



Request for Proposal

Outsourced IT & Managed Services Questions & Answers

Vendor questions are listed in no particular order.

PlanRVA's answers are in **red text**.

Q1: Are you open to multiple sub-contractors relationships on this contract, up to about four?

We have no objection to any structure that meets our needs.

Q2: What percentage of on-site support versus remote support are you willing to accept? There are multiple services listed that you would benefit from, being remote in VA or in the USA.

Most of our support is remote. On-site occurs when necessary.

Q3: Do you have any clearance level requirements for positions that would be created to fulfill any of the listed services (eg. Confidential, Secret, Top Secret)?

No

Q4: What is the current system of record being used for your Asset Management (hardware & software)?

No specific asset management system is used.

Q5: Is there on-site warehouse space or would the contractor be required to provide any required warehouse space for Asset management? This would encompass the logistical piece of managing, shipping and receiving assets as needed?

We typically have no warehouse needs. Hardware purchases typically involve laptop computers requiring minimal storage area.

Q6: If required on site, is there office space available or would the contractor be required to provide their own office space?

On-site office space is not required.

Q7: Is there any specialized/custom software or hardware being used by PlanRVA in its daily activities?

We use ArcGIS, Adobe Creative Cloud, Cube Transportation Modeling, and Microsoft 365.

Q8: What tool is currently being used to facilitate trouble ticket submission, tracking and resolution?

Quest Portal

Q9: Is PlanRVA willing to transition some of its current infrastructure needs to IaaS, if not already in place?

We would consider it.

Q10: How will IT security be handled during this contract, will it be directly on the contractor or a mix of PlanRVA and contractor? This is not listed, and we would like to know if the contractor would be required to provide cyber-related elements like approval-to-operate packages, pen-testing, end-user cyber-awareness training, etc.

We are not familiar with approval-to-operate packages or pen-testing. End-user cyber-awareness training would be welcome.

How many Printers do you have in the Office ?

3 total – 1 color and 1 black-and-white leased from Cobb Technologies; 1 black-and-white owned by PlanRVA

Do you pay for your own Office 365 Licenses directly to Microsoft or Proxios Bills you usually for them ?

We are billed by Sourcepass (formerly Proxios).

What licenses do you have and how many of each Basic, Standard and premium

31 Microsoft 365 Business Premium; 1 Office 365 E1

Is there an incumbent, and if so, is there a contract # and contract value?

Our current contract is posted on our website. This RFP has been issued as part of our preparation for next year's budget. We are actively seeking opportunities to increase operational efficiency and reduce costs while maintaining high levels of internal services to support our mission.

Finally, are you able to share your budget?

While we will select our top tier of candidate firms based on qualifications and their proposed scope, the final contract will be awarded with heavy influence from the cost proposal provided during negotiations.

1. Are there any specific licensing or bonding requirements that potential contractors must meet to be eligible for this project? **No**
 2. Can you provide details on the necessary licenses, certifications, or bonds that are required for this type of work? **Nothing specifically**
 3. Who is the current incumbent contractor for this project? **Sourcepass (formerly Proxios)**
 4. How long has the current incumbent been providing services for this project? **Since December 19, 2018**
 5. What was the award amount for the previous contract or project of a similar nature, if applicable? **Please see financial information starting on page 27 of the current contract.**
 6. Have there been any significant changes in project scope or requirements that may impact the budget for this project compared to the previous one? **The original contract included creation of a virtual desktop environment. That environment was abandoned in 2022 in favor of Microsoft 365. We plan to continue on the Microsoft 365 platform.**
 7. Is there a budget allocated for this project? If so, could you provide the budget range or specific figures? **While we will select our top tier of candidate firms based on qualifications and their proposed scope, the final contract will be awarded with heavy influence from the cost proposal provided during negotiations.**
 8. Are there any specific cost constraints or expectations for potential bidders to consider when preparing their proposals? **Nothing specific**
 9. Can you describe any challenges or issues you have experienced with the current incumbent contractor's performance? **Nothing specific**
 10. Are there any specific areas where you would like to see improvements in the services provided? **Nothing specific**
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1. Would this contract go through the VA State Contract or is this between PlanRVA and the vendor directly? **Between PlanRVA and the vendor directly.**
 2. Could you please provide your specific Microsoft 365 SKU's (E3, E5, ...)? **31 Microsoft 365 Business Premium; 1 Office 365 E1**
 3. Is your existing MSP (Proxios/Sourcepass) responding and bidding during this process? Is there a desire to move away from your existing MSP? **Sourcepass is planning to bid. PlanRVA will choose a future contractor that best serves our needs.**
 4. Does PlanRVA purchase Microsoft 365 licenses from an existing Microsoft CSP or partner - or are they purchasing via Credit Card directly from Microsoft? **Microsoft licensing is currently administered by Sourcepass.**

