

1. Can an out of state firm respond to this Request for Proposals?
 - Answer: Yes
2. How many users are there in the environment?
 - Answer: There are currently eight users, although it is anticipated that this number will increase to 10 – 12 in the coming year.
3. How is IT management currently handled? Is there an internal help desk?
 - Answer: There is currently a single CVRPC staff member responsible for current IT management. If a task is too cumbersome, an outside IT consultant is relied on for assistance.
4. How many office locations are there?
 - Answer: CVRPC maintains a single office in Montpelier, VT.
5. Does the customer have all Domain Admin credentials, routers, firewall, etc.?
 - Answer: Yes
6. Is Windows Active Directory being utilized?
 - Answer: Yes. Version 10.0.14393.4169.
7. Aside from desktop and laptop computers, are there other end-user devices that connect to the network?
 - Answer: Yes, two iPads Air tablets. One is a 3rd generation, the other is a 4th generation. These are used primarily for field work and only occasionally connect to the network.
8. Is there a multi-function printer in place?
 - Answer: Yes, there is a Kyocera printer / scanner. This device is leased through a third-party vendor.
9. Is there an anti-virus solution in place?
 - Answer: Yes. CVRPC uses BitDefender on its laptops, workstations and server as its anti-virus solution.
10. Do all workstations have a TPM chip installed?
 - Answer: Yes.
11. Are any workstations using a shared user account?
 - Answer: No.
12. Are workstations Azure AD Joined, or Hybrid Joined, or Registered?
 - Answer: The workstations are not Azure AD Joined, but they are domain joined.
13. Are any workstations "multi-user"?
 - Answer: No.
14. How many and what type of server is currently in place?
 - Answer: There is a single, onsite server running Windows Server 2016 v1607 (Build 14393.6252).

15. Where are the server resources located?
 - Answer: The server is located in the CVRPC office.
16. Is there a virtualization infrastructure in place?
 - Answer: No.
17. What 3rd party apps or services are in place?
 - Answer: None.
18. What backup solutions are in place?
 - Answer: CVRPC uses Acronis Cyber Protect for backing up data. Backups are stored in the cloud and locally on a NAS.
19. Are there any Azure-based servers/resources in place?
 - Answer: No.
20. Is CVRPC a Microsoft 365 customer?
 - Answer: Yes.
21. What workloads are being used in the cloud?
 - Answer: Staff have access to OneDrive, but are encouraged to store all data resources on the local server so the organization is able to meet public records (retention and sharing) requirements.
22. What O365/M365 licenses are in place?
 - Answer: There are 16 Microsoft 365 Business Basic licenses, all of which have been assigned to users. There are also 16 Exchange Online (Plan 1) licenses available. Only two of those 16 licenses have been assigned.
23. What type of licensing is in place?
 - Answer: Non-profit.
24. Is there a Hybrid Exchange Connection in place?
 - Answer: Unclear. If so, it is likely not properly configured.
25. If you are running Exchange On-Prem or Exchange Hybrid server, are you using a load balancer such as F5 or other software or hardware load balancer?
 - Answer: No.
26. Is Azure AD Connect in place?
 - Answer: Unclear.
27. Is ADFS being utilized?
 - Answer: Unclear.
28. If Sharepoint on-premise is being used, what does it look like? (Servers, versions)
 - Answer: No.
29. Is OneDrive being utilized by users?
 - Answer: Yes, but sparingly. Staff are required to migrate files developed / modified on OneDrive to the server so the

information is backed up consistently with other data resources and is searchable to meet public data requirements.

30. What does the email environment look like?
 - Answer: CVRPC relies on Microsoft Exchange for email services.
31. Is Intune being utilized presently? Are workstations Registered, or Joined?
 - Answer: No, Intune is not being utilized presently.
32. What does Internet connectivity consist of? (bandwidth, static IP)
 - Answer: CVRPC's ISP is Comcast. A recent speed test reported the following results: Download speed = 29.2 MB/second, Upload speed: 11.8 MB/second. IP addresses are dynamic.
33. Are there redundant ISP connections?
 - Answer: No.
34. Who is the ISP? Can we contact them on your behalf?
 - Answer: CVRPC's ISP is Comcast. If your firm is selected as CVRPC's new MSP, you will be granted authorization to contact Comcast on our behalf.
35. Does CVRPC manage their own DNS settings?
 - Answer: No.
36. Please provide information about your Firewall.
 - Answer: CVRPC uses a FortiNet Fortigate 60E device.
37. Please provide information about network switches used in the office.
 - Answer: There are 24-port HP and Cisco network switches. In addition, there are seven network switches throughout the office (to accommodate multiple workstations in a single office). They are all NetGear ProSafe GS 105 series devices.
38. How many wireless access points are in your facility? Are there a public and internal access points?
 - Answer: The only access point (for both public and internal access) is through the existing modem / router.
39. Are there any Public Facing Services hosted by the company?
 - Answer: Yes, a website.
40. What security components are in place now?
 - Answer: A FortiNet Fortigate 60E firewall. S/N FGT60E4Q16040461
41. What type of telephony system is in place? If VOIP, is it on a separate network, or the corporate network?
 - Answer: VOIP. It is part of the organizations network.
42. Are PCs connected to the phones?
 - Answer: Yes.
43. Are there any Conference or Boardroom devices?

