

RFP Questions 44 – 19

Feb 25 – March 1, 2019

Question and Answers in Red

1. Can you provide a breakdown of the servers, i.e. name/role, OS version, physical or virtual, and how many virtual hosts you have? **26 Physical servers, 2 VH , Platforms range from MS 2008 onwards and one Linux Redhat - mainly applications, print and file servers**
2. How is back up currently being handled and what is the total size of the data being backed up? **20-30 tb offsite (cloud) with an in-house solid state solution for permanent storage.**
3. Can you provide a list of applications that the MSP would be responsible for supporting? **Primary application are as stated in the RFP: Microsoft Office suite; Central Square (formerly Superior) One Solution Finance; Stone Hill Municipal Solutions Payment Center, Vision, Kronos, Arcview, PublicEye, Rec Pro. A full list will be made available at the time a contract is negotiated.**
4. Is there a Mobile Device Management (MDM) solution in place, if so which one? **Yes - MAAS360 - Jamf**
5. Is SSO (Single Sign-On) in place? **No**
6. Can you provide a list of addresses of locations to be supported, and identify the ones not connected to the MAN? **13 locations to be supported are all located in Portsmouth, with one exception which is in Madbury, NH. 4 locations are not connected to the MAN. A majority of support work occurs within 4 locations.**
7. In a general sense, what are the primary manufacturers of your IT environment? i.e. Dell Servers, Cisco firewalls and switches, Dell (or HP) Desktops and laptops? **Dell / HP/ Cisco / Ubiquiti**