

<b>INFRASTRUCTURE</b>	<b>RESPONSES</b>
How many end-users are in your organization?	55
How many routers?	1
How many core managed switches?	6
Do you have an Infrastructure map?	No
Who is your current ISP and what is your download/ upload speeds?	TDS, Admin-100mb,Attorney-100mb, EMS- 15MB, Parks and Rec – 25mb, Animal Control – 5MB
Do you have a wireless LAN Controller?	Yes
How many GB or TB are currently backed up?	500GB
How are users connecting to the network remotely? (VPN, RDP, etc.)	VPN
Are you looking for just backup of servers, and workstations or would you also want virtual infrastructure which could be spun up to run until these systems are back on line? Microsoft Azure Site Recovery type services or just backup of files?	Just data backups and virtual environment
What are the types, speeds, counts of your internet connections at each building?	TDS, Admin-100mb,Attorney-100mb, EMS- 15MB, Parks and Rec – 25mb, Animal Control – 5MB
Do we need to include a backup solution? If so, we need more information on the storage size of the servers that we are backing up.	No we already have Veeam in place
Do you have a O365 Backup solution?	No
What are the locations of the seven physical facilities, and what are the networking requirements for connecting them?	We do not have the connecting infrastructure at this time, need to add locations
How many client-identified individual workstations require a backup? Do workstations require a bare metal backup or file-level backup?	N/A
How many servers are in the network. Can you please provide quantities for physical and virtual? If there is a mix, are the physicals hosts? Is the network VMware or HyperV if virtual.	1 Virtual (VmWare), 1 Physical

<b>EQUIPMENT</b>	<b>RESPONSES</b>
How many servers? Physical and virtual?	1 Virtual (VmWare), 1 Physical
Types and versions of the servers?	Windows Server 2019
Where are the servers?	County Admin Office
How many Windows Servers would the county want managed (Qty)? Do you have a list of the Windows OS Version and services running on each that you could provide?	2 Windows 2019, file sharing, domain server,DHCP,DNS,backups
Could you provide a list and quantity of (Switches (Manufacturer), Firewalls (Manufacturer), Wi-Fi (Manufacturer)?	6 Cisco Switches, 1 WatchGuard FW, Ruckus Wireless
What are the counts, makes, models, types of network equipment in scope for support?	6 Cisco Switches, 1 WatchGuard FW, Ruckus Wireless
What is the count, make, model of PCs, laptops, servers, printers in scope for support?	Mix of Dell and Hp desktops and laptops, HP,Brother,Ricoh,cannon printers
How many Windows servers are currently being used, and what are their roles and specifications?	2 Windows 2019, file sharing, domain server,DHCP,DNS,backups
Is all hardware currently under warranty/support with the manufacturers?	No

Are any servers being used that are not running Windows Server operating systems? Can you please provide the number of non-Windows servers, their operating system information and the services/roles that they provide?	No
Can an inventory of the physical server equipment be provided that includes the hardware make/model?	Yes
Can an inventory of the physical network equipment be provided that includes the hardware make/model?	Yes
How many networked printers are there, and what are the models and maintenance agreements associated with each of them?	HP,Brother,Ricoh,Cannon No Contract
What are the makes and models of the 51 Windows workstations, and what are the operating systems installed on them?	HP/Dell
Are mobile devices provided to employees by the County of Amelia or do employees use BYOD/personal mobile devices?	Yes
Are mobile device management (MDM) tools are being used? If so, please confirm how MDM is managed.	No
Are the servers running in a virtual environment? If so, what virtualization software is hosting the servers? Please provide specific virtualization software versions.	Yes, VmWare 7.x
What operating system do the servers have? Can you provide an inventory of the networking gear with quantities and model numbers?	Windows Server 2019

## SOFTWARE

## RESPONSES

How many Office 365 user licenses do you currently have?	100
Are you using one drive, SharePoint, teams?	Yes
Is your current O365 license through a reseller or State of VA?	No, purchase directly from MSFT
Which plan on Office 365 are you using and what are the quantities? Are you also looking for us to provide pricing on O365 as well or just management of your O365 environment?	Office 365 Apps, Exchange Plan 1, Renews July 2023
When you ask for management of O365 applications. Are you only talking about Email or would you be asking for management of other O365 applications like SharePoint, Teams, etc...? If so, can you provide your versions and if you are using these in the cloud or on-prem / hybrid?	Everything is cloud based
Can you provide an example of some of your standard business applications?	Office Applications and Finance Software
What is your Microsoft license subscription type(s)?	Office 365
What line of business applications are in scope for support?	Office, Bright Finance
What is the name of the specialized application and the services it provides?	Bright Finance
Is there training or documentation available regarding the specialized application?	No
Does the specialized application receive any support/maintenance through a 3rd party vendor?	Yes
Microsoft 365 licensing – when does it renew and what are the number of licenses needed? What type of licenses do you have?	N/A

## POLICY

## RESPONSES

What is your current backup solution and retention policy?	Veeam, 30days
What is your work-from-home policy/posture?	we have a few employees who work from home

