

Written Responses to Inquiries - RFP #2017-IT-Managed Information and Technology Services

Requested to Provide:

1. Do you have a Network Diagram that you can share with us? **NO**

Written Inquiries Responses:

1. What is the manufacturer and the model of the disaster recovery device? This is your backup device.... **UNKNOWN ON MANUFACTURER – OPERATING SYSTEM WIN SERVER 2008**
 - a. Does the device perform remote back-ups? **THIS IS A STANDALONE DEVICE THAT WAS REPLACED BY THE BARRACUDA 390 IN MAY 2015.** If so, where are the remote back-ups stored? **BARRACUDA 390**
 - b. If the coalition would like to keep the current device and it is invoiced through the current IT support vendor, will the vendor collaborate transferring the servicing over to the new vendor? **THE DECISION WOULD BE BASED ON THE DISCUSSION WITH AND THE RECOMMENDATION OF THE CONTRACTOR HIRED TO PERFORM THE COALITION’S IT SERVICES.**
2. What is the model of the Barracuda back-up device? **BARRACUDA BACKUP SERVER 390**
 - A. Does the device have any active Barracuda subscriptions associated with it (e.g. cloud storage, extended service, warranty and updates, etc.)? If so, which ones? **SERVICES INCLUDE: 1 YEAR EU, 1 YEAR IR AND 1 YEAR UNLIMITED CLOUD STORAGE. THESE SERVICES ARE PROCURED BY THE COALITION DIRECTLY ON AN ANNUAL BASIS. THE ANNUAL SUBSCRIPTION FOR SERVICES RUNS MAY TO MAY.**
3. Would the Coalition prefer to keep existing back-up devices and services or procure new ones? **THE DECISION WOULD BE BASED ON THE DISCUSSION WITH AND THE RECOMMENDATION OF THE CONTRACTOR HIRED TO PERFORM THE COALITION’S IT SERVICES.**
 - a. If latter, provide the total amount of used space on each server on premises (excluding current back-up devices) **UNDETERMINED AT THIS TIME, BUT THE CURRENT USED SPACE IS AS FOLLOWS:**
 - i. **FILE SERVER - VIRTUAL – 1TB**
 - ii. **XP CALL ACCOUNTING - VIRTUAL – 82GB**
 - iii. **SERVER2K8 – SMALL BUSINESS SERVER (DOMAIN CONTROLLER) – 233GB**
4. How many staff members that use computers does the Coalition have? **THE CURRENT ORGANIZATION CHART INCLUDES 26 STAFF MEMBERS.**
5. Is the Coalition’s email hosted in Microsoft Office 365 cloud, on premises or elsewhere? If latter, please specify where. **365 CLOUD SERVICES**
6. What is the operating system of the Dell server? **SERVER 2K8 - WINDOWS SERVER STANDARD PE – 2007 SERVICE PACK 2**

- a. What functions does the server currently fulfill (e.g. Domain controller, file server, print server, etc.)? **DOMAIN CONTROLLER, PRINT SERVER**
- b. Are there any business applications currently installed and used on the server? If so, please list each of them. **SCREEN SHOT OF PROGRAMS BELOW:**



7. Are there any pressing issues that the Coalition would like the new vendor to address right away when the contract period starts? If so, please list and describe each of them. **NO**
8. Would you describe your current network topology as simple or complex? **SIMPLE**
9. Does the Internet connection at your primary location have a static IP address? **YES**
10. What type of firewall is currently in use at your location? If the device has a service subscription, who will be responsible for renewing that service? **DELL SONIC WALL TZ205 – THE COALITION IS RESPONSIBLE FOR MAINTINING SERVICE.**
11. Is your IT provider supplying penetration testing or network vulnerability/PCI compliance scans as part of your current agreement? **UNKNOWN**
12. The RFP mentions remote access for the Executive Director. How is this currently being accomplished? **TEAM VIEWER**
13. Are Wi-Fi services in use on your internal network? If so, please state vendor and type of services. **COMCAST – STATIC IP X 5**
14. Does your network provide guest Wi-Fi services? **YES**

15. Are the all-in-one parent computers isolated from employee workstations? **YES**
16. Does ELC Lake County have an On-Site IT person (on staff)? **NO**
17. Is the RFP for all IT devices (Servers, PCs, Network) or just Servers/Network? **ALL**
18. Is the RFP for both Remote and On-Site Support (Flat Fee)? **YES**
19. Does ELC Lake County have anyone On-Site that is the pseudo-IT person? **YES, EXECUTIVE DIRECTOR**
 - a. Ex. Can reboot a Cable Modem, Firewall, etc. by Power-Cycling the box - **YES**
 - b. Ex. Can swap a PC out if we have a working spare PC in the office - **YES**
20. Is the "Dell Server" a Virtual Host? If so, how many Virtual Servers (ex. Domain Controller, File Server, Terminal Server, etc.) **THE DELL SERVER IS A DOMAIN CONTROLLER ONLY. WE ARE OPERATING 2 VIRTUAL SERVERS, ONE FOR OUR FILE SERVER (1TB) AND ONE FOR A CONTROL SERVER FOR A SOFTWARE FOR PHONE CALL TRACKING (XP CALL ACCOUNTING).**
21. Do they own the Barracuda Backup software and Backup Device? **THE COALITION PROCURES THE DEVICE AND SERVICES DIRECTLY FROM BARRACUDA ON AN ANNUAL BASIS.**
 - a. Would they be opposed to switching the Backup Software Vendor? **THE DECISION WOULD BE BASED ON THE DISCUSSION WITH AND THE RECOMMENDATION OF THE CONTRACTOR HIRED TO PERFORM THE COALITION'S IT SERVICES.**
22. Is the "Disaster Recovery Device" a NAS for Local Backups? Or is it a physical server? **NAS**
23. Is the EFS Server running as a Hosted Server at the Tallahassee (State) Data Center? **HOSTED**
24. What Anti-Virus Software do they use? **AVG 6.0**
 - a. Should AV be included in the quote as well? **YES, IF CURRENT AV SOFTWARE BEING USED IS NOT SUFFICIENT AS DETERMINED BY ORGNIZATION BIDDING ON THE SERVICES.**
25. Does ELC Lake County have a current IT Firm handling their IT Services? **YES**
26. Are all of the major components on your network (server, backup hardware, desktops and laptops) within their original manufacturer's warranty period? If not, please tell us which equipment is out of warranty. **WARRANTY INFORMATION NOT AVAILABLE AT THIS TIME.**
27. Are any of your printers/multifunction devices under maintenance and/or managed print services contracts? If so, which ones. **2 COPY/MULTIFUNCTION MACHINES UNDER CONTRACT WITH LOCAL PRINTING COMPANY.**

28. Do you own all of the hardware and software licenses and hardware for your current backup solution, or are these being offered as a service by your current provider? **EQUIPMENT/HARDWARE AND SOFTWARE IS OWNED BY THE COALITION.**
29. Are you currently taking portable or removable hard disks with backup images off-site? **NO**
30. Are all backups encrypted? **YES**
31. What resources are being backed up with your current solution?
- a. Internal servers, **YES**
 - b. Desktops, **NETWORK DRIVES NOT DEVICE HARD DRIVES**
 - c. Laptops, **NO**
 - d. Cloud Systems, **NO**
32. Please clarify what type and version of antivirus software is in use in your environment. **AVG 6.0**
33. Do you have a server room or closet, and is it normally locked? **YES**
34. Does your current provider offer remote helpdesk/troubleshooting services? **YES**