

## RFP#01421HAF IT Support Services 2<sup>nd</sup> Set of Questions & Answers

1. Under the Scope of Work section, there is mention of "(11) virtual server." Where are these virtual servers hosted (AWS, Azure, Google, etc.), what operating systems and versions are they running, and what is the purpose of each? We want clarification that the majority of the servers are Windows and not something that is a bit more complicated for us to manage like Linux, Unix, macOS, etc. We assume that Active Directory Domain Services are running on at least 2 servers, Symantec Endpoint Protection Manager is running other, QuickBooks, but that would only account for 4 out of the 11 mentioned. Just need more clarification here.

A. The majority of the systems are SaaS systems hosted by a vendor. This would include:

- a. Microsoft 365 (SharePoint, Outlook, OneDrive & Teams)
- b. Atera
- c. FTPToday
- d. SRFax
- e. Calltower
- f. Adobe Acrobat DC
- g. SymantecQuickBooks (Right Networks)
- h. Cayzu
- i. Intune (BYOD environment)

The HAFS system is managed by the developer (HOTB) and is hosted in an AWS environment.

2. There is mention of "sixteen (16) full and part-time employees and four (4) contractor employees..." There is also mention of "seven (7) users that will be given permission to access NAHAC data using their personal smart phones and tablets." There is also mention of "ten (10) Customer Service Representatives (CSRs) that utilize Calltower..."
  - a. What is the total personnel count that needs to be supported? Since things like support, security awareness training, phishing simulations, password managers, etc. are dependent on the number of users, we want to make sure we have an accurate count.

A. At this time there are twenty (20) individuals (full-time, part-time, contractors) that need to be supported. This number could go as high as twenty-seven (27).

In addition there is the support for approximately fifteen (15) outside contractors that have access to HAFS. This support is mainly limited to the activation and deactivation of accounts.

- b. What is the total laptop/desktop count that needs to be supported?

- A. Forty-one (41) desktops
- B. Nine (9) laptops
- C. Eighteen (18) printers

- c. The devices that the "sixteen (16) full and part-time employees and four (4) contractor employees..." use, are they domain joined and the users actively use a domain account?
    - A. Yes, they are domain joined and use a domain account.
  - d. The devices that the "ten (10) Customer Service Representatives (CSRs) that utilize Calltower..." use, are they domain joined and the users actively use a domain account?
    - A. Yes, they are domain joined and use a domain account.
  - e. The "ten (10) Customer Service Representatives (CSRs) that utilize Calltower..." use Microsoft Teams but is this Microsoft tenant different than the Microsoft tenant that the "sixteen (16) full and part-time employees and four (4) contractor employees..." personnel use?
    - A. The Calltower Teams allows for communications with homeowners and the tracking of communications within the call center management system. The other users are using the standard Teams environment.
3. Is Active Directory or Azure Active Directory the primary directory service used in the environment?
- A. Azure AD is the primary directory service used in the environment
4. What days and times is support expected? 9AM to 5PM Monday thru Friday? 24/7?
- A. In general, it will be 8AM to 5PM Monday thru Friday. On occasion there is a need to support off-hour activities such as penetration testing or firewall/router configuration/management.
5. Is there a preset day/time of the month for desktop/server maintenance windows?
- A. Atera is configured to perform desktop maintenance and upgrades in off-hours, usually on Fridays
6. Atera is limited in usefulness in terms of monitoring and management compared to our tooling. I assume we can supplement Atera with our tooling to help with this task. Does NHAC IT need access to these tools if they are used? There is a technician cost and setup required to separate existing customers from NHAC that needs to be considered.
- A. This will have to be further discussed upon selection of an outsource vendor.