

- 1) Is this a new requirement, if not is there currently a company providing this support, and if so can you please provide the name of the incumbent?  
This is not a new requirement. There is a current company providing services.
- 2) How many full time resources are currently supporting this effort?  
Currently there is an average of 10-15 hours per week.
- 3) How many service calls (tickets) by estimate are currently being addressed on average today?  
There are currently 10-15 hours per week on service tickets and on maintenance.
- 4) Are you currently using any technology solution to support service requests?  
Support Service includes a support desk as well as ticket system.
- 5) Would you like an hourly rate or an all-inclusive rate for the month in our response?  
This is your choice. Both hourly and all-inclusive may be included.
- 6) About how many hours are used in these IT services now (about how many hours is the existing company using)?  
Approximately 10 – 15 hours of staff time are used each week.
- 7) Does Work One have an I.T. Staff that the consultant would be working with, or would the consultant be acting as the I.T. Department for the Work One Organization?  
The consultant would be acting as the IT staff for the WorkOne system.
- 8) How many contracted hours per week are anticipated?  
Contracted hours are anticipated to be between 10-15 hours.
- 9) Can you give the number of users at each location?  
There are approximately 100 users throughout the region. Blackford, Rush, Jay, Randolph have between 2- 4 staff in each office. Henry has approximately 8 individuals. Delaware and Wayne have between 25 – 35 staff and the management office in Delaware has 14 staff.
- 10) What is meant by “Current desktop and network analysis” Are you looking for a formal analysis of the current IT platforms with recommendations or are you interested in on-going advice?  
We are interested in on-going advice.
- 11) Do you have a current inventory of your IT assets? Network Diagram?  
Yes
- 12) What operating system and version is on each server?  
Server 2003 Enterprise Edition
- 13) Are your current services provided under a fixed monthly fee?  
No
- 14) What is meant by “Network Security”? Is the external partner expected to provide additional software or hardware for security?  
Network Security means that EGR 6 network is secure at all times. The external partner would be responsible to keep the system secure and current with all prudent security practices.
- 15) What is meant by “Data backup”? Is there existing equipment and software in place to back-up data? Or is the external partner expected to provide back-up services? If so, are the backups supposed to be off-site as well as local? What is the recovery time objective of these backups?  
Currently data is backed up on tape backup in three of the offices. The other offices are on a remote backup system hosted by the IT provider.
- 16) The RFP mentions that each site has an Exchange server. Is that server also the same as each site’s Domain Controller?  
I am unable to answer this question.
- 17) What is meant by “Email System and storage needs”? Does this just mean that the external partner will be responsible for maintaining the function of the existing email platform? Or that the external partner should provide the systems to deliver email and store content?  
The external partner will be responsible for maintaining the existing platform. There is remote backup for four of the offices.

18) What is the expectation for response time? Is the expected support model only for 8-5 M-F (business hours), or is there a necessity for after-hours support?

Most services are from 8-4:30 although there have been times when the IT provider has worked in the evenings due to an emergency or due to the need to take down the system for a repair or maintenance.

19) What is meant by the term "remote access"? Is the external partner to provide remote access for staff? Or does this mean that the external partner should have remote access to all systems for the purpose of support.

Remote access is for staff as well as the IT provider. Certain staff have remote access rights and this would be a continued practice. In addition, IT provider should be able to have remote access to support the system in the most efficient way.

20) What is the make and model of the firewall?

Cisco asa 5510 and Cisco asa 5505

21) What is the make and model of each VPN appliance connecting the sites?

I am unable to answer this question.

1) Do users utilize smart phones or other mobile devices such as tablets? If so, do they expect to be able to synchronize directly with email, calendar, contact, and task content from the Exchange server(s)?

Yes, we have Smartphones and other mobile devices that must be able to synchronize directly.

2) What are the primary applications used on the network?

1. Microsoft Office (Versions) 2007
2. Cloud-based applications
3. Database applications Dynamic CRM 4.0
4. Custom applications
5. Accounting / finance applications Fundware