



QUESTIONS & ANSWERS FOR RFP MSP JULY 5TH, 2023

Please be advised all questions are keyed as submitted:

Question: Does ELCHC have an incumbent provider for the IT: Managed Services Provider RFP?

Answer: Yes, Roebuck Technologies. Is our current provider.

Question: Is Early Learning Coalition of Hillsborough County specifically looking for local Managed Service Providers in Tampa?

Answer: All RFPs will be scored using the matrix that is in the RFP.

Question: Server backups (5TB):

Do you only require the 5TB of backup for 2 physical servers or does this include the VMs?

Answer: This is total space

Question: Printers and audio visual conferencing support:

Can you provide us more information on the requirements? Example, weekly staff meetings at X location need audio/visual support.

Answer: These meetings occur during the normal course of activities and would be the responsibility of the on-site person.

Question: Rights management across propriety systems:

Can you please tell us: what the proprietary systems are and what operating system do they use?

Answer: these are cloud based systems and the team would be responsible for creating rights and removing rights.



Question: Backups:

Will all 160 workstations be backed up?

Answer: All files are backed up onto our Microsoft cloud.

Question: How much data do you need us to backup?

Answer: none

Question: We have a question related to paragraph #10 (Minority Owned Businesses) on page 3 of the RFP. Does the Coalition seek and/or provide preference to business with minority-ownership at any level, or is the Coalition seeking and providing preference only to businesses that meet the minimum eligibility requirements to be Florida Certified Minority Owned Business Enterprise (MBE)?

Answer: In order to qualify for the full points for that category, a valid State of Florida Certificate must be provided.

Question: Please clarify also whether a Florida certified MBE, as prime contractor, may subcontract any portion of the work to a company that is not a Florida certified MBE.

Answer: In order to qualify for the full points for that category, a valid State of Florida Certificate must be provided. The winning bidder would be responsible for their internal business processes.

Question: Are you able to share any insight or details of why the RFP was re-opened as opposed to going with the results from the last RFP?

Answer: The RFP was re-opened due to some procedural steps that were later identified.

Question: Are any partial points awarded for bidding organizations with minority ownership that do not meet the State of Florida eligibility to be a Florida Certified Minority Owned Business Enterprise (MBE)?

Answer: The vendors would either meet the eligibility criteria or not.

Question:



Can you advise how I can indicate my specific interest in being considered as a subcontractor for this project and/or suggest any steps I should do at this point?

Answer:

That would be at the sole discretion of the winning bidder

Question: That is the challenge I am trying to figure out. If a company is the winning bidder I assume that they already have the resources (including subcontractors) in place to perform the engagement...otherwise, they presumably wouldn't have been chosen!

I am trying to understand how to indicate my interest in being a subcontractor for the project so that a company can include us in their bid. I don't know who the possible vendors for this project are, so I don't know how to indicate my background and availability to any of them for their consideration.

Answer:

I have no way of knowing who will be bidding on the project and their internal capabilities. We do not have a specific vendor pool to pull from as it is based on an open market approach.

Question: How many VM's (Virtual Machines) are hosted on the three (3) VMware servers.

Answer: 4VMs

Question: Assuming that backups are local, are backups also replicated off-site as a secondary copy?

Answer: Yes

Question: Are there existing IT employee(s) of the ELC?

Answer: There are dedicated IT employees that oversee different functions, however, all help desk/infrastructure needs would be the sole responsibility of the MSP.

Question: Does the ELC anticipate the MSP to provide a permanent on-site technician? Or, does the ELC agree with the standard remote support option with periodic on-site visits and visits as required to address immediate support needs as they arise?

Answer: We would require an on-site person with a demonstrated history of dependability and expertise.

Question: Is there an existing managed services provider agreement currently in place? If so, can the detail of current support be shared to be sure we capture all existing services to provide a concise proposal.



Answer: Sufficient details have been provided, feel free to ask any more questions to solidify a quote.

Question: Regarding 99.999% uptime, please confirm which part of the requested service this is a requirement for. Is this requirement for the existing physical windows host servers and VMware servers?

Answer: Yes

Question: If the 99.999% uptime is a requirement for the existing server hardware installation, is there a budgeting opportunity to enhance the existing solution to help meet the required uptime?

Answer: TBD

Question: How long has the existing hardware been in service?

Answer: 3 years

Question: If the server hardware has been in service for more than 5 - 7 years, would the ELC consider a server technology refreshment?

