# Questions for RFP #251-23-415 – Enterprise System Support

| Reference | Vendor Question | Answers |
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|  | Is the expectation that this contract absorbs workload If current full-time WCPSS employees working on these projects leave? If so, how long does it take to typically fill an open position like these? | No. |
| Vendor Responsibilities, page 8 | Does the uptime requirement listed in B.10 include the remote school and administration sites or just the data center? | The uptime requirement is primarily for the systems located in the Data Centers at Crossroads II (110 Corning Road, Cary). The school and satellite admin. sites should be addressed during normal school hours, Monday through Friday. |
| Support Hours, page 5 | Who chooses which three days (or more) to be onsite? Is a specific location provided to set up workstations provided for each vendor or is it a shared location? | The Systems Administrator II will choose which days for the vendor to be onsite. A location is provided at the Central Services located at Crossroads II (110 Corning Road, Cary) with complete workstations for up to three individuals at a time. |
| Support Hours, page 5 | Is 7x24 hour on-site coverage also expected at the non-data center locations (i.e. the 200 schools)? If so, how does gaining access to those facilities work after normal business hours? | 7x24 coverage is expected only at the Data Centers at Crossroads II and III locations. The schools can be covered on the next available business day during school hours. |
| Scope of Work, page 5 | How many servers of each OS type are currently maintained under this proposal? | Current counts, which are all approximates: RHEL (500 Servers), VMWare (25 Servers), Windows (110 Servers), Various Appliances (50 Servers), AIX (5 Servers). |
| Vendor Responsibilities, page 8 | What are the timeline expectations under contract termination covered under B.23? Will the transition be completed by the end of this awarded contract? | No timeline expectations have been established. Circumstances at that time would determine needs and requirements. |
|  | Is the management of backup infrastructure (Avamar), camera software (Orchid), and security appliances (PowerProtect Cyber Recovery Vault and CyberSense) included in the scope of this RFP? | Yes, The noted infrastructure is included in this RFP. |
| Scope of Work, page 4 | When does WCPSS plan to down select? | Unsure of what is being asked. Therefore, cannot answer. |
| Scope of Work, page 4 | When does WCPSS plan to award? | Expectation would be to complete review of submitted proposals and submit recommendation of award to Board of Education in May 2023. |
| Scope of Work, page 4 | When is expected start date? | Start date would be July 1, 2023. |

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| Scope of Work, page 5 | The request is for a monthly fixed price fee.  If there are a substantial number of additions/decommissions, can it be renegotiated? | The scope of this RFP is for a fixed price based on the current information provided. If there is a substantial change in the future, contract can be reevaluated. |
| Scope of Work, page 5 | Does the initial duration include transition? | Yes. |
| Scope of Work, page 5 | Average number of decomms per year. | Less than 20 per year. |
| Scope of Work, page 5 | Average number of additions per year. | Less than 20 per year. |
| Scope of Work, page 5 | For the Operating Systems, can you please provide the versions? | RHEL 7.9, RHEL 8.6, Centos 7, VMWare 7.0.3 and 8.0.0, Windows Server 2012, 2016, 2019, Windows 10 and 11. AIX v7.1 |
| Scope of Work, page 5 | For the Operating Systems, can you please provide the quantities of each? | Current counts, which are all approximates: RHEL (500 Servers), VMWare (25 Servers), Windows (110 Servers), Various Appliances (50 Servers), AIX (5 Servers). |
| Scope of Work, page 5 | Provide quantity for each Storage type. | Dell Enterprise Unity 450F for most Data Center systems. Local storage for school servers and several stand-alone systems. |
| Scope of Work, page 5 | Network - Number of switches, routers, wireless access points? | These devices are outside the scope of this RFP and are not the responsibility of this awarded vendor. |
| Scope of Work, page 6 | For the Databases, can you please provide the versions of each type? | Database administration is handled under a different contract. |
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| Scope of Work, page 6 | Office 365 - Number of users. | Approximately 22,000. |
| Scope of Work, page 6 | Office 365 - What type of licenses are currently being used? | The district licenses Microsoft under an EES Agreement. Currently the district has subscriptions to A1, A3, and A5 licenses. |
| Scope of Work, page 7 | What is the current tool used for trouble tickets? | Cherwell Service Management. |
| Scope of Work, page 7 | What are the current patch cycles that WCPSS follows? | For AIX the patch cycle is Spring and Fall. All other systems are typically every three (3) months. |
| Scope of Work, page 7 | Can you please provide the TSD Architecture and Information Security Standards? | Public information about the district is available at https://wcpss.net. Internal infrastructure architecture and |

| | | security standards will be shared with awarded vendor and are not for public release. |
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| Scope of Work, page 7 | For patching, what is the current success rate? | We do not understand your question. All patches that are applied are successful. |
| Scope of Work, page 8 | WCPSS is asking for an uptime of 99.7%.  Is that currently being met?   Can you provide the past 6-12 months or reports? | Yes, uptime stated is currently being met by provider. Unfortunately, we cannot provide the reports at this time. |
| Scope of Work, page 8 | Network - what is the average number of firewall requests to be implemented per month? | Less than 10. |
| Scope of Work, page 8 | For the support of the Electronic Mail Services, can you provide the current reports you receive? | Email system is currently Microsoft Office 365. Occasional assistance with email routing and filtering is all that is needed. |
| Scope of Work, page 8 | Internet Filtering - What service is currently in place? | The district currently utilizes Cisco Umbrella. |
| Scope of Work, page 9 | DNS - What service is currently in place? | The district has both Windows Active Directory and Linux based DNS servers in house. |
| Scope of Work, page 9 | Remote Access - What is currently in place? | Cisco AnyConnect client with ASA and Firepower devices. |
| Scope of Work, page 9 | Remote Access - How many concurrent users? | There are fewer than 500, typically. |
| Scope of Work, page 9 | WCPSS is requesting that the network be monitored, is anything currently in place? | Open source tools such as Xymon are currently being utilized. Awarded vendor may utilize/suggest alternative product(s). |
| Scope of Work, page 9 | If there is no monitoring in place for the network, will the purchase of the tool be done by WCPSS or by the vendor? | There are tools available. New acquisitions, if any, would be funded by WCPSS. |