

**RFP # 2016-02 QUESTIONS AND ANSWERS****Posted: February 5, 2016**

Q: Who currently manages your IT services today?

A: Inspired Technologies.

Q: Are you satisfied with their services?

A: The contract that CareerSource Capital Region (CSCR) has in place with Inspired Technologies expires June 30, 2016 and CSCR is required to issue an RFP. The level of satisfaction with our current provider does not have any effect on proposals that are submitted, evaluated and ranked by the evaluation committee.

Q: What price points are you expecting the responses to fall within?

A: Any contract resulting from this RFP will have an approximate value ranging from \$100,000 to \$200,000.

Q: What systems currently cause you the most difficulty?

A: Solutions are put in place for systems that are burdensome.

Q: If there were one application that you could completely outsource, what would it be?

A: The outsourcing of an application would need to be reviewed and procured by CSCR management. At this time no application is being reviewed to be outsourced.

Q: Can you provide a list of the equipment, along with their makes and model information?

A: 10: Physical Servers – All four locations

1: Dell PowerVault SAN at Leon Career Center

15: Virtual Servers at all four locations

170: Desktops at Leon Career Center (36 user)

20: Desktops at Wakulla (4 user)

60: Desktops at Gadsden (14 user)

26: Desktops at Administrative (22 user)

14: Desktops on the CareerSource Express mobile unit/bus

90: VOIP Phones at all four locations

Primarily Dell Optiplex 3000 series desktops, Dell Latitude 6500 Series laptops (12) & Dell PowerEdge R720 Servers.

Q: Can you provide the total number of Network Devices?

A: See answer above.

Q: Can you share a Visio diagram of your Network Topology?

A: All network documentation and policies can be provided to the organization that the CSCR board of directors approves to negotiate a contract with.

Q: Can you provide a list of the equipment, along with their makes and model information? (i.e. - 27 physical/virtual servers and their locations?)

A: See answer above.

Q: Can you provide the total number of Workstations (broken down by laptops/desktops/mobile?)

A: See answer to the sixth question.

Q: How many total users and their locations?

A: See answer to the sixth question.

Q: You are on Windows 7, do you plan to upgrade to Windows 8 or Windows 10 in the near future?

A: CSCR will upgrade to Windows 10 as our next operating system.

Q: Do you have a current Technology Roadmap? If so, can you share it?

A: All network documentation and policies can be provided to the organization that the CSCR board of directors approves to negotiate a contract with.

Q: Is there a process for approval in place today to ensure remote access remains secure for both internal employees and short-term access? If so, can it be shared?

A: Yes, VPN is required for connecting into the network. A request has to be made prior to an employee's account gaining access to the VPN connection. All network documentation and policies can be provided to the organization that the CSCR board of directors approves to negotiate a contract with.

Q: What is the name of the server software mentioned in this section?

A: Datto Backup

GFI Email Archiver

BitDefender Antivirus

Barracuda Spam Filter

Barracuda Web Filter

Q: Can you provide the normal domain procedures mentioned in this section?

A: The normal daily procedures have already been listed.

Q: Can you provide the model information on the equipment listed in this section along with warranty information?

A: 14 Dell OptiPlex desktops which are all out of warranty.

Q: Additionally, is the IT Service Provider responsible for the 'Other' systems (AC unit/Generator/Phone System?)

A: Of the other systems only the phone system is the responsibility of the IT Service Provider.

Q: Can you provide the processes described in this section?

A: This process requires personal to be trained and certified by DEO prior to making any changes to the state systems.

Q: What consists of the annual training mentioned in this section?

A: Training for security officers is typically provided remotely via a webinar by DEO. Training to staff is provided in person or remotely by one of our IT contractor's staff members that has been certified as a regional security officer.

Q: Which party is responsible for the annual training costs?

A: Cost for the internal training would be the responsibility of the IT contractor.

Q: How do you currently receive these reports? (i.e. - automated monthly email(s) or portal access to dashboards)

A: Portal access

Q: Can you provide a sample of the reports mentioned?

A: Reports include the following information: Number of help desk tickets, user online usage, help desk tickets categories and other information that is requested as needed.

Q: What does the Security training entail?

A: Network security and awareness training, as well as covering any new applications that have been installed.

Q: Are there any software rollouts in the works or in the near future that you can share?

