

IT Outsourcing

Questions & Answers

Contracting/Program Oversight

Q	Is CA business registration required?
A	No
Q	What is the expected term of agreement (e.g., 3 years, or 5 years)?
A	To be determined

Funding/Budgets

Q	What is the budget?
A	No defined budget.

Scope of Work

Q	Mobile Devices : <ol style="list-style-type: none">1. How many mobile devices are in use currently?2. How many Android Phones?3. How many Android Tablets?4. IOS Based5. How many iOS Phones?6. How many iOS Tablets?7. Is there an MDM application being used to manage mobile devices? If yes, which one?8. Are the managed mobile devices owned by the organization or are they personal devices?
A	<ol style="list-style-type: none">1. 1002. 03. 04. 05. 1006. 07. Apple Business Manager8. Owned by the company

Q	<p>Servers</p> <ol style="list-style-type: none"> 1. How many servers are in use within CalMHSA that would require support? 2. How many physical servers are there? 3. How many virtual servers are there? 4. How many of the physical servers are virtual hosts that run the virtual machines? 5. What server virtualization software is in use? (VMware, Hyper-V, etc) 6. Please describe what each server is used for. 7. What is the general age of the servers?
A	<ol style="list-style-type: none"> 1. None 2. None 3. We have 15 web servers that currently we are deciding whether we want assistance maintaining and upkeep. 4. N/A 5. N/A 6. N/A 7. N/A
Q	<p>Workstations</p> <ol style="list-style-type: none"> 1. How many workstations are in use within CalMHSA that would require support? 2. How many of these workstations are laptops? 3. How many of these workstations are desktops? 4. How many of these workstations are Windows Tablets? 5. What is the general age of the workstations?
A	<ol style="list-style-type: none"> 1. Approximately 80 at this time 2. All of them 3. desktops 4. None 5. Most of them are less than 1 year old. The rest are less than two years old.
Q	<p>Physical Security:</p> <p>Is there any kind of Surveillance Camera system in use? If so:</p> <ol style="list-style-type: none"> 1. What are the support expectations for the selected vendor? 2. How many cameras are in use? 3. What is the current size of the video recordings? 4. How long are recordings retained, and how are they stored and backed up? <p>Is there any kind of facility access control system in use? If so:</p> <ol style="list-style-type: none"> 5. What are the support expectations for the selected vendor? 6. What brand / system is being used?
A	<ol style="list-style-type: none"> 1. None 2. N/A 3. N/A 4. N/A 5. Turning on and off badges, configuring times if ever needed 6. Brivio

Q	<p>Staff</p> <p>On page 3 of the RFP, it lists “30-60 office workers located onsite in California and another 30-60 remote workers in California (with 1-5 workers located in other states).”</p> <p>Can you please provide a more precise figure of how many staff will be supported under the RFP contract?</p> <ol style="list-style-type: none"> 1. How many of these staff are Full Time / Part Time? 2. How many of the staff are fully remote? 3. How many are partially remote?
A	<ol style="list-style-type: none"> 1. Over 95% full-time 2. Currently approximately 41 3. Two
Q	<p>Remote access</p> <p>When staff work remote, what VPN software or remote access software is currently in use?</p>
A	<p>No current VPN in place. Desire to implement.</p>
Q	<p>Firewalls</p> <ol style="list-style-type: none"> 1. How many firewalls are in use within the organization? 2. Where are the firewalls located? 3. What brand are the firewalls?
A	<ol style="list-style-type: none"> 1. One 2. Sacramento Office 3. Cisco Meraki MX75 Security Appliance
Q	<p>What SPAM filtering solution is in use?</p>
A	<p>Proof Point</p>
Q	<p>Multi-factor Authentication:</p> <ol style="list-style-type: none"> 1. Does the organization currently use MFA for securing access to systems and/or services? 2. Which MFA solution is in use? 3. Will all staff have cell phones for an MFA app or would the organization purchase tokens or other access devices?
A	<ol style="list-style-type: none"> a. Yes b. Authenticator c. All have cell phones

