

RFQ 12-21 IT Services

Questions and Answers

Question # 1: Just to clarify and I am more than certain that this is just a typo, but the due date for the submission of the IT Services RFP is January 7, 2013, not January 7, 2012?

Answer #1: The Due date is January 7th, 2013

Question # 2: Does NIRPC currently have a tracking system in place for problems that come up?

Answer #2: There is a basic weekly service log system to keep track of service tasks that arise while performing daily and routine duties.

Question # 3: Is 24/7 monitoring of the system needed?

Answer #3: 24/7 hour service is not necessary; the Bidder will be expected to respond to emergencies outside of the required 21 hours per week either by utilizing on-site or off-site tools when necessary. Pricing for this type of response will be included in the pricing for the 21 hours.

Question # 4: Is there a scheduling window for Maintenance?

Answer #4: Updates are done as needed during lunch or at the end of the day but we ask for advanced notice to office staff.

Question # 5: Where did the number of weekly on-site hours come from? Is there a current vendor in place that is contracted for that amount, or is it based on some historical information of the amount of support that you are receiving?

Answer #5: NIRPC's work week consists of five seven hour days. The weekly on site hours are based on three seven hour days.

Question # 6: Would you be able to tell me which company was awarded the contract in December 2009/January 2010 for your Information Technology Services RFP?

Answer #6: On-Site Computers, LLC

Question # 7: Is it a must to have someone at NIRPC for 21 hours or are other types of service acceptable such as offsite call line with limited onsite service?

Answer #7: Yes, someone must be at NIRPC for 21 hours a week.

General Infrastructure

Question # 8: How much infrastructure is the bidder responsible for?

Answer #8: Six servers, MBX phone system, two wireless access points, two fire walls, spam filter, & user accounts for printers.

Question #9: Are all of the users/equipment in a single location?

Answer #9: Yes

Question # 10: How many PC's/workstations are going to be supported?

Answer #10: Approximately 35

Question # 11: How many computers are in the office (laptops and commuters)?

Answer #11: Approximately 35

Question # 12: How many network users are there?

Answer #12: Approximately 45

Question # 13: Is all the equipment under warranty? Laptops and network equipment

Answer #13: No

Question # 14: You listed your number of servers on the bid. Are these physical servers, or are any of them virtual? If they are virtual, what virtual software is being used?

Answer #14: They are physical servers.

Question # 15: What is the equipment replacement plan?

Answer #15: Typically laptops and computers are replaced every 3 to 4 years. The selected bidder will not be financially responsible for replacing equipment.

Question # 16: Can you break down further what the local area network consists of. Mainly, is the wiring and patch panels required to be covered?

Answer #16: Installing network switches & very minimal network cable or wiring repair.

Question # 17: Is the Bidder responsible for wire patching and firewalls?

Answer #17: Yes to both, very limited wire patching may be performed.

Question # 18: What hardware is behind the NAS 1?

Answer #18: HP ProLiant ML 330 G6; Intel Xeon e5503 2gh; 4gb memory; windows server storage 2008 R2

Printers

Question # 19: Do you lease printers and do they cover support?

Answer #19: The NIRPC's printers are under lease agreement for maintenance not support.

Question # 20: Are we going to be responsible for the maintenance of the printers and copiers?

Answer #20: No

Phone

Question # 21: What is the age of the phone system?

Answer #21: Eleven years old.

Question # 22: Can we get a current inventory of equipment and if the equipment is under warranty or vendor support?

Answer #22: This information will be given to the successful bidder.

Question # 23: Do you have current hardware/software support contracts on your phone system and firewalls?

Answer #23: For the phone, no. For the firewalls, yes.

Question # 24: Is the 3COM phone system under warranty and a current support contract?

Answer #24: No

Question # 25: Is the bidder responsible for cell phones?

Answer #25: Will occasionally be asked to assist directors with cell phone needs.

Wireless

Question # 26: Is the bidder responsible for wireless and what kind of wireless system does the office have.

Answer #26: Yes, Wireless G&N access

Question # 27: For the wireless, is there a guest network or special VLANs configured?

Answer #27: Currently No.

Accounting Software

Question # 28: What kind of safety requirements does the accounting software have and what are the inscription requirements?

Answer #28: The backup server needs to be in a data center with some type of encryption. The backup software needs to support versioning.

Question # 29: For the offsite storage of accounting software, are there any legal or specific regulations/procedures that we must take into account? (Preferred media is cloud storage acceptable, etc...)

Answer #29: See answer to question #28

Question # 30: What is ETS?

Answer #30: Electric Time System. This program is for employee timesheets.

Question # 31: What is the current size of the accounting software data?

Answer #31: 9.4 GB

Website

Question # 32: What is the content management system for the website?

Answer #32: We are currently using Umbraco. The website hosting requirements is to provide the bandwidth and storage not the software. Here is additional information about the website hosting. IIS 7; SQL Server support and hosting – version 2008 preferred but 2005 ok; Support for ASP.net 4.0; MVC 4.0; Website must be able to run under a “Fully Trusted” mode.; Shared WILL NOT WORK; FTP access to the website root for deployment and software upgrades.

Question # 33: Will the bidder be proving webcasts?

Answer #33: NIRPC currently does not hold webcasts due to bandwidth issues.

IT Committee

Question # 34: How often does the IT committee meet and what responsibilities will the bidder have during the meeting?

Answer #34: The IT committee meets as needed when project such as a new website or new phone system occurs.

Question # 35: Can you specify if there will be a regular IT Committee meeting and when? Will this be part of the 21 hours for the week, or will it be outside of this time?

Answer #35: See answer to Question 34