

November 27, 2018

Re: Municipal Pooling Authority's Request for Proposal for Outsourced Managed IT Services

To Whom It May Concern:

Below are the questions and answers that were discussed at the question and answer session held on November 19, 2018.

Questions:

1. Who is the administrator for Ventiv/iVOS?  
Barbara Esquivel is the point person at MPA for questions or problems related to Ventiv/iVOS. This role is very time consuming and causes frustration. MPA would like to transfer that role to the IT Service Provider. It will be a needed service regardless which provider is awarded the RFP.
2. How many new servers are on the premises?  
There are currently 4 servers (2 main servers plus 1 for email and 1 for Great Plains).
3. What brand are the servers?  
HP ProLiant DL 360 Gen9
4. Do you have any migration plans in place for the SQL 2008 and will it be done prior to July 2019?  
SQL 2008 support ends on 7/9/2019. MPA intends to move away from Great Plains and is looking into other cloud based accounting software.
5. What improvements do you like to see from the current service?  
More technical support across the board, increased processing speeds, decreased service interruption, and automated new employee on-boarding.
6. Do you see additional growth such as adding more employees?  
MPA does not foresee it at this time. MPA is working to strengthen its IT infrastructure allowing for capabilities such as a paperless environment and increased opportunities for staff to work more remotely. Physically, the office is at maximum capacity. MPA is expanding its web-based presence to its Members.
7. Do you have provisions for back up with the internet connection in case Comcast 100 goes down?  
Yes. However, the back-up link does not have the same throughput due to the nature of cellular speeds. Additional analysis is needed to properly support Business Continuity and Disaster Recovery Plans.

8. Will the service tickets that go to the awarded vendor include providers of telephone and printer services?  
MPA has maintenance contracts with its telephone and printer providers. MPA is open to consideration of such an option. MPA would also like to consider the capability of having voicemail messages forwarded to email.
9. How many tickets have been submitted to the current provider? Is there transparency to the ticketing service?  
There is transparency. The CAO is aware of the tickets submitted. See below for volume.

Last 12 MTD	Total	Monthly Avg.
System Support	312	26
User Support	293	25
Total	605	51

10. How do you anticipate usage of the 4 - 8 service hours per month?  
It is a benchmark. In some months service may not be needed while other months may require more support
11. What is the need for 24/7 onsite support?  
The CAO and Managers have three conferences a year that are not local. Support service may be needed after office hours during those conference dates. VPN access is an ongoing issue. MPA is moving towards increased remote working capabilities for staff. This may lead to additional after business hours support. Current core business hours are 7:30 a.m. – 4:30 p.m.; however, flexible work hours allow employees to work between 6:00 a.m. – 6:00 p.m. or later.
12. Is the Quorum backup solution strictly cloud based?  
Yes. All backups are cloud based.
13. Is there an ability to virtualize the cloud?  
Yes. Both locally as well as in the cloud. MPA is considering moving to a cloud based environment. A Disaster Recovery Program (DRP) will allow additional flexibility in this area.
14. Do you have a Business Continuity Plan (BCP)? Is there a regulation requirement?  
There is no formal BCP or DRP in place. MPA would like a robust plan(s) in place due to the nature of the information that it manages and is seeking in this area from the awarded Service Provider.

15. Do you have any requirements that delve in to HIPAA?

Yes. Medical reports sent and received need to be kept confidential. MPA has software that transfer encrypted data.

16. Is there a defined policy regarding users and passwords?

There are some informal policies involving regular password changes. There is no formal written policy. This is an area for development.

17. Does MPA have cyber insurance?

Yes. MPA has insurance, but does not have written policy.

Thank you for your time, effort, and interest in our RFP for outsourced managed IT services.

Please feel free to contact me directly should you have any questions.

Sincerely,

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