<p>Q</p>	<p>Locations</p> <ol style="list-style-type: none"> 1. How many locations are in use by the CalMHSA that would require support? <p>Please break down by location:</p> <ol style="list-style-type: none"> 2. How many workstations are at each location (Desktop / Laptop) 3. How many servers are at each location 4. How many firewalls are at each location
<p>A</p>	<ol style="list-style-type: none"> 1. One office location, the rest work from home. 2. 30 in the Sacramento office, the rest remote. 3. None 4. One only at the Sacramento Office
<p>Q</p>	<p>Does the organization currently outsource any technology services to other vendors? (Examples: Phones, Printers, Security, etc.)</p>
<p>A</p>	<p>Not significantly.</p>
<p>Q</p>	<p>Backups</p> <p>Is there currently a backup system in use? If so:</p> <ol style="list-style-type: none"> 1. What backup method is currently in place? 2. What is the frequency of backups? 3. What is the size of the backup currently? 4. Are the backups going off-site? <p>Are the backups going off-site? If so, what is the method? (manual rotation, cloud sync etc.)</p> <ol style="list-style-type: none"> 1. What (if any) third-party software is being used to backup data? 2. Has the CalMHSA completed a restorability test in the last year?
<p>A</p>	<ol style="list-style-type: none"> 1. Documents are backed up to the cloud via OneDrive 2. Almost instant 3. Roughly 600GB 4. N/A <p>If so, what is the method? (manual rotation, cloud sync etc.)</p> <ol style="list-style-type: none"> 1. Cloud sync 2. No
<p>Q</p>	<p>Current IT Support:</p> <ol style="list-style-type: none"> 1. What does the CalMHSA currently do for IT Support? (In house, MSP, Co-Managed etc.) 2. Are there any CalMHSA staff dedicated to IT? 3. there is a current provider, what is the company name? 4. If there is a current provider, how long have they been supporting the organization? 5. Is the current provider expected to submit a response to this RFP?
<p>A</p>	<ol style="list-style-type: none"> 1. Combination in house and through IT service provider 2. Yes 3. Cannot share the name 4. 1.5 years 5. Possibly



<p>Q</p>	<p>On page 3 of the RFP, it asks for “Management of external websites”</p> <ol style="list-style-type: none"> 1. How many websites are in-scope to be managed by the incoming provider? 2. Are the websites hosted on CalMHSA systems or with a 3rd party provider? 3. If being hosted with a 3rd party provider, which one? <p>For each of the in-scope websites, please provide:</p> <ol style="list-style-type: none"> 1. What responsibilities the incoming MSP will have in managing the website 2. The URL of the website 3. What the website is used for 4. What hardware, if any, is on-site and involved in the management of the “External Websites”? <p>Regarding the 99% uptime requirement of the “External Websites”, on page 4 of the RFP, section 2, subsection d, it states “and a SLA will be provided with additional details”</p> <p>Does this mean that the CalMHSA will be providing an SLA to us? Or will we need to create an SLA for website maintenance?</p>
<p>A</p>	<ol style="list-style-type: none"> 1. One 2. CalMHSA AWS 3. N/A <p>For each of the in-scope websites:</p> <ol style="list-style-type: none"> 1. Content updates and other updates 2. Website https://www.calmhsa.org 3. Public information regarding company 4. N/A <p>Regarding the 99% uptime requirement of the “External Websites”, on page 4 of the RFP, section 2, subsection d, it states “and a SLA will be provided with additional details”</p> <p>Does this mean that the CalMHSA will be providing an SLA to us? Or will we need to create an SLA for website maintenance? To be determined</p>
<p>Q</p>	<p>Regarding “SAP” management mentioned on page 3 of the RFP:</p> <p>Is there a vendor that provides design and support for your SAP system? If so,</p> <ol style="list-style-type: none"> 1. What vendor? 2. What responsibilities the incoming provider would have in management of this program.

