Q. How many awards will be made?
A. One

Q. What are your expectations for uptime, performance, and availability of your IT systems?
A. We expect systems to be up and operational 24x7. However, planned downtime for upgrades/updates is acceptable. We expect systems to be available to all staff (remote and on-premises). We expect users to have a like experience regardless of where they are working from. For the past 4 years, we have had 100% uptime on our network (not including planned downtime).

Q. What are your expectations for communication and collaboration with our team, and how can we best work together to meet your needs?
A. The current RFP is requesting a network engineer to be exclusive to the National Trust, two days a week. If a situation occurs with our network, we expect to have a Point of Contact that knows our systems (usually the network engineer). We understand that this time is billable.

Q. Which of the sites will you need on-site technical support at? Please also list the total number of hours of on-site technical support at those locations.
A. Almost all site support is done remotely. We’d like visits to sites bi-annually to do any major maintenance and replace equipment. In the past, the MSP engineer accompanied us on those trips. The engineer should be on-site with Information Technology Staff one day a week at the DC office.

Q. What are the current operating systems for the servers?
A. Operating systems are Server 2012, Server 2016 with the main DC being Server 2019. We are planning a move to Azure, but if that does not occur in the next budget year, operating systems will need to be upgraded.

Q. What software are you using for backup server?
A. Rapid Recovery (formerly AppAssure) and Microsoft Azure are used for backups.

Q. How many total E3 licenses do you currently have? Do you pay Microsoft directly or your current MSP for those licenses.
A. We have 314 E3 licenses. This is paid directly to Microsoft.

Q. Re: period of Performance - this is noted as a TBD in the attached exhibit and not defined elsewhere, is there a specific start date the Trust is looking for services to be live, and a desired duration, i.e. 12 month, 3 year, other?
A. Once a contract is signed with a new MSP, we expect there to be a transition period between the old and new MSP. This would be in the July/August timeframe. Ideally, we would sign with a new MSP for one year to ensure that they are the right fit for our organization. However, we typically sign for a 3-year term. We expect the transition time between MSP’s to be at least one month.
Q.  Page 3, Section III: These appear to be items that are current challenges, is the intent for the MSP partner to resolve these issues under the term of the contract, or are they constraints that an MSP needs to be made aware of, or both?
A.  Both. We are currently looking at technology solutions for the stated issues. However, we would want the network engineer to assist us with getting the new technology installed, configured, etc. We will want our MSP to work with us to migrate to the cloud, which means that any MSP that we choose must have extensive experience and knowledge of Microsoft Azure.

Q.  Is there a separate RFP or project proposal that includes a technology roadmap for Azure migration and/or resolution of the items above required as part of this response?
A.  We plan to work with our MSP to determine the technology roadmap for the next three years. We understand that some work (cloud migration) is a project and will not be included in the monthly, recurring fees.

Q.  Are you looking to have MSP manage monitor maintain backups across all sites?
A.  We currently monitor and manage our backups. However, when an issue arises with a backup not working, the engineer assists with resolving issues.

Q.  Are you looking for network device or full datacenter monitoring including server / application availability monitoring for their line of business apps, RDS servers, etc?
A.  We would like monitoring on all servers with notifications when a server is offline.

Q.  The RFP states a network engineer is to meet with the Trust 2-3 days per week. Confirming that the expectation is that they are onsite full time (5 days per week)?
A.  We would like a dedicated network engineer two days a week. Only one day a week would need to be on site. We do not expect to have an engineer for 5 days a week.

Q.  Confirming that termination with 30 days’ notice is for the onsite body only? Any flexibility in short term contracts for this person?
A.  Termination refers to the full MSP contract and not to any individual.

Q.  Is Artic Wolf under contract or would you consider moving EDR/XDR to another company for us to manage?
A.  Artic Wolf is managed by our current MSP. The National Trust does not have a contract with Artic Wolf. The National Trust would use the same applications as our chosen MSP. This will be part of our consideration when choosing an MSP.

Q.  Cogent rack has IBM AS/400 mainframe? Do you have a separate vendor supporting that today? Is that in scope for MSP?
A.  The AS400 is supported by a different vendor and is not part of this RFP.

Q.  Are all active firewalls, switches, Dell servers, and line of business software under active support contracts?
A.  All datacenter servers and software applications are under active support contracts.
Q. What is the expectation for level of application support for the following vendors from MSP, and are vendor support contracts and in-production software versions current with the following? Past Perfect, TAM (POS) Software, Timeslips.
A. We manage these applications in-house. The MSP is not responsible for supporting these applications. However, the onsite network engineer may assist with some application upgrades and/or support issues.

Q. How many users approximately actively / daily use the Terminal / RDS server for day-to-day job functions?
A. Less than 5.

Q. Is there any SIEM in place now?
A. It is provided by our current MSP.

Q. Are the devices, other than VPN and laptops (ie. printers, POS terminals etc.) in scope for support at employee locations?
A. Servers and firewalls should be included. We expect minimal printer or laptop support as it is handled by internal NTHP staff.

Q. Are the any users considered “privileged account users”?
A. No.

Q. Should the SOC monitor all users or just privileged?
A. The SOC needs to monitor all users. Currently, O365 is monitored.

Q. Is there an internal ticketing system in use today?
A. Yes. The National Trust IT staff will continue to manage the Help Desk. User Help Desk services are out of the scope of this RFP.

Q. As we understand you have 11 locations across the United States, we wanted to inquire about the possibility of cost savings. Would it be feasible for us to propose a solution where we assign one staff member to manage any hardware issues on-site, while the rest of our team based in our Pune, India ODC works 24/7 to resolve any issues within SLAs, similar to what we do for our other clients?
A. That would be considered.

Q. Page 6 criteria 4. Do you mean former, as in no longer clients of ours? Or do you mean current clients?
A. Current clients

Q. What Carrier for network connectivity are you using?
A. We currently use Cogent for our headquarters. Sites use Comcast, Cox, Spectrum and Verizon. Site connectivity depends on the geographic area and what is available.

Q. Backup: what is the data size, how many gigs?
A. We use Rapid Recovery for on site backups and also back up to Azure. HQ data is approximately 20 TB’s.
Q. **Firewalls**: DC and Convene office (main office) have firewall prs (total of 4). Correct?
A. There are two firewalls at Convene (this is the DC office) and two at the Cogent Datacenter. Each remote site also has a Sonicwall firewall.

Q. The Mac server is located where? And is part of the number of servers above or in addition to the Windows Servers?
A. The Mac server is located at the Cogent Datacenter. Mac Medics supports this server.

Q. Are you using a Meraki Enterprise Cloud Controller for the AP’s?
A. Yes.

Q. Page 12: Work with Trust 2 to 3 days per week. Can you clarify? Onsite or remote? And at which location(s)?
A. The network engineer would work in the DC area with the internal National Trust staff. One day a week in the office is preferred and one day being remote. We would consider 3 days if the cost was within our budget.

Q. Remote site network diagrams are physical diagrams?
A. There were two remote site diagrams included in the RFP. All other sites have almost identical setups.

Q. Is helpdesk support part of this RFP? If so, can you elaborate? And if yes, can you provide 90 days of ticket data?
A. No. The National Trust has an internal IT team that manages the help desk.