

## **SRTC 2024 RFP IT Support – Proposer Questions & Responses**

1. In section III, I and throughout the RFR, it refers to maintaining Anti-Virus, Back systems, Spam protections and such. Are you looking for you new Vendor to manage what you already have for those services, or provide their respective services? **The current vendor provides these services and the services have performed well.**
  - a. If the expectation is to maintain what is in place, can you please provide the name of each product's name? **There is no expectation to maintain what is in place, just maintain the high level of performance.**
    - i. **The deployed Anti-Virus is SentinelOne.**
    - ii. **The servers are being backed up with Cove Data Protection MSP Backup service.**
    - iii. **SPAM protection is called Exchange Online Protection, it is included with the email service by Microsoft.**
2. In section III.II, regarding the Server Cloud systems, Workstations, and Network items, is there an opportunity to review the setup and configuration of those items to determine how they were setup so we can assess the level of support that may be needed? **Sorry but not able to accommodate this request.**
3. In section III.III.7.For help desk support. we see a requirement of 24/7/365. FIRM X does provide after hours emergency service up until 10:00pm, and 6:00am, is that a must have, regardless, or is that something that can work within our offerings? **Yes**
4. In section IV.B.III and C. This revolves around employee's names/resumes and such for Staff members. FIRM X does not assign certain Techs or Engineers to certain Clients. FIRM X has the "It takes a village" approach to taking care of our Clients. So in our situation, we don't normally provide those types of details as our Team members, but can sure provide many references for Governmental agencies that we have worked with for many decades. Is that a mandatory must? **The purpose of this section was to get an idea of what key personnel resources the Proposer has. "It takes a village" has worked well the past six years. References will be expected.**
5. We read SRTC is using Office 365.
  - a. Is Office 365 (with exchange email), being provided and billed directly from Microsoft or being provided by and billed by your current IT Provider? **SRTC uses MS365 Business Premium subscriptions for each staff member. SRTC is not billed directly by Microsoft for anything.**
  - b. To keep this simpler, I will ask it this way. If the Office Exchange email is being provided from the current IT Provider, is each email address/contact held in the same bucket that all their other Client emails are in? Or is each Client in their own bucket? This will determine what process will be need to get email away from your current IT Provider and to your new IT Provider. **Current vendor manages SRTC's Office 365 account. It is completely separate from any other current vendor customers (or vendor internal use). If there is a change in vendor SRTC would have the option to retain complete control of any SRTC data in Office 365 or Azure as the licensing relationship is between SRTC and Microsoft. Current**

**vendor simply provides support and billing on Microsoft's behalf. SRTC would be required to purchase separate licenses to maintain our service.**

6. We read there is a VoIP Phone System provider. Will that current VoIP Provider continue supporting that system for SRTC or are you wanting your new IT Provider to do that? **SRTC will be going out for a new VOIP contract as well this summer. It will be open to interested vendors.**
  - We read SRTC is looking to have the new IT Provider Manage the Backup and Disaster recovery system. Does SRTC own their own backup system such as a Barracuda or Synology Backup system, or is this being provided by the current IT Provider? **No, SRTC does not own its own backup system. SRTC no longer has physical servers, they are running in the Cloud. SRTC's servers are backed up, and current vendor restores into Azure should the need arise.**
  - **Workstations are not backed up, important data is meant to be backed up via OneDrive (syncs Desktop, Documents and Pictures folders and provides revision control should the need arise)**
7. What bandwidth do you have regarding internet download and upload? **SRTC currently leases dark fiber and has excellent bandwidth. That contract is also expiring this summer. Current speeds are 45 Mbps for download and 450 Mbps for upload.**
8. From section III.iii.5, what would a security audit include? **If requested a security audit could include review and examination of the adequacy of system controls, ensure compliance with established security policy and procedures, detect breaches in security services, and recommend any changes that are indicated for countermeasures.**
9. From section III.iii.7, what constitutes an emergency for after-hours support, and how frequently do you currently require after-hours (outside of M-F, 8-5) support? **I do not recall any recent emergency after-hours support since migrating to the Cloud. An emergency would be knowledge that SRTC's data in the cloud has become inaccessible and implementing a solution.**
10. How much data do you have on each of your servers (nearest Terabyte)? **SRTC has a pair of virtual servers running in Azure. For the Vision modules on SQL server the space allocated in Azure is 80 GB and 200 GB of which a total of 82 GB is being used. The DC1 server running in Azure is allocated 64 GB of which 57 GB is being used.**
11. Do you have your own anti-virus or endpoint detection and response? **The deployed Anti-Virus is SentinelOne and is provided/managed by current vendor.**
12. What types of switches and Wireless Access Points do you use? **There is one switch and a WiFi access point controller (device that configures the access points). The switch is a cisco 3750G. There are two WiFi access points; one in Suite 500 work room and the other is in Suite 504 where public meetings are held.**

13. Are you open to firewall as a service? **Yes, Fortigate is the current firewall service and is managed by the current vendor.**
14. From section III.iii.10, could you clarify what assistance is needed for searches? Could you provide an example of a recent request that you engaged your IT team to help resolve? **There are no recent examples of utilizing our IT team to help with a search. An example of a potential need would be a significant public records request of a nature that SRTC staff might ask for some assistance and guidance.**