

Richmond Metropolitan Transportation Authority

RFP 2022-Technical

Questions and Answers

1. Are services to be delivered onsite or can they be provided remotely from other states in USA and/or other countries (off-shore)?

***Some services can be provided remotely but other services would require a local company that can provide onsite services.***

2. Kindly let us know the extent of Hardware maintenance required or expected in this engagement?

***Maintenance requirements are making sure hardware is kept updated with all software updates, ensuring licenses don't expire; Cisco SmartNet is kept current along with any other hardware installed. Make recommendation when new hardware equipment comes out and explain how it would affect our current configuration. Assist with hardware configurations and trouble shoot hardware issues as needed.***

3. "Must be registered as a Cisco Partner with a minimum of premier certification, VMWare Enterprise or Professional Partner, Microsoft silver or gold partner, and EMC partner" – Please confirm if all certifications are required by the supplier?

***YES, all certifications are required.***

4. "The firm and partner are licensed to practice in Virginia" – Kindly clarify if the vendor should have a local presence in Virginia, we are incorporated in USA, but we do not have local presence or specific registrations in Virginia.

***We require a Virginia Business License.***