

**WIOA Work-Based Learning Pilot RFP
Questions and Answers
March 15, 2018**

1. You have listed a total of 145 desktops and laptops, do you have any servers? If so , how many?

There are no servers for the SC Works Midlands networks.

2. In priority, what are the most pressing technical/computer/networking problems that are impacting staff or job seekers that MWDB would like to have resolved immediately?

The most pressing issue the Midlands Area faces with regard to technical/computer/networking problems is the ability to respond to issues in a timely manner. Generally, the issues that arise are not complex, they just require more staff time than we can reasonably accommodate. Often, Center Staff address computer issues by turning the pc off and/or placing an out of order sign on it until we can respond.

3. How much staff time/others are required to support the current solution?

Currently, 2 staff members address issues related to PC/Information Technology as they arise. The amount of time required to support the current solution is estimated at 1 – 2.5 hours per week on average.

4. Would a Cloud solution be an acceptable alternative to the current implemented solution?

Yes, a Cloud solution could be an acceptable alternative solution.

5. Can an equipment list be provided outlining vendor, model numbers, age and specifications for computers, laptops, mobile phones, tablets, network switches, firewalls, access points and any other related computer and networking gear by location and area (resource, training & staff)?

Since this RFP was written, a few changes have occurred. Due to the age of some equipment and constant daily use, more updates could be expected in the coming months. At this point, only desktop PCs are in use in the centers. Below is a current equipment list.

There are no mobile phones or tablets to be covered. Firewalls are hosted by Spirit Telecom.

Columbia – 87 PCs

Type	Make	Model	Spec	Location	Age	Quantity
Desktop PC	Dell	OptiPlex 3050 Micro	Windows 10	Resource Room	New -2018	25
Desktop PC	Dell	OptiPlex 9010	Windows 10	Staff Area	3+ years	21
Desktop PC	Dell	OptiPlex 9010	Windows 10	WorkKeys Lab	3+ years	16
Desktop PC	Dell	OptiPlex 380	Windows 8	Assessment Area	3+ years	7
Desktop PC	Dell	OptiPlex 9010	Windows 8	Computer Lab	3+ years	16
Desktop PC	Dell	OptiPlex 380	Windows 8	Partner Area	3+ years	1
Desktop PC	Dell	OptiPlex 9010	Windows 10	Front Desk	3+ years	1
Network Switch	D-Link	DGS-3120-48PC	n/a	Telecom Closet	3 years	4
Router	Cisco	CISCO2811	n/a	Telecom Closet	3 years	1
Wireless Router	Netgear	N600 WNDR3400v3	n/a	Staff Area	2 years	1

**WIOA Work-Based Learning Pilot RFP
Questions and Answers
March 15, 2018**

Lexington – 54 PCs

Type	Make	Model	Spec	Location	Age	Quantity
Desktop PC	Dell	OptiPlex 380	Windows 8	Resource Room	5+ years	18
Desktop PC	Dell	OptiPlex 9010	Windows 10	Resource Room	3+ years	2
Desktop PC	Dell	OptiPlex 9010	Windows 10	Staff Area	3+ years	8
Desktop PC	Dell	OptiPlex 9010	Windows 10	Classroom	3+ years	7
Desktop PC	Dell	OptiPlex 360/380	Windows 8	Computer Lab	5+ years	12
Desktop PC	Dell	OptiPlex 9010	Windows 10	Office	3+ years	2
Desktop PC	Dell	OptiPlex 9010	Windows 10	Front Desk	3+ years	1
Network Switch	Dell	Power Connect 3548	n/a	Telecom Closet	6+ years	3
Wireless Router	Netgear	N600 WNDR3400v3	n/a	Telecom Closet	2 years	1

Winnsboro – 8 PCs

Type	Make	Model	Spec	Location	Age	Quantity
Desktop PC	Dell	OptiPlex 3050 Micro	Windows 10	Resource Room	New -2018	8

6. What is the current term for this RFP? Can we term our proposal at 3 years?

The intention is to issue an RFP for a 1 year period, with the option to renew for up to 3 years.

7. For the purposes of quoting, should we use a computer count of 125 desktops and 20 laptops as noted in the RFP? If not, what number(s) would MWDB find acceptable?

Since this RFP was written, a few changes have occurred. At this point, only desktop PCs are in use in the centers. The total PC count at this time is 149.

8. What are the contracted internet speeds with Spirit Communications (e.g. 15 down/15 up)?

15 Mbps down/15Mbps up

9. Is VOIP support required? If so, how many phones and what services (e.g. find me, follow me, voice message to email, etc.) are required.

VOIP support is not required as part of this RFP.

10. Can you provide a list of application that have been installed locally on desktops and laptops and those used in the cloud (websites, web applications)?

Applications currently used are installed locally and include: Microsoft Office Suite, Mavis Beacon (typing speed test), JAWS screen reader (1 per center) and ZoomText magnifier/reader (1 per center).

**WIOA Work-Based Learning Pilot RFP
Questions and Answers
March 15, 2018**

11. Can you provide a list of critical applications that require monitoring/automated failure notification?

We do not have any applications that require monitoring/automated failure notification at this time.

12. Are there any shared equipment with other agencies in any of the locations?

No. All equipment to be covered under this RFP is owned by the Midlands Workforce Development Board.

13. Are there active warranties in place? If so, for what hardware?

35 Dell OptiPlex 3050 Micro PCs were purchased in March 2018. These carry a 3 year warranty.

14. What is your current process for managing external vendors supporting computer hardware, internet connection, etc.?

There is currently no formal process for managing external vendors.

15. What are your disaster backup and recovery requirements requirement (i.e. recovery point objective, recovery time objective)?

With regard to disaster recovery, we do not backup any of the PCs in the resource rooms, computer labs or staff area. These PCs are primarily computer images for general use that can be recreated fairly quickly.

16. Is email support a requirement? If so, what is your current email solution and provider?

Email support is not a requirement.

17. Do you scan documents to email and or a network location (network share/shared folder)?

Currently, scanned documents are only sent to email via direct input or through a preloaded device address book.