

**RFP #01526NAHAC
IT Support Services**

Second Questions and Responses

Posted May 8, 2026

**Responses to Questions #1-24 can be found in
the “First Questions and Responses” document.**

25. Please provide the current number of supported users, including full-time staff, part-time staff, contractors, shared mailbox users, and any administrative or service accounts that require support.

RESPONSE: See response to Question #3.

26. Please provide the current number and type of supported endpoints, including laptops, desktops, servers if applicable, mobile devices, Teams phones, and spare devices.

RESPONSE: See response to Question #11.

27. Can NAHAC provide a current inventory or high-level list of supported network infrastructure, including firewalls, switches, wireless access points, UPS devices, storage devices, and any devices currently under manufacturer support?

RESPONSE: See response to Question #1.

28. Please confirm whether NAHAC currently uses any endpoint protection, EDR, spam/phishing filtering, password manager, disk encryption, remote monitoring and management, or backup tools, and whether the selected vendor is expected to replace, manage, or supplement those tools.

RESPONSE: See responses to Questions #13, 19 and 20.

29. Please confirm the current Microsoft 365 licensing tier or tiers in use and whether NAHAC already has licensing that supports RBAC, Privileged Identity Management, audit logging, MFA, and advanced security controls.

RESPONSE: See response to Question #19.

30. Please provide the approximate monthly ticket volume over the last 6 to 12 months, if available, including the split between urgent, normal, and planned requests.

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RESPONSE: See response to Question #6.

31. Does NAHAC have preferred response and resolution targets for urgent, normal, and planned requests, or should vendors propose their own SLA structure using the format provided in the RFP?

RESPONSE: Vendors should propose their own normal response times using the format provided in the RFP.

32. For the fee proposal, should vendors include third-party software licensing costs directly in the monthly user/device pricing, or may vendors show licensing as separate assumptions and pass-through costs?

RESPONSE: The proposed fee shall include all costs and expenses for providing the goods or services to NAHAC as described in this RFP.