DATE: October 8, 2020

TO: #2021101 Procurement File- Managed IT Services

FROM: Ashley Berryhill, Grant Director

RE: **RFP Question and Answers**

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1. Is there currently an incumbent already providing these services?
Yes, AccountabilIT.

2. If so, are they providing services via on-site, remotely or both?
Services are provided as needed, both remote and onsite have been provided.

3. If there is a company providing these services what is the value of their contract?
The value of the current contract is considered proprietary information and will not be disclosed.

4. In what time capacity are services being provided now? Regular business hours or 24/7/365?
Services are expected to be provided 24/7/365 and regular business hours for support.

5. Has your organization thought about the opportunity of making the investment into having your current information technology being managed by The State of Texas Data Center?
Thank you for your email and question. We were not aware of the State of Texas Data Centers opportunity. However at this time and due to our funding sources, the RFP released, and specifications therein will be used.

6. *What are the current pain points?*
Currently there are no "pain points". STAR Transit will issue an award to the vendor that provides the best value proposal.

7. What are the IT goals in the next 6 months to a year?
STAR Transit intends to award to the vendor that provides the best value proposal.

8. *What are some of the roadblocks you've been facing with achieving your goals?*
STAR Transit has not incurred any roadblocks in achieving its IT Management goals.

9. *What's been your approach to solving these problems so far?*
See Question #8.
    10. Do you have a budget set aside to implement new solutions?
    The IT Management expense is included in our annual budget.

11. What type(s) of data are you using and/or creating on a daily basis?
Please refer to pages 4 - 5 of the RFP.

12. Do any of your employees bring personal devices to work?
Yes, however this is not relevant to the RFP.

13. Any policies in place for BYOD?
Yes, however this is not relevant to the RFP.

14. What security risks are you most concerned about?
Please refer to page 5 of the RFP.

15. How are the servers configured?
     a. *RAID configuration*
     b. *iLO setup*
     c. *File system for each server setup*
Please refer to page 5 of the RFP.

16. Do you have any process or procedures in place for outages?
     a. *What are they?*
Yes, the expectation is for constant uptime.

17. Does support include onsite support for users?
Please refer to question #2. It is possible situations/ project may call for onsite support, however most issues or support can be provided via remote, online, phone or a combination of all three and in person.

18. Any processes or procedures for adding/removing/updating users?
This is an expectation outlined on page 5 of the RFP.

19. Any plan for virtualization
Please refer to page 5 of the RFP.

20. Any plans for DaaS/VDI -Desktop as a service/Virtual Desktop Infrastructure
Not explicitly at this time through this RFP.

21. Where is the colocation facility in Dallas?
TierPoint, 3004 Irving Boulevard, Dallas, TX 75247.

22. Will we be managing Active Directory? Users/DNS/etc.
Yes, that is the expectation.

23. What applications if any will need to be supported?
     a. *Is there another team that supports the applications?*
Please refer to pages 4 - 5 of the RFP. The expectation is for the vendor of a particular application or service to provide support, however cooperation between our IT and these vendors is a possibility for installations and/or upgrades.

24. Are there any maintenance service agreements in place for hardware, software, etc.?
Yes, these will be disclosed upon award and would refer to various hardware and software pieces along with a full inventory of equipment.

25. Do they require MSSQL support or any other application support?
Yes, Please refer to pages 4 - 5 of the RFP.

26. How often is hardware replaced? 3/5/years or as needed?
Please refer to pages 4 - 5 of the RFP. Scheduled and as needed.

27. How many daily incidents are currently placed into the helpdesk daily/weekly/monthly?
As needed, approximately less than one a week of varying degrees of need example user password reset to server access for a vendor.

28. How is hardware and software inventoried?
Manually by onsite staff, all ordering is processed through one office.

29. Is there documentation of the current infrastructure? (Network diagram, IP's, VPN, Firewall Rules, VLAN ID's, etc.)
Yes, to be discussed upon award, in the event a redesign is required. Please refer to pages 4 - 5 of the RFP.

30. What are the end users hardware and operating systems (Dell/HP), (Windows 8/10, Mac, printers)
 A variety of devices are used from HP laptops to HP desktop systems, all using Windows 10. Printers are networked Konica Minoltas or small desktop HPs.

31. What is the backup schedule?
Entire system every 15 minutes.

32. Have restores ever been initiated/tested? Were they successful?
Yes, and they were successful.

33. How long do they have to keep backups?
Typically we keep for one year, depending on what and how the back up is created. All accounting and vehicle maintenance must be kept for a total of seven years prior but can be saved off the system.

34. Any offsite backups?
All backups are offsite.

35. Is there a disaster recovery plan?
To be outlined within proposal received.

36. Any software that you plan to go away from?
No.
37. What is the EPS of choice?
There is not a preferred type/brand.

38. Any type of audits required to main compliancy? What are they?
Only internally to ensure functionality.

39. Who else will have access to the servers and/or the hardware in the data center?
STAR Transit rents/owns its space and equipment located at the Colo, access can be granted via STAR Transit upon award.

40. What security if any are in place on the servers/firewall/data?
Please refer to pages 4 - 5 of the RFP.

41. What is the timeline and process for the new managed services provider to engage?
Upon notice of award, a notice to proceed will be provided.

42. What mail system is currently being utilized? O365, Exchange server, etc.?
Microsoft Office 365.

43. Do you have any other IT support in place?
     Please refer to question #1, And please refer to pages 4 - 5 of the RFP.