

## Questions on Technology

Question	Response
<p>Could you please provide us with more information about the City's IT Infrastructure (i.e. servers, systems etc.) ?</p>	<p>Data</p> <ul style="list-style-type: none"> <li>○ Mainly stored on local file server with some onedrive/sharepoint</li> <li>○ 1 VMWare host with 2 windows servers</li> <li>○ Veeam backup to Synology with 1.7t of data and additional air gapped backups</li> </ul> <p>Apps</p> <ul style="list-style-type: none"> <li>○ Mix of Office 2016 and Office 365 Office licenses</li> <li>○ Office 365 G1 licensing for email</li> <li>○ Vision accounting</li> <li>○ Adobe acrobat</li> <li>○ PermitTrax</li> </ul> <p>Hardware</p> <ul style="list-style-type: none"> <li>○ ~12 Dell desktops – all 3 years old</li> <li>○ ~12 laptops – various ages</li> <li>○ ~10 surfaces – less than 1 year old</li> <li>○ Sonicwall Firewall</li> <li>○ 2 copiers under contract</li> </ul>
<p>Where is your data hosted? ie. On-prem, Azure, AWS</p>	<p>Data mainly stored on local file server with some onedrive/sharepoint</p>
<p>Do you have a hardware inventory list - devices, computers, laptops, printers, firewalls, phones, etc.</p>	<ul style="list-style-type: none"> <li>○ ~12 Dell desktops – all 3 years old</li> <li>○ ~12 laptops – various ages</li> <li>○ ~10 surfaces – less than 1 year old</li> <li>○ Sonicwall Firewall</li> <li>○ 2 copiers under contract</li> </ul>
<p>How much data do you have - production? backing -up? disaster recovery?</p>	<p>Veeam backup to Synology with 1.7t of data and additional air gapped backups</p>
<p>What business applications are you currently using?</p>	<ul style="list-style-type: none"> <li>○ Mix of Office 2016 and Office 365 Office licenses</li> <li>○ Vision accounting</li> <li>○ Adobe acrobat</li> <li>○ PermitTrax</li> </ul>
<p>Are you needing the business applications you are using supported by the contractor?</p>	<p>Yes</p>

On phones, meetings, calls - are you using a cloud based solution? ie. Microsoft Teams, AWS Workspaces, Google	Microsoft Teams
Are your users using Microsoft Office 365 licensing? If so, what sku name are all of your users in? ie. M365 E3, Business Premium, M365 E5	Office 365 G1 licensing for email
How many physical and virtual servers do you have?	1 VMWare host with 2 windows servers

### Questions on Service Provision

Question	Response
Who is the current provider on this contract? And what was their pricing?	IS Outsource, \$160.00/hr - \$192.00/hr
How do you need vendors to propose their pricing? Hourly Based Rate Card, Monthly fee or Annually Fee.	We do not need vendors to propose their pricing in their responses. We are currently billed on an hourly basis for services rendered.
What number of hours of the onsite visit is needed for any hardware-related problem fix, and what should the response time be?	The number of hours required for a hardware-related problem fix will depend on the complexity of the issue. Our hope is to address as many issues as possible remotely. The response time should be ASAP.
What is the estimated budget for this contract?	Not yet determined for 2023. We are currently in the budget process.
How many locations does Clyde Hill need supported and managed?	1
Do you have any part-time employees?	Yes
Are you looking for end user support or do you have an IT contact that handles end user support?	We are looking for end user support