Responses to the Inquiries to the
Invitation to Negotiate
For Information Technology Services and Support
Advertising Number: ITN-ITSS-019

Date: May 1, 2019
To: Prospective Respondents to ITN-ITSS-019
From: Linda Dave, Director, Contracts and Compliance
Subject: Responses to Inquiries

_____

1) **Do you currently maintain support agreements for all line of business software?**
   a. Some but not all.

2) **Are all systems currently under warranty?**
   a. Currently, our switches are not.

3) **Are there any refresh activities planned?**
   a. Yes, we are in the middle of preparing our budget for our switches to be upgraded.

4) **Can you give us a general idea of the age of the IT systems and infrastructure?**
   a. All systems and infrastructure are no more than five (5) years old.

5) **What are the expectations of your IT partner regarding Mobile Devices/Tablets beyond configuring with email? Are there other apps that need to be installed? A Mobile Device Management system that needs to be managed?**
   a. Currently, our internal IT staff manages all of our mobile devices and tablets. We use two apps on our cell phones and tablets in addition to configuring email on the devices. This will continue to be managed by our internal IT staff with no MDM at this time.

6) **Where are the 9 managed servers located? Onsite or in a datacenter?**
   a. Two (2) servers are in a datacenter.

7) **Are backup and disaster recovery systems/plans tested regularly?**
   a. Yes.

8) **What phone system is currently in place? Is it Voice-Over-IP?**
   a. VoIP phone system is in place using Polycom SoundPoint 650 phones.

9) **What is the ticketing system currently in use? (Section 2.3.4.a)**
   a. ConnectWise.

10) **What software are you currently using for Donor Management, if any?**
   a. None.

11) **What software are you currently using for Volunteer Tracking Management, if any?**
   a. None.

12) **What software are you currently using for Email Marketing, if any?**

a. None.

13) What software are you currently using to execute your Social Media strategy, if any?
   a. Hootsuite.

14) Is there an existing Family Support Services IT Helpdesk, and if so, how many members are presently on the team and what roles are they?
   a. Yes, department of two (2); IT Manager and Systems Specialist.

15) How many total end users would need technical support of any kinds?
   a. We support 150 users, but our internal IT staff will provide support for those users.

16) Will end users require direct front-line support by the managed service provider, or would the managed-services Helpdesk provide escalated support needs?
   a. Our internal IT staff will act as the filter for any needed technical support for escalation.

17) Are there any existing platforms or technologies in place that the managed service provider would not support (for example, EMR)?
   a. Yes.

18) Of your 9 managed servers, are any on-prem, and if so what services do they provide?
   a. Our file servers are on-prem, while our DC/DNS and Exchange servers on in a datacenter.

19) Is there an interest to move any existing on-prem servers offsite?
   a. We are open to suggestions.

20) Is there anything that can be used in place of the balance sheet, income statements, and statement of cash flow? A signed document from our CPA saying we are healthy and stable maybe?
   a. Notarized letters from your CPA and your bank detailing your financial health and stability may be acceptable for submission with the proposal, if it is noted as to why it would be detrimental to the company to submit such records. FSSNF, in accordance with procurement policies and as a subcontractor of the Department of Children and Families (DCF), is required to complete a cost analysis on all contracts exceeding a certain threshold. Information from the financial documents will be used to conduct an analysis prior to contract award. Please note that, the information if not provided with the proposal would be required during negotiations and prior to awarding a contract.

21) On average how many reactive issues (employee reported or monitoring alert generated) do your employees experience per Endpoint (workstation or server) per month?
   a. Approximately 160-200 tickets per month.

Priority	Criteria	Response Time	Resolution Time
1	Emergency, password reset, no workaround, user cannot carry out normal work responsibilities, widespread impact	15 minutes	As soon as possible

Priority	Criteria	Response Time	Resolution Time
2	System or computer down, workaround available	2 hours	8 hours
3	Minor failure such as printer down	4 hours	24 hours
4	Enhancement, planned/scheduled updates, IMAC, general questions or requests	8 hours	40 hours

22) On average how long does it take to resolve those issues (the time from when it's reported to the time the ticket is closed)?
   a. It depends on the ticket. We have a set SLA resolution time for each issue type. See service level chart for details.

23) If applicable, what process do you have in place to reduce the volume of those issues?
   a. We currently do not have any specific processes in motion, however, as an issue becomes repetitive case by case, we look into solutions to prevent them from occurring again.

24) If applicable, what process do you have in place to reduce the time it takes you to resolve those same issues?
   a. Researching the issue to find other solutions that may be more time efficient or discussing with peers to see what if any solutions they might have that would be quicker.

