

**CareerSource Pinellas
Information Technology Services RFP – RFP 21-0923
Questions and Answers as of October 12, 2021**

September 24, 2021

1. Whether companies from Outside USA can apply for this? (like ,from India or Canada)

Per B. IV. of the RFP, only firms licensed to do business in Florida may respond to this Request for Proposal.

2. Whether we need to come over there for meetings?

The winning respondent will be required to perform some the scope requirements of the RFP on-site.

3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

The winning respondent will be required to perform some the scope requirements of the RFP on-site.

4. Can we submit the proposals via email?

Yes, if emailing a response, it must be submitted as a single .pdf document, inclusive all attachments and be submitted to: rfp@careersourcepinellas.com.

September 29, 2021

5. What is the current amount of IT staff used to support your company?

- a. **Could you list out the number of team members and roles**
- b. **Example: 1 – CIO, 2 – System Administrators, 2 – Desktop Technicians, 2 – Helpdesk analyst,1 - application developer, etc...**

1 – Part-Time CIO; 1 – Part-Time System Administrator; 2 – Helpdesk Analysts; 1-Firm Managing Azure

6. Do you know the monthly amount of IT support tickets generated for all IT support areas?

Approximately 175.

7. Can you give us an idea of the amount of hours per month needed for these areas?

- c. **Act as Liasion with existing VOIP phone system provider** Limited < 5-10 hours
- d. **Act as Liasion with Department of Economic Opportunity** Limited < 5-10 hours

- 8. What do you currently use for an asset management system and how many devices do you manage?**

We manage 75 endpoints, < 15 network components, and 175 resource workstations.

- 9. Is this RFP to build and provide new system or maintain their existing systems? As shown below “end-user support, administration and management of all cloud services....”**

Maintain existing environment.

- 10. Is there any preference (cloud or on-prem) for Document Management System? Does any of the data tracked for program participants include PII?**

We are not seeking a Document Management System. Please disregard that part of RFP.

- 11. How much content needs to be moved to the new document storage system? (ie: total size of the data)**

See question 10.

- 12. Are there currently protected and secure pipelines that will allow for properly secured electronic migration of data to new solutions, or does this need to be built out?**

See question 10.

- 13. Pg. 10 of the RFP states that, in addition to being licensed to do business in Florida, bidder must “Indicate whether the firm is in compliance with the registration, licensure and permit requirements to practice as a public accounting firm in the State of Florida.” Is this status a requirement?**

This was an error. A revised RFP with this sentence removed is available on our website.

September 30, 2021

- 14. How many employees have Office365 licensing and make use of the managed desktops?**

Approximately 75 – 80.

- 15. Do you have current and active support contracts in place for your core system applications?**

Yes.

16. Can you please provide the details on the websites which are in scope for management? WordPress only? SharePoint too?

Network file share via SharePoint. Website maintenance is out of scope at this time.

17. Which EDMS is in use? Is a replacement option in scope?

Refer to response to question 10.

18. Which document filing storage system is in use today?

Microsoft Azure SharePoint

19. The inventory/asset management requirement – is the networking equipment mentioned as out of scope for monitoring and management in scope for inventory/asset management?

Monitoring is handled by an outside firm that is not part of this RFP. All physical asset management is within scope.

20. How many ISPs and CSPs do you use and who are they and what are the details of these services?

Basically, we use one internet service provider, one communication service provider and one provider for cell phones. Will provide more details post award.

21. Which customer tracking/check-in software is in scope for management?

Refer to response to question 10. The organization currently uses ATLAS for customer tracking/check-in.

22. Are you keeping Virtue VoIP or open to new solution?

Not open to a new solution at this time.

23. From a help desk perspective, are you looking for a service desk team to have basic knowledge on your applications/taught or more of a Tier 1 support that would open/close tickets and work with the application directly?

Tier 1 support that would open/close tickets and work with the application directly.

24. Can you clarify your definition of a “liaison” to Internet providers, Cloud Service Providers, VOIP Phones, and Department of Economic Opportunity?

Manage request and provide responses where necessary.

25. Are there any time extensions available?

Not at this time.

26. Unrelated to Cloud services, can you clarify if a new website will be required to be developed or if your requirement is support and maintenance of an existing one only?

