

Questions & Answers

Buyer Organization	CareerSource Tampa Bay
Question Acceptance Deadline	03/17/2022 05:00 PM EDT
Closing Date	04/05/2022 02:00 PM EDT

No	Vendor Name	Question/Answer	Question Date Answer Date
Q1	Synoptek	<p>Question: General Topic (by <i>Miles Feinberg</i>) Will all Q&A answers be shared with all potential bidders?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Please refer to page 10, VII. Instruction to Proposers.</p> <p>CSTB utilizes BidNet Direct's Florida Purchasing Group to manage this RFP solicitation and all addenda. Click on link or visit https://www.bidnetdirect.com/florida/careersourcetampabay to perform, in accordance with the timeframe noted in Section IX. Procurement Timeline, the below:</p> <ul style="list-style-type: none"> • Post questions regarding this RFP. Notification of responses will not be provided. It is the Respondent's responsibility to check the website. 	03/16/2022 12:08 PM EDT Ready for Publication
Q2	Synoptek	<p>Question: Process - Patching (by <i>Miles Feinberg</i>) What is the current patching schedule?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) A patching schedule is not currently in place.</p>	03/16/2022 12:08 PM EDT Ready for Publication
Q3	Synoptek	<p>Question: Transition of providers (by <i>Miles Feinberg</i>) Is 1 month the total time allotted for deployment and transition activities?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Yes 1 month is the total allotted time.</p>	03/16/2022 12:09 PM EDT Ready for Publication
Q4	Synoptek	<p>Question: Tools - MFA (by <i>Miles Feinberg</i>) What is currently leveraged for MFA? Is it provided by the current MSP?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) M365 MFA is in place. There isn't a local network MFA solution in place</p>	03/16/2022 12:09 PM EDT Ready for Publication
Q5	Synoptek	<p>Question: Contracting (by <i>Miles Feinberg</i>) Can we do 13-month contracts with 4 1-year renewals?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Please refer to page 3, III. Contract Terms.</p> <p>The Initial contract will be 13 months beginning June 1, 2022, renewable for up to four (4) additional one-year terms, beginning July 1. Renewal will be at the sole discretion of CSTB.</p>	03/16/2022 12:10 PM EDT Ready for Publication

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Q6	Synoptek	<p>Question: Licensing - MSFT (by <i>Miles Feinberg</i>) Do you currently have a CSP agreement for the Microsoft licensing? Are you interested in providers including this as part of their solutions?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Microsoft Non-Profit Direct is currently in place. CSTB is open to providers that offer CSP.</p>	03/16/2022 12:10 PM EDT Ready for Publication
Q7	Synoptek	<p>Question: Tech Platform (by <i>Miles Feinberg</i>) For non-domain joined PC's, can we remotely administer?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) It is expected that the selected vendor manages all endpoints in scope regardless of whether they are domain joined or not. It is up to the selected vendor to determine the approach to do this,</p>	03/16/2022 12:10 PM EDT Ready for Publication
Q8	Synoptek	<p>Question: Tech - Tools (by <i>Miles Feinberg</i>) What is currently leveraged for CMDB? Is it provided by MSP or owned by Career Source?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) A CMDB is currently not in place. CSTB is open to any CMDB solutions a MSP can provide. Organizationally we recognize the need to move toward better disciplined IT and would adopt more efficient practices over time</p>	03/16/2022 12:11 PM EDT Ready for Publication
Q9	Synoptek	<p>Question: Tech - Tools (by <i>Miles Feinberg</i>) Is there currently an ITSM platform in place? Is it provided by the current MSP or owned by Career Source?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) An ITSM platform is not currently in place. CSTB is open to any ITSM solutions a MSP can provide.</p>	03/16/2022 12:11 PM EDT Ready for Publication
Q10	Synoptek	<p>Question: Tech - Tools (by <i>Miles Feinberg</i>) Will Career Source require licenses to access MSP's ITSM platform? This would be if you want to use OUR platform to manage tickets not assigned to Synoptek or to be able to pass tickets between our respective ords. This is NOT required.</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Yes. We would like to use (1) system to manage all IT related tickets. But is not a requirement.</p>	03/16/2022 12:12 PM EDT Ready for Publication
Q11	Synoptek	<p>Question: Tech - Tools (by <i>Miles Feinberg</i>) What is currently leveraged for Remote endpoint management?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Remote endpoint management is currently administered using Dameware and Microsoft Remote Desktop Client</p>	03/16/2022 12:12 PM EDT Ready for Publication