5. Does PlanRVA have any IT resources or helpdesk today outside of current MSP vendor? **No**
6. (Network and Endpoint Security) - Install and manage the selected virus protections application? What is the current endpoint solution for virus protection that is installed on the endpoints? **SentinelAgent** Is vendor to use your existing solution or would you be okay with vendor providing one as part of the service? **We are open to any solution that meets our needs.**
7. How is patch management being done/deployed today? **Unsure**
8. Are you currently leveraging Microsoft Azure for any infrastructure? **No**
9. Who is the manufacturer you are using for workstations/laptops (Dell, Lenovo, Microsoft, etc...)? **Purchases over the last few years have been Dell. We are not opposed to different brands.**
10. What is the budget range in regards to your IT spend on a monthly/yearly basis? **A monthly invoice has been posted on our website.**
 - How many tickets on average does your overall team create/produce a month? **Estimate 10 to 15.**
 - Are all devices used company devices? **Many staff employ personal devices when working from home.**
 - Any cell phones or tablets utilized for company work or company owned? **Staff use personal cell phones via Zoom App.**
 - Are all employees under the same Microsoft licensing, type/level of licenses and monthly or yearly contract? **Yes**
 - Where are the licenses purchased through (former MSP, direct from Microsoft, or 3rd party like GoDaddy)? **Licenses are administered by current vendor, Sourcepass.**
 - Of the 26 employees, what is the breakdown of full time, p/t, and seasonal interns? **We currently have 1 intern. Rest are full-time.**
 - What are you major line of business applications outside of m365? Any major/unique software used? **ArcGIS, Adobe Creative Cloud, Cube Modeling**
 - At what point of the hardware 3 year lifecycle are you currently in (1st year,.....)? **We roughly replace one-third of our hardware every year. Everyone is not on the same cycle.**
 - Any policies in place for remote work, BYOD, or other considerations? **Employees are expected to be in the office on Tuesdays and Thursdays. Monday-Wednesday-Friday is hybrid and up to employee's discretion.**

Are you using OneDrive for Storage? **Yes**

Is the security camera managed by a third party? **No**

Which Mimecast products or services are in-place? **Email security**

What are your warehousing management requirements? **We have none.**

1. Have all current contract extensions been exhausted? **There are no contract extensions in place.**
2. Do you currently have endpoint protection? **Yes**
 - a. If so, what solution are you using? **SentinelAgent**
 - b. Do you plan to keep the existing solution? **Neither for nor against**
1. Is remote work allowed? If so, to what extent? **Employees are expected to be in the office on Tuesdays and Thursdays. Monday-Wednesday-Friday is hybrid and up to employee's discretion.**
2. What baseline or restriction baseline do you hold your company network to (NIST, HIPAA, etc)? **Unsure**
3. What is the call volume over the last year for support of this network? **Estimate 120 to 180**

Do you currently have any servers on premise or cloud? **We have no local servers. We utilize several cloud platforms but no cloud servers.**

What has prompted the search or what are the primary goals or pain points that the organization is trying to solve for **Our current contract is nearing an end. We are fulfilling legal requirements and doing our due diligence.**

What is the current size of your SharePoint size (to understand backup cost) **We have 386.19 GB available of 1.31 TB. We have used 71.27% of our storage.**

Current 0365 Licenses as well as QTY **31 Microsoft 365 Business Premium; 1 Office 365 E1**

How many planned onsite hours would you like per week/month **Planned on-site hours have not been necessary. They occur on an as-needed basis.**

Are there any additional documents or templates needing to be filled out, or just what is included in the RFP? **Nothing additional.**

Data is backed up via Microsoft OneDrive and SharePoint.

- **Microsoft Retention policies are limited to 30-90 days to retrieve data deleted by end users before it's permanently removed from cloud storage. We can offer a backup solution that provides indefinite data retention. Per MS it's recommended a third-party solution is configured for true redundancy. Is PlanRVA interested in something like this? We would consider it.**
- **There is one security camera focused on the main entrance that interfaces with the local network.**
 - **Are you looking to improve upon physical security either in terms of camera solutions and/or door access controls? Not at this time.**
- **The phone system is Zoom VOIP. Calls are routed to desk phones and personal cell phones via the Zoom App.**
 - **Are you considering changing VOIP solutions or has Zoom been sufficient in terms of meeting needs? Zoom**

has been sufficient.

- Internet service provider is Comcast.
 - Are you satisfied with your experience with this ISP and have you considered either a failover/secondary solution or change in primary? Mostly satisfied with Comcast; secondary solution would depend on cost
- Solution design – Solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
 - Are you looking for a more uniform way of onboarding users in terms of the user experience? We would be open to it.
- Implementation planning and guidance – Assistance in deployment planning, project management and execution.
 - Are you looking for a PM to help you with projects or is there a chance to include Sourcepass for full Professional Services? Undecided
- On-site implementation of business applications – Installation of non-image software.
 - Does this differ from the ability to remotely onboard a new user or a new machine for an existing user? On-site installations would be infrequent.
- Is there any interest in hardening of cybersecurity posture, either in terms of a Security Risk Assessment or the procurement of additional services via a SOC? We offer a SOC Team for Incident Response as well as Risk Advisory. We would consider this.

