REQUEST FOR PROPOSALS:

IT SUPPORT SERVICES FOR WORKFORCE SOUTHWEST WASHINGTON (WSW) AND THE COLUMBIA RIVER ECONOMIC DEVELOPMENT COUNCIL (CREDC)

BIDDER QUESTIONS AND ANSWERS

POSTED: Thursday, April 20, 2017

Question:
What virtualization Hyper-Visor is being used on the physical Dell T630 Server? Hyper-V or VMware?

> **Answer:**
> We are using Hyper-V on our physical server.

Question:
What is the total amount of data to be backed up for the two agencies? (Including the physical and virtual server Operating System (C:) and Data partitions)

> **Answer:**
> For purposes of this RFP, assume that both organizations collectively back up 1050 GB of data remotely to off-site co-location/cloud storage.

Question:
Does the existing Sonicwall Firewall have a current Dell/Sonicwall support agreement?

> **Answer:**
> Yes.

Question:
Proprietary CSM database for CREDC
  o   Is there developer support available with this database either third party or internal?

> **Answer:**
> Yes.

Question:
Are the Workforce and CREDC network on separate subnets or are they on the same subnet and sharing use of the servers?

> **Answer:**
> My understanding of our current structure is that both WSW and CREDC are on the same subnet, both sharing use of the servers.

Question:
Are there specific IT related security policies separating the two entities?
>**Answer:**
>Yes.

Question:
Is WSW or CREDC bound by any regulatory obligations? HIPAA, Sarbanes-Oxley etc.
>**Answer:**
>Neither organization is bound by any regulatory obligations.

Question:
25 staff members encompasses all WSW and CREDC employees? Any outside or branch/remote based workers within that subset of staff members that would require support on an ongoing basis?
>**Answer:**
>Currently, all CREDC staff members are based out of our Vancouver office and none of them are strictly remote workers, although there is a great deal of travel and remote work offsite for most staff members in the normal course of CREDC's business.
>
>WSW, on the other hand, has a total of three (3) staff members who work almost exclusively from remote locations away from our Vancouver office location. These three staff members are part of the total 25-staff member count provided in the RFP. They require regular support on an ongoing basis.