Answer: N/A

Question: How many locations to be supported?

Answer: 1

Question: How many employees to be supported?

Answer: 160

Question: How many volunteers to be supported?

Answer: 0



Question: Will families and/or students need to be supported?

Answer: 0

Question: Are there remote workers which require access to the existing Windows hosts and VMware servers remotely?

Answer: No

Question: Are all services and solutions to be supported hosted internally on the existing Windows hosts and VMware servers?

Answer: We have externally hosted systems

Question: Are there external cloud solutions to be supported? Such as CRM?

Answer: No

Question: Are website and email services hosted internally on the existing Windows hosts and VMware servers?

Answer: No, website is out of scope

Question: My team was reviewing the RFP this morning and had a question about network monitoring and alerting as a service needed but no mention of type and size of network to monitor. Is this information available or did I overlook it in the one document on MFMP?

Answer: Here are some more details around the network:

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



- Number of physical firewall devices, routers, switches and UPS (back-up power) devices are active. 10 devices

Question: Are there any goals to enhance the ELC's cyber defense posture with additional compliances?

- a. Such as National Institute of Standards and Technology (NIST-800-171) or Cybersecurity Maturity Model Certification (CMMC version 1 or 2)?

Answer: We have just completed a CIS Risk Assessment

Question: Can you provide more information about the physical Windows host servers?

- a. Are the Windows Hosts servers installed with Hyper-V?
- b. If yes to Hyper-V, how many virtual machines are hosted?

Answer: Windows Hosts are installed using Hyper-V and there are 3 VMs hosted

Question: Would you clarify the requirements for the onsite technician?

- a. What is the expected availability? Days and hours to be available at the ELC facility.
- b. Are there any specific requirements or expectations for the redundancy in onsite technician coverage?
- c. Should there be backup technicians or a rotation schedule in place?
- d. Any input to the number of FTE's (Full Time Employee equivalents) are expected to fulfill the RFP requirements?

Answer: The onsite technician should be available from 8a-5p and should be able to manage all IT related tasks, projects and user issues. In addition, to help out with other duties as assigned. The technician should be clean, dependable and trustworthy and there should be some level of built in redundancy. Just 1 FTE.

Question: Is there a preferred method for reporting and communication between the managed services provider and the ELC?

- a. How often should progress reports or status updates be provided?

Answer: Weekly check-ins, monthly reports

Question: How will the evaluation and performance of the managed services provider be measured? Are there any key performance indicators (KPIs) or metrics that need to be tracked?

Answer: The MSP will be measured by both soft and hard measures. Customer service interactions and KPIs such as Ticket Resolution and Project Delivery



Question: Can you provide more details about workstation endpoint protection and remediation requirements?

- a. Do the workstations require backup?
 - i. If yes, system images or user data only?
- b. Do the workstations require device encryption and management?
- c. Are the workstations currently managed by Active Directory services?

Answer: All devices are in AD, leveraging InTune and using the MS Defender for Endpoint.

Question: Are there any specific maintenance windows or restrictions that should be followed with regards to the frequency and process for patching and updating the servers and workstations?

Answer: No specific maintenance windows have been determined. Patches and updates should be installed after testing.

Question: Are there any specific reporting or documentation requirements that the managed services provider needs to fulfill? What are the expectations for incident reports, service summaries, or performance metrics?

Answer: The MSP should provide systems health reports and KPI reports

Question: Can an IT organization chart be shared?

Answer: The IT organization consists of the CIO, an applications specialist and 3 Data Analysts

Question: Can budget information be shared?

- a. Is there a budget guideline (min/max) already established for this RFP?
- b. Is there an award history for this RFP that can be shared?

Answer: Every vendor is encouraged to provide their best proposal and value proposition

Question: And lastly, are there business continuity plans in place?

- a. Secondary site for workers to report to?
- b. Secondary site for a cold, warm, or hot server recovery?
- c. If no secondary site is currently available, are there plans/goals to establish one?

Answer: Most workers can work remotely, if necessary, as applications are cloud based.



Question: May we ask that you share who the current incumbent IT provider is that is located in Tampa. Additionally, do they currently provide a FT dedicated IT resource for The Early Learning Coalition of Hillsborough County (ELCHC)?

Answer: Roebuck Technologies is the current provider and they are headquartered in Tampa

Question: Will points be provided to organizations that are local and head quartered in Tampa and Orlando with Regional offices in those areas as well?