Section 2: Introduction to PlanRVA

Can you provide more information about the specific IT challenges and goals of PlanRVA?

Are there any regulatory or compliance considerations unique to PlanRVA's operations that we should be aware of? We specifically want to utilize SharePoint to the best of our ability. We have no unique regulatory or compliance needs beyond a typical government agency.

Section 3: Overview of Current PlanRVA Technical Environment

3. What is the rationale behind the use of specific technology, such as the use of Microsoft 365, Zoom VOIP, and other components in the current environment? Our current technology serves our needs, but we are not opposed to considering alternatives.

How critical is data security for PlanRVA, and what measures are currently in place to protect data? Data security depends on the specific project we are undertaking. We maintain one current secure dataset with encrypted files. It is accessible by only two employees, and it is not saved online or in the cloud.

Section 4: Value Added Service Requirements

5. Can you provide more details on the expectations regarding maximizing Microsoft 365's effectiveness and the need for a Microsoft 365 expert? **We do not feel we are leveraging the Microsoft 365 platform as much as possible. We interact with several external entities and share information via OneDrive and SharePoint. We hope we can do this better moving forward.**

Section 5: Optional Service Requirements

7. Which optional services is PlanRVA open to, and how do they envision these services benefiting the organization? **We do not have a specific list. We are interested in vendors presenting us options that may benefit us.**

Are there specific technology trends or emerging solutions that PlanRVA is interested in exploring through advisory services? **Nothing specific, but we are willing to learn.**

Section 6: Selection Criteria and Award

9. Can you elaborate on the weight of each selection criteria, and how will qualitative aspects like "demonstrated customer service quality and support" be measured? **Selection criteria under this request for proposals are not weighted and will not be weighted when proposals are evaluated. Proposals will be considered based upon the identified criteria, as more fully described in the request for proposals.**

What is the expected timeline for the selection process and award decision? **Key dates are outlined in the RFP document. We anticipate a final decision sometime in February 2024.**

Section 7: Response Contents and Format

11. Is there a preferred format or structure for the responses, and are there specific evaluation criteria that responses will be judged against? **There is no preferred format. Evaluation criteria is listed in the RFP document.**

Section 8: Information Requirements

12. How critical is locality in the regional context, given PlanRVA's role in the Richmond region? **Unsure how to answer.**

Section 12: Vendor Presentations

16. Can you provide more details on the format and expectations for the vendor presentations? What specific areas should they address during the presentations? **Vendors may choose their format for presentations. At minimum, presentations should address the Value Added Service Requirements listed in the RFP document.**

Section 13: Key Dates

17. What is the timeline for PlanRVA to make a final decision after the presentations, and when should the selected advisor be ready to start providing services? **We anticipate a final decision sometime in February 2024. If a new vendor is chosen, we anticipate a transition period around May-June 2024, with contracted services beginning July 1, 2024.**

1. Can you confirm that PlanVRA provides all software needed for the user base and if they have a corresponding maintenance/support contract? **We purchase Microsoft 365 through our current vendor on our current contract. If a new vendor is chosen, those licenses would stay with PlanRVA. PlanRVA provides all other software.**

In terms of the standard markup for the technology units, what specific services would be needed for each of the units? **Not specified at this time.**

Is PlanRVA currently anticipating any major migration or modernization projects? **No**

What sort of services would be needed in regard to image development and management services? **We are open to whatever services you may offer. We have no specific list of services at this time.**

In terms of image loading, is there a repository or existing system the PlanRVA uses? **No**

What specific sorts of software and hardware will needed to be serviced? **software – Microsoft 365, Adobe Creative Cloud, ArcGIS, Cube Modeling; hardware – several Dell laptops, some Dell desktops, Meraki MX68 firewall, 2 Meraki MS120-48FP switches, 3 Meraki MR36-HW wifi access points**

Will software development and cyber security services be needed as part of this effort? **Software development is not needed at this time. Cybersecurity services we need include email filtering, network monitoring, and virus protection.**

Is PlanRVA using VPN communications back to the office or is everything hosted in the cloud? **We do not use VPN communications. Most information is cloud-hosted in OneDrive, SharePoint, and ArcGIS Online. Individual staff may save some draft work locally.**

May we get a list of Cisco devices and models? Are there currently support licenses with the Cisco devices for RMA purposes / TAC support? **Meraki MX68 firewall, 2 Meraki MS120-48FP switches, 3 Meraki MR36-HW wifi access points; The devices are covered under support from Cisco/Meraki until 2026.**

Are their network diagrams for the local network to interface with the AV equipment? **No**

Access needed to Mimecast, Zoom, and Comcast systems. **This can be provided if and when a new vendor is chosen.**