

Information Technology RFP 2020-03 Questions & Answers

Part I, Section B states: "This RFP is for the period beginning July, 2021, through June 30, 2022. Contracts will be reviewed for renewal up to four additional years with Board approval based upon service provider performance and funding availability." Part I, Section C states: "Any contract resulting from this RFP will have an approximate value ranging from \$100,000 to \$170,000."

Question: Is the \$100,000 - \$170,000 of available funding specifically for the period beginning July, 2021 and ending June 30, 2022, or is that funding for the entire 5 year "possible" contract term? If amount is for the 1-year period, is there a mechanism for increasing the value of the annual contract after the first year?

Answer: The available funding is for the period of July, 2021 through June 30, 2022. The contract is negotiated annually thereafter.

Part IV, Section A states: "The existing network consists of approximately 500 nodes, which includes servers, networking equipment, user machines, laptops for management staff, lab machines, VoIP Phones, and printers".

Question: Is it possible to get an itemized list of desktops/laptops/server quantities for each location, including the labs and mobile Career Center? If such a list is not available, would we be able to run our network scan tool to gather this information?

Answer: Below are approximate quantities to assist with your response.

Leon Career Center

- 110 Desktops
- 20 Laptops
- 15 Servers
- 60 Phones
- 5 Printers

Leon Admin Office

- 40 Desktops
- 15 Laptops
- 1 Server
- 40 Phones
- 5 Printers

Gadsden Career Center

- 40 Desktops
- 10 Laptops
- 1 Server
- 30 Phones

- 10 Printers

Wakulla Career Center

- 45 Desktops
- 5 Laptops
- 1 Server
- 10 Phones
- 15 Printers

CareerSource Express

- 10 Laptops

Part IV, Section B states: "On the internal employee machines, the following applications are supported: Microsoft Office 365, MIP (non-profit accounting software), N-Able Windows Agent (inventory/help desk software) ..."

Question: Is N-Able (is this the N-Central Agent) product platform owned by Career Source or part of current provider's toolset? Will the N-Able Windows Agent stay on the network if a new service provider is selected?

Answer: The N-Able/N-Central licenses that are in place are provided by our current service provider. Comparable products would need to be provided or recommended by the service provider selected.

Part IV, Section E states: "The provider will also be responsible for providing IT support and set up of IT equipment at all events coordinated by CSCR, including those held at CSCR locations and other physical locations in the three counties served."

Question: Approximately how many events of this type occur annually and, is the expectation that the provider supports these events in-person/onsite?

Answer: There are approximately 4 to 6 events of this type that occur annually, and it is the expectation that the provider supports these events in-person/onsite.

Part IV, Section I states: "Aside from the daily backups, bi-annually a backup test must be conducted. This test requires a disaster recovery type situation be emulated and all-important data be restored to an acceptable point."

Question: What type of backup solution does Career Source currently use in the in-scope environment?

Answer: The current backup platform is provided by Datto. This system provides both onsite and offsite backups.

Question: What type of backup test is needed to satisfy the bi-annual backup test requirement (i.e. full system recovery, recovery of specific data/workloads only, full Disaster Recovery plan activation, etc..)?

Answer: Full system recovery of production servers, file level recovery for on-prem servers, message level recovery for email, as well as recovery testing for data stored off-site.

Question: Does Career Source currently have sufficient infrastructure to support a full system recovery type of test (i.e. a parallel server environment for recovery purposes, etc)

Answer: Yes.

Question: Is all critical hardware (Cisco infrastructure / equipment, physical servers, large printers/copiers currently under warranty and/or supported under a vendor maintenance contract?

Answer: Yes.

Question: What level of support is expected from the IT Services Provider for printers and copiers?

Answer: Support is only needed for network connection issues with regards to scanning documents to user network folders.

Question: Is A/V Equipment in-scope for this engagement?

Answer: Yes.

Question: To what degree is the service provider responsible for supporting the internal telephone system (i.e. performing Moves/Adds/Changes or more in-depth management of the system)?

Answer: The service provider is responsible for all support of the internal telephone system.

Question: It is our customary practice to move any Microsoft 365 licenses under our billing and management portal. Does Career Source have any objections regarding these licenses being moved and managed by our organization?

Answer: No.