

ADDENDA

Project: NOR Information Technology Services
& Support

RFP #: DIST-2-2526

From: Shannon Alfaro, BorderLAN

To: North of the River Recreation & Park District

Date: 4.16.26

Re: Information Technology Services & Support

4.14.2026 Addendum #2, Clarifications regarding elements of the RFP:

- NOR opens with "The successful vendor will be expected to organize a local 'help desk' presence..." however also mentions under "Contract Award" bullet point 4, "or only selected portions based on price and other factors." Is NOR open to separating cybersecurity needs from help desk/typical IT support needs?
- Will Consultant that wins the award be working side by side with current HaaS vendor until the current HaaS contract is complete?
- Is NOR looking for SD-WAN/internet redundancy as part of the Consultant's solution?

Answers:

1. The RFP is for comprehensive IT services and support, and Proposals should address the entire scope of services as outlined in the RFP. The District has not precluded Proponents from offering unique approaches; however, any such must be clearly identified and fully detailed within the Proposal.
2. The coordination and transition approach with the current IT services provider and HaaS vendor will be addressed following final award of the RFP.
3. NOR is open to Proponent Proposals including SD-WAN and/or internet redundancy solutions as part of their proposed approach. Any such options should be clearly identified within 'Optional or Value-Added Services' of the Proposal.

END OF SECTION