RFQ 20201-02 IT Services
Questions & Answers

The NCIDA, ("the Agency") currently has 7 employees each having a Dell laptop, under warranty with Dell, and an HP Printer. Employees have the ability to work in or outside the office through a VPN. The Agency has one Dell Lan server to run our MS Office, CRM program and QuickBooks. The website is hosted and maintained be a third party.

Q: Do you Prefer windows, Mac, Android, or hybrid environment?

A: The NCIDA uses a Windows environment.

Q: Do you have mobile devices?

A: Yes. The NCIDA has 8 iPads that are used for our Board meetings; 7 Laptops that are used for working at home or in the office and two cell phones.

Q: Do you need after hours support/monitoring?

A: Support is needed 9:00 AM -5:00 PM. There may be an instance that we may require support after normal business hours.

Q: Do you need a technician on site full-time or part-time during business hours?

A: No technician is needed on site full time. Most of the issues encountered can be dealt with online or remotely. There may be instances where we will request a technician on site.

Q: Do you need us to purchase new equipment or support existing equipment?

A: The NCIDA May request the vendor to purchase new equipment. The laptops are under warranty and we would also ask the vendor to manage that process for us.

Q: Do you need holidays and weekend support?

A: No. The Agency is closed on weekends and holidays.

Q: Are there any enterprise solutions that are needed, or needed to be consulted on?

A: None at this time.

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Q: Do you need ticketing system?

A: No, the Agency does not use a ticketing system for service and support issues.

Q: How many users?

A: The Agency has 7 employees that use the Dell Lan Server located in the office and 7 board members that use the iPads, once a month at board meetings.

Q: Based on the project cost and time estimate as per "requested services" identified on page 2 of RFQ, can the agency provide the hardware and software needs or giving an hourly rate for skill set used would suffice as a quote/estimate?

A: The NCIDA has 1 server, 8 iPads that are used for our Board meetings; 7 Dell Laptops that are used for working at home or the office and two cell phones. The Laptops and Server are under warranty with Dell.

Q: For providing a project timeline for the requested services, will a general project implementation plan work with a schedule? This plan would change based on the need of the agency in future. Is this understanding, correct?

A: The Agency replaces equipment on an as needed basis and renews software licenses annually. If any additional equipment or services is needed, the Agency would request this from the vendor.

Q: Could certificate of insurance be provided after the contract is awarded, within 72hrs.?

A: The potential vendor must show evidence of insurance at the time of the RFQ response submittal including but not limited to: $1M per occurrence, $1M aggregate, and a worker's compensation policy.

Q: Are all consultants to be onsite or could work remote?

A: The Agency's preference is that the consultants work remotely.

Q: Is it mandatory for all consultants to be located within the United States? Or they could be working from offshore office outside the USA?

A: As our mission is to promote jobs in Nassau County, all things being equal, the Agency would rate a Nassau County company higher than a company located anywhere else.

Q: Do we need to include money for travel, lodging etc. into the billing rate?

A: These expenses are not anticipated by the Agency to conduct the services needed by the vendor or consultant.

Q: Will the provided personal computer have MS office and related software's installed for the consultant to provide the needed services.

A: Yes, the consultant will have its own user licenses to provide the services needed.

Q: Are the current vendors who are providing support for the existing system support and maintenance allowed to bid on this RFP?

A: Yes, the current vendor is allowed to bid on this RFQ.

Q: Do you prefer selecting one vendor or multiple vendors for all the services listed?

A: The Agency prefers that we have one vendor to do all specified work. However, the Agency reserves the right to split up the services if needed.

Q   Is there any preference for locally formed small business owners and startups?

A: Yes, all things being equal, vendors, Companies or consultants will receive preference if they are located in Nassau County, NY.

Q: Could the submission be made online or via email?

A: No. All submissions must be received by mail via certified mail, registered mail or hand delivered by 4:30 PM on September 17, 2021.

Q: For on-site maintenance services, do we need to have the resources allocated locally (county or city)?

A: No. The Agency currently has warranty services with Dell. The NCIDA does not know where the replacement parts come from.

Q: What type of signature is required? Ink or digital signature?

A: The Agency uses and accepts both digital and wet signatures.

Q: What is the number of on-premises servers versus hosted or cloud-based servers?

A: The Agency has one local server in the office and we have a vendor that hosts our website on multiple off site servers. The backups are backed up to the Cloud, several times a day.

Q: What are the critical business systems that are used in day-to-day operations at the Agency?

A: The Agency uses MS Office, QuickBooks and a CRM program called Freshsales.

Q: Does the Agency have any custom-developed systems? If yes, what are they and their purpose?

A: No. The Agency has no custom programs.

Q: Does the Agency use any third-party IT support for any aspect of IT management and operations? If yes, please describe.

A: No. The Agency currently uses one vendor for all aspects of IT support and management.

Q: Are all IT systems located in a centralized data center/server room or are IT systems and related operations decentralized? Please describe.

A: Yes, all equipment is located in the office.

Q: How many buildings are included in the cybersecurity assessment?

A: The Agency is located on one floor in one building.

Q: What type of data will need to be backed up daily?

A: Everything on our server is backed up daily. The data is MS office files and QuickBooks files.

Q: Is this a new requirement or any incumbents currently performing the services? If there are incumbents, can we have the names and if possible, a copy of their past contract with the County?

A: This is not a new requirement of the Agency. The Agency goes out for RFQ approximately every three years for this type of service. If the Agency is not happy with the services, it may go out for RFQ earlier. As this is an impartial request, the Agency will not release the Vendor's name or contract information.

Q: What is the total budget of this contract?

A: The Agency estimates IT services to be between $12K-$25K depending on the needs of the Agency.

Q: Server Manufacturers, Number, Models, and Serial Numbers

      PC Manufacturers, Number, Models, and Serial Numbers

      Printer Manufacturers, Number, Models, and Serial Numbers

      Smart Phones, Number, Models, and Serial Numbers

      Software Licenses and Versions

A: 1- Dell Lan Server, 7- Dell Latitude 5401 Laptops, 7- Brother HL-L32680CDW Printers

      8 -ipads 9.7, 2- I phones

      Webroot Antivirus

      Datto Backup & Disaster Recovery Appliance

      Datto Backupify for Office 365

      [continued next page]

Office 365 ED exchange plan E1

Office 365 Business Premium License

Huntress Managed Threat Detection & Response

Dropbox for ipads

ipad Mobile Device Management

Q: Is this annual maintenance agreement or a T&M per incident requirement?

A: The Agency would prefer an annual agreement that is billed monthly that includes IT, software, and hardware support. The laptops are covered under warranty or service contracts through Dell.

Q: Requested Service Levels for each product line (On-site 24x7, NBD, Depot Repair, etc.)

A: The Agency would like a return call acknowledging the problem within an hour or two at the max. Next business day, (NBD) or two-day turn around is acceptable, depending on the issue.

Q: Dedicated on-site staff, Yes/No?

A: No. The Agency does not need on-site staff for IT.

Q: Can you provide additional information/detail regarding your off-site back up requirements? Are you looking at a private or public? Cloud back up requirement? Backup is done locally and to the cloud several times daily.

A: Datto Backup & Disaster Recovery Appliance

Datto Backupify for Office 365

Q   Of the 5 requested services, must we be able to perform all 5 services, or just some of the services?

A: The Agency would prefer if the vendor would be able to do all aspects of the requested services.