Administrative & Contractual

1. What is the current budget and spend for IT support services, and what budget range has been allocated for this engagement? Budget is $13,000-$16,000 annually
2. Is there a preferred pricing model (fixed monthly, per-device, per-user, or time and materials)? We prefer fixed monthly billing.
3. Should hardware and software procurement be client-purchased, or vendor-procured and managed? Hardware and software procurement will be client-purchased, except for Microsoft Office 365 which needs to be vendor procured and managed.
4. What are the payment terms for this contract (e.g., Net 30), and what is the expected invoicing frequency (monthly, quarterly)? Net 30 with monthly billing as stated above. The contract will be one year with 4 one-year renewal possibilities. 1 + 4

Users & Roles

5. Do Board members have assistants or staff who also require IT support? Staff will be the only ones supported by IT. (FT staff members at the Board)
6. Do Board members operate on the same domain and network as staff, or are they segmented/isolated? Board members only have email addresses managed by the IT management team, otherwise they use Sharefile.
7. Should Board members be considered VIPs for IT support purposes, with priority service expectations? All service should be routed through POC Dr. Mary Beth Finn. Board members are not under IT Management contract, except for Email.

End-User Devices

8. What version of Microsoft 365 is currently in use, and how many active licenses are deployed? We have 9 active licenses with a mixture of Windows 11 and 10. Microsoft 365 Apps for Business
9. What is the current inventory of desktops, laptops, tablets, and mobile devices, including makes, models, and quantities? We have 9 laptops. Lenovo and HP. We also have 5 Microsoft surface machines.
10. Are printers, copiers, and scanners in scope for IT support under this RFP? We have two copiers, but they are under a separate contract.

Servers & Infrastructure

11. How many servers are currently deployed on-premises, if any, and what are their primary roles? One main server and one virtual server
12. What services and applications are hosted on servers (on-premises or cloud)? Cloud services, old CAVU database
13. What firewall solution is currently in use, and is it included in the support scope? Sophos XGS

14. How many access points are deployed, what models are in use, and is vendor support expected for just APs or for the full network infrastructure? 4 access points that are one year old to go with Sophos – yes vendor is supposed to support the access points

Security

15. How is Sophos currently being supported, and will the vendor be responsible for licensing and policy management? Support is provided by the IT Management vendor now. Product is licensed until 5/15/26, as long as client has active support agreement and licensing the supplier is managing the product
16. What VPN solution is in use today, and what level of support is expected under this contract? Sophos IPsec. It is supported.

Backup & Disaster Recovery

17. What solution(s) are currently used for backups, and how often are backups tested for recovery validation? Datto Cloud BCDR, testing monthly
18. Is there a documented disaster recovery plan in place? If so, how frequently is it reviewed or updated? Disaster recovery plan in place through Office of Information Technology.

Support Model & SLAs

19. Are there existing SLAs for response and resolution times, or should vendors propose them? Vendors to propose
20. What response and resolution times are expected for critical, high, medium, and low-priority tickets? Critical items would need to be same day, high can be within a week, Medium and low as time permits
21. What is the expected balance between onsite and remote support? Most of our current needs are handled remotely with occasional onsite support
22. Are after-hours or 24x7 support services required? No
23. What is the current average monthly ticket volume or incident count? 2 or 3 tickets per month unless change in personnel or addition of board members, then email set up and laptop readied

Special Events & Usage

24. Do Board members attend and/or host public meetings or conferences that require IT/AV support? Yes
25. If so, what software platforms (Teams, Zoom, WebEx) and hardware (AV, conferencing systems) are currently used? Teams, Zoom, WebEx and current camera and microphone system. Not part of this RFP – Handled by the State

Transition & Knowledge Transfer

25. Is IT support currently being handled internally or by an external provider? External Provider

26. If there is a current provider, what responsibilities will need to be transitioned? Backups, maintenance of servers, access points, firewall and whatever else needs to be transitioned between teams. (Email system)

27. What is the expected transition timeline for onboarding a new vendor? Three weeks

Current Environment & User Count: To help us accurately assess the support requirements, could you please provide an approximate count of the following?

28. Total number of employees/users requiring support. 10 employees

29. Total number of workstations (desktops/laptops). 10 workstations

30. Network devices (firewalls / switches). one firewall and one switch

31. Total number of servers (physical and virtual). For the virtual servers mentioned in Section 2.1, could you specify the host environment (e.g., on-premise Hyper-V, VMware, Azure, AWS)? 1 physical and 1 virtual server. The virtual server houses our former database. We also are using SOPHOS for our VPN set up.

