



## **QUESTIONS & ANSWERS FOR RFP MANAGED SERVICES MAY 22, 2023**

**Please be advised all questions are keyed as submitted:**

**Question:** What are the total numbers of Network devices? Please list all types of network devices in use along with the count of each.

**Answer:**

A. Windows 10/11 Machine Quantity (160)

B. MacOS Machine Quantity (3)

C. Network Equipment details (Number of Switches, firewalls with Make and Model) 8 Meraki 48 port switches, 2, Meraki Firewalls, 6 Meraki Wireless access points

**Question:** Please list the name of incumbent vendor along with the previous project cost (if any). If you have already have an existing vendor, why are you soliciting a "new", different vendor?

**Answer:** Roebuck Technologies. This is part of a periodic bid process.

**Question:** Please provide historical spending for these services.

**Answer:** Historical spend is based upon previous services to include MSP services, hardware and software costs and professional services.

**Question:** Do you already have existing Microsoft 365 licenses? Please mention exact count of the licenses.

**Answer:** Yes, we currently have 165 Microsoft 365 licenses

**Question:** Exiting Ticketing system Details

**Answer:** (provided by current vendor)



**Question :** Current ticket statistics (Weekly Ticket details and Monthly Ticket details)

**Answer:** Weekly, Monthly, Quarterly and ad hoc. Reports are based upon pre-established SLAs for Tickets closed within 24 hrs, 72 hrs and project statuses)

**Question:** Works Station OS details

- Windows 7/8 Machines Quantity (0)
- Windows 10/11 Machine Quantity (160)
- MacOS Machine Quantity (3)

**Question:** Whether all the infrastructure is covered under warranty with respective OEMs?

**Answer:** Yes

**Question:** Existing email system (MS Exchange, Office M365 or Google etc)

**Answer:** (Office M365)

**Question:** Network Equipment details (Number of Switches, firewalls with Make and Model)

**Answer:** 8 Meraki 48 port switches, 2, Meraki Firewalls, 6 Meraki Wireless access points

**Question:** Existing Network Monitoring system Details

**Answer:** (provided by current vendor)

**Question:** If there is any Anti – Virus in place?

**Answer:** Yes, MS Defender for Endpoints, Webroot, Sentinel 1

**Question:** Are you able to provide a network diagram of the current environment that includes any detail about what network equipment is in place?

**Answer:** Network diagrams will be provided at a later date

**Question:** Is there currently an IDS or IPS in place?

**Answer:** IDS/IPS is managed via the Meraki Firewalls



**Question:** Is there currently a SIEM in place and if yes, which provider?

**Answer:** No

**Question:** What servers and services are required for operations and do they support any custom applications?

**Answer:** All listed equipment would be required for operations, no custom application support

**Question:** Do you utilize a hybrid environment?

**Answer:** Yes

**Question:** This RFP specifies the need for a Managed Services Provider but does not specify a Cyber Security Service Provider. Are these considered separate in your environment or would CSSP services be included in the MSP work?

**Answer:** The MSP is expected to provide Tier 1 cyber services, however, all others such as monitoring, assessments and maturity identification would be a separate provider.

**Question:** Which endpoint types are in use?

**Answer:** Primarily laptops

**Question:** For Apple products specifically, are you using Apple School Manager?

**Answer:** No

**Question:** Which operating systems are in use?

**Answer:** Win11 and 3 Macs

**Question:** Do you use thin clients or virtual machine pools?

**Answer:** No

**Question:** Is there a current VPN solution?



**Answer:** No

**Question:** Please advise how many staff members have active profiles and have access to their own unique accounts or individual email addresses

**Answer:** All staff members have their own profiles and email addresses. 160 employees

**Question:** Do all staff members operate from a single location?

**Answer:** We have approximately 50% onsite and 50% remote/hybrid users

**Question:** Please advise the number of active desktop computers, laptops, printers, and other hardware devices directly used by individuals.

**Answer:** 160 laptops, 3 printers

**Question:** Please advise the estimated percentage of the devices in 3. above which connect to the internet through an Ethernet connection.

**Answer:** Approx. 50%

**Question:** Please advise how many physical firewall devices, routers, switches and UPS (back-up power) devices are active.

**Answer:** 10 devices

**Question:** Please advise us of the approximate age of each on-site computer server.

**Answer:** 3 years

**Question:** Please provide further detail on the 5TB server backups – are these backed up to on-site or off-site servers? If offsite, are these owned by the Coalition?

**Answer:** Servers are backed up onsite and replicated to an off-site, Non-Coalition owed, cloud provider

**Question:** Please advise us of the main software programs used by Coalition staff.



**Answer:** Microsoft 365

**Question:** In your organizational chart, how is your IT provision currently managed e.g. is there a dedicated IT employee/s?

**Answer:** There are dedicated IT employees that oversee different functions. All help desk functions would be the sole responsibility of the MSP. 1 CIO, 1 Application Specialist, and 3 Data Analysts.

**Question:** In section 14, the last sentence appears to be incomplete, and I wonder if you can kindly clarify the intention. Also, it appears you are happy to accept email submission of proposals to *your* email address and I just wanted to double check that with you.

**Answer:** Section 14, should note that: Proposals submitted after the aforementioned closing date will not be accepted. Emails would be acceptable, and we will make an attempt to reply to all submissions as a proof of receipt.