## SECURITY

	RESPONSES
How many Firewalls?	1 Virtual (VmWare), 1 Physical
Do you have Multi-factor Authentication (MFA) in place?	No
When was the last time a Vulnerability Assessment was performed?	N/A
Do you currently have an endpoint-based web filtering solution? (OpenDNS/Umbrella)?	No
Do you currently have an Endpoint Detection and Response (EDR) solution?	Yes
Could you provide your current security vendor (Manufacturer) that is used for Anti-Malware etc...? Would you be looking for us to provide one and agent for your workstations as part of the proposal?	TrendMicro
What cybersecurity products are currently in use?	TrendMicro, Watchguard
Are we including antivirus or are you asking us to manage an antivirus solution the county already has?	Manage what is currently being used
I didn't see any specifications on the afterhours requirements. Support states they need 24 x 7. Can you please clarify what should be included?	24/7 availability
How are backups currently performed? Is there a desire in this RFP to have backups be a part of the overall management? If you are using software solutions for backups, can you please provide what you are currently using (ie: Veeam, etc). Overall storage/backup sizes? Any need for DR?	Veeam 500GB
What security measures are currently in place for the network, servers, and workstations, and are they up-to-date?	Windows\Antivirus Updates
How many firewalls support the network? Are they up to date with software/manufacturers support? Do users VPN through the firewall using a client at any point in the work day?	1, Yes, Yes
What is the current backup and disaster recovery strategy in place, and how often are backups performed?	Daily Backups
Credential / password Management – Are you asking for the MSP to provide a tool to manage and if not, what are your needs and expectations	No
Are there currently Cybersecurity services in place?	No

## PHONES

	RESPONSES
We noticed in the RFP that the county requested management of your VOIP system (What is the manufacturer?). Would not submitting a bid for that system preclude us from being selected if we only bid all other parts and not the VOIP system if not supported by our teams?	Yes TDS. Providing phone is required
What are the counts, makes, models of your VoIP phone systems?	In process and unknown at this time
What VoIP phone system is currently being used? Does the phone system have an active support contract with the service provider?	In process and unknown at this time
With regards to VoIP, can you please describe what the current solution is. Cloud or hosted? Manufacturer? Number of phones?	Cloud based controller

## MISCELLANEOUS

	RESPONSES
Do you require GCC licenses?	No

Do you currently outsource your IT services?	Yes
Was the onsite walkthrough 3/20/22 mandatory for bid proposal?	No
Is the county ok with us completing configurations from our staging facility for workstations and then shipping to your end user locations with our agent installed on the workstation for remote administration on our part if needed?	No- we require people to be on-site when needed
Is your local law enforcement presence part of the scope of this effort?	No
Are there any regulatory certifications or legal compliance requirements for personnel beyond what is listed in section 3 of the RFP?	No
In the RFP there is some differences in posted due dates. Is the RFP response due by 4/10 or 4/17?	Due to the length of time to respond to questions; the RFP due date will be April 25, 2023 by 5:00 pm

## MSP

## RESPONSES

Does the county currently have an MSP or is everything managed today with in-house full time staff? If so, how many folks currently support the County in the areas defined for this RFP?	Yes
Does the county have a current budget for this project in both installation/setup and ongoing monthly fees?	No
Does the county currently have a 3rd party vendor providing IT services each month?	Yes
Do you currently have a managed service provider, and if so, when does the contract expire?	Yes, Day by day support
What areas of training are you thinking in regards to Office 365, Microsoft Products, 3 <sup>rd</sup> party vendor training of users on how to use, etc.. And to what detail level would you be expecting? Also, could this be something that could be contracted out to a professional training person, facility, etc	No training
What current service desk ticketing system is in place?	No
Can we provide our own ticketing system for managing incidents and requests?	Yes
Can we provide our own tools for monitoring, anti-virus and security software protection?	Yes
What are some examples of the support assistance needed from the MSP regarding the specialized application?	Connectivity and liason to 3 <sup>rd</sup> party

## OPERATIONS

## RESPONSES

Do you require any on-site full time equivalent personnel?	No
What is the current volume of tickets monthly and how has this been trending over the last year?	10-15 per month
What is the anticipated amount of weekly onsite support that is needed at each location?	depends on workload and efficiency of contractor
How many employees work for the County of Amelia that require IT support?	approximately 51
What are the employee working hours? Do employees work during 1st, 2nd, 3rd shifts?	Generally, Monday through Friday 8:30 am - 5:00 pm
What types of operational aspects do the County of Amelia employees perform that might require IT support?	Administrative. Employees do very little IT support work.

Do multiple languages need to be supported? Do any employees work overseas or internationally?	No to both questions
Who would the main point of contact be that we would work with for approvals, escalations, strategic planning?	County Administrator
What are the current IT support and maintenance requirements, and are there any gaps in the current IT service delivery model?	TBD
Can you please provide the physical addresses for all locations requiring onsite support?	16360 Dunn Street
	16130 DUNN ST
	16410 DUNN ST
	16565 Five Forks Rd
	9030 N Five Forks Rd
	9127 WASHINGTON ST

What SLAs or SLOs do you require?	None in place
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Do you currently have a SIEM solution in place?	No
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Do you currently have a network IDS/IPS in place? Which vendor?	No
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