

## Questions and Answers for RFP No. 02-2026 – IT Managed Services

### Question 1

Is this a new requirement, or does it replace an existing service or contract?

*Answer: Since 2017, there has been an existing month-to-month contract with a third party. This RFP seeks to replace month-to-month with an annual contract.*

### Question 2

Does ECRC have an incumbent? If so, could you please let us know their name?

*Answer: ECRC has a current month-to-month contract with Bit-Wizards.*

### Question 3

What is the estimated budget of the RFP?

*Answer: The current annual budget is estimated to be between \$60,000 to \$90,000, which is calculated based on fees that may include monthly helpdesk support, project work, hourly on-site services, and other fees outlined in the RFP.*

### Question 4

Do you have a budget allocated for this engagement? If so, could you please share the details with us?

*Answer: Please see the answer to Question 3 above.*

### Question 5

How many employees do you currently have?

*Answer: The current staff is comprised of 22 employees.*

### Question 6

How many total employees require IT support, and what is the breakdown of onsite, remote, and hybrid users?

*Answer: The current staff is comprised of 22 employees, all with hybrid capabilities.*

### **Question 7**

How many office locations are there, and what are their geographic distributions?

*Answer: ECRC has one (1) physical office location in Pensacola, FL. The organization's service region, however, is from Escambia County, FL through Bay County, FL.*

### **Question 8**

Can ECRC provide the current number of users, endpoints, and physical locations that will be supported under this contract?

*Answer: Please see the answers to Questions 5, 6, and 7 above.*

### **Question 9**

Do you require onsite support or open for Hybrid model?

*Answer: ECRC is open to a hybrid model.*

### **Question 10**

What is the expected distribution between onsite and remote support services?

*Answer: Most support services can be handled remotely, as hardware and software