

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 14, 2020

Question(s) Response Date:

May 15, 2020

Greetings,
We very much appreciate your interest.

Question No.2

Thank you for your responses to our original questions. I have a few follow-up questions:

1. Can we schedule a time to physically visit the main location and at least 1 remote location to do a visual inspection of the overall infrastructure and the end-user machines?

Answer: Opportunity for physical visit will not be possible due to the COVID 19 situation

2. What version of Office Software (Outlook) is currently deployed and in use?

Answer: The software currently in use at the One-Stop Comprehensive Center (OSCC) is a mix of Office 2013/2016

3. Should the proposal contain the cost/and or specifications of the hardware, Server Operating Systems, and Microsoft Applications (Exchange) with required Client Access Licenses?

Answer: Workforce Connections will provide all Hardware and Server Licensing. Please provide labor costs for setup of hardware and installation of required software

4. Is it expected that the existing Parent Domain will remain in production, albeit not used by Workforce Connections, or can this Parent Domain remain in use by Workforce Connections and just retire the Child Domain?

Answer: The Parent Domain will be left to operate as normal. The Parent domain is not dependent on any software or hardware on the Child Domain. If separation of the Domains is not possible, creation of a new and separate Domain will be required. Decommissioning of the Child Domain will also be required if a New Domain is needed

5. Is the Trillian server currently integrated with Active Directory of either the Parent or Child Domain? If so, which one?

Answer: It is attached to both domains using LDAP. Workforce domain does not use it any longer

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

6. Is it required to keep all previous history of Trillian IM conversations when moving to the new Domain?

Answer: No

7. What is the current storage in use for Exchange, Trillian, and Papercut?

Answer: All Storage is maintained on the VM Virtual Hard Drive of each VM Exchange VHD1 250Gb total, 160Gb in use. Exchange VHD2 1Tb total 650Gb in use. 2 EDB's located on this drive. Trillian VHD1 200Gb total, 40Gb in use Papercut VHD1 100Gb total, 57Gb in use

8. What server is regular file storage kept on?

Answer: Currently all Storage for the OSCC is on DC1. Minimal storage is needed

9. What is currently being used for regular File Storage, and what is the total amount in use?

Answer: 2Tb secondary drive on DC1 of which 120Gb is currently used for storage

10. What is the current version of Windows Server Operating systems?

Answer: Combination of Server OS's – 2012R2, 2019

11. Are all the desktops currently running Windows 10 with version 1903 or newer?

Answer: Yes

12. There are services such as patch management, AV/Malware protection, backup as well as remote monitoring and management capabilities that we offer as a monthly fixed price per machine. All tools are accessible to be administered by in-house IT. Is this an option for pricing, or is it required that Workforce Connections procure and own all licensing?

Answer: Yes, this is an option and welcome in the proposal. The RFB has been amended to accommodate such pricing for the OSCC site only, not available for the remote locations

13. You estimated no more than 10 requests per day, is that the number of requests In-house IT handles or the amount that the service provider would respond to for the "as-needed" requests?

Answer: This is the current number for in-house IT. Requests to external IT would be on an as-needed basis, in case On-site IT is unavailable

14. Are any of the requests of the service provider after regular business hours (8am-5pm M-F)?

Answer: Normally is not the case, but there is always the possibility of support needed after regular business hours

15. What is the expected response times for Service Requests for remote support?

Answer: Shall not exceed One (1) hour

16. What is the expected response times for Service Requests for on-site support?

Answer: Shall not exceed three (3) hours

17. What manufacturer is used for the firewalls at each location?

Answer: SonicWALL TZ500 at main site. 1- TZ350 for the Resource Room at main site (separate network – no domain, Public Access Only) Libraries sites are not connected to the domain. Many use SOHO style router. A few sites have no routers due to access being wireless connectivity (IoT) only and a router would not be an acceptable device on the libraries network

18. What manufacturer is used for the switches at each location?

Answer: HPE at main site. External locations use built in switch on SOHO router

19. Are the switches that are currently deployed of a level that allows remote management via a network monitoring tool using SNMP?

Answer: SNMP is not currently used to manage the switches. The capability is available