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Q12	Synoptek	<p>Question: Tech - Tools (by <i>Miles Feinberg</i>) What is currently leveraged for Server Backups?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Barracuda Network Backup Appliance with Cloud Replication</p>	03/16/2022 12:13 PM EDT Ready for Publication
Q13	Synoptek	<p>Question: RFP Scope Clarification (by <i>Miles Feinberg</i>) Is the management of VM's or other workloads in Azure in scope for the RFP?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Yes. There is (1) Domain Controller in Azure. Local workloads are all operated on VMS operating premise.</p>	03/16/2022 12:13 PM EDT Ready for Publication
Q14	Synoptek	<p>Question: Scope - Equipment (by <i>Miles Feinberg</i>) Is there any additional equipment, that is not included in the network diagram, that is included in the scope?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Yes. All servers and network equipment that is connected to the data network in our telecom rooms. See the following list for approximate count: VM: Tampa-12, Eisenhower-0, Ruskin-0, Plant City-0 Servers: Tampa- 14, Brandon -1, Eisenhower-7, Ruskin-0, Plant City-1 Switches: Tampa -17, Brandon -5, Eisenhower-3, Ruskin-1, Plant City-1 Router: Tampa-1, Brandon-1, Eisenhower-1, Ruskin-1, Plant-City-1 Firewalls: Tampa-1, Brandon-1, Eisenhower-1, Ruskin-1, Plant-City-1 Wireless AP: Tampa-3, Brandon-4, Eisenhower-2, Ruskin-1, Plant-City-0</p>	03/16/2022 12:14 PM EDT Ready for Publication
Q15	Synoptek	<p>Question: Support Location (by <i>Miles Feinberg</i>) For service desk, 100% of the resources must be US based. Is there a requirement for backoffice support and teams providing support for other areas to also be US based? ie, network administration, server administration, backup support. Synoptek has offices in the US, Canada, and India. If US-only support reduces SLAs (particularly after hours) or increases costs modestly, are you still wanting US-only support?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Yes we are.</p>	03/16/2022 12:15 PM EDT Ready for Publication
Q16	Synoptek	<p>Question: Tech Platform (by <i>Miles Feinberg</i>) Are the Kiosks devices all running Windows?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Yes they are.</p>	03/16/2022 12:15 PM EDT Ready for Publication

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Q17	Synoptek	<p>Question: Scope - Users (by <i>Miles Feinberg</i>) Would Kiosk users be calling into the service desk for support?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) No they will not.</p>	03/16/2022 12:16 PM EDT Ready for Publication
Q18	Synoptek	<p>Question: Tech Platform (by <i>Miles Feinberg</i>) Do you know if the hardware you want supported is under warranty? Still under support?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Most of the equipment is not under warranty. The Barracuda Appliances are under warranty.</p>	03/16/2022 12:18 PM EDT Ready for Publication
Q19	Synoptek	<p>Question: Current Landscape (by <i>Miles Feinberg</i>) Do you have ITIL processes in place today or would you like us to audit and suggest where gaps exist?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) There is no current ITIL processes in place and we would be open to an audit. Organizationally we recognize the need to move toward better disciplined IT and would adopt ITIL practices over time</p>	03/16/2022 12:18 PM EDT Ready for Publication
Q20	Synoptek	<p>Question: Disaster Recovery (by <i>Miles Feinberg</i>) The following requirement is unclear as we do not have insight into what the SP performs, or our role. That said, we can surely review your Disaster Recovery plan, and conduct routine planned recovery exercises: "Rehearse restore procedure with organization annually"</p> <p>Public Answer: (by <i>Melissa Carroll</i>) The requirement is to perform an annual disaster recovery exercise with CSTB to demonstrate that data is being backed up and can be restored in a timely manner. We would work with the selected vendor to plan this exercise and only a subset of data would be restored.</p>	03/16/2022 12:18 PM EDT Ready for Publication
Q21	Synoptek	<p>Question: Tech Platform (by <i>Miles Feinberg</i>) What is your Exchange Archiving solution, and does it (will it) operate against your M365 tenant?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) We are currently using Barracuda Email Archiver via cloud service that operates within the M365 tenant.</p>	03/16/2022 12:19 PM EDT Ready for Publication
Q22	Synoptek	<p>Question: Cyber Defenses (by <i>Miles Feinberg</i>) Regarding: "Alert notifications for security incidents", please confirm that you would like our proposal to include: Managed Hosted SIEM? DNS filtering? Email security?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Yes correct. Please provide your pricing for security services separate from your managed IT services</p>	03/16/2022 12:19 PM EDT Ready for Publication