25) What percentage of your total technical resource time on a monthly basis is spent on resolving reactive issues?
   a. Approximately 120 hours.

26) Does your organization have documented processes around technology? If so what platform is currently being used for storage and query?
   a. We are currently updating our documented processes and adding any missing processes.

27) How many total employees does the organization have? How many of those employees are utilizing technology (Connecting to the network)?
   a. We have a total of 150 employees and all of them utilize our network either locally within the office or offsite using our VPN.

28) Are you willing to provide us with an asset inventory including all workstations and servers (physical and virtual), including operating systems, purchase date, warranty expiration date, total storage capacity and current usage, and total RAM.   If this is possible please ensure that the asset inventory also include networking equipment such as switches (model and port usage, PoE or non-PoE), wireless access points (qty per location), and firewall(s).
   a. We will provide as much information as we can on our inventory with the reports that are available to us. See Exhibit A.

29) Would you please provide a list of all network switches if there are indeed more than the ones listed for the Meraki access points?
   a. We have a total of 9 Meraki access points. Eight (8) at our Riverplace office and one (1) at our Nassau office.

30) Are you able to provide a network diagram of the organization?
   a. Yes; it will be provided at later time.

31) Battery backup systems are not mentioned – Do you currently have UPS's and if so can you please provide the make, models, age, and run-time?
   a. Yes, we have two (2) in the Riverplace office that is four (4) years old and there are two (2) in the Nassau office, one (1) is four (4) years old, the other is three (3) years old. Below are the four (4) makes and models.

   APC Smart UPS 2200
   APC Smart UPS 2200
   APC Smart UPS 1500
   APC Smart UPS 1500

32) For backup, there is no mention of offsite backup storage outside of the MSP's data center. Is any of the current backup data sent offsite out of the local geographic area?
   a. Yes, our Exchange data is located off-site and out of state provided by our host.

33) Is there a current lifecycle management plan in place for the existing infrastructure? If so, where is the current infrastructure at in that timeline?
   a. At this time there is no lifecycle management plan, but we are open for suggestions.

34) Is there a current lifecycle management plan in place for the existing user interfacing items (ie desktop computers, laptops, tablets, mobile devices)? If applicable, where are those devices within that timeline (ie. Beginning of life/End of Life)?
   a. The current plan for all computers is four (4) years. We are currently upgrading mobile devices such as cell phones and iPads on an as needed basis only.

35) From Page 6 under the "configuration and services" section, #2, "Private Cloud Services…", for the Private Cloud Virtual Services - How are they connecting to these systems (i.e. Firewall based Site-to-Site VPN, Comcast Ethernet Network Services).
   a. Our virtual servers are in three (3) locations, the data center, internally in our main office, and internally in our Nassau office. They are connecting using an MPLS. We have one (1) site to site VPN and this is for the DCF systems that we connect to via a web browser.

36) From Page 6 under the "configuration and services" section, #2, "Private Cloud Services…", subsection H - For the Email Archive - Quantity 150 mailboxes, What product is being used and is it provided by the current MSP or is it something that is paid for directly by FSSNF?
   a. Veritas is provided by the vendor that currently hosts our Exchange server.

37) **From Page 6 under the "configuration and services" section, #4, subsection B - "Protect logins…." – Can you provide additional details? Is this line referencing the logins to the hosted ticketing system or other systems? If neither, please elaborate.**
   a. We are unable to provide an answer.

38) **From Page 6 under the "configuration and services" section, #4, subsection A - "Helpdesk Ticketing System" - Is a commitment to utilizing/integrating with the existing ticketing system a prerequisite to becoming the chosen IT Partner? Is it possible for an IT Partner to recommend use of another ticketing system via this ITN?**
   a. It is not a prerequisite, any suggestions are recommended.

39) **Are all systems/services in section 2.3 being provided by the incumbent MSP? (with probable exception of #1)**
   a. Yes.

40) **For the Office 365 comment/requirement at the bottom of section 2.3 from page 6, What is the total number of mailboxes that would be migrated and what version of Microsoft Office do you have running on the workstations currently and how those are licensed? Also is FSSNF eligible for Microsoft Office 365 Non-Profit pricing and/or Microsoft license donations from TechSoup?**
   a. 150 mailboxes currently have MS Office 2013. They are all licensed through our internally managed Microsoft VLK account. FSSNF is eligible for purchasing these through TechSoup.

