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.*