

**IT Services RFP
Questions & Answers
May 19, 2023**

1. Does MWDA provide the Microsoft products listed in the RFP or will the MSP provide the software?

The computers currently in place in the SC Works Centers and at the Central Midlands Council of Governments office include the Microsoft products noted in the RFP.

2. Is the RFP for the MWDA requiring the potential vendor be able to help in all areas of their IT needs or can the vendor be qualified to help in some of the IT areas? For example, can a company help with any IT support needs except for server/network issues (i.e. patches, maintenance, configuration, etc.).

It is the intention of the RFP to select a single vendor to provide the full list of the scope of work listed on page 5 of the RFP.

3. How many firewalls are there? Model? Licensing Term?

Segra is the internet provider for both the SC Works offices in Columbia & Lexington as well as the Central Midlands Council of Governments. Included in the monthly service contract for internet services is a shared firewall, Fortify, for the offices. TruVista is the internet provider for the SC Works Fairfield office managed through the County.

4. How many managed switches between the 4 locations?

There are 11 switches in total for the four locations.

5. What brand/model are switches and access points in each location?

SC Works Lexington

1 AdTran NetVanta 1550
2 DellEMC N3048EP-ON
1 D-Link xStack DGS-3120
1 Catalyst 3750
Access points are made by Unifi

SC Works Columbia

3 DellEMC N3048EP-ON
Access points are made by Unifi

SC Works Fairfield

None

Central Midlands Council of Governments

2 Unifi Pro
1 Cisco SF300

6. What are current contracted internet speeds in each location?

The current internet speed in SC Works Lexington and the Central Midlands Council of Government

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offices is 50Mbps and the SC Works Columbia office speed is 100 Mbps. The Fairfield County SC Works office internet speed is 100 Mbps.

7. How many servers are there between the 4 locations and what Operating System are they running?

There are a total of 4 servers in operation. Two are using Windows Server 2019 and two are using Windows Server 2008.

8. Will there be a Per-Bid walkthrough?

There is not a walkthrough tour planned.

9. Are you currently outsourcing these services? If so, why are putting it out to bid? Contract expiration, compliance, etc.

Currently, the IT services are outsourced for the SC Works offices. The services are being bid due to an expiration of the contract. IT services at the Central Midlands Council of Governments has been an in-house service and is being bid to reallocate staff time.

10. Is there a handoff plan in place with your existing team and/or existing service provider?

Transitions in service at any of the offices will be handled with in-house staff to a service provider.

11. Is all equipment currently covered by an existing manufacturer's warranty with at least 6 months left?

Equipment in each of the locations varies in age and stage of manufacturer's warranty. Most of the public access computers in the SC Works offices are Dell machines less than six months old. Staff computers in the SC Works offices are more than one year old and are beyond the manufacturer's warranty. The age of the other equipment in the SC Works office and Central Midlands Council of Governments office vary in age with a limited number of machines within the manufacturer's warranty.

12. Can you provide a list of what Operating systems are in use along with their version and device count?

SC Works - Columbia

There are 79 total desktop computers in the Center for public access. Additionally there are 17 staff laptops for staff assigned to the Center. The staff laptops are configured to move between the Columbia & Lexington offices. Those computers are operating on Windows 10. Additionally, there are approximately 13 partner staff computers who are connected to the network to allow for printing and internet access. Those computers will not be managed by this contract but service is needed to ensure the partner staff can connect to the printer network.

SC Works - Lexington

There are 44 total desktop computers in the Center for public access. Additionally there are 3 staff laptops for staff assigned to the Center. The staff laptops are configured to move between the Columbia & Lexington offices. Those computers are operating on Windows 10. Additionally, there are

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approximately 3 partner staff computers who are connected to the network to allow for printing and internet access. Those computers will not be managed by this contract but service is needed to ensure the partner staff can connect to the printer network.

SC Works - Winnsboro

There are 11 total desktop computers in the Center for public access. Additionally there are 3 staff laptops for staff assigned to the Center. The staff laptops will not be managed by this contract and are maintained by the County IT department. All of these computers are operating on Windows 10.

Central Midlands Council of Governments

There are approximately 50 staff computers (combination of desktop and laptops) in the building. *This was inadvertently listed as approximately 150 in the RFP.* They are operating on Windows 10 or higher.

- 13. Have you purchased and/or standardized on any security solutions for AV/malware, SIEMS, Firewall, Root Cause identification, etc.? If so, can you please provide a list of what you are using? If not, would you expect us to include those items in our price?**

We have not purchased any of these solutions. Our current provider includes products with these solutions in our current contract but we do not own them. These solutions would need to be included in the cost of the bid.

- 14. How much onsite work are you anticipating? Days per month is fine.**

It is anticipated that the onsite work will be limited if maintenance protocols can be performed remotely. Most SC Works onsite work consists of on-boarding new staff and configuring machines, email, printing and voicemail as well as addressing network issues as they arise. This is likely a 6-7 hours/month/Centers in the three SC Works Centers. It is anticipated that each office is visited in person monthly to check-in.

Contracted services for the Central Midlands Council of Governments location is new so it is difficult to predict how frequently services will be needed. However, the services are limited to in-house staff and have no computers open to the public to be maintained. Likely, most services needed could be managed remotely with periodic in-person visits are expected to ensure no additional services are needed.

- 15. Do you have a summary of IT support tickets, on a monthly basis, and were they addressed remotely or onsite?**

Month	Number	Process
April 2023	7	5 onsite/2 remote
March 2023	20	18 onsite/2 remote
February 2023	10	10 onsite
January 2023	14	12 onsite/2 remote
December 2023	5	3 onsite/2 remote
November 2023	9	7 onsite/2 remote

Note Jan-April 2023 involved imaging and deployment of 54 new public access computers and upgrades to computers for all public access workstations that were not replaced. These were atypical months.

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16. Do you have an existing Disaster Recovery and Business Continuity Plan? When was it last updated?

There is not a disaster recovery and business continuity plan specific to IT services. There is a plan that involves all stages of business including the physical buildings. It was last updated in the Fall of 2022.

17. Do you carry Cyber Insurance? Do you expect to?

We do not currently carry cyber insurance and had not planned to.

18. Do you have Compliance and/or Confidentiality regulations that you must adhere to? NIST, SOC, etc. If so, what are they?

No specific regulations. As a government entity, we are charged with protecting Personally Identifiable Information for customers served. Additionally, communication is subject to the SC Freedom of Information Act.