



**RFP # ELCBRFP11.12.01**

**Responses to Questions**

Submitted 4/13/2012

Q1: Introduction lists seven servers. Can you provide primary functions and major software used on each server?

A1: The Early Learning Coalition currently has four physical servers and three virtual servers in use. The functions of the four servers, along with the location of the three virtual servers are listed below:

#1 – functions as main server for State mandated program, Enhanced Field System (EFS), Microsoft Server 2003 R2 Standard operating system (OS).

#2 – functions as the main server for the terminal server (4 off-site locations remotely connect, runs Office 2007 and EFS), Microsoft Server 2003 R2 Standard OS.

#3 – functions as the physical server (Microsoft Server 2008 R2 Enterprise 64 bit OS) for three additional virtual sessions, running the following programs (total 4 partitions) -

- VM1 – Exchange 2010  
Microsoft Server 2008 R2 Enterprise 64 bit OS
- VM2 – Sage MIP fund accounting software  
Microsoft Server 2003 R2 Standard OS
- VM3 – Customer Service Database and shared folders  
Microsoft Server 2003 R2 Standard OS

#4 – NAS for off-site backup, Microsoft Server 2003 R2 Standard OS

Q2: Are the three virtual servers on the same physical hardware? What is the underlying software for the virtual machines?

A2: Yes, the three virtual servers are all hosted on one physical machine, utilizing Microsoft Hyper-V software, version 6.1.7.



- Q3: Telephone System for Rockledge and Titusville locations are listed in the hardware used. Other than the use of the word “communications” on page 13 section 3.3, no mention of telephone system support is mentioned. Is telephone system support desired or required as part of this RFP?
- A3: The Coalition provided the telephone systems for information purposes only. If proposers have experience with telephone systems, they should include this in their response to section 4.3.7
- Q4: Who is the contracted provider for the existing NAS and offsite backup?
- A4: The Coalition currently contracts with CMIT of South Brevard, whose contract ends July 11, 2012. It is the intention of this RFP for proposers to provide this service during the proposed contract period(s).
- Q5: Page 13, section 3.4 requires “Installation and maintenance of printers.” To clarify, does this include repair to printer hardware?
- A5: For clarification, this does not include repair of printers, but proposer must be able to troubleshoot printer issues as needed, provide new mapping for printing during repairs, etc.
- Q6: Section 3.6 Strategic Planning mentions “major systems enhancements.” Are these enhancements and upgrades considered part of the fixed fee support or are upgrade projects such as these billable as a project outside of the monthly support?
- A6: The actual enhancements and upgrades are not considered part of the fixed fee for support and would be billable as approved/needed, in addition to the monthly contract. In regards to Section 3.6, the proposer should indicate that the proposer has sufficient knowledge, skills, and abilities to assist the Coalition’s management with IT strategic planning.
- Q7: Page 12, section 2.15. Is the Coalition requesting pricing for each of the 5 potential 1 year contracts in advance?
- A7: Per the Coalition’s Grant Agreement with Florida’s Office of Early Learning, the Coalition must follow section 287.057 of Florida Statutes when procuring contractual services. This statute states, “Renewal of a contract for commodities or contractual services shall be in writing and shall be subject to the same terms and conditions set forth in the initial contract. If the commodity or contractual services is purchased as a result of the solicitation of bids, proposals, or replies, the price of the commodity or contractual service to be renewed shall be specified in the bid, proposal, or reply.” Therefore, we are requesting pricing for each of the five potential one-year contracts.