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Q23	Synoptek	<p>Question: Cyber Defenses (by <i>Miles Feinberg</i>) We also include anti-evasion software on all endpoints. Please indicate if this is of any concern.</p> <p>Public Answer: (by <i>Melissa Carroll</i>) This is not a concern.</p>	03/16/2022 12:20 PM EDT Ready for Publication
Q24	Synoptek	<p>Question: Tech Platform (by <i>Miles Feinberg</i>) Do you use MSFT Teams today, and if so, do you have a) Team Sites?, b) Audio Conferencing?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Yes, we use Microsoft Teams, and we have Team Sites, but no voice or audio conferencing.</p>	03/16/2022 12:20 PM EDT Ready for Publication
Q25	WidePoint	<p>Question: RFP 22-0322 IT Services (by <i>Victoria Engelking</i>) Can CareerSource please provide a list of all services in the current environment, including OS, role, and location?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) As stated in the RFP we recognize we have technical debt in the organization that requires remediation. this includes some Windows 7 machines and older OS's</p>	03/16/2022 02:41 PM EDT Ready for Publication

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Q26	WidePoint	<p>Question: RFP 22-0322 IT Services (by <i>Victoria Engelking</i>) Can CareerSource please provide the following information for each location? 1. Number of switches 2. Number of routers 3. Number of firewalls 4. Number of wireless access points</p> <p>Public Answer: (by <i>Melissa Carroll</i>) 1.Tampa -17, Brandon -5, Eisenhower-3, Ruskin-1, Plant City-1 2.Tampa-1, Brandon-1, Eisenhower-1, Ruskin-1, Plant-City-1 3.Tampa-1, Brandon-1, Eisenhower-1, Ruskin-1, Plant-City-1 4.Tampa-3, Brandon-4, Eisenhower-2, Ruskin-1, Plant-City-0</p>	03/16/2022 02:43 PM EDT Ready for Publication
Q27	WidePoint	<p>Question: RFP 22-0322 IT Services (by <i>Victoria Engelking</i>) The RFP states that CareerSource would like a vendor with a "comprehensive security stack." Is the expectation that the Offeror's proposal response will include SIEM monitoring and MDR?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Yes correct. Please provide your pricing for security services separate from your managed IT services</p>	03/16/2022 02:44 PM EDT Ready for Publication
Q28	Information Systems Consultants, Inc.	<p>Question: Annual Budget (by <i>Tyrone Brown</i>) What is the annual budget for this rip?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) The respondent is requested to provide a price quote based on their industry experience and knowledge.</p>	03/17/2022 12:03 PM EDT Ready for Publication
Q29	Information Systems Consultants, Inc.	<p>Question: Existing Project (by <i>Tyrone Brown</i>) Is this an existing program?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Yes, the requested services are currently outsourced.</p>	03/17/2022 12:03 PM EDT Ready for Publication
Q30	Information Systems Consultants, Inc.	<p>Question: Previous Award (by <i>Tyrone Brown</i>) Who is the present award winner? May we have a copy of their proposal?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Ryman, Inc. dba Complete Technology Solutions.</p> <p>The services currently provided by a 3rd party is not similar in nature to the services requested in the RFP.</p>	03/17/2022 12:04 PM EDT Ready for Publication

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Q31	Information Systems Consultants, Inc.	<p>Question: Computers and equipment (by <i>Tyrone Brown</i>) How many computers are being supported right now?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Approximately 700 devices</p>	03/17/2022 12:05 PM EDT Ready for Publication
Q32	Information Systems Consultants, Inc.	<p>Question: Maintenance Agreements (by <i>Tyrone Brown</i>) How many pieces of equipment are still under warranty?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Most of the equipment is not under warranty. The Barracuda Appliances are under warranty.</p>	03/17/2022 12:07 PM EDT Ready for Publication
Q33	Information Systems Consultants, Inc.	<p>Question: Ticket processing (by <i>Tyrone Brown</i>) How many tickets are processed weekly and monthly?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) This is an approximation as current provider doesn't have a robust ticket reporting system: 200 tickets on average monthly. We don't have a weekly breakdown.</p>	03/17/2022 12:07 PM EDT Ready for Publication
Q34	Information Systems Consultants, Inc.	<p>Question: Time and Materials (by <i>Tyrone Brown</i>) Will we be able to charge for time, material, and parts for repairs and maintenance?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) No, you will not.</p>	03/17/2022 12:08 PM EDT Ready for Publication
Q35	Information Systems Consultants, Inc.	<p>Question: Staff size (by <i>Tyrone Brown</i>) How many staff do you have working on these programs currently?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) The current MSP have (3) staff onsite servicing, but this RFP is for doesn't have this requirement.</p>	03/17/2022 12:09 PM EDT Ready for Publication
Q36	Information Systems Consultants, Inc.	<p>Question: Empty Positions (by <i>Tyrone Brown</i>) How many positions do you anticipate us filling?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) We leave it to you to determine how to staff the engagement to meet service levels. There is no requirement for onsite support in this RFP</p>	03/17/2022 12:09 PM EDT Ready for Publication
Q37	Information Systems Consultants, Inc.	<p>Question: Transition (by <i>Tyrone Brown</i>) Will the current staff be transitioning to our company? Time frame?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) No, current staff will not be transitioning.</p>	03/17/2022 12:09 PM EDT Ready for Publication

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Q38	Information Systems Consultants, Inc.	<p>Question: Current Pricing (by <i>Tyrone Brown</i>) What is the current pricing?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) The services currently provided by a 3rd party is not similar in nature to the services requested in the RFP.</p>	03/17/2022 12:10 PM EDT Ready for Publication
Q39	Information Systems Consultants, Inc.	<p>Question: Non-Compete (by <i>Tyrone Brown</i>) Is the winner required to bring on current resources?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) No, that is not a requirement.</p>	03/17/2022 12:11 PM EDT Ready for Publication
Q40	Information Systems Consultants, Inc.	<p>Question: Current Unfilled Positions (by <i>Tyrone Brown</i>) Are you looking for us to backfill your current CIO and Helpdesk Coordinator positions?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) No we are not.</p>	03/17/2022 12:13 PM EDT Ready for Publication
Q41	Information Systems Consultants, Inc.	<p>Question: Vendor Number (by <i>Tyrone Brown</i>) How many vendors are going to be selected? How many current vendors are there?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) 1 vendor will be selected. Currently, we have one vendor.</p>	03/17/2022 12:15 PM EDT Ready for Publication
Q42	Information Systems Consultants, Inc.	<p>Question: Remote Hybrid (by <i>Tyrone Brown</i>) Is a Hybrid Remote model available to fulfill these needs or is it all on location?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) This RFP is for remote services support.</p>	03/17/2022 12:15 PM EDT Ready for Publication
Q43	Information Systems Consultants, Inc.	<p>Question: Location Number (by <i>Tyrone Brown</i>) How many locations will be serviced?</p> <p>Public Answer: (by <i>Melissa Carroll</i>) Administrative office and 6 career centers as noted on the Organization's website: https://www.careersourcetampabay.com/</p> <p>Occasional extended support will be required at non CSTB locations in support of outreach programs.</p>	03/17/2022 12:16 PM EDT Ready for Publication

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Q44	AccountabilIT	<p>Question: RFP questions (by <i>Brian Streu</i>)</p> <p>1)Are there on site resources required? If so what locations, how many hours per location?</p> <p>2)Is CSTB requiring the supplier to use Zendesk as the ticketing system? Can the MSP provide an integrated and alternate complete ITIL solution for Ticket Management, Change Management, Problem Management, CMDB, and knowledge base repository?</p> <p>3)Is there existing process and procedures for onboarding and termination of employees?</p> <p>4)Confirm the number of partner premises, if in addition to CSTB locations, where physical presence is required?</p> <p>5)What level of Database support or administration is required?</p> <p>6)Are all systems currently on a back up solution or is part of the transition to accomplish this?</p> <p>7)What is the level or combination of levels of Application support is expected, Functional, Technical, End User?</p> <p>8)What level of documentation exists to provide the support as expected? Documentation examples include processes, procedures, environmental physical and logical diagrams. Range of level is from completely documented to little documented.</p> <p>9)Is Knowbe4 Administration included as part of the scope?</p> <p>10)Is there a separate Security Department or office within CTSB or is that managed by the IT Director?</p> <p>11) Can you define in count how many physical servers, virtual servers, total count of firewalls, and total count of switches across the organization and how many total sites needing to be supported? THANK YOU!</p> <p>Public Answer: (by <i>Melissa Carroll</i>)</p> <p>1) There will be no onsite requirements.</p> <p>2) We are not requiring the use of ZenDesk. MSP can provide their own integrated ITIL solution</p> <p>3) There currently isn't a process for onboarding/termination, but we are in the process of creating policy and process for this with all affected departments including MSP and IT.</p> <p>4) There will not be an onsite requirement</p> <p>5) Database administration will be minimal. The majority of database management will be nightly backups, software updates, and working with 3rd party vendors to resolve any issues with databases.</p> <p>6) All systems are currently being backed up via Barracuda Backup. The user endpoints are not included, only servers, database and file shares.</p> <p>7) Technical and End User support</p> <p>8) Level of documentation for process, procedures are outdated and will be updated by IT Director. Physical and logical diagrams are minimal at best.</p> <p>9) KnowBe4 administration is not required.</p> <p>10) There is not a separate Security Department</p> <p>11) We currently have 6 locations: 1 comprehensive center and 5 satellite offices.</p> <p>Occasional extended support will be required at non CSTB locations in support of outreach programs.</p> <p>Total servers: 22 Total virtual servers: 13 Total firewalls/routers: 4 SonicWALL's providing firewall/router, 1 Cisco</p>	03/17/2022 03:57 PM EDT Ready for Publication

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		ASA providing firewall, 1 CISCO router. Total switches: 27 total switches	