- Answer: There are two laptops, an Owl and an LCD projector in the conference room.
44. Describe any Spam Filtering solutions in place.
- Answer: There are currently no spam filtering solutions in place.
45. Is there a Security Awareness solution in place?
- Answer: No.
46. Are there services supported by 3rd party vendors? Can we interact with them? Can customer provide a list of support contracts in place during onboarding?
- Answer: Yes. Once a contract has been awarded your firm will be granted authorization to interact with all 3rd party vendors.
47. Does the customer have a dedicated computer room? Does it include a server rack? Is there room for a firewall and switch in the server rack?
- Answer: Yes, there is a dedicated computer room that includes a server rack. There is space in the rack for a switch and firewall.
48. Do you currently have a UPS system?
- Answer: Yes. The server and each workstation in the office have their own APC brand UPS.
49. Are there any specific licensing or bonding requirements that potential contractors must meet to be eligible for this project?
- Answer: There are no specific licensing or bonding requirements.
50. Who is the current incumbent contractor for this project? How long has the current incumbent been providing services for this project? What was the award amount for the previous contract?
- Answer: CVRPC existing contractor does not provide this level of service. Instead, they are on call and respond when we request assistance. They have served in this role for at least 5 years. The contract was fee-for-service based on CVRPC requests for assistance.
51. Have there been any significant changes in project scope or requirements that may impact the budget for this project compared to the previous one?
- Answer: No. The previous contract was fee-for-service. This contract will be for updating network resources and serving as CVRPC's Managed Service Provider.
52. Is there a budget allocated for this project?
- Answer: The budget for network upgrades and transitioning to Microsoft 365 is capped at \$20,000. There is no set budget for monthly fees associated with Managed Service Provider work. Please provide detailed documentation for MSP activities and

break out expenses based on the level of service you are able to provide.

53. Are there any specific cost constraints or expectations for potential bidders to consider when preparing their proposals?
 - Answer: No.
54. Can you describe any challenges or issues you have experienced with the current incumbent contractor's performance?
 - Answer: CVRPC has not experienced any particular challenges with the incumbent contractor. The organization seeks to move away from a fee-for-service model to a Managed Service Provider relationship.
55. Are there any specific areas where you would like to see improvements in the services provided?
 - Answer: CVRPC would like to engage a Managed Service Provider to allow current staff to focus on their work program areas (instead of serving as part-time IT staff).
56. Who owns the copier? Do you use the scan to email functionality on the copier?
 - Answer: The copier is owned by a third-party vendor. Yes, staff uses the scan to email functionality.
57. Do you use an RDS or Citrix server to access resources remotely?
 - Answer: Currently, staff initiate a VPN connection to the firewall and then use a Remote Desktop Connection to access their workstation.
58. Does CVRPC have a M365 tenant account?
 - Answer: Yes.
59. How many email users require a desktop version of the MS Office suite?
 - Answer: Currently all users have a full installation of the MS Office 2019 suite installed on their workstation. It's likely that not everyone requires a local installation.
60. How much data is stored on your server?
 - Answer: GIS Data –
61. What workflow are you looking to use in the cloud?
 - Answer: We look forward to recommendations from our selected contractor.
62. Are there any specific cloud backup requirements?
 - Answer: As a quasi-governmental organization we have to meet specific records retention requirements ranging from 1 year to forever, depending on the type of document / data.
63. Is any software being run on the server?
 - Answer: No. All software is run on individual workstations.

64. Can you clarify what you mean by “a statement of the firm’s financial stability”?
- Answer: You do not need to provide CVRPC confidential information to satisfy this requirement. Rather, you can attest to your financial stability by noting whether your firm has been subject to a required audit, whether there have been any adverse findings and if so, how you have dealt with those, how frequently you submit to voluntary audits, whether your firm has been debarred, etc. Prior to finalizing a contract with the selected firm, additional financial information about the firm may be requested.
65. Please provide an asset inventory.
- Answer: See the attached file CVRPCAssetInventory.pdf.
66. Where do you purchase your software?
- Answer: Most software is purchased through TechSoup.
67. What is the total size of data stored on disk? How many directories and files are there.
- Answer: Approximately 850 GB. Of that total, approximately 375 GB of data are used for geospatial analysis (GIS). There are approximately 33,700 subdirectories and 440,000 files.
68. How much onsite storage capacity do you need to store the GIS files?
- Answer: 500 GB minimum.