

RFP 2021-005 Multi-Source Service Integration of IT Services Questions and Answers

It appears that one of the qualifications is past performance with EmployIndy. Are all respondents who have not done work with EmployIndy eliminated?

No, respondents will not be eliminated. We are interested in hearing about any previous experience with organizations like ours as applicable.

Your assessment vendor appears to have recommended that you not use a traditional MSP, but rather, an MSI model. However, your RFP seems to list functions of an MSP. Will MSPs be considered or are all MSPs excluded based on your assessment vendor recommendations?

We are looking to fill both roles and are interested in responses from vendors based on the capabilities they believe they can provide.

How many total Active Directory users do you have across all locations? Are there any email only users?

There are a total of 231 Active Directory Accounts and 15 Email only accounts.

Can you clarify bullet point 5 under “II. Scopes of Service?” What is meant by “provide” and “mobile”? Are these laptops, phones, IOT devices? Will the vendor be expected to purchase these assets as part of the this proposal, or is vendor simply expected to provide procurement mechanism for these hardware assets?

Laptops, iPads, EI-related applications on devices. Vendor does not supply. EI provides laptops and iPads

Under “Governance and Project Management” bullet 5, can you provide a list of these vendors?

At this time there are no vendors to manage. However, we are open to solutions being provided through multiple vendors to maximize specialized skillsets as we determine needs to implement EmployIndy’s IT strategy. These determinations will be made in collaboration with the selected vendor, and the vendor may be expected to manage these projects.

How are you handling access rights for community use of the following machines?

- **50 - WorkOne public computers**
 - Are RDP sessions
 - Sessions are closed by the public users or are auto-closed after two minutes
 - Session data is being deleted

- On isolated guest network
- **10 - UI Kiosks**
 - On isolated guest network
 - Session data is being deleted
- **24 - Computer Lab Computers**
 - On isolated guest network
 - Session data is being deleted
- **30 - JAG workstations and laptops**
 - Reside at schools (see list of JAG sites)
 - On corresponding schools (i.e. George Washington, Arsenal Tech, etc.) network
 - JAG systems use local accounts
 - Student accounts have restricted access

Page 4: Technical Architecture - As it relates to the workstation deployed at EmployIndy, WorkOne and JAG, what operating systems are those devices running? Also can you provide a list of the Manufacturer of the devices, i.e. Dell, Lenovo, etc.

The current Operating System version on Windows devices is Windows 10. Macbooks are updated with current (stable) versions after Mission Critical applications have approved for the current release. Systems Manufacturers: DELL (Optiplex Desktops, Latitude 5500 series laptops, and XPS 13 laptops) and Apple (MacBook Pro Laptops)

Page 4 - 8: Technical Architecture - In the current server configuration, are the existing servers operating systems older than Windows server 2012 R2?

Yes, 3 servers run Windows Server 2008, and one server runs Windows Server 2003

Page 4 - 8: Technical Architecture - Can you expand on what are on the current VMs, file folders/shared drives, applications, databases, etc.?

Active Directory, Database Warehouse (SQL/IIS), System Management Tools, Antivirus Management, File Server, Remote Desktop Services, and Print

Legacy Systems (Decommissioned – Remains in rack in case legacy data needs to be pulled or provided): Financial/Contract Software and File Data. The legacy environment is a VMware environment.

Page 4 - 8: Technical Architecture - Will all hardware, applicable licensing be purchased through the managed service provider or do you send out for bid per request?

In the past EmployIndy has requested either 3 quotes from 3 different organizations or has requested that the Managed Service Provider request and provide 3 quotes from different organizations.

Page 4 - 8: Technical Architecture - On the EmployIndy servers, can you give some details on what is on those servers and VM's, i.e. Applications, Share Folders, Databases, etc.

Active Directory, Database Warehouse (SQL/IIS), System Management Tools, Antivirus Managements, File Server, Remote Desktop Services, and Print

Page 8: Governance and Project Management - Assist EmployIndy staff in providing training on systems as is needed, can you provide examples of systems that would require training?

Examples include recent overview training on new security software implemented at an EmployIndy staff meeting. Any training will be determined collaboratively with the vendor and EmployIndy leadership.

Page 9: Maintenance, Alerting/Monitoring, Service Management - What is the current antivirus software used by EmployIndy? Is this provided by the current MSP or will EmployIndy manage the subscription?

EmployIndy currently owns and is using ESET antivirus. The ESET renewal comes due in August of 2022. Changing to an MSP based Antivirus can be evaluated at that point in time.

Page 9: Maintenance, Alerting/Monitoring, Service Management - Would EmployIndy be interested in implementing MSP solutions such as anti-virus, asset inventory, etc., over existing tools?

We are interested in the recommendations of the vendor.

Page 9: Maintenance, Alerting/Monitoring, Service Management - Monitor and manage Unitrends backups, Does EmployIndy use an offsite/cloud service for any backups?

Yes

Page 9: Maintenance, Alerting/Monitoring, Service Management - What are the current Microsoft 365 licenses being used at EmployIndy?

- Dynamics 365 Customer Voice Trial
Assigned/Total - 1/Unlimited
- Microsoft 365 Audio Conferencing
Assigned/Total - 10/11
- Microsoft 365 Business Standard

Assigned/Total - 3/3

- Microsoft Power Automate Free
Assigned/Total - 45/10000
- Office 365 E2
Assigned/Total - 59/99
- Office 365 E3
Assigned/Total - 162/165
- Power Apps per user plan
Assigned/Total - 1/2
- Power BI (free)
Assigned/Total - 11/Unlimited
- Power BI Pro
Assigned/Total - 9/9
- PowerApps per app baseline access
Assigned/Total - 4/10000

Page 9: Security, Access, and Risk Management - Per the RFP, "Assess technology risks and keep staff informed of risks as they pertain to the EmployIndy System." Can you expand on expectations such as EmployIndy looking at risk assessments, audits or just general security insights? Would this include the entire infrastructure and your Microsoft 365 tenant?