A: We will most likely be migrating to Office 365 in the near future, as well as moving to Windows 10.

Q: Can you provide an example of work performed in the past relevant to this requirement mentioned?

A: Building renovations and moving a location to a physical address.

Q: What current hardware and software is used for your backups today?

A: SIRIS2 Datto Backup.

Q: Do you have a Disaster Recovery ("DR") plan in place?

A: Yes.

Q: If so, can you share this with us?

A: All network documentation and policies can be provided to the organization that the CSCR board of directors approves to negotiate a contract with.

Q: If not, are you looking to put one in place in the near future?

A: N/A.

Q: Do you have a change control process in place today?

A: All network documentation and policies can be provided to the organization that the CSCR board of directors approves to negotiate a contract with.

Q: How many firewalls are to be managed?

A: 2 Cisco ASA Firewalls currently under warranty.

Q: Who is your current Anti-Virus provider?

A: BitDefender Antivirus.

Q: What do you currently do for Intrusion Prevention within your organization?

A: Cisco ASA Firewalls and Solarwinds monitoring software.

Q: How often does your organization perform Vulnerability assessments?

A: Semiannually.

Q: What is your current Asset inventory software?

A: Excel.

Q: Can you share your current Asset management process?

A: Provider must tag new inventory items and do physical counts annually.

Q: Can you provide a full list of your assets needing to be managed, including their makes and models?

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Q: How many tickets do you receive on a monthly average?

A: On average 150 tickets per month.

Q: What types of requests are received? (i.e. - password reset user access requests, hardware failure, etc.)

A: Typical requests are as mentioned in the question, but also ones related to permissions in state systems, VOIP changes, updates or installations needed on lab Citrix images, etc.

Q: How many physical resources currently handle your help desk support requests?

A: The current vendor has on average 7 individuals available to work on our tickets.

Q: What ticketing system or CRM do these requests currently go through?

A: There is no in house ticketing system. Requests are submitted to our current IT contractor via email or phone. These requests then generate a ticket in their system.

Q: Do you currently have Service Level Agreements ("SLA") in place?

A: We have a 1 hour SLA for any critical issues.

Q: If so, can you share your current SLA's documentation?

A: All network documentation and policies can be provided to the organization that the CSCR board of directors approves to negotiate a contract with.

Q: Can you provide a list of the systems and software mentioned in this section? If

related to previous questions, please refer us back to that section.

A: The systems referenced are the State of Florida systems that CSCR utilized on a daily basis. These include EFM, OSMIS, OSST, and SUNTAX.

Q: Can you provide a high-level list of the vendors referenced in this section?

A: CSCR purchases all Dell equipment from Dell with state contract pricing. All other items are procured and purchased from the vendor with the lowest cost.

Q: Do you have current Standard Operating Procedures ("SOP") in place for a Services Provider to reach out to these vendors?

A: No.

Q: Do you all currently have a process in place for new hires and terminations?

A: Yes.

Q: If so, can it be shared?

A: All network documentation and policies can be provided to the organization that the CSCR board of directors approves to negotiate a contract with.

Q: What is your binding preference? (3 ring, spiral, stapled, clipped, folder)

A: No preference.

Q: Would you prefer us to type in our information and then sign with BLUE ink or write in our information and sign all with BLUE ink?

A: No preference.

Q: The required font size is 12 point, what font do you prefer (i.e. - Arial, Calibri, Times New Roman, etc.?)

A: No preference.

Q: You referenced Statement of Work Subsection 'c', we could not locate this section, can you provide?

A: Please disregard the reference of (c)

Q: To align with your proposal format, can you provide an example of the table format mentioned in this section?

A: There is no preference as to what table format is used.

Q: Would you prefer a COI included with the proposal and will it count towards our

page count?

A: Attachment D is a mandatory attachment.

Q: Would you prefer our Drug Workplace certificate to be included with the proposal and will it count towards our page count?

A: The Drug Workplace certificate is a mandatory attachment.

Q: Can you provide an example of what you would like included in this section? We have Managed Service Agreements, Non-Disclosure Agreements, and Technology Partner Agreements (Cisco, Citrix, Microsoft...) etc.

A: Letters of collaboration or collaboration agreements only need to be included if the proposer plans on working with another IT provider to provide the requested IT services. Managed service agreements, non-disclosure agreements or technology partner agreements would not need to be included.