

Managed Network Services RFP

Q&A Document

Q1: What types of hardware does Clark County Department of Job & Family Services (CCDJFS) currently have?

A1: Currently we have a mixed server environment, however the majority of the servers are Dell Servers. Currently we have the following models of Dell PowerEdge Servers: R720, R715, R610, 1950, 2950, 860, 850, 6800. We also have a few custom built servers. The firewall hardware is a Cisco Pix 506E. We are currently using 3com for our Routers, and for our VOIP system. Our backup appliance is Unitrends.

Q2: Should network analysis be included in the price of this project?

A2: Yes.

Q3: CCDJFS currently has 21 servers and is looking for those to be consolidated. Is the price of hardware included in this project budget?

A3: No. The contractor would make recommendations and then CCDJFS would procure the hardware separately. Section 5.2D #10 states that vendors should describe how major upgrades would be applied and what upgrades would require additional fees.

Q4: You mentioned you currently have 4 staff members. How do you envision the contract staff working with the CCDJFS staff and how responsibilities will be divided?

A4: CCDJFS has two technical staff that will serve as support staff for the CCDJFS MIS Manager as well as the contractor, and two clerical staff that support the CCDJFS MIS Help Desk. The contractor would be responsible for larger projects.

Q5: Does CCDJFS need a strategic plan that specific to disaster recovery or one that applies to all aspects of the project?

A5: CCDJFS is not in need of a strategic plan, rather a vendor that can provide continuity of operations.

Q6: Does CCDJFS have a current Disaster Recovery Plan?

A6: No

Q7: What type of Disaster Recovery Plan will you consider? E.g. Redundancy, storage?

A7: We are looking for recommendations from the contractor.

Q8: Will the contractor be responsible for providing their own monitoring and maintenance?

A8: Yes, we have nothing in house.

Q9: Is Time Warner Cable the current internet provider for CCDJFS?

A9: No, we currently use DataYard.

Q10: Fiber in fiber out? Speed?

A10: We currently have some fiber running in/to the buildings. We also have 3 Bonded ADSL-15MPBS T1

Q11: Would CCDJFS be open to allowing the contractor to provide training for the two technical staff members?

A11: Yes.

Q12: This project is currently capped at \$85,000. What if during the contract period additional services are needed?

A12: In that case the County would consider amending the contract.

Q13: What is the current server uptime?

A13: Data is not available. The newest server installed in 2013 has had significant downtime. This server is the 1st configured HyperV server.

Q14: Section 3.3 of the RFP states that one of the expected outcomes is 99% server uptime. Is that referring to applications, network, or access to resources?

A14: That is referring to access to resources. However, we understand there is downtime for maintenance.

Q15: What are CCDJFS' hours of operations?

A15: The main campus located on Lagonda Avenue is open to the public 8:00 a.m. until 4:30 p.m. with staff onsite 7:30 a.m. until 5:00 p.m. The Children's Home campus located on East Home Road is open until 8pm.

Q16: The RFP mentions multiple times that services should be available 24/7. Beyond normal business hours, is the need for services only regarding system crashes?

A16: Yes, we would only need emergency services provided outside of the hours stated above.

Q17: You mentioned there are Social Workers in the field with iPads. Is there currently any support for them?

A17: Technical support for the iPads will be handled by CCDJFS staff.

Q18: Are the County and State networks two entirely separate networks?

A18: Yes, the State network is managed by Ohio Department of Job & Family Services (ODJFS). The CCDJFS network will be managed by selected vendor. The CCDJFS network consists of multiple Document Imaging Servers/Application and a File server that can be reached from the ODJFS Network. .

Q19: Do we have contracts with our current providers that would allow the contractor to communicate with them?

A19: Yes, we currently have contracts with many of our providers.

Q20: You mentioned the users on the County network will be converted to the State network, including their email accounts. Will this contract include the project of converting those email accounts?

A20: No, that process will be handled by CCDJFS staff.

