



PURCHASING DEPARTMENT
TOWN OF JOHNSTON, RHODE ISLAND

ADDENDUM # 01

IT Support Services

The purpose of this addendum is to answer questions submitted regarding the interpretation of the RFP. Written Questions were due Thursday, January 25th, 2024.

- 1. Are you using an existing ticketing system that must be integrated with or are you open to the awardee's system?**

We are open to ticketing system

- 2. Confirm the OS on the servers**

We are currently replacing two servers that are running Windows Server 2012 R2 with three servers running Windows Server 2022

- 3. What is the email service currently used**

We are currently using Outlook 365 for e-mail

- 4. Confirm firewall manufacturer**

The firewall manufacturer is Watchguard

- 5. Confirm switch manufacturer**

The switches are a combination of Dell and Datto Switches

- 6. Are there any devices with operating systems older than Windows 10**

No

- 7. On the amount of data currently being backed up to Unitrends**

Approximately 10 tb