MARYLAND
FAMILY
NETWORK

1800 WASHINGTON BLVD, SUITE 445
BALTIMORE, MARYLAND 21230-2344
tel 410.659.7701   fax 410.783.0814

marylandfamilynetwork.org

IT RFP Q&A

Q. What is your current end-user count?

A. About 55

Q. Do you know if you have segregated LAN networks on your core network? (For example – separate VLAN for guest access on Wi-Fi, etc.)?

A. Yes

Q. May we please know more about your service level with your Datto BCDR? Is this an Alto or Siris Device?

A. Siris

Q. Does your Comcast business internet have Cellular capability if the cable line were to have problems?

A. No

Q. Is your SonicWALL Firewall licensing up to date?

A. Yes

Q. Do you have MFA enabled on your remote access through SonicWALL NetExtender?

A. Yes

Q. Can you provide a few examples of resources that require users to connect via the VPN?

A. SSRS reporting

Q. Can you give an example of a typical ticket your current provider receives?

A. Standard end-user support issues

Q. Same question regarding your A/V systems – what level of support does your current provider offer for these systems?

　A. Standard end-user support issues with regard to the A/V equipment

Q. Can you please give examples of what automation happens using Powerautomate?

　A. Data collection and parsing

Q. Do you have a password management system? If so, which one?

　A. No

Q. What kind of Active Directory are you using currently?

　A. Small on-prem deployment for legacy services but primarily Entra

Q. What are the preferred communication and project management methods?

　A. Weekly phone check-in with COO, Monthly senior staff meeting (as part of CIO services). Open to using Smartsheet but do not currently utilize it for IT.

Q. Does MFN have documented metrics and standards for successful measuring?

　A. Not currently, but we would like to measure the performance of our IT service (response time, etc.).

Q. Are there compliance and regulatory requirements to consider?

　A. Not that are relevant to the RFP

Q. Will office space be available for on-site resources when needed?

　A. Yes

Q. Are existing licenses expected to be managed and maintained?

　A. Yes, they should be managed as part of this agreement.

Q. Should the response include the maintenance cost or be an additional SOW?

A. Yes, it should be included.

Q. Which of the required solutions are new to MFN, and which will need to be implemented?

A. All existing, though there are upcoming changes to move two servers/services to Azure.

Q. Which model do you have?

A. Q-NAP TS-569 Pro

Q. Type of NAS: Is it a single-bay, multi-bay, or rack-mounted NAS?

A. Multi-bay

Q. Storage Capacity: How much total storage capacity does the NAS have?

A. 2.5TB

Q. Hardware Specifications: What are the NAS's processor, RAM, and network interface specifications?

A. Stock specs per model

Q. Primary Use Cases: (e.g., file sharing, backup, media streaming)?

A. The NAS runs an iSCSI share that provides storage to the VM environment. This contains only non-production data such as secondary SQL backups, logs, etc.

Q. Data Transfer Speeds?

A. GB

Q. Are you open to moving toward a private cloud environment?

A. MFN would be looking for the MSP to make recommendations

Q. Is Huntress from the existing vendor, and could it be replaced

   A. Yes, the current MSP is providing this. MFN would be open to alternatives if they provide the same level of functionality and support.

Q. What are you using Intune for?

   A. Just workstations, not mobile devices.

Q. I see 45 employees and approximately 75-85 devices. What are the additional devices? Are they spares, iPads, etc.?

   A. The additional computers are a collection of common-area machines, loaners, spares, & previous devices assigned to users at various stages.

Q. What is the use case for the NAS? I am curious why it is used rather than the server.

   A. The NAS runs an iSCSI share that provides storage to the VM environment. This share contains only non-production data, such as secondary SQL backups, logs, etc.

Q. Under '*Server support,*' it mentions "onsite and cloud," can you tell me more about your cloud environment? I only saw mention of the physical servers.

   A. Onsite web and SQL servers are being migrated to Azure services.

Q. What are the ages of the servers?

   A. ~2016

Q. OS and ages of workstations?

   A. A little over half of the workstations are less than two (2) years old; the others are 2-4 years old. About 2/3 of the machines are Windows 10; the remainder are Windows 11. There are 1-2 Macs in use.

Q. Do you have a hardware lifecycle policy/plan in place now?

A. Not formalized