

**RFP #01526NAHAC
IT Support Services**

First Questions and Responses

Posted May 4, 2026

1. Could you please provide detailed information about your infrastructure, including the number of routers, switches, access points, firewalls, servers, etc.?

RESPONSE: The organization consists of a predominantly virtual environment with the following: (1) firewall, (2) switches, (2) network controllers, (2) power management systems and (2) access points.

2. Do you require onsite support or open for Hybrid model?

RESPONSE: The organization is open to a hybrid model.

3. How many employees do you currently have?

RESPONSE: The organization currently has 9 total staff members, including independent contractors. However, depending on program needs, staffing could fluctuate up to 50.

4. Do you have a budget allocated for this engagement? If so, could you please share the details with us?

RESPONSE: RFP responses will be considered in budgeting.

5. Do you have an incumbent? If yes, could you please let us know their name?

RESPONSE: Yes. Due to the competitive nature of the bidding process the incumbent's name will not be disclosed. However, the IT vendor currently being used is a reputable provider within the community.

6. Could you please let us know the average number of monthly support tickets?

RESPONSE: Current operations consist of staff emailing the IT vendor regarding issues or help desk requests and vendor maintains a ticketing system on their side.

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7. We would like to clarify whether, as mentioned in the proposed fees, the Monthly Cost per User and Monthly Cost per Device should be included. Can we propose a fixed monthly fee instead, or is it required to propose only the Monthly Cost per User as specified in the RFP?

RESPONSE: RFP responses should include the fee structure you think would be adequate to perform services outlined within the RFP.

8. How many total end users should be included in the proposal, including full-time employees, part-time employees, contractors, CSRs, executives and any shared/kiosk users?

RESPONSE: See response to Question #3.

9. How many total Microsoft 365 licensed users are currently active?

RESPONSE: See response to Question #3.

10. If there are local servers, what is the total amount of data that needs to be backed up? If all cloud based, please disregard

RESPONSE: See response to Question #1.

11. How many total endpoints are in scope for support and monitoring, (total of laptops and desktops. No need for tablets to be included)

RESPONSE: In general, each staff member is assigned one, and in some cases two devices which may entail a laptop and or desktop computers, that interface with the network. Other devices may include smartphones, and conference room devices.

12. What firewall platform is currently in use?

RESPONSE: Due to this information being public, information regarding safety and security will not be shared at this time.

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13. Does NAHAC expect the selected vendor to replace current security tools, manage existing tools, or propose its own stack?

RESPONSE: The organization is open to utilizing the selected vendor's recommended security tools.

14. Will NAHAC conduct vendor interviews, demonstrations, presentations or site visits before final selection?

RESPONSE: The organization is available for pre-scheduled 15 minute group tours on the following dates:

**May 5, 2026, between 9:00am - 11:00am
May 6, 2026, between 1:00pm - 3:00pm
NAHAC
3016 W. Charleston Blvd, Suite 160
Las Vegas, NV 89102**

Please email AJ Gavilanes at AGavilanes@nahac.org to schedule a tour.

15. Since evaluation criteria are listed in no specific order, can NAHAC clarify which criteria are most important to the final decision?

RESPONSE: Please see below.

CRITERIA SCORES	WEIGHT
1. Adherence to RFP Instructions	5.00
2. Company Information	10.00
3. Project Understanding	20.00
4. Requirements	15.00
5. Proposed Deliverables	25.00
6. Fee Proposal	25.00
Total Score	100.00

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16. Does NAHAC currently maintain an active cyber liability insurance policy, and does NAHAC intend to maintain cyber insurance coverage throughout the full term of the contract?

RESPONSE: Yes, and Yes.

17. User Population - Please confirm the current total number of supported users, including employees, contractors, and any temporary or seasonal staff, as this directly impacts support, security, and licensing assumptions.

RESPONSE: See response to Question #3.

18. Endpoint Inventory - Please provide the approximate number and types of supported endpoints (e.g., Windows, macOS, mobile devices) currently in scope.

RESPONSE: See response to Question #11.

19. Microsoft 365 Licensing and Security - Please identify the Microsoft 365 licensing tiers currently in use and confirm whether Multi Factor Authentication and Conditional Access are fully enforced for all users.

RESPONSE: Due to this information being public, information regarding safety and security will not be shared at this time. However, Multi Factor Authentication and Conditional Access are enforced.

20. Endpoint Security Platform - Does NAHAC currently utilize an endpoint protection or EDR solution? If so, please specify the platform in use and whether the selected vendor is expected to replace or assume management of the existing solution.

RESPONSE: Yes. However, due to this information being public, information regarding safety and security will not be shared at this time.

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21. Backup Services - Please identify the current backup service provider and confirm whether access and documentation will be available during transition to validate backup coverage, retention, and integrity.

RESPONSE: This will be discussed, ultimately, with the selected vendor.

22. Helpdesk Demand - Please provide the approximate average monthly helpdesk ticket volume and indicate whether there are known peak periods that significantly increase support demand.

RESPONSE: See response to Question #3.

23. Transition Support - Will the incumbent IT provider be contractually required to cooperate in knowledge transfer, credential handoff, and documentation delivery during the 30 day transition period?

RESPONSE: If a transition occurs, it is expected the incumbent provider will assist with the transition and NAHAC project manager will oversee the project.

24. Compliance and Federal Funding - Are there specific cybersecurity frameworks, audit requirements, or reporting obligations tied to federal or ARPA funding that the selected vendor must support as part of ongoing services?

RESPONSE: Yes.