

RFP Questions and Answers For IT Services

1. Total User Count

- Please confirm the total number of staff users
- Please confirm the approximate number of public users and expected concurrent usage within the resource room

52 staff users.

2. Public User Helpdesk Support

- Is helpdesk and desktop support for public users included within the scope of services, or is support limited to internal staff and infrastructure?

While we may call on the internal person to help with a user specific issue related to use of technology in a room or a computer lab, all focus and projects are related to internal staff and infrastructure. This person is also exclusive to us and is not lent to other sites or forwarded other helpdesk calls. All issues are reported by staff, not public users.

3. Fortinet Environment

- Does WBLV currently own the Fortinet equipment (firewall, switches, FortiAnalyzer, access points)?
- Are all Fortinet licenses currently active and maintained?
- Is the expectation to retain and support the existing Fortinet environment, or should vendors include replacement and upgrade recommendations as part of the proposal?

The WBLV owns all the equipment present at the site. We are current with our licenses and they are maintained. We expect to retain that environment and don't have plans to upgrade unless upon a site visit a proposer would recommend upgrades which we may consider, but it is our intention to keep the current Fortinet Environment, and we have nor budgeted for a change on this front.

4. Onsite IT Specialist

- Are there specific daily responsibilities and expectations for the full-time onsite technician, or is the scope of daily activities at the discretion of the selected vendor based on best practices?

Primarily help desk but also responsible for maintaining all the equipment.

5. Active Directory Structure

- The RFP references separate environments for staff and customer use. Are these two completely separate Active Directory forests/domains, or separate organizational units within the same domain?
- Is there any trust relationship between the two environments?
- For the public/customer environment, what is the current identity architecture (shared logins, guest accounts, kiosk mode, Clean Slate restoration, etc.)?

There are not known issues at this time and we do use a Clean Slate software when one person logs in to a public computer previously used by another member of the public. Two separate domains on separate VLANS. There are routed/ports allowed on the firewall for printers and the Veyon Master (RDS) program to communicate from staff network to public network.

6. Backup and Disaster Recovery

- Does the current Datto BCDR solution meet your required recovery time objective (RTO) and recovery point objective (RPO)?
- Is the existing Datto hardware still under active support and warranty?

Yes, our data recovery is active and supported and meets RTO and RPO

7. Phone System Migration

- We understand support for transition to a cloud-based phone system is included. Should vendors include migration project costs within the base proposal, or would this be considered a separate project scope quoted independently?

We anticipate that phone migration will be complete before the commencement of a new contract. However, we are working with vendors already to accomplish the installation and activation of the new phone system. No additional cost will be accepted and the board expects your proposal to price support for a Ring Central Cloud based system with AI enhanced menus.

8. Compliance Requirements

- Are there specific regulatory compliance frameworks WBLV must follow beyond standard security best practices, such as NIST, state-specific requirements, or grant-specific cybersecurity compliance standards?

Nothing specific above and beyond any normal quasi-governmental entity.

9. Is the full-time onsite IT Specialist expected to be dedicated exclusively to WBLV, or can this role be supplemented by remote resources?

A full-time onsite IT Specialist is required.

10. What are the expected onsite support hours, and for after-hours or weekend services?

Onsite support hours would be the same as the hours of operation. After-hours or weekend services would be as needed for equipment maintenance.

11. Should the onsite resource handle both help desk and strategic responsibilities?

Yes.

12. Can you confirm the number of active users versus total devices?

See question #1 above.

13. Has a recent cybersecurity risk assessment been conducted?

Yes.

14. Will there be an opportunity for a site walkthrough prior to submission? Is there an updated phone number to set up a date?

Yes. The contact information to schedule has been updated in the RFQ.

- We tried the number listed in the RFP "(610) 841-1187" and received no call back.