Answer: The scoring will be completed as per the scoring matrix.

Question: The weighting for 'experience with supporting early learning coalitions' is 30%. That is a huge part of the overall weighting for consideration of award.

- a. Does this mean that anyone who does not have this experience could have difficulty in being considered?
- b. Can we ask how the weighting will be applied for folks who do not have direct experience with early learning coalitions?
- c. How will candidates with no experience in early learning coalitions be applied?
- d. Will other experience be taken into consideration?

Answer: All submissions will be scored based upon the matrix.

Question: Would a satellite office be acceptable; we are HQ in Colorado but have a small office in FL?

Answer: Scores will be based upon requirements in matrix

Question: Does the current MSP have stats on average number of troubles tickets a month/year by remote vs. on-site support?

Answer: The majority of the tickets are handled by the on-site technician

Question: Is there a required on-site/virtual attendance requirement?

Answer: Yes, required on-site support tech

Question: How many sites are supported under this contract?



Answer: 1

Question: Do you have office space for our onsite staff to use?

Answer: Yes

Question: Do you expect onsite staff for the 8am-6pm M-F for coverage or just as needed?

Answer: Yes, for 8a-6p coverage and some after hours for projects.

Question: Does standard Education past performance count as a substitute for coalition past performance.

Answer: The scoring guideline in the matrix notes as follows: Attribute: Experience supporting Coalitions, full weight 30%. In order to get full points in that category, "The organization should have a history working with Early Learning Coalitions."

Question: What is the procurement budget for this project

Answer: Every vendor is encouraged to provide their best proposal and value proposition

Question: Are you looking for a software that can do this and a technician that can manage

Answer: Based upon the Scope of Services Needed, we are looking for an "Onsite technician with ability for customer to direct activities. There should be appropriate redundancy in coverage. Preference given to local providers with proven record of providing low turnover, on-site support." There may be some software tools that accomplish this, but we are looking for a partner that will be able to provide us the service.

Question: Define full managed service

Answer: Based upon the Scope of Work:

Provide full managed services (Contains but not limited to endpoint protection and remediation, patching/updates, health checks, remote services, and system error checking. Should also provide support for all end user activities, backups, account provisioning, rights management across propriety systems, printers and audio visual conferencing support) for:

- 2 Physical windows host servers
- 3 VMWare servers
- Server backups (5TB)
- Network monitoring and alerting
- 160 Workstation Care (management/performance monitoring/remote services)
- 6 • 8am-6pm Support Desk care via Chat/Phone and Email with appropriate



escalation abilities for Microsoft and Apple devices (SLA over 80% of tickets closed within 24 hrs, 99.999% uptime, ability to connect with technician via chat within no more than 2 minutes) • Onsite technician with ability for customer to direct activities. There should be appropriate redundancy in coverage. Preference given to local providers with proven record of providing low turnover, on-site support.

Question: What does workstation care mean specifically

Answer: Based upon the Scope of Services needed, workstation care is defined as “management/performance monitoring/remote services”

Question: Does the city My business is registered in matter? (My business is in St.Pete would I need to have an office in tampa)

Answer: The scoring guideline in the matrix notes as follows: Attribute: Local (HQ within the Tampa area) Provider, full weight 30%. In order to get full points in that category, “The organization should be headquartered in the Tampa area.”

Question: Do we have to have an office in Tampa to be taken into consideration?

- a. OneconnectionIT LLC is part of a group of MSP that consist of 100+ providers through the US and can fulfill the onsite full-time technician that can do varied task.

Answer: Scoring will be based upon the scoring matrix

Question: Does ELCHC have an incumbent provider for the IT: Managed Services Provider RFP?

Answer: Yes, Roebuck Technologies is our current provider

Question:

Email system in use (e.g. Office365, Google, onsite MS Exchange): O365

Number of email system accounts: 145

Number and make/model of network switches:

Number and make/model of edge firewalls:

Answer: Here are some more details around the network:

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



- Number of physical firewall devices, routers, switches and UPS (back-up power) devices are active. 10 devices

Question:

1. I understand there are multiple servers that will fall under the scope of the work related to the RFP, but for the backup solution, is that currently in place?
2. If in place, are the devices on or off premises from the other servers.
3. And last, would it be possible to get a site visit to better understand the environment, which is part of the scope of work efforts?

Answer:

1. Yes, a backup solution is already in place
2. Backups are in the cloud
3. That would not be possible