

REQUEST FOR BID PROPOSALS - IT Managed Services Q&A

1. Are firewalls in scope for managed services? If so, please provide qty and model.
 - a. **Our firewalls are not in the scope for managed services. We have support through the firewall vendor we use. If there is a complex issue we may need assistance with, we would reach out for a single case (by hour) support ticket.**
2. Are routers in scope for managed services? If so, please provide qty and model.
 - a. **Routers are not included in the scope for managed services and we will reach out to our ISP providers with any issues regarding them.**
3. Please clarify your expectations on “Managed Service Virtual Center”.
 - a. **We would like the service provider to apply any virtual center updates to our main virtual server environment that has a total of 4 hosts. We would also like for them to troubleshoot any alarms that occur.**
4. For your storage array, please provide equipment details on the array and the total raw TB capacity.
 - a. **HPE MSA 2050, 12 TB raw capacity.**
5. For a backup solution, are you open to a cloud based backup option? If so, please provide the following information:
 - i. **Yes, we are open to a cloud based backup option.**
 - b. Total amount of consumed data on physical servers? And on virtual servers?
 - i. **All servers are virtual. Consumed data is roughly 9 TB.**
 - c. What retention policies do you have in place?
 - i. **Same for onsite and offsite. Every 1 day for 30 days, Every 1 month on last day of the month for 12 months, and Every 1 year on last day of the year starting in January for 3 years.**
 - d. Can you provide an RVtools report?
 - i. **We do not wish to provide specific details on our environment. For the most part our environment is standard with majority being Windows servers with a few Linux servers.**
 - e. Do you need a back-up solution proposal included in the RFP?
 - i. **If possible, yes. At the minimum we need to know what product for on-site and off-site backups will be used and it will need to follow our retention policy.**
6. For disaster recovery (DR), please provide the total amount of memory provisioned to the physical and virtual servers?
 - i. **Estimate is 350 GB RAM.**
7. For Help Desk, how many tickets do your end users place a month? Could you send us a ticket report of that past 60 days? And what hours of support are necessary for help desk?
 - i. **ETHRA handles all of the employee support tickets and is not part of the scope with the RFP.**
8. Are you leasing your Back-up solution today? Can you provide who you are leasing it from?
 - i. **Yes, we currently our leasing our backup solution with our current managed services provider. We do not wish to release who our current provider is.**
9. Are you currently under a Managed Service Contract? If so, when is the end date for that contract?
 - i. **Yes we are and the support contract ends 4/12/2021.**

What is the Total current number of employees that need to be supported?

- a. **ETHRA IT handles employee support and is not part of the scope.**

To confirm there are only 4 physical Servers?

- a. **We have 4 hosts that host all of our virtual servers.**

How many Windows VM Servers exist?

- a. **Roughly 25 Windows VMs.**

How many CentOS servers exist?

- a. **Roughly 5 CentOS.**

Is it requested to support network connectivity of 800+voice and data devices. Please be more specific, do you only want internet available to those devices or will the end user need assistance with their devices.

What are the 800+ devices that you are referring to, please be more specific.

- a. **This was just to give vendors an overview of our network and is not part of the scope for this RFP. On rare instances we may have a networking issue we cannot resolve and may need assistance on a single instance (hourly) support issue that would be separate from the managed services provided.**

Is the Knoxville Shoretel phone system still supported?

- a. **Yes, it is supported and we use Shoretel for support.**

What is the version of Shoretel phone system that is being used in Knoxville?

- a. **This is not part of the scope for this RFP.**

Is there any standard to the 20 VoIP phone system vendors? Please describe the different systems and your expectation of support, if there is any.

- a. **This is not part of the scope for this RFP.**

In the proposal description on Page 10 #2 please further explain "Managed Service Virtual Center"

- a. **We would like the service provider to apply any virtual center updates to our main virtual server environment that has a total of 4 hosts. We would also like for them to troubleshoot any alarms that occur.**

In the proposal description on Page 10 #5 Is that being requested of us to provide the Backup Appliance?

- a. **Yes, we would need a backup appliance provided. Our retention policy is: Every 1 day for 30 days, Every 1 month on last day of the month for 12 months, and Every 1 year on last day of the year starting in January for 3 years**

In the proposal description on Page 10 #7 is that being requested of us to provide the backup offsite storage?

- a. **Yes, we would need the support vendor to provide offsite storage.**

In the proposal description on Page 10 #7 are you only storing 1TB of data off site for backups?

- a. **Yes, that is correct.**

On page 4 #5 you are requesting the support disaster recovery of all data for server data, and user data. Do you have a system in place to back up all the way to the user data?

- a. **Our user data is backed up nightly from to our on-site and off-site backups and could be recovered from them.**

Do you currently have a local backup and offsite backup of that data for the servers and 400ish workstations?

- a. **Yes for the servers. Workstation no, we would just reimage their machine and pull their documents which ETHRA IT will take care of.**

From your history of support how many hours per month on average is required to support each of the offices at their locations, onsite?

- a. **That is not part of the scope of this RFP and ETHRA IT handles support of the county offices.**

What is the travel time for past technical support to the 36 locations per month expected to be in the future?

- a. **That is not part of the scope of this RFP and ETHRA IT handles support of the county offices.**

Since the general support for vSphere 6.5 will end on November 15, 2021 what is your current update plan, and what would be the ethra level of participation in the upgrade process?

- a. **We will be upgraded to the latest support version and would rely on the support vendor to do the upgrade of virtual center and our 4 hosts.**

For an upgrade of license like vSphere or physical machine that is end of life or end of support what is the budget process approval and timeline like for ethra?

- a. **ETHRA IT will handle that and make sure all devices are currently support with maintenance.**

What is ethra's current security posture without naming specific vendors?

- a. **Without going in to detail we have all standard IT security practices in place on top of employee security awareness training.**

Will ethra be willing to change to our company's security stack even though it may be more restrictive than the current security stack?

- a. **This is something that would need to be discussed after the selected vendor is chosen.**

Do you currently have an outsourced support service?

- a. **Yes, we currently have an outsourced support service provider.**

What will the ethra team be focusing on once we start taking on a support role?

- a. **We would ask the support vendor to ensure backups are successfully working immediately and then ETHRA IT will reach out when any support is needed.**