A	<ol style="list-style-type: none"> 1. Will not provide name at this time. 2. Standard access and permissions management
Q	<p>Regarding the “Maximum 10 Pages” limit set on page 5 of the RFP, and the “All PDFs documents must be formatted in Times New Roman, 12pt. Font, double spaced” requirement listed on page 12 of the RFP. a. The page and format requirements set within the RFP may make it difficult to provide a thorough and organized proposal.</p> <ol style="list-style-type: none"> 1. Would the CalMHSA consider removing these requirements or making them more lenient? Restrictions such as the 12pt font limit may affect graphics and tables, among other things. 2. Would any of the RFP sections be excluded from the 10-page limit? (Besides the already exempt reference sheets). This can include <ol style="list-style-type: none"> i. Title Page ii. Table of Contents iii. Three-column table describing specific knowledge level on specific IT elements (Page 5) iv. Pricing Page v. Executive Summary vi. Service Level Agreement
A	<ol style="list-style-type: none"> 1. Please include any graphics in reference sheets section. 2. Please include these within the 10-page limit. No title page, table of contents, etc is required
Q	<p>On page 4 of the RFP, it mentions “All required hardware (i.e., computers and accessories) are managed in an asset management tool and provided to / returned from employees.”</p> <ol style="list-style-type: none"> 1. Does the CalMHSA already have a tool in place to accomplish this, or is the incoming provider expected to implement one? 2. If there is already a tool in place, what tool is it?
A	<ol style="list-style-type: none"> 1. We are finalizing on one however are open to reviewing one being used by provider 2. Not yet finalized
Q	<p>On page 5 of the RFP, it asks for proposers to “provide examples of prior work that is similar in scope and complexity to the items outlined in this scope of work”</p> <p>How many examples would the CalMHSA like proposers to provide?</p>
A	<p>As many as the provider would like within the page limit.</p>
Q	<p>On page 6, item XV under the “Specific Knowledge Level on Specific IT Elements” is typed as “Abode”. a. Was this a mistype of “Adobe”? If not, please provide more info on the program.</p>
A	<p>It was a mistype. Should have been Adobe.</p>
Q	<ol style="list-style-type: none"> 1. How many devices require management/monitoring (Do any of the end users have more than one device)? 2. What type of devices are they (Mac/PC)? 3. Do you have the SNMP and device admin credentials for all devices you'd like to manage? 4. Where are the devices located? 5. What type of connectivity and bandwidth do you have to your devices? 6. How Many Servers do you have? 7. Do you have SLA / SLO requirements? 8. Do you know the age of your equipment? 9. When new devices are added, would you like us to automatically add them to management / monitoring? Would you like us to notify you of new devices through automated device scanning? 10. Do you have an Active Directory environment? 11. Is AD cloud sync'd? AD services used (IE - Federated, Certificate Authority, RDSH, NPS)

	<p>12. Do you have a WiFi Management solution in place? How many and what types of Network switches/router, firewalls, Wireless access Point, and Wireless Controllers do you have?</p> <p>13. What back up system are you currently using?</p>
A	<ol style="list-style-type: none"> 1. Most everyone has a Lenovo laptop and an iPhone 2. PC 3. Admin credentials are based on ad user roles 4. About 30 in the Sacramento office. The rest remote. 5. Standard access including Wifi 6. No physical servers. One virtual 7. Yes 8. Most are less than a year old. The rest less than two years old 9. Yes 10. Yes 11. Yes, conditional access 12. 1 Cisco Meraki MX75 Security Appliance, 1 Cisco Meraki MS120-48LP Switch, 5 Cisco Meraki MR36 WAPs 13. Online drive
Q	<ol style="list-style-type: none"> 1. Number of locations that require regular on-site support? 2. Number of locations that require periodic on-site support? 3. Number of locations that do NOT require on-site support? 4. Current ITSM/ticketing system? 5. Are current desk business hours only? If not, what hours required? <p>If Applicable:</p> <ol style="list-style-type: none"> 1. % of calls during core hours 2. % of calls during after-hours 3. Do users login remotely to the network using VPN? 4. What are your current Software installation Procedures 5. Wireless support needed? 6. Number of support tickets per month? 7. Average Handle Time (AHT)? 8. In what format would you like to see the pricing? (per unit/device, or per end user)
A	<ol style="list-style-type: none"> 1. 1 2. 0 3. 0 4. Jira 5. Yes <p>If applicable:</p> <ol style="list-style-type: none"> 1. 99% 2. 1% 3. Not currently 4. Support clients as needed for additional installations 5. Yes 6. Roughly 40-50