32. **RFP Drivers:** Could you elaborate on the primary drivers for issuing this RFP? Understanding the Board's key objectives or any specific challenges with the current IT setup would help us tailor our proposal to your direct needs. The current contract is expiring and we are required to send it out again for RFP.

33. **Microsoft 365 Licenses:** Section 2.1 states that the purchase of Microsoft Office 365 licenses will be included in the contract. Could you please specify the required license types (e.g., Business Premium, E3) and the total quantity needed? We have 9 complete licenses with about 25 email users. It will be Business Premium.

34. **Budget Allocation:** Has a budget or a budget range been established for these services? An understanding of your anticipated annual investment would be very helpful in proposing the most effective and appropriate solution. The budget range for these services is $13,000-$16,000/annually.

35. **On-site Support Expectations:** Could you describe your expectations for on-site presence? Given that travel costs are to be covered by the supplier, it would be helpful to understand if you anticipate a need for regularly scheduled on-site visits or if an as-needed dispatch for emergencies and projects would be sufficient. We do not need regularly scheduled on-site visits. We expect updates to be handled remotely and our supplier to have the ability to remote in for issues that arise during the work day. The only time we will need someone onsite is if there is equipment failure or new equipment purchase.

36. Would the Board like the proposal submitted as one whole document with each section clearly labeled, or would they prefer each section to be its own separate document? One whole document with each section clearly labeled

Current Environment & Infrastructure

37. How many users and devices (desktops, laptops, mobile devices) are in scope? Previously answered

38. How many virtual servers are in use, what are their primary functions, and what operating systems are they running? Previously answered

39. What support/maintenance contracts remain in place for the underlying physical server hardware? Part of the RFP

40. Could you provide a high-level overview of the current network environment (firewalls, switches, wireless access points, VPN)? Previously answered

41. When were the firewalls, switches, and access points purchased/installed, and are they under active support agreements? Under active support agreements

42. Which IT equipment and services are owned outright by the Board versus delivered as a managed service? Previously answered

43. Is the Board's website and online license renewal system hosted internally, by a third-party vendor, or in the cloud? The website is not part of the RFP. The renewal system is by a third-party vendor.

44. What backup solution is currently used (onsite, cloud-based, hybrid), and how often are backups tested for restoration? Previously answered

Security & Compliance

45. Which regulatory requirements or compliance frameworks apply to the Board (e.g., HIPAA, PCI, State OIT standards)? HIPAA and State OIT Standards

46. Beyond Sophos, are there additional security tools currently in place (EDR, MFA, encryption, email filtering, etc.)? Yes all.

47. What are the current procedures for patch management and critical security updates? These are handled as they are needed through IT management.

48. Does the Board have an incident response plan for cybersecurity events (ransomware, breaches, etc.)? Yes

Microsoft 365 & Tenant Management

49. Is the Board operating within its own Microsoft 365 tenant, or is it managed through the State OIT's tenant environment? Our own

50. How many Microsoft 365 licenses are required, and what license levels are currently in use? Previously answered

Applications & Workflows

51. Besides Microsoft Office 365, what specialized, or line-of-business applications does the Board rely on (licensing, payment systems, CE tracking, etc.)? All third-party vendors

52. Which applications or services are considered mission-critical and require priority restoration in the event of downtime? Just Microsoft 365 and all protection software.

Service Expectations

53. The RFP references "reasonable amount of time" for response, could you clarify desired service level expectations (e.g., response/resolution times for critical vs. non-critical issues)? Previously answered
54. Should service level agreements (SLAs) apply equally to non-office staff (e.g., field/remote workers) as well as office-based staff? We only have office-based staff.
55. Will the Board require onsite support, or is remote-first support acceptable except for hardware needs? Onsite support is only required for new equipment unless remote does not work.
56. Should after-hours or weekend support be included for emergency issues? Rarely used
57. For scheduled maintenance and updates, what is the preferred window (e.g., weekends, evenings, advanced notice required)? Currently we use all three depending on the priority.

Responsibilities & Boundaries

58. Which IT functions are handled directly by the State OIT versus the contractor? State OIT only takes care of our phone system. Nothing IT.
59. Who currently manages DNS, SSL certificates, and website hosting? Third party vendor
60. Are there third-party vendors the IT provider will be expected to coordinate with (e.g., software providers, website host, payment processors)? No
61. Will the IT provider be responsible for procurement of all hardware/software, or just advising the Board? Only Microsoft 365

Transition / Current IT

62. Will documentation (e.g., network diagrams, server inventory, credentials) be made available to the awarded vendor? Yes, all documentation will be made available to the awarded vendor.
63. Are there any current IT challenges or pain points that the Board wishes to prioritize addressing under the new contract? None at this time.