**P22004 IT Managed Services RFP Questions**

The RFP mentions that the agency has a total of 28 desktops and laptops but that the number will grow as more people are hired. Are there any growth projections available for this number?

We will likely have two to five new laptops/ workstations set up per year.

In section 2.3 the RFP mentions "The VMs will be hosted in cloud storage for redundancy and disaster recovery". How many virtual machines does the agency have? Is this referring to backups of the VM's, or the VM's themselves being hosted in the cloud? If they are hosted in the cloud, what platform are they hosted on?

LHA has one server at the FirstLight data center. It’s accessed via a virtual console. This server hosts our domain controller, print server, and file shares.

In section 2.3 it also mentions "Managed Multi-Factor Authentication (MFA)". Will MFA be required for all services, or only the backups?

MFA is required for all services

Section 2.4 mentions email encryption. Does the agency have an email encryption solution currently in place?

We currently have Barracuda Networks for spam notifications and email encryptions.

What email platform is the agency currently using?

Outlook

Can the yearly training mentioned in section 2.4 be done virtually? Or does it need to be done onsite in person?

It can be done Virtually but we prefer in person- if possible.

Does the agency already have a Remote Desktop Services solution in place, or would we be providing a new solution as part of these services?

Remote access is managed via SSLVPN (Secure Socket Layer Virtual Private Network).

Will the agency accept proposals with the onsite support (section 2.1) included in the monthly cost of the Managed IT Services?

Yes

Will the agency accept proposals with the requested Professional Support (section 2.8) included in the monthly cost of the Managed IT Services?

Yes

It is mentioned in section 2.8 that professional support on the phone system may be required. What type of phone system does the agency have? Make/model of PBX would be helpful is possible.

We have Zoom Phone and use soft phones through our computers. We do not have a desk phone system at this time.

Who is the agency's incumbent provider?

Data Defined LLC (formally BEK, Inc.)

Please provide information about the call volume

Our Phones are managed with Zoom and they provide the support we need.

Please share the list of tickets raised in the last year

Since the beginning of 2022, our staff has put in a total of 104 tickets.

What are the different tools currently used in the landscape?

Vulnerability Management- Sophos Firewall and Ubiquiti Routers

Network Management and Monitoring- BEK Inc.

Security- Barracuda Network

Anti-Virus- Sophos

Remote Desktop Solution- Secure Socket Layer Virtual Private Network

MFA Solution- Microsoft (Modern Authentication)

Please provide information about the total team members and the contract value with role and work location

We have a total of 39 employees

* 16 employees at 86 Lisbon office
* 3 employees at Hillview Office
* 3 employees at Meadowview Office
* 3 Employees at BST office
* 4 employees at Lafayette Office
* 10 Maintenance Technicians

Please let us know about the projects and initiatives in progress.

We are looking to get Wi-Fi for one of our offices that currently uses ethernet ports. We would like to work with the selected vendor on this.

Can you provide us with information about the current spending report?

We will not be providing a value as it goes against our intention to select a contractor on a “Best Value” basis, not a “Low Bid” basis.

Please let us know about your current team structure.

Our team has a functional organizational structure.

Are there any licensing costs that should be considered as part of the proposal?

No- Any separate licensing costs, such as software licenses, will be managed outside of the proposal.

Does Lewiston housing have a IVR -Call management solution which will be used by the vendor? Should the vendor include the Vendor's IVR-CMS in the solution. Is it correct to assume that the toll-free number and the provider costs will be provided by Lewiston Housing Authority?

We do not have IVR- Call management solution and do not require one.

Is there any restriction on resource location? Can the systems be supported by resources outside of the country?

We do not want our systems to be supported by resources outside of the country.

Is it safe to assume that all the software including ticketing tools, Contact center for the call center are owned by Lewiston Housing?

Our call center is with Zoom and we own all of our software.

What are the challenges LHA is facing in IT landscape?

We want to assess our existing IT landscape and make recommendations to increase efficiency and plan for future growth/needs.