Website maintenance is out of scope at this time.

27. What do you currently use for Customer tracking/Check - In software?

The organization currently uses ATLAS for customer tracking/check-in.

October 1, 2021

28. On the proposal format instructions on pg. 10, the formatting starts at 1, then goes to a., then skips to 3. Should # 3 actually be # 2, and continuing, or is the intervening paragraph that has no # attached meant to be #2? Thank you for the clarification in case this precise numbering is strictly required.

Numbering has been revised. Thank you for pointing this out. Revised RFP has been saved to website.

October 4, 2021

29. Has a Q&A or an addenda been released yet?

Q&As are posted as received on a daily basis on website.

30. Is there a mandatory pre-proposal meeting?

None scheduled at this time.

31. Is the due date still the same?

Yes, the due date for submission of the proposal has not changed.

32. Website Development and Maintenance Questions - Do you have a style guide or a brand guide? Do you have a budget you are able to share? Does the budget include tech support and hosting? What was the investment in the previous website? Does the Organization have a CMS preference? Open source? Drupal/WordPress? Who are your primary and secondary users? Would you like detailed research in terms of your audience in the form of an audience needs assessment? Do you have a desired launch date? Is there a specific event driving the launch date? What is the current hosting environment? How many visitors does the current website receive on a monthly basis? How many pages of content do you anticipate transferring to the new site? What are your current pain points with the existing website? What are the current technical challenges (if any)? How many

site administrators will you have? Will you require different levels of admin permissions? Do you expect copywriting or editing services as part of engagement?

Website development and maintenance is no longer part of the scope of this RFP.

October 7, 2021

33. Can you provide counts of your IT infrastructure?

- a. Firewalls
- b. Routers
- c. Switches
- d. Access Points
- e. Servers
- f. SANs
- g. Workstations

We manage 75 endpoints, < 15 network components, and 175 resource workstations.

34. Can you provide ticket counts for the past 6 months?

- a. Type of ticket
- b. Was an onsite dispatch required?
- c. Priority

Approximately 175 tickets per month. There is a mix of onsite and remote requirements as well as a mix of the priorities of the requests.

35. What is the extent of support you require for your Virtue VoIP solution, DEO, Abila, Microix or other applications not provided by Newgentek?

- a. Do you have vendor support for all the applications?

Support is required to maintain the operations of the Virtue VoIP. Application support is normally provided by third parties with our IT provider brought in occasionally to supplement third party support.

36. Do you have vendor support for all your network and server infrastructure?

Yes.

37. Do you have warranty support for servers and workstations?

Yes.

38. How much and what types of hardware do you typically keep in inventory?

Limited to workstations.

39. Are there any specific insurance requirements for onsite technicians?

Contractor is expected to maintain worker's compensation insurance, comprehensive General Liability Insurance, Automobile Insurance and Professional Liability Insurance.

40. Would you like Newgentek to provide and manage your O365 licensing?

a. If so, can you provide a list of all current licenses?

Yes, there are approximately 75-80 licenses.

41. What is the support required related to the WordPress website?

Website maintenance is now out of scope.

42. Do you have a current disaster recovery plan? When is the last time it was tested?

Not currently. Expectation is development of plan by selected proposer.

October 12, 2021

43. Regarding the 75 endpoints and 175 resource workstations, are the endpoints on an internal domain and the resource workstations on open network to the internet or are they all on the same domain?

Separate domains.

44. Is there an expectation of any IT support for afterhours support (i.e before 8 am or after 5 pm)?

Generally, not. However, there are situations when after hours support is needed.

45. Phones: To clarify, when the phone system is down, is it the expectation that the information technology firm would open the case with Virtue and navigate with them to make sure it gets solved? Is the information technology firm responsible for call path of the auto-attendant, move/add/change of handsets for onboarding/offboarding employees?

Yes.

46. How much storage is required on the Azure Sharepoint for all CareerSource data?

Not applicable.

47. Do you expect the management and security of the 75 endpoints and 175 resource workstations to ALL have security tools on them to help keep them protected or just the 75 endpoints to have security tools?

TBD.

THE QUESTION-AND-ANSWER PERIOD IS NOW CLOSED.