

RFP#01421HAF IS Support Services Questions & Answers

1. 3 & 10: IT Ticketing System (vendor Provided)/Atera Remote Monitoring and Management Item 3, states that we do not have to use Atera as the ticketing system and we are able to introduce our own; however, on 10, you would prefer for the selected vendor to use Atera. Please advise which is it, that you want a vendor to use Atera or that it is just preferred, and they can use their own ticketing system?

Atera is a Remote Monitoring & Management Tool that includes a ticketing system. Internally, NAHAC will continue to use Atera for these purposes. It is hoped that the outsource vendor will utilize Atera for RMM related functions when necessary. NAHAC-IT will utilize the outsource vendor's ticketing system when necessary to place tickets that would fall under the responsibility of the outsource vendor.

2. Network Security Management -NAHAC uses Symantec. Is NAHAC open to using other more robust Enterprise Security Solutions that incorporates Security Operations Centers and proactively threat hunts or we must use Symantec?

NAHAC would like the outsource vendor to use Symantec for end point security. Threat hunting products can definitely be incorporated to supplement and strengthen Symantec Enterprise Endpoint Security.

3. Microsoft 365 Configuration and Management: We understand that your team needs to have admin access; however, will we be able to set up parameters around use of admin access to best protect NAHAC? Is NAHAC agreeable to executing a waiver that states their employees require admin/global admin access and understand the risks associated with such rights?

This will have to be further discussed upon selection of an outsource vendor.

4. You have written the RFP, as your internal IT will provide on-site support, as they will be taking care of the desktop hardware, network printers and desktop applications. There are no-on premise systems currently in place. It sounds as though; we will not be needing to go on-site unless extreme circumstances. We are curious regarding the Automobile insurance?

On-site services will be on an as needed basis. The required Automobile Insurance is standard in our contracts.

5. Cyber Liability: Does NAHAC have their own Cyber Liability coverage for the event of an incident. We do have coverage; however, it is for our organization and not for clients unless proof of professional misconduct.

NAHAC does have a policy for Cyber Liability. However, the selected vendor is required to also have a policy in the event of a professional liability claim. We would also accept a policy stating coverage under a TECHNOLOGY Errors and Omissions policy as another coverage acceptable for this item.