41) **If applicable, what is the determining factor between the organization doing full service managed information technology services versus comanaged or partial managed information technology services?**
   a. Not applicable at this time. There is no interest to change our current structure.

42) **Do you currently outsource any IT services? If so, who is the current IT provider? Is it full service or partial managed IT services?**
   a. Yes, all of our network services are outsourced. We do have an internal help desk that provides tier 1 and tier 2 services, if the issue goes beyond tier 2, then escalation to the MSP is expected.

43) **Do you have any internal staff members dedicated to technology support currently? What are their primary roles/responsibilities? Are those roles/responsibilities expected to continue upon hiring an IT Partner?**
   a. Yes, we have an internal help desk. It is a department of two (2). One (1) System Specialist dedicated to help desk support and our IT Manager who mostly manages all IT related vendors, continuously evaluates overall operations of IT, recommends enhancements, manages the help desk and partners with our users to identify requirements, overseeing the development, design, and implementation of new applications and also changes to existing computer systems and software programs.

44) **Is it possible to get a list of applications that are in use? Please specify which ones are installed locally or and which ones are web based (SaaS)?**
   a. We have several applications that are in use, most of them are web based and are not supported by our current MSP. The following applications that are installed locally

include but are not limited to: MS: Access, Excel, OneNote, Outlook, PowerPoint, Publisher, Word, Project, Visio, Skype, Adobe Reader, Adobe Acrobat, Adobe Captivate, Adobe full suite, iTunes, AT&T AllAccess, BlueZone, Cisco Webex, Dragon, Dopbox, DYMO label, Entrapass, Examplify, Aventail, FRx, GlobalMeet, LogMeIn, GoToMeeting, Greenshades center, Greenshades sync service, Microsoft Dynamics GP, Pulse Secure, Mekorma MICR, Mobile Communicator, PrimoPDF, SMART ink, SMART Meeting Pro, SoftTest, Synology Assistant, Tableau, TeamViewer, VMWare Tools, VMware vCenter, VMware remote console, VMware vSphere, WinRAR, WinZip, Zoom, Chrome, Firefox, bitdefender, IRM Client, and PGP encryption.

45) **Is it possible to get a breakdown of how many computers and technology users are at each specific location?**
    a. 1300 Riverplace Blvd: 158 computers, 122 users.

    96016 Lofton Square Court: 18 computers, 16 users.

46) **From Page 6 under the "Content of the Reply/Bid" section, #4, subsection C - "Vendor knowledge regarding confidentiality in accordance with HIPPA regulations" – Do you have any preferences on how we are to illustrate the level of competence around this? I wanted to ensure relevance around this topic as it can be answered in many different ways.**
    a. There is no preference.

47) **From Page 6 under the "Content of the Reply/Bid" section, #4, subsection D - "Provide three (3) references…" – Is there a preferred industry that you wish the references to come from (ie Healthcare and/or Not for Profit)?**
    a. There is no preferred industry.

48) **From Page 6, Section 2.4, the "Contents of the Reply/Bid" section, #5 "Financial Stability", subsection A, B and C - Does not providing this information prevent us from being considered in the process? Are there any other forms of proof of financial stability that you are willing to accept?**
    a. Notarized letters from your CPA and your bank detailing your financial health and stability may be acceptable for submission with the proposal, if it is noted as to why it would be detrimental to the company to submit such records. FSSNF, in accordance with procurement policies and as a subcontractor of the Department of Children and Families (DCF), is required to complete a cost analysis on all contracts exceeding a certain threshold. Information from the financial documents will be used to conduct an analysis prior to contract award. Please note that, the information if not provided with the proposal would be required during negotiations and prior to awarding a contract.

49) **From Page 8 section 3.11 "Term of the Agreement" – Is the organization willing to consider anything other than a 2-year term? Also we did not see anything about buyout language/requirements; Are there any requirements around the exit strategy for FSSNF prior to the contract being renewed?**
    a. We are seeking a 2-year term contract, with an option for a 2-year renewal. If we are unsatisfied with the vendor after the initial 2-year term, another ITN will be posted, and transition planning would occur.

50) Is the organization required to evaluate IT and/or other vendors over time? If so how often?
    a. All contracted providers are evaluated on a quarterly basis.

51) Is another ITN required before renewal of the chosen contract (after 24 months)?
    a. An ITN would not be required if the option to renew after 24 months is selected.

52) If applicable, how long have you been working with the existing vendor(s)?
    a. Four (4) years.

53) If applicable, are you considering a proposal from an incumbent IT Provider?
    a. All submitted proposals meeting the criteria in Attachment VIII will be considered.