

Technology RFP Vendor questions and answers
4/6/18

1. The RFP contains two sections do you want the response to be written as two proposals.
 - a. Section I Data Center/ Network Administration services
 - b. Section II Helpdesk/ Desktop application support

Yes, please respond to each above section individually with separate cost breakdown.

Is this RFP for both support and IT management? **This RFP is for two separate functions. The bidder should submit a proposal with cost either of the two functions or both. If submitting a proposal for both, please separate the costs.**

2. The RFP does not have anything about your internet connection in it. Pines has a connection with Charter and one with CTS. Are those on the current Vendor's contract that would have to be mitigated somehow? **Yes they are with our current Vendor and will need to be transferred.**
3. The RFP requires a copy of the Respondent's last three (3) annual financial statements reviewed by an independent Certified Public Accountant are there any other ways to meet this requirement? **We will request the following information only from the Vendor that is chosen. The most recent financial report, audit and management letter, and articles of incorporation from the vendor chosen.**
4. Equipment requirements:

Item or equivalent	Number needed
PC Dell Optiplex 7010 or equivalent	27
Viewsonic VA2446m LED Monitor 24" or equivalent	27
Keyboards quote both hard wired and wireless	27
Lenovo X240 or equivalent laptop We do not want touch screen all laptops must have VPN connectivity	33
Power adapters	33
Signature Pads	35
Surface Pro iPad or equivalent compatible with SmartCare software	1
Acrobat Pro licenses	3
Mouse quote both wireless and hardwired	60
Jetpacks	33
Microsoft Office Professional Plus Antivirus Licenses Encryption Software Microsoft Exchange	54
Olympus AS 700 Transcription software and equipment	2
Fujitsu 6670 Scanner or equivalent	1

Technology RFP Vendor questions and answers

4/6/18

Portable DVD Writer Model SE-208 or equivalent	2
--	---

5. Does Pines prefer to own the equipment vs leasing? **Pines is open to either option and would like the bidder to present an option with the explanation as to why it's the best option. Alternatively, the bidder can also quote prices for both options with pros and cons.**

6. The RFP is for one year – can proposals be for more than one year? **The bidder should submit a proposal for year one costs, but since the contract has the potential for multiple years based on year one performance, the bidder is also welcome to include what the cost would be following year one.**

7. Is having the data hosted offsite something Pines will consider? **Please submit Separate bids for hosting server on site vs off site**

8. Does Pines need security around processing credit card payments? **Yes**

9. Does Pines own the secure email utilized or is that with the current vendor? **It is with the current vendor and listed above**

10. Does Pines own the licenses for the servers or is that with the current vendor? **Current Vendor**

PINES SERVERS HOSTED BY Current Vendor			
Server Name	Purpose	Storage	IP Address
PIN1DA01	Direct Access	60 GB	10.100.117.132
PIN1DC01	Domain Controller	64 GB	10.100.117.129
PIN1FS01	File Shares	464 GB	10.100.117.130
PIN1MX01	Mail Server	106.2 GB	10.100.117.138
PIN1MX02	Mail Server	451 GB	10.100.117.137
PIN1NS01	DNS	6 GB	10.100.117.136
PIN1NS02	DNS	7 GB	10.100.117.139
TRC02-SOLO1	Solomon Server	27 GB	10.100.117.142
PINMAIL02	SQL- Blackberry Server - Legacy Exchange / Phone Server	102 GB	10.100.117.149

- Which servers do you own? **None**
- Do you own the Server OS Licenses? **No**

Technology RFP Vendor questions and answers

4/6/18

- Do you own the Client Access Licenses for the Servers? **No**
- Do you own the Application Licenses installed? **No**
- Do you have any preference if the servers are hosted onsite or offsite? **Pines is willing to look at both options. The bidder may propose one or both with costs and pros/cons of each option.**
- Where is Active Directory currently hosted, which version is it? **Current Vendor**
- Do any of these computers or groups of people have any special requirements? (ie power users with graphics applications) **Yes**
- Which computers have 0, 1 or 2 monitors? **Please see equipment needs above**
- Are there any special peripherals that need to be included? **Please see equipment needs above**
- How many docking stations would you want for the laptops? **Please see equipment needs above**
- Do you own the Windows OS Licenses? **No**
- Do you own the Office Licenses? **No**
- How many signature pads do you want included? **Please see equipment needs above**
- The contract is awarded in May, the contract is effective in May, are we expected to provide any support between May and October? Can we start deployment of portions of the infrastructure in between the May and October time frame? **The bidder should propose a transition plan and related costs. Our current vendor is contracted through September 30th.**
- Who is the account holder for the Internet services currently installed? **Pines Behavioral Health -- Internet Circuit (Charter) and back up CTS Back up or vice versa**
 - Can you provide additional resource requirements for each server (i.e. virtual processor cores, RAM and storage)? **See hosted server information**

Note: This will likely need to be provided by the IT Support Vendor.

If this is not possible, remote access to the associated servers would allow us to acquire the necessary information.

- What Editions of SQL are installed on both Data Warehouse Server and Solomon Server (and/or Web Application Server, if it uses SQL as well)? **Unknown. We would need SQL if we host servers at Pines**
- Who is your Solomon partner (i.e. is this different than your current host). **SBS**
- Are there any specific Disaster Recovery requirements, and if so, are there any Recovery Time requirements? **Yes Nightly, weekly, monthly backups of system**
- Is there a defined offsite backup data retention requirement?
 - **12 months of monthly backups**
 - **4 weeks of weekly backups**
 - **Past week of daily backups**

Technology RFP Vendor questions and answers

4/6/18

- Please provide a detailed inventory of end-user PCs/Laptops that will need to be replaced.
Please see equipment needs above

- Can we get some details for each server: **See hosted server information**
 - o Server Name
 - o Server Function
 - o OS Version
 - o Applications and Versions installed
 - o CPU/Core count
 - o Memory (RAM)
 - o Disk Storage Allocated/Used

Can you confirm that the following licenses / services are provided to you by our current Vendor.

- Office licenses **Current Vendor**
- Client Disk Encryption **Current Vendor**
- Encrypted e-mail delivery. **Current Vendor**

Is it possible you will purchase equipment from current vendor?

Possibility