipment as well?
 - i. **There may be an occasional need but the County does have staff that can take care of replacing items in the department.**
3. Please describe the type and frequency of end-user training that will be needed?
 - a. **There is no particular type and/or frequency it would be dependent on the need of the County and or when the Contractor identifies a need for training.**