Q21: How many VM's is CCDJFS currently running?

A21: We are currently running three VM's and one hyper V server. Most of the servers being used are application servers, some are simple storage, and some are used for document imaging.

Q22: How do you envision the project management aspect of this contract? Will it be the responsibility of the contractor or of CCDJFS?

A22: Project Management should be a joint responsibility between the contractor and CCDJFS.

Q23: Will the CCDJFS accept proposals from vendors who did not attend the Bidder's Conference.

A23: Yes. While the Bidder's Conference is strongly encouraged, it is not mandatory.

Q24: Does the CCDJFS have a preference for Minority Business Enterprise (MBE)?

A24: There is no preference for this project.

Q25: Section 3.2 of the RFP states that the Contractor is expected to be onsite for eight hours per week. What if the engineer has been onsite for eight hours during the week and they have to return later in the week to fix a problem? Would that be classified as out-of-scope and would those charges be based on an hourly charge?

A25: All attempts to resolve an issue should be done remotely as part of the contract. If an emergency requires the contractor to be onsite for more than the expected 8 hours; with the approval of the Director and Business Administrator those charges would be based on an hourly charge.

Q26: Section 3.1 of the RFP states that Providers should demonstrate the ability to provide support for all printer and printer networks. How many printers are networked and how many printers are not networked that need support? Also, does this include consumables and parts?

A26: The only support that will be provided is for the Networked Printers. Currently we have approximately 12 network printers. The support includes installation, configuration, and troubleshooting. Consumable items and parts will be procured separately.

Q27: Regarding Section 3.1 of the RFP, will CCDJFS provide a list of hardware and model numbers of the current equipment?

A27: Please see Q1 for a non-inclusive list of hardware.

Q28: Regarding Section 1.11 of the RFP, are all out-of-scope work, licenses, and equipment purchases to be included in the \$85,000.00 budget for the year?

A28: No. However, please be sure to include your hourly rate for charges that are out-of-scope.

Q29: Regarding Section 5.2F of the RFP, please explain why Submittal A is required and how it correlates with the capabilities of being able to support the CCDJFS network environment.

A29: Submittal A is required as it will do a few things: 1) It should be able to demonstrate how the Unit Cost was determined by corroborating project expenditures to service cost. 2) Indicate the percentage of administrative costs vs. direct/supportive service costs allocated to the project. 3) Indicate the level of reliance of a Contractor on this project as a part of their overall organization business.

Q30: On submittals A1-A3 Financial documents, are these documents going to be used as part of the overall proposal evaluation process? Submitting these required documents is a RFP response inhibitor considering vendors are asked to submit a proposal. There are concerns about document subjectivity, time preparation, and completeness of these documents to CCDJFS' liking since they are financial heavy and the focus should be on a sound RFP response. There is subjectivity with these documents and a financial background should impact the overall response, please elaborate.

A30: Yes, they will be used as a part of the evaluation process. See Q29 above.

Q31: It seemed during the bid conference the objective was two-fold, 1) RFP Response, and 2) RFP recommendations for expansion & disaster recovery. Is it possible to consider awarding the contract and the expansion concepts to one or multiple vendors? For example, if Vendor1 were to win the contract but CCDJFS selects another vendor's expansion concept instead of Vendor1, how will CCDJFS handle the expansion implementation? CCDJFS would likely receive more comprehensive expansion responses if a vendor knew if the concept was selected that they would get the work....the other side to that is the expansion is not going to be focused as heavy as the response 'as is' because the focus is simply to get the work considering expansion ideas and pricing is added separately and is "NOT" part of the actual RFP response per say.

A31: CCDJFS is seeking one vendor.

Q32: The current infrastructure layout of diagrams is needed to make accurate and healthy upgrade recommendations. Can CCDJFS provide the current inventory, number of servers, platform, Operating system as this will help in scoping the size of your data center. Also, it is anticipated that this data is not readily available so in that event will CCDJFS extend the response date if not received?

A32: This information is not readily available. CCDJFS is requesting the vendor to conduct an assessment which includes documenting the network infrastructure. There is no plan to extend the response date.

Q33: Can CCDJFS provide your current network data speed and configurations of your T1 circuits? Who is the carrier, how many circuits?

A33: Please see Q9 & Q10

Q34: Regarding Section 1.5 of the RFP, how does the vendor charge to the contract if there are times that require more than 8 hours per week? Also, CCDJFS stated options for the 8 hours to be on Saturday. Can a higher pay rate per unit of work be expected if it is required on a Saturday or Sunday?

A34: The contract will be awarded on a unit cost reimbursement basis. If more than 8 hours per week or weekend hours are anticipated under this contract, then a vendor will need to submit in their proposal any rate which may exceed the normal rate. This rate is subject to negotiation in the post-award phase.

Q35: Regarding Section 1.2 of the RFP, does the management of the IP phone system come under this RFP or is this covered by the staff on site?

A35: CCDJFS will support the day to day management of the VOIP phone system. Contractor is expected to troubleshoot network/server performance issues.

Q36: Regarding Section 1.2 of the RFP, will the inventory list that will be produced by CCDJFS include all network devices, such as firewall, router(s), switches, etc.?

A36: Please see Q1 for a non-inclusive list of hardware.

Q37: Regarding Section 1.2 of the RFP, in addition to the 21 servers, are there any Storage Area Networks (SAN) or Network Attached Storage (NAS) devices?

A37: No.

Q38: Regarding Section 1.3 of the RFP, what are the roles of the current support staff? The RFP states there are 4 support staff but the at Bidders' Conference, it was stated that there are 2 technical staff.

A38: CCDJFS MIS currently consists of the following: 1 MIS Manager, 1 MIS Specialist 2, 1 MIS Specialist 1, 2 Clerical Specialist 3, 1 Clerical Specialist 2. The Clerical Specialist 3 staff handle all incoming calls to the HelpDesk for user support. They will answer basic questions, as well as conduct password resets. Clerical staff will escalate a ticket to the MIS Specialist if they are unable to assist the user. MIS Specialist staff will handle user support, software administration, and basic hardware/network support.

Q39: Regarding Section 1.5 of the RFP, are workstations, laptops, iPads, etc. to be excluded from support on this RFP?

A39: Workstations and laptops are included for configuration to the network. Currently we have a terminal server environment with public computers. The configuration of the term server environment and the configuration of the clients are to be included in support.

Q40: Regarding Section 1.5 of the RFP, are the tools being used for Backups, Antivirus, spam and virus filtering under a current maintenance contract?

A40: Yes. We currently have a contract with Unitrends for our backup appliance as well as TrendMicro for our spam and virus software.

Q41: Regarding Section 1.8 of the RFP, what is the url for the Internet website dedicated to this RFP as stated in the 2nd paragraph?

A41: <http://www.clarkdjfs.org/administration/contracts-and-rfps-for-clark-county-djfs/active.html>

Q42: Regarding Section 3.1G, does this include printers that are connected locally to a workstation or laptop, or will they be supported by the local support staff?

A42: Non networked printers will be maintained/supported by CCDJFS staff.

Q43: Regarding Section 3.1D, are the annual hardware and software contract fees excluded from the RFP and paid for by CCDJFS?

A43: Hardware and software maintenance fees are procured separately from this contract.

Q44: What is the annual budget for the past 5 years for hardware/software upgrade in the network and server areas?

A44: We have budgeted approximately \$35,000 on average each of the past 5 years for hardware/software upgrades.

Q45: Regarding Section 3.3C of the RFP, what is the 2015 budget for hardware/software replacement?

A45: The anticipated budget for hardware/software upgrades in 2015 is \$35,000. However, if a need arises where an upgrade will cause our budget to be exceeded by the \$35,000 amount, we have the ability to increase the budget with Board of County Commissioner approval.