

May 10, 2019

The River to Sea TPO has received the following questions regarding the RFP for the Information Technology Services:

- 1) **Question:** Who owns your Network Attached Storage (NAS) device? What is the current total capacity? Are you paying directly to Amazon for your offsite storage?

**Response: The Synology NAS device is owned by the River to Sea TPO. The current capacity is 7.21 TB. We pay our IT Firm currently under contract and they pay Amazon.**

- 2) **Question:** Who do you pay for your Microsoft software assurance and Volume License contracts; i.e. current IT support or directly to Microsoft?

**Response: The River to Sea TPO currently pays for these subscriptions through our current IT support. The cost of the subscriptions is separate and in addition to the monthly fee.**

- 3) **Question:** Is your Office365 contract directly with Microsoft or through your present IT service provider? Which Service Level is your Office365 subscription? Is your Office365 subscription only for email hosting?

**Response: Our contract is with our current IT service provider. The service level of our Office365 subscription is Exchange Online (Plan 1). The subscription is only for email hosting.**

- 4) **Question:** What is the data capacity per server by partition and free space?

**Response: HV01 C: 279 GB with 20% used; D: 2235 GB with 41% used  
DC01 C: 155 GB with 15% used; D: 600 GB with 64% used  
RD01 C: 155 GB with 21% used**

- 5) **Question:** Do you want to include coverage for new workstation and server installation in the contract or is this to be outside of the scope of the agreement? Would this also include data transfer services from retired to new hardware?

**Response: The hardware cost of a new workstation will be paid separately. Our current IT provider waives the fee for the installation of a new workstation if we purchase the workstation through them. If we decided to not purchase a workstation through our current IT provider, they would charge a flat fee for the installation. The River to Sea TPO conducts an independent assessment of**

**workstation costs to ensure the organization is getting the best value. For a server purchase and installation, the IT service provider would provide an estimate for the hardware costs and installation costs. Installation costs would be based on the fees or hourly rates within the contract.**

- 6) **Question:** Who owns the WatchGuard firewall? Do you pay your current IT support for the subscription?

**Response: The TPO owns the WatchGuard firewall and we pay our current IT support for the subscription.**

- 7) **Question:** It appears you have some County Volusia infrastructure equipment in your server room, who maintains this?

**Response: The River to Sea TPO uses the Volusia County phone systems. It is the responsibility of Volusia County to maintain these systems.**

- 8) **Question:** Do you have a formal Business Continuity Plan with Return to Service Goals? If your host server has a catastrophic event, how long can you be down while waiting for new hardware?

**Response: The River to Sea TPO has a Continuity of Operations Plan with the goal of becoming operational as soon as practicably possible. In the event of damage to our building, operational may mean working offsite at a different office location while the building is getting repaired. The River to Sea TPO wants to minimize any down time while waiting on new hardware.**

- 9) **Question:** Do you have a hardware contract for your servers?

**Response: Yes, it is through Dell Warranty and expires on June 20, 2021.**

- 10) **Question:** Will all proposals be available to the public after the award is made?

**Response: They will be made public by request following the award.**

- 11) **Question:** Is the response time including travel time or in addition to travel time?

**Response: Estimated travel time to get to the River to Sea TPO facility should be included within the onsite response times.**

- 12) **Question:** Number and type of switches currently in use?

**Response: One Dell Power Connect 2848 network switch**

- 13) **Question:** Is the switch(es) PoE?

**Response: No**

14) **Question:** Is the switch(es) a full populated 1GB or 100MB?

**Response: Gigabit**

15) **Question:** Is the phone system VLAN over the same switches or are they separate switches from the computers?

**Response: Phone system is on a separate switch and managed by Volusia County IT**