Currently EmployIndy is receiving guidance based on technological risk in the EmployIndy, WorkOne, and Youth Services environments. Risks are being classified by Impact (financial, reputational damage, and disruption to service) and the Probability of occurrence (what is the probability of the risk occurring). These risks are presented monthly in a risk register and are prioritized based on risk classifications. The top of the list should reflect high impact high probability of occurrence and the bottom of the list should reflect low impact and low probability of occurrence. The risk register is currently built based on risk in the entire environment spanning from Servers, Workstations, Software (e.g. SaaS and traditional), and missing policies/procedures.

EmployIndy's expectations are that all IT and IT adjacent risks are analyzed according to the Risk Management framework as described in NIST special publication 800-37 R2.

EmployIndy must protect the PII of its clients' and will accept additional innovative approaches as it relates to security and risk.

General - How is end-user support currently handled with your current provider? Phone, Email, Ticketing System?

All

General - What tools and applications, outside of email does EmployIndy use with the Microsoft 365 applications, i.e. SharePoint, OneDrive, Teams?

SharePoint, OneDrive, Teams, Outlook, Word, PowerPoint, Excel, PowerApps, PowerBI

Page 12: Proposal Format - Per the RFP, "The Organizational Capability and Qualifications, Coordination of Service Delivery Plan, and Budget Narrative should not exceed 20 pages." Please clarify if this is 20 pages per section or 20 pages total for all 3 sections. If 20 pages for all sections, will EmployIndy consider single spacing.

We are looking for 20 pages total for the proposal narrative, double-spaced. The Budget and Budget Narrative can be in addition to the 20 page narrative.

Page 11: Technical Qualifications - Per line 5 of Technical Qualifications, "Ability to fulfill contract requirements, including the indemnification and insurance requirements." The RFP does not provide a sample contract, or the mentioned indemnification and insurance requirements. Will EmployIndy provide a sample contract with applicable contract requirements to vendors to review?

If selected, the contract will be provided to the vendor for review during negotiations.

Page 15: Budget and Budget Narrative - Can EmployIndy please clarify the cost categories listed in the table in Attachment A: Budget Summary, specifically Personnel & Fringe, Staff Development, and Administrative/Overheard as these are generally summarized as Indirect costs? Please also clarify what elements are left to be described as "Indirect".

General budget outline was provided. Indirect cost may not be reflected in budget specifics for this project

Page 15: Budget and Budget Narrative - Can EmployIndy please explain the cost elements "Direct Participant" and "Direct Participant Work Experience"?

These cost categories are not applicable to this contract.

Confidential Information - How should vendors identify and submit confidential information such as the most recent financial audit? (Ex. Watermark pages, List of information, submit redacted copy?)

This must be requested in writing by email.

Page 12: Proposal Format - If vendors are required to submit all identified sections within the 20 page page limit, will EmployIndy consider removing Budget and Budget Narrative from the page limit?

The Budget and Budget Narrative may be provided in addition to the 20-page limit.

General - Since KSM completed the IT assessment provided with the solicitation, will KSM be recused from bidding on this opportunity?

No

General - Does the EmployIndy downtown office or other offices have local IT staff?

No

Page 4 - 8: Technical Architecture - What thin client solution does WorkOne Indy intend to implement, if already decided? If not yet decided, is EmployIndy interested in alternative solution recommendations?

Yes, we are interested in recommendations.

Page 4 - 8: Technical Architecture - To what extent will your next provider be expected to service the machines connected to school corporations?

The provider will be expected to provide maintenance and support to those machines at school corporations through the JAG program, approximately 30 computers.

Page 8 - 10: Technical Support - What antivirus is in place? General Is EmployIndy in a contract with Unitrend back up or open to alternative solutions?

ESET Antivirus is in place. EmployIndy is open to evaluating alternative backup solutions if they meet necessary Recovery Point and Recovery Time requirements. Evaluated solutions will need protocols in place to minimize the potential exposure of Ransomware to recovery points.

Page 8 - 10: Technical Support - What was the most consistent trending category of tickets over the past 12 months?

Device maintenance

Page 8 - 10: Technical Support - What level of risk/security consulting does WorkOne Indy expect from their next provider? Operational, Strategic, Policy-driving, all of the above?

EmployIndy and WorkOne Indy are interested in consultation on IT related Operating Procedures, Policy, Technical and Logical controls, and guidance on overall security strategy. Please see the response to previous question on handling risk.

General - What types of data are referenced in the IT Assessment and what compliance needs surround that data?

Data includes performance outputs and outcomes, student and participant records, labor market information, unemployment insurance data, and other datasets for various research projects. Compliance needs include grant reporting, state and federal performance reporting, and data security agreements and considerations.

Can you elaborate on what you are looking for in the statement "Employ Indy is looking for a vendor to - Assist with recruitment and manage specialized skillsets to fill temporary needs throughout this transformation process" ?

EmployIndy is looking for strategic guidance for our IT strategy across the organization. We will look to an MSI to assist us with identifying strategic projects to implement this strategy, which may involve seeking out specialized skillsets from additional vendors, as is needed or appropriate.

Can you clarify on the number of workstations. Downtown Indy is 75 workstations, 9 network devices and 18 physical and virtual servers?

WorkOne Indy has 75 workstations PLUS 50 public computers, 10 UI Kiosks, 24 computer labs computers, 16 network devices and 6 virtual servers?

Total of 149 computers at WorkOne?

Yes, this is correct.

Will there be a Q/A session outside of submitting questions online?

No