	<ol style="list-style-type: none"> 7. 1 Hour 8. No preference
Q	<p>The RFP references the ongoing management and maintenance of company websites, in addition to guaranteeing their uptime.</p> <ol style="list-style-type: none"> 1. Are these websites hosted internally on CalMHSA assets, or in a private or even public (ie: AWS) cloud environment? 2. Are the websites purely for internal employee use or are they public-facing?
A	<ol style="list-style-type: none"> 1. AWS 2. Public facing
Q	<p>Do you prefer to utilize the same service provider for each of these RFPs (Remote IT Support RFP & EHR Service Desk RFP) or will you be considering responses independently?</p>
A	<p>Prefer the same one</p>
Q	<ol style="list-style-type: none"> 1. Who will be responsible for the purchase and installation of physical hardware during the onboarding process? 2. How often is it expected that support will be required onsite? 3. What vendor(s) equipment is deployed for CalMHSA's networks? 4. How many network nodes are in place? 5. Is a network management application currently in use? 6. Will the Remote IT Support vendor be expected to provide a support ticketing system or is an existing system in place? 7. What are the expectations for support hours and days of the week? 8. What is the expected volume of support tickets monthly? 9. Will CalMHSA provide a standard definition for each priority level? 10. Will the website management responsibilities include content enhancements and/or system performance enhancements? 11. Does any portion of the CalMHSA website collect or present PII or PHI information? 12. Does Cal MHSA have an existing set of IT Policies and Procedures? 13. The deliverables as defined are primarily ongoing support efforts. Please elaborate on the expectations for a deliverable-based contract
A	<ol style="list-style-type: none"> 1. The provider 2. Minimal to none 3. Servers are virtual. There is wifi equipment and a firewall 4. N/A 5. Meraki Dashboard, TeamViewer 6. Provide one 7. Mainly business hours 8. 40-70 9. Yes 10. Yes 11. No 12. Yes 13. To be determined

Q	Do you have a more detailed list of the environment to be supported. This would include physical office locations that would require support, the number of servers that would require support and a more accurate count of devices that require support. You indicate 30-60 in office and 30-60 remote. In order to provide a firm monthly price I need as close to exact numbers as possible..
A	We are growing. Assume 30 on site and 50 remote.
Q	Is the total limit of response should be 10?
A	10 page limit
Q	For "Ensure any potential issues identified in external publications and/or software/hardware vendors' websites are followed and needed updates or changes implemented" is this referring to your tech vendors updates (security, bulletin posts, etc.)?
A	Yes and awareness of other key issues.
Q	Will you require work to be done on the actual web development (like marketing banners, adjusting website code) or just need us to manage the backend and hosting of the website infrastructure?
A	Manage backend and make content updates.
Q	Do you currently work with an IT company or IT person (one-man shop)? Is support Managed (schedule and regular)
A	Currently working with an IT vendor and one employee onsite.
Q	From 1 to 10, how important is Cybersecurity to your organization (1 = not important - 10 = extremely important)
A	9
Q	If the vendor is supplying the ITSM ticket system, are there any requirements from CALMHSa regarding the functionality of the system?
A	Full accessibility and reporting to our tickets/etc.
Q	What all IT systems are currently running on AWS? Could you provide an inventory consisting of the following columns for each of the applications running on AWS: - Application name - Application type (home grown, third-party, SaaS)
A	There are 15 web servers. Will not be able to provide an inventory at this time.
Q	What are the technology tools being used (M365, On-premise tools, G-suite, etc.)
A	Tools listed in the RFP for assessment.
Q	What tools are used for Device Management (SCCM, Intune, 3rd Party)
A	To be determined
Q	What are the qualifications for Priority and regular tickets. What/who determines incident/request ticket priority.
A	Critical, urgent, normal, low. Based on program and effect on productivity.
Q	How many client server applications are in the environment.

A	Can not answer at this time.
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