

## RRPDC – RFP 19-1. Questions and Answers Update.

### Strategic Questions:

- How do they see the next few years playing out with RRPDC?  
The RRPDC has just completed a new strategic plan. This will drive the organization for the next few years. The RRPDC is very focused on serving its customers (the 9 Localities in this Region) and to do so must continue to innovate on the products and services it offers. Program management, data and analytics, modeling, GIS and planning are some of the key products that the organization offers. Elevating the technical skills and capabilities of the organization will be a high priority.
- What bumps in the road cause them the most concern?  
The RRPDC is a grant funded organization. (Federal, state, local funding). The stability of those grant funds is reasonably well established, but changes are always possible. The need to run highly efficient operations is paramount given the use of public dollars for the work of the RRPDC. The ability to make investments in the infrastructure requires a high degree of efficiency in other areas.
- If they had to bet on one thing working well - what will it be?  
Technology. Like any organization, the need for reliable tools and infrastructure is critical. People in the organization cannot accomplish their critical work without the technology that supports them.
- How does IT help them achieve their outcome?  
By providing strategic thinking and planning for our long-term needs. By providing thoughtful solutions in a timely and seamless manner for our short-term needs.

## Technical Questions:

### QUESTION SET 1

1. What roles do the on premise servers currently fill? File servers, Active Directory, etc.?

The current on-premise servers support: file and print sharing, active directory, ArcGIS, QuickBooks and other multi-user programs. One server hosts the RRPDC website, although hosting of the website should transition away from on-premise when website redesign project completes later this year. MS Exchange was hosted on-premise and I am not sure if Exchange Online has been implemented, so I need to get clarification on this item.

2. Which roles are we looking to move to the cloud? All roles or just certain ones?

The RRPDC does not have dedicated IT resources on staff, so we will review each candidates recommendation regarding the preferred operating environment.

3. Is a remote desktop environment an acceptable solution. ArcGIS and file sharing are not going to perform that well in a 'fat client' environment.

Yes, a remote desktop environment is an acceptable solution, but the candidate should explain the pros and cons and why the RRPDC should consider this environment.

4. Quickbooks moving to the cloud. Does the RRPDC already have a vendor (most use Right Networks or a similar Intuit partner) or are they looking for vendor to host that as well?

The RRPDC does not have a vendor; and the two primary users of Quickbooks have been experiencing problems accessing the application, opening files, etc. The RRPDC is looking for recommendations along with the supporting pros and cons.

5. Does the RRPDC plan on going fully-VOIP, meaning that all PBX functionality is actually going to be in the cloud?

The transition from the current PBX to VoIP will be a separate project. It is not our intent to include the VoIP project with the selection of Managed IT Services. The reference to the VoIP project in the RFP is to be transparent and advise each candidate of pending projects and potential changes to the operating environment.

6. How many handsets?

Not applicable at this time.

7. How many phone lines?

Not applicable at this time.

8. Fax lines/security lines?

Not applicable at this time.

9. Any additional options (headsets, etc.)?

Not applicable at this time.

10. Are there any printers that need to go on the managed services contract?

Printers are supported by Cobb Technologies. From time to time the Managed IT Services provider will have to collaborate with Cobb to resolve a problem or act on a client request, but printers are handled separately.

11. What is the manufacturer's warranty status on the workstations and laptops?

Workstations and laptops are covered under the manufacturer's warranty. If a workstation was covered by a 3-yr warranty that is due to expire, then the Managed IT Service provider is expected to notify the RRPDC during the budget planning cycle so that the expense for an extended warranty can be included in the respective budget. The RRPDC does have a small number of spare laptops or workstations that are not covered by a manufacturer's warranty.

