Request for Bid (RFB)	**No. V-20-015**
Title:	**Information Technology (IT) Support Services**
Subject:	**Question(s) and Answer(s)**
Question(s)[1] Receipt Date:	**May 6, 2020**
Question(s) Response Date:	**May 7, 2020**

Greetings,
We very much appreciate your interest.

Question No.1
In order to provide an accurate bid, we would like to the opportunity to complete a network assessment of the Workforce Connections computer systems. This assessment would be provided free of charge. In order to get the best information possible, we would need the following items to perform the evaluation:

1. A discovery meeting or video call with both the primary contact for the RFB and the current in-house lead technical resource if they are not the same.
    Answer: Will not be offered

2. Temporary Domain Admin credentials so that we may run a network scan on the existing network. (All created documentation will be provided to you and destroyed upon request.)
    Answer: Access will not be available

3. If Implemented, temporary "read-only" SNMP community string and authentication if required for any network infrastructure.
    Answer: N/A

4. A current list of the hardware inventory.
    Answer: As indicated on Sec. VIII (E) (2) (d) of the solicitation

5. A list of the current applications in production that we would be expected to support.
    Answer: In-house "Trillian IM". All other applications are "Cloud-Based", which are hosted by the State of Nevada

There are a few other questions as well. Please see below:

1. How many current in-house IT staff does Workforce Connections currently plan/have employed?
    Answer: Two (2) IT Staff

2. If there are no in-house staff, what company is currently providing IT Support Services?
    Answer: N/A

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[1] Questions are displayed as submitted. The sender information is never displayed in order to protect their privacy.

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3. What are the approximate amounts of Service Requests per weekday, weekend day, as well as after regular business hour Service Requests?
    Answer: Estimated, no more than 10 per day

4. What is the current licensing model for Exchange, and has licensing for Exchange 2019 already been purchased?
    Answer: Currently running Exchange 2013 with Exchange 2016 license. No Exchange 2019 license purchased as of this date

5. What is the current licensing model for Trillian IM Server, and has licensing for Trillian already been purchased?
    Answer: Trillian 5 server license

6. What is the current licensing model for the Windows Server OS, and has licensing already been purchased?
    Answer: Windows Server OS have not been purchased as of this date

7. Does Workforce Connections require Hyper-V be used for the Virtual Host Servers?
    Answer: Yes

8. Does Workforce Connections require that Exchange 2019 and the Trillian IM Server be re-deployed, or can an alternate solution be deployed that would streamline all services?
    Answer: No

9. You are specifying an all-inclusive hourly price. However, this price does not determine if hardware/software for the end-user machines or site locations should be included in this price. In addition, specified is a requirement for proactive services. However, there is no provision in the pricing to allow for ongoing monthly labor services and software fees for this service. Is it expected that these items are included in the as-needed hourly rate?
    Answer: No. In-house IT staff will procure any required software/hardware

    If [Bidder] does not wish to bid on the proposed solution in Section E1 as specified, but we have an alternate solution that will be more secure, provide better services, and be overall easier to maintain. Will you accept the alternate proposal only?
    Answer: Bidders are encouraged to respond in accordance to the requirements/provisions of the solicitation

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