IT Managed Services
Question and Answer (Q&A)
October 26, 2021

Q: Please clarify the number of workstations by stating how many are assigned to an actual user and then how many are used in say a lab or classroom environment.

A: There are 150 workstations in use that are assigned to GHA staff and other personnel and 62 lab PC's.

Q: How many O365 subscriptions do you have and which ones are they?

A: There are 131 O365 licenses: 125 E1 and 6 E3

Q: When you reference public safety device support what are you specifically referencing?

A: Public safety device support encompasses security camera systems that are monitored by GHA team members and police/security support, and resident volunteers as well as workstations that are used for public safety measures. The number of workstations is captured in the number of workstations provided above which is (150) Laptops/Workstations, (62) Desktops.

Q: Mobile device management: Do you have a current solution in place and looking for someone to manage it or are you requesting that the IT support company implement one?

A: GHA currently has a mobile device management solution in place. However, a proposal can include a mobile device solution that may better support our mobile management needs.

Q: You reference onsite support: What are your expectations in the way of onsite support?   Example: Typically, a support company will perform all work remotely unless it dictates an onsite visit due to the nature of the issue or some clients want someone onsite a certain number of days and hours per week.

A: On-site support would be as needed to augment GHA in-house support which is dictated by the nature of the issue(s) that may arise.

Q: There is a reference to audio visual support: Specifically, what would that entail?

A: GHA has projector screens, smartboards, and sound systems in conference rooms (and our site locations) that may require technical support when needed.

Q: [sic] Your mention managed firewall services in the RFP: How many firewalls do you have today and what are the makes and models?

A: There is 1 firewall. Model is a SonicWall TZ600

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Q: The twice-yearly scanning that is mentioned is that internal/ external vulnerability scanning?

A: There is internally preformed vulnerability testing.

Q: The following statement is it a requirement to respond to the bid? Company to submit a Section 3 work plan to provide training, employment, contracting and other economic opportunities to low- and very low-income persons, especially recipients of government assistance for housing or provides certification it is a Section 3 business.

A: We strongly encourage a Section 3 work plan be submitted with each proposal and points may be awarded to the plan as defined in the scoring of the proposal based on the content of the work plan.

Q: Website support? What specifically would be required of the IT support company to support it technically?

A: Currently website support consists of uploading documents and updates to our private and public website as well as our intranet site default homepage. The proposer can include as part of its proposal a recommendation to update our sites as well as changing hosts and providers.

Q: I am not 100% clear what you are asking here with this statement: Describe GIS capabilities, support for application integration, website integration and database and server management.

A: GHA would like to add GIS capabilities to collect and analyze data to better make business decisions and to comply with governing policies and regulations.