## QUESTION SET 2

1. Will a list of current software installed be provided as part of an addendum?  
We do not have a comprehensive list of installed software. I don't believe the software used by the RRPDC is unique and most can be found in any office environment. The only piece of software that may be an exception to standard office software is ArcGIS.
2. Is a migration plan currently in place for Windows 10?  
No plan is in place. The majority of our workstations run Windows 7 which reaches end of life on January 14, 2020.
3. Is RRPDC open to exploring cloud initiatives?  
Yes, we are open to exploring cloud initiatives, but we would want to understand the pros and cons and the logic behind any recommendation.
4. What are the existing responsibilities of the IT department?
  - a. Are these responsibilities subject to change with the new contractor?  
The RRPDC has no dedicated IT resources on staff.
5. Have any risk or vulnerability assessments been conducted or be required?  
The Continuum IT Management Platform is used by the current IT Services Company to perform the monthly network assessment and produce the Executive Detail Report for the RRPDC.
6. What is the current level of data processed? (sensitive, confidential, etc.)  
The data produced or processed by the RRPDC is not considered sensitive or confidential.
7. Are the Windows licenses Professional or Enterprise?  
The RRPDC has an enterprise license for Office 365.
8. The RFP indicates one Server 2003 being decommissioned, is there a migration or decommission plan in place for the second 2003 server?  
The current IT Services Company has proposed a plan for upgrading this server. Our expectation is that the server's operating system will be upgraded before the end of 2018.
9. Is there a migration plan in place for the 2008 or 2012 servers?  
There is no plan in place at this time.
10. Does RRPDC have plans in place for any immediate permanent growth? (personnel, equipment, etc.)  
No immediate plans  
The RRPDC subleases space to one tenant (added in June). This tenant shares the Comcast switch
11. Are all the WAPs secured and for RRPDC network use only, or is guest use utilized?  
Wireless Access Points are available to guests.
12. How many networks does RRPDC have? Wired? Wireless?  
One network.
13. What certifications, if any, does RRPDC require of the contractor to possess to fulfill this RFP?  
No specific certifications are being specified. We would expect that a qualified candidate for the Managed IT Services Contract would have adequately trained and certified technicians, levels of expertise and adequate bench strength to deliver consistent, quality service.
14. Is there a preferred format for the response to the proposal? (word count, page count, font size, etc.)  
No preferred format. An MS Word version of the RFP is available upon request.
15. What types of services/applications are currently hosted on each server?  
The current on-premise servers support:
  - File and print sharing
  - Active Directory
  - ArcGIS, QuickBooks and other multi-user programs
  - One server hosts the RRPDC website, although hosting of the website should transition away from on-

- premise when the website redesign project completes later this year.
- MS Exchange was hosted on-premise and I am not sure if Exchange Online has been implemented, so I need to get clarification on this item.
16. What are the current redundant capabilities?  
A daily file backup is performed and stored offsite. No redundant operating capacity exists at an alternate site.
  17. Is the equipment leased or owned by RRPDC?  
Equipment is owned by the RRPDC.
  18. Are the remote users utilizing a VPN, VMware, or O365 solution?  
VPN
  19. What was/is the total cost of the previous contract?  
We do not wish to share this information.
  20. What is the anticipated invoice schedule? Monthly, Quarterly, etc.?  
Monthly invoicing is preferred.

### **QUESTION SET 3**

1. What roles do the on premise servers currently fill? File servers, Active Directory, etc.?  
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#### **QUESTION SET 4**

1. Are the servers physical or virtual?

Servers are physical

2. Are the servers and IT support staff in the same location? If not, how are they accessed remotely?

The servers are located at the address listed in the RFP.

The RRPDC has no dedicated IT resources on staff

3. What is the backup software used? Are only the servers backed up?

Only the servers are backed up

The current IT Services Company is responsible for backing up the files nightly and I do not know what they use.

4. What are systems used, if any, for monitoring and patching?

The current IT Services Company is responsible for these services and I do not know what they use.

5. What phone system is being used?

The current phone system is an old PBX.

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#### **QUESTION SET 5**

1. Are the needs specified in the RFP currently provided or will be additional services? If additional services, what are the current services provided?

The needs specified in the RFP are being provided under the current contract.

2. How many IT support staff supporting the environment?

The RRPDC has no dedicated IT resources on staff

3. Are the servers, workstations, and IT support staff in the same location? If not, how do the IT support access the servers?

Same as #2 in questions above

4. How do end-users place support requests? Is there a ticketing system?

The current IT Services Company has a Help Desk ticketing system that the RRPDC uses to open tickets.

The RRPDC can also call the Help Desk to open a ticket.

5. What are the support hours?

Support is provided during normal business hours, but a technician is also on call for off-hours support.

Off-hours support is generally reserved for exceptions or emergencies.

## QUESTION SET 6

1. Do you currently have a documented lifecycle timeline for your existing hardware, and if so, can you please provide it?

I believe you are asking for an inventory of current workstations and laptops that also shows acquisition date and planned end of life. We will post a schedule on the website.

2. What are the models of your current switches, Access Points, and the firewall?

HP ProCurve switches; Aruba wireless access points; Fortinet firewall

3. Historically, what has been the frequency that your users have submitted helpdesk support tickets?

An average of 25-35 Help Desk tickets are opened each month