Response to Questions
1. How many temporary employees are currently working on the existing contract?
   *No temporary employment except for interns.*
2. Is it multiple award?
   *No, we would like to hire one company to provide all services related to our IT support needs.*
3. Could NVCOG clarify if the Managed SOC-as-a-Service is required for this RFP and be included in our pricing response?
   *It is not required but we would like to know if it is available and additional fees.*
4. Is this a new requirement or an existing requirement?
   *This is a new request.*
5. How many incumbents are there performing this work?
   *One*
6. What are your KPIs?
   *Time to resolution and accurate inventory management.*
7. What specific things are you looking for in the proposal?
   *Refer to the criteria and selection process in the RFP.*
8. What contract terms should be quoted by responding firms?
   *Quote from firms should be for 12 months and for up to three annual options to renew at NVCOG’s discretion.*
9. What constitutes 24x7 support and should pricing be factored in?
   *System monitoring should be 24/7/365, however, primary support is anticipated from 8 am to 5 pm with acknowledgment within 30 minutes and with a goal of remote resolution within an hour. On-site service within two hours when required. MSP should make the best effort to respond to off-hour calls for service.*
10. Do you now have active support contracts and warranties with all your hardware and software providers?
    *We have some with maintenance support and some hardware with warranties.*
11. What are the ISP counts, type, and speeds?
    *Broadband, 150/20 but currently looking into increasing from provider.*
12. Do you have a lifecycle management plan in place for in scope devices?
    *Yes, there is a budget for IT infrastructure.*
13. Is certified destruction for EOL devices required?
    *No*
14. What is the current count and type of any MSP-provided on-site personnel either FTE or part time?
    *None*
15. What is your current cloud presence or cloud migration plan in place?
    *Data and documents have been migrated to Microsoft SharePoint while other data remain on server.*
16. Do you currently have a ticketing system?
    *No*
17. What is the size of your current IT staff (not counting any MSP personnel)?
    *One non-dedicated IT person*
18. What is your current storage size and what are the details of your current backup system?
    *2 terabytes and backed up by BDR*
19. On the single windows server, how many virtual machines are running on it?
    *There are 2 virtual servers running on a single server.*
20. Do you know what roles these servers are performing? (Application server, file server, active directory/directory services server)
   One is a domain controller, and the other is unknown by staff.
21. For Microsoft 365, do you need for us to provide licensing cost, or do you have a relationship directly with Microsoft already?
   NVCOG would want to manage Microsoft 365 accounts even though we do not now.
22. Do you know how the license type and number of licenses you currently are utilizing for Microsoft 365 today?
   Yes, 30 x M365 Business Standard and 4 x 365 Business Basic
23. Is continuity of service with your current managed service provider(s) expected, what transition period will be allowed for this process?
   Yes, a 30-day transition period is expected.
24. When was the last security assessment conducted, can a redacted report of the results be shared?
   Staff is not aware if one has been conducted.
25. Is your infrastructure centrally managed?
   Yes
26. How many desktops? How many laptops?
   29 Desktops and 26 laptops.
27. How many Apple computer devices?
   Three
28. How many routers?
   One
29. How many core-managed switches?
   One main switch
30. Do you have a wireless LAN controller?
   Yes, one.
31. How many firewalls?
   One
32. Is the current firewall a Sophos firewall and is it under current support?
   Yes, it is Sophos and currently supported.
33. How many VPN tunnels?
   One to staff’s knowledge.
34. What is the network size?
   Class A
35. What is the purpose of the physical server?
   File storage and domain administration
36. How much data are you backing up with your current backup solution?
   Backing 1.7 terabytes.
37. Do you currently have an MFA solution in place; if you have one already, are you looking to have the MSP take it over or implement a new MFA?
   We do not have MFA now.
38. Is your mail hosted on Microsoft 365 or do you have a separate/hybrid exchange?
   Microsoft 365 is the host.
39. When was your last vulnerability test performed?
   None to staff knowledge.
40. Do you have a network IDS/IPS in place and if so, which vendor?
   None to staff knowledge.
41. Do you currently have an endpoint-based web filtering solution such as OpenDNS/Umbrella)?
   *None to staff knowledge.*

42. Do you have an Endpoint Detection and Response (EDR) solution in place? If so, which vendor?
   *None to staff knowledge.*

43. Do you currently have a SIEM/CSM solution in place for your cybersecurity needs?
   *None to staff knowledge.*

44. Should all the attachments and documents listed should be enclosed within one response
document or must be submitted separately?
   *Qualified firms are expected to make a proposal based on the outline in the request. We
   are not providing a standard form for responses. One proposal document should suffice.*

45. Do we have to provide a sample Mater Service Agreement as part of the response?
   *Yes*

46. Submission method – what does the “Electronic Delivery” mean? Is it pen drive or Disk or Email?
   *Electronic delivery is email or pen drive/zip drive.*