

RFP# 2023-IT FAQ

1. What devices are part of the offsite backup?
 - a. All networked drives.
2. Is the proposer backing up the EFS or ABILA MIP cloud-hosted servers locally or offsite?
 - a. No, EFS is managed by State of Florida and Abila MIP is managed by Community Brands, the owner of the software.
3. Are any Desktops or Laptops included in the local or offsite backup? If so, please specify how many devices, and if they are local, offsite, or both.
 - a. No.
4. What is the purpose of the Synology NAS Device, and can it be used as the primary storage device for local backups?
 - a. It is the storage device for local backups.
5. What is the total size of the offsite backup storage, and are any servers/computers backing up offsite exceeding 1 TB of offsite storage?
 - a. Total offsite backup storage does exceed 1TB.
6. Is the proposer responsible for maintaining and supporting the network infrastructure, firewall security, or any portion of the networks, wireless WiFi, or networking devices not defined in the RFP?
 - a. Yes, as needed.
7. Is the proposer responsible for any portion of the remote offsite access by the staff and officers of the Coalition other than the remote access agent on the devices defined in the RFP?
 - a. Yes, a VPN is utilized for this purpose.
8. ConnectWise Remote Management Agent, software IT organizations use as an RMM to manage and maintain IT devices, is listed as a Third Party Software. Will the ConnectWise Remote Management Agent be removed when the new IT vendor assumes the role?
 - a. This is dependent upon recommendations by the selected vendor and board approval.
9. What is the age of the Dell Hyper-V Server, are we nearing a lifecycle replacement?
 - a. Yes, the age is five years and it is slated to be replaced in the upcoming fiscal year.
10. What type of network firewall, router and switches are installed in the facility?
 - a. This information will be provided to the selected bidder.
11. Do you have predefined expectations for response time for help tickets?
 - a. Responses may vary, however we anticipate response within one hour for major issues, with varied response times for less urgent issues that are triaged appropriately.
12. Do you have predefined expectations for MSP cost/budget?
 - a. As costs for all products and services have varied significantly over the past three years, we are accepting competitive bids in order to ensure that the Coalition can receive the best service possible within a competitive pricing structure.
13. Is there a scoring matrix for this RFP or how will each candidate's proposal be scored?
 - a. Yes.
14. Are there guidelines for the desired scope of work or any "must include" items / services for our proposal?
 - a. The items outlined in the RFP are primary, further details can be determined after selection of a bid.
15. How many people are on the evaluation committee and are we permitted to know who they are?
 - a. No.
16. Page 4, I. Schedule of Events and Deadlines: indicates we can submit our proposals either to an address or via email. Page 7, G. Format and Submission: states to submit hard copies of the

proposal. Page 8, item 5: states submissions by email or facsimile will not be considered. Please confirm proposers may submit their proposal via email and that hard copies of the proposal are not required.

a. Submissions via email WILL be accepted.

17. The RFP mentions that proposals cannot exceed 18 pages, 1) does that take into account double-sided printing? (In other words is it 18 double-sided pages, or 18 page sides total?), and 2) does that page limit include a cover, an inside title page, and the table of contents?

a. 18 double sided pages. It does not include cover page, title page, or table of contents.