



# Department of Property & Procurement

Government of the United States Virgin Islands

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September 5, 2019

**AMENDMENT #1 RFP-037-T-2019 (P)** Provide Emergency Technical Assistance for the Virgin Islands Police Department Information Technology (IT) Infrastructure in the U. S. Virgin Islands

**INSERT:** *Questions and Answers*

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

BIDDERS **MUST** ACKNOWLEDGE RECEIPT OF THIS AMENDMENT WITH THEIR BID PROPOSAL.

## ***QUESTIONS & ANSWERS:***

- Question 1: Is there a website for this entity?

**Answer: The Virgin Islands Police Department (VIPD) website is [www.vipd.gov.vi](http://www.vipd.gov.vi)**

- Question 2: Do you have an estimate of how many employees that they have?

**Answer: VIPD has approximately 420 employees.**

- Question 3: Is this the re-bid of any current contract? If yes, please share the details of incumbent vendors and the bid tabulation for the current vendors providing these services.

**Answer: No**

- Question 4: Please share the estimated contract budget or past spending for these services.

**Answer: Unfortunately, information regarding budget or past spending will not be provided. Bidder is required to present a cost proposal which will be considered at evaluation meeting.**

- Question 5: Who is the current incumbent?

**Answer: There are no incumbent vendor for this contract.**

- Question 6: Is this contract is single awarded or multi-awarded?

**Answer: Single awarded**

- Question 7: What is the annual budget for this contract?

**Answer: There is a budget for this contract but unfortunately, information regarding budget will not be provided.**

- Question 8: Are you required consultant on full time or just on as need basis?

**Answer:** The contract will not require full time consultation but will require a timeline to be established to ensure deliverables 1-13 are completed in a timely manner

- Question 9: Are you Required Three (3) High Level Technical Expert and Two midlevel Technicians for all desirables?

**Answer:** The three high level technical experts will be required for all the deliverables. The mid-level technicians will be required to provide technical support such as imaging and the setup of the computers and assisting the high-level technical personnel with completing the various tasks.

- Question 10: Could you please provide job description for High Level Technical Expert and midlevel Technicians?

**Answer:** The High Level Technical Support will need to include personnel that have a bachelor's degree in a technology field with at least 10 years of experience with IT Architecture, IT Security/Compliance, Data Management, Network Administration with certifications in the following areas VMWare, Microsoft Azure, Cisco and Security.

The mid-level technician will be required to have at least 4yrs of experience with providing end user technical support. They will also assist with the implementation of the various tasks that are assigned by the High-level Technical support to ensure the project is completed timely.