AUGUST 29, 2022

<div align="center">

RFP FOR MANAGED IT SERVICES
ADDED QUESTIONS 32 - 41

</div>

Below are the received questions and the District's responses:

1. **QUESTION: HOW MANY END USERS WILL REQUIRE SUPPORT?**

    ANSWER: Currently, we have 18 employees, 7 board members, and 5 interns budgeted for a total of 30 employees. However, the interns usually share IT equipment and log on.

2. **QUESTION: DO YOU REQUIRE THE SERVICE DURING BUSINESS HOURS ONLY? OR 24/7? DO YOU REQUIRE 24/7/365 SUPPORT FOR ALL DEVICES ON YOUR NETWORK?**

    ANSWER: 24/7/365 Support is not needed. Support is typically needed only during our normal business hours. Please reference Appendix "A", Task 2A, which defines Critical Emergency as service not available/All users and functions unavailable i. Priority level 1 ii. Response Time – Within 2 business hours. This can be found on page 13 of the PDF.

3. **QUESTION: WHAT IS THE TICKETING TOOL YOU ARE CURRENTLY USING? (IF ANY)**

    ANSWER: Currently, using our email that is tied to an online portal. Staff is interested in using a ticketing tool that will automatically set due dates based on priority levels identified in our RFP and remind staff when items are complete, due, or past due.

4. **QUESTION: CAN WE PROPOSE OFFSHORE SERVICES?**

    ANSWER: Yes. However, depending on the type of service or services proposed, we reserve the right to decline such services and approval will be conditioned on approval by our liability insurance provider of ACWA-JPIA.

5. **QUESTION: PAGE 7, SECTION 14.4 STATES:** *"CHANGING THE STRUCTURE OF THIS WORKSHEET IS DISCOURAGED. IF YOU CHOOSE TO MAKE CHANGES YOU MUST ENSURE THE FINAL CALCULATIONS ARE ACCURATE."*

    ANSWER: That's fine. Please keep in mind that changing the structure of the worksheet may require follow-up questions from staff to engage in an apples-to-apples comparison. Often subcategories are created under the main categories already listed and additional services may be itemized that way to allow for consistency.

6. **QUESTION: DO YOU REQUIRE IT SUPPORT MONDAY-FRIDAY 8-5 ONLY?**

ANSWER: Yes. However, we are open on Saturdays and may require critical emergency support services if our system goes down. Please see the answer above.

7. **QUESTION: DO YOU WANT A PRICE FOR BREAK FIX ONLY?**

    ANSWER: No, please see Appendix "A" for a list of Tasks we would like you to quote.

8. **QUESTION: WHAT IS THE IT BUDGET? DOES THIS AMOUNT INCLUDE HELPDESK ONLY? WHAT IS THE EXPECTED BUDGET FOR THIS PROJECT?**

    ANSWER: Our current IT budget is approximately $25,000 annually. The services provided were minimal because we didn't have a signed contract with the vendor. Please see Board Agenda Item 13, page 119 Staff Report in PDF link titled Release RFP for Managed IT Services here: 03142022-325 (cbwcd.org). The previous budget was for annual helpdesk and emergency IT services only. Moving forward, the IT budget will be determined based on supporting information obtained from the RFP process and will go to our Board of Directors for approval. Computer hardware and subscriptions are budgeted separately.

9. **QUESTION: HOW MUCH ARE YOU PAYING THE INCUMBENT?**

    ANSWER: Fiscal Year July 1, 2021 - June 30, 2022, we spent approximately $20,000, not including hardware upgrades. We would purchase it in blocks of 20 hours, and it would last an average of 3 to 4 months. The pre-paid hours were used for ongoing various IT support issues/maintenance.

10. **QUESTION: IS THE INCUMBENT MEETING THEIR METRICS?**

    ANSWER: The incumbent was never given metrics and worked off pre-paid hours in bulks of $2,500. We are looking to hire a Managed IT Services consultant to establish metrics and cyber security compliance.

11. **QUESTION: HOW MANY HOURS PER MONTH IN THE BLOCK OF HOURS?**

    ANSWER: We would purchase it in blocks of 20 hours, and it would last an average of 3 to 4 months. The pre-paid hours were used for ongoing various IT support issues/maintenance.

12. **QUESTION: YOU HAVE ONE SERVER, DO YOU RUN ALL THE APPLICATIONS ON A SINGLE SERVER?**

    ANSWER: Yes.

13. **QUESTION: DO YOU NEED THE IT FIRM TO PROVIDE THE SPECS OF WHAT YOU NEED FOR A SERVER ON THE CLOUD?**

    ANSWER: Sure. That would be helpful. Staff has not cost out this service and are looking for a Managed IT Services consultant to make recommendations.

14. **QUESTION: DO YOU HAVE A TIMELINE TO MOVE THE SERVER TO THE CLOUD?**

    ANSWER: No. But would be helpful if you provided one based on your expertise.

15. **QUESTION: CAN YOU PROVIDE US WITH THE SPECS OF THE CURRENT SERVER?**

ANSWER: High-level specs: Dell PowerEdge R 330, Xeon Processor, Windows Server 2016 Standard, 16GB RAM.

16. **QUESTION: HOW MUCH DATA IS ON THE CURRENT SERVER?**

    ANSWER: Roughly 2.25 TB.

17. **QUESTION: WHAT ARE YOU USING FOR BACKUP?**

    ANSWER: Local backup every Monday night and Cloud backup.

18. **QUESTION: WHAT ARE YOU USING FOR VIRUS PROTECTION?**

    ANSWER: Annual subscription TrendMicro and have Windows Defender on the server.

19. **QUESTION: DO YOU NEED A PRICE FOR CYBERSECURITY?**

    ANSWER: Last year we conducted a cybersecurity analysis that came back OK for our current processes. Most of those recommended upgrades have been completed. Please see PDF page 14 Section 3F - 3H for ongoing cybersecurity requirements of our Liability Insurance Policy.

20. **QUESTION: DO YOU HAVE A DISASTER RECOVERY PLAN IN PLACE?**

    ANSWER: No, but we are looking to create one. This would be separate from the helpdesk/maintenance contract, but you may quote this too as a separate/additional line item.

21. **QUESTION: HOW MANY MAILBOXES DO YOU HAVE IN OFFICE365? WHAT PLAN ARE YOU ON IN OFFICE365?**

    ANSWER: 34. With 15 Active Mailboxes. 365 Business Standard.

22. **QUESTION: WHAT FIREWALL DO YOU HAVE IN PLACE?**

    ANSWER: We recently upgraded to a SonicWall.

23. **QUESTION: WHAT ACCESS POINTS DO YOU HAVE AND HOW MANY FOR WIFI? WHAT IS THE WIFI NETWORK?**

    ANSWER: Eight (8) Access Points, all Ubiquiti.

24. **QUESTION: YOU MENTIONED YOU HAVE 22 WORKSTATIONS. DO YOU HAVE ANY LAPTOPS, TABLETS, AND SMARTPHONES THAT NEED REQUIRE SUPPORT?**

    ANSWER: Yes. We have 3 laptops that are included as part of the workstation total number. We have two tablets and 12 smartphones. The tablets are not connected to our server, but we may like them to be connected in the future. Some of the smartphones are connected to their work email and require troubleshooting support.

25. **QUESTION: DO YOU HAVE A SEPARATE BUDGET FOR CYBERSECURITY?**
    - Conducting annual security awareness training for all employees?

- Ensuring employees are being regularly tested on cyber diligence via controlled phishing campaigns?
- What is the anticipated budget range going forward, to secure a company that can provide professional quality and performance through Service Level Metrics and Cyber Security Compliance?

ANSWER: To answer the questions above, once staff has comparable quotes from an RFP process then we can take that information back to our Board of Directors for approval. Part of that approval process may include a budget adjustment to the Computer IT Support Budget.

26. **QUESTION: IS THE SERVER IN THE MAIN BUILDING LINKED TO OTHER OFFICES OR OTHER BUILDINGS?**

    ANSWER: Yes. We have three separate facilities on our campus including the main office, education classroom, and multiuse building. We walked to all of these facilities during the mandatory pre-bid meeting heled on Friday, August 12.

27. **QUESTION: ARE ALL THE CAMERAS ON THE SAME NETWORK?**

    ANSWER: Yes.

28. **QUESTION: WILL WE HAVE ACCESS TO IT INVENTORY?**

    ANSWER: Yes. Inventory list was emailed directly to proposers that attended the Mandatory Site Walk.

29. **QUESTION: WHAT SECTION OF OUR RESPONSE SHOULD WE PLACE THE INFORMATION REQUESTED ON PAGES 3 AND 4?**

    ANSWER: Most proposers include the following information as part of the cover letter. Please reference Section 14.1, including acceptance of Appendix B, PSA, legal name of your company, address, and telephone number, year company was established, company's number of personnel, structure of organization, dollar volume of work, list of government contracts that are relevant to the scope of work, identification of the principal contact with the District, and contact person. The remainder of the information (representative listing of clients…and consultant resumes) are included as Appendix F to the proposal.

30. **QUESTION: ARE RESUMES INCLUDED IN THE PAGE COUNT?**

    ANSWER: See answer from question 29. Resumes are usually included as an Appendix Item.

31. **QUESTION: PLEASE CONFIRM THAT THE FORMS IN THE APPENDICES DO NOT COUNT TOWARDS THE PAGE LIMIT**

    ANSWER: See Section 14 of the RFP "The proposals, not including the Appendices, shall not exceed 25 pages in length". Therefore, you are correct that Appendices do not count toward the 25-page limit.

32. **QUESTION: IN REFERENCE TO THE IT SECURITY ASSESSMENT ON PAGE 3 OF THE RFP WILL A COPY OF THIS ASSESSMENT BE MADE AVAILABLE TO BIDDERS?**

ANSWER: No. This will be made available to the bidder who is awarded the contract.

33. **QUESTION: ARE YOU USING THE INTERNAL QUICKBOOKS BACKUP FEATURE ROUTINELY TO PROTECT THE QUICKBOOKS DATA? WHAT IS THE FREQUENCY? WHAT VERSION QUICKBOOKS ARE YOU RUNNING?**

    ANSWER: We are currently using desktop version of QuickBooks 2021 with three licenses. The system is backed up to the Cloud every night.

34. **QUESTION: IS THE IMPLEMENTATION AND COST FOR THE MULTIFACTOR SOLUTION BEYOND THE SCOPE OF THIS QUOTE OR TO BE INCLUDED?**

    ANSWER: It would be in addition to the minimum requirements listed in Appendix A Preliminary Scope of Work.

35. **QUESTION: WHAT EXISTING ANTI-VIRUS SOLUTION IS USED BY THE DISTRICT? IS THIS A DISTRICT OWNED LICENSE OR IS IT A LICENSE PROVIDED BY THE CURRENT IT PROVIDER? DOES THIS DISTRICT ANTICIPATE ANTI-VIRUS LICENSES WILL NEED TO BE PROVIDED AS PART OF THE QUOTE?**

    ANSWER: Please see answer to Question 18. The antivirus license is provided by the current provider. Yes, the anti-virus license should be provided as part of the quote.

36. **WHAT EXISTING SPAM FILTERING SOLUTION IS USED BY THE DISTRICT? IS THIS A DISTRICT OWNED LICENSE OR IS IT A LICENSE PROVIDE BY THE CURRENT IT PROVIDER? DOES THIS DISTRICT ANTICIPATE SPAM-FILTERING LICENSES WILL NEED TO BE PROVIDED AS PART OF THE QUOTE?**

    ANSWER: Microsoft Office. The SPAM solution is provided by the current provider. Yes, the SPAM solution should be provided as part of the quote.

37. **WHAT EXISTING BACK-UP SOLUTION IS USED BY THE DISTRICT? IS THIS A DISTRICT OWNED LICENSE OR IS IT A LICENSE PROVIDED BY THE CURRENT IT PROVIDER? DOES THIS DISTRICT WANT BACK-UP SERVICE TO BE PROVIDED AS PART OF THE QUOTE?**

    ANSWER: Local and Cloud backup provided by current provider.

38. **HAS CBWCD EXPERIENCED ANY NETWORK BREACHES OR DATA LOSS WITHIN THE LAST TWO YEARS? IF SO WAS A CAUSE DETERMINED?**

    ANSWER: No.

39. **YOU REFERENCE TWO REFERENCES FOR EACH KEY STAFF MEMBER. IF THESE ARE THE SAME AS THE SUBMITTED COMPANY REFERENCES WOULD THAT SUFFICE?**

    ANSWER: Yes. But please indicate that so that we know that you simply didn't accidently overlook the requirement.

40. **DOES CBWCD CURRENTLY HAVE A MFA SOLUTION OR ARE YOU LOOKING FOR THAT TO BE PART OF THE BID SOLUTION? IF YOU CURRENTLY HAVE, WHAT SOLUTION IS IT?**

ANSWER: No. It would be in addition to the minimum requirements listed in Appendix A Preliminary Scope of Work.

41. IN REGARD TO MIGRATING TO A CLOUD SERVER APPLICATION, WHAT SERVICES ARE YOU LOOKING TO MOVE TO THE CLOUD (FILE STORAGE, APPLICATIONS, ACTIVE DIRECTORY, ETC.)

ANSWER: Unsure. We are looking to work with a Managed IT Services consultant to assist the District in developing a plan based on the consultants expertise.

END