Questions and Answers for: RFP – No. NHS-022025-ITS

11.11.2024

Q. Do you have information that you will be sharing regarding the I.T. infrastructure, number of servers, users, devices, etc. that need to be covered under the manage I.T. services agreement?

A. Servers – 16, Users – 170, Computers – 350, Phones - 310

11.13.2024

Page 10 – We price our managed services based on device count. I would like to request the following:
1. Number of physical servers - 3
2. Number of virtual servers - 13
3. Server roles – what applications:
   - Active Directory Domain Services (AD DS)
   - Active Directory Lightweight Directory Services (AD LDS)
   - Active Directory Certificate Services
   - Active Directory Rights Management Services (AD RMS)
   - DHCP Server
   - DNS Server
   - File Services
   - Hyper-Vs
   - Web Server (IIS)
   - Windows Server Update Services (WSUS)
   - Windows Server Backup
   - Remote Desktop Service
4. Number of workstations - 350
5. Number of firewalls - 13
6. Number of wireless access points - 67
7. Confirming 161 employees (users) - Use 170 for employee users

Page 11 -
Firewall - Fortigate 500E and 60E
Switch - Aruba 3810M & 2930M
Router - Nokia (ISP)
Wi-Fi Monitor (Aruba 7005 and 7010) - 13

Page 11 – Branch Office Monitoring 365 –
Are we providing 365 support for a limited number of users? Yes, about 170 users with about 50 user groups.
If so, how many? What is your level of 365 licensing? E1 (500 seats)

What do you get your 365 licensing from? Microsoft

Page 11 - Data Backup Management & Disaster Data Recovery (Cloud) –
Do you have an existing backup system in place that you want us to manage? Yes
If so, what is the solution you have in place? Cloud solution with Azure and On-premise with MS Backup
If you want us to include a backup solution what is the about of data that needs to be backup up. Financial, End-user and Xray Images.

Page 11 - Disaster Recovery – servers restored to original state (software and hardware costs are additional)
Do you want us to propose a DR solution or is one in place that we will manage? Provide new solution
What is your desired RTO and RPO? 24 hours & 48 hours

Page 11 - Unlimited Onsite Support –
Wanting to understand what your expectations are around on-site support.
Do you want an onsite technician to visit your locations based on a recurring schedule (non-priority)? Yes
If we dispatch a technician onsite to resolve a support issue is that included or time and materials? The time is considered in-scope and other material cost is out-scope.
Offering unlimited onsite support can be expensive. Would you consider putting a cap on
the number of hours included (non-priority) or possible a full time engineer we would dedicate to your organization? Professional Support between 6 am - 6pm os considered in-scope and anything outside of these times can be bill separately as "out-scope" task.

Page 12 - NHS New Hire IT Orientation and Security Training - Onsite –
Would the expectation be an IT resource come onsite to onboard every new employee? Get new users set up with their equipment and ensure all the accounts and applications they need are ready to go.

What is an average of new employees added per month? Twice a month (Usually 1st and 3rd week of the month) Sometimes these times might change but, usually, HR communicates ahead of time.

Page 12 - Alarm System Management (Alarm.com & Old system Midwest) –
We do not typically work with alarm systems. Would it be acceptable to work with the vendor to resolve any support/configuration issues? IT gets first call everytime an alarm get triggered and Traisge the call to compliance director and work with the alarm company to add new user and remove and troubleshoot any issue related to the alarm system.

Page 12 – General Business Application Support –

Can you please provide a list of your business applications. Great Plains/Power Bi/ Smartsheet/
What level of support are you expecting? Low - Urgent

Page 13 - Phone System deployment, troubleshooting, and management (Certified Netsapiens Partner) – Are you looking to implement a new VOIP system or manage an existing one? Manage existing system

Page 13 - Nextgen Application Support and Management (EMR System)
We are a NextGen partner and offer a wide range of NG related services.
What level of support and management are you looking for? Low - Urgent (Tier 1 - 3)

11.14.2024

1. Do you have any information on the type of internet that the locations as well as firewalls installed if any?

Each location has a Fiber Optic connection of 50/50 Mbs or 100/100 Mbs.
Each location has a physical firewall through which Internet traffic passes.

2. Does each location have a server on premise?

No, only 5 locations have servers onsite.