RFP # ELCBRFP1112-01

Responses to Questions

Submitted 4/16/2012

Page 3 – Hardware being used:

Q8:   How many total users?

A8:   Currently, there are 62 users, with some users assigned to multiple machines, i.e. desktop and laptop.

Q9:   Do the 62 PCs in use include the 29 Laptops?

A9:   No, there are currently 91 systems.

Q10:   62 total users or 91 users?

A10:   As referenced above, there are 62 user accounts, with 91 pieces of equipment, which should be included in the managed care services.

Q11:   Samsung OfficeMate 7200 system – is there are current service or warranty agreement? If yes, when is expiration? Vodavi Phone systems – is there a current service or warranty agreement? If yes, when is expiration?

A11:   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. There are no service or warranty agreements in place at this time.
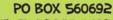
Server software being used:

Q12:   5 Windows Server – provide additional detail on server roles (ie AD, file server, exchange)

2 Windows 2008 Server – provide additional detail on server roles (ie AD, file server, exchange)

A12:   Please see response to question 1 (Q1) from 4/13/2012.

LAUNCHING A CHILD'S FUTURE!

Q12:   Backup information - Will this continue?

A12:   Yes, please see response to Q15 also.

Q13:   Page 13 – Section 3.2 – please provide additional explanation of this service requirement… "including the installation of PCs…" would this include a full replacement or swap, what if there was a full refresh of equipment? Or is this just to support what is currently in place?

A13:   This includes systems already in place, or replacement (swap) of older equipment. Equipment added that exceeds the specified number of systems in the managed services contract (new), additional charges would be allowed. For example, should a PC's hard drive crash, and the entire system is deemed unsalvageable, the new system would be a "replacement" and not be billable as an addition to the managed services contract.

Q14:   Page 14 – Section 3.6 – please provide additional explanation of this service requirement… Strategic Planning can be a very long involved process, is there a time expectation or limit or max requirement? Depending on network upgrades and other things listed this could be extensive. Without a separate scope of work this is hard to account for in a fixed fee.

A14:   Please see to question Q6 from 4/13/2012.

Submitted 4.19.2012

Q15:   This question is a follow up to Q4. If backups including offsite are to be included, how much data is currently being backed up? Is this file based or image based backup? What is the estimated yearly growth in data?

A15:   Currently, the image based offsite backup is 384 GB, with an anticipated annual growth of 20% for at least the next year. In fiscal year 2013 – 2014, the Enhanced Field System required by the State will be replaced with a web-based solution.

Q16:   Is your existing contract public record and if so, is it available?

A16:   The Coalition's existing contract is public record and will be posted along with these responses.

LAUNCHING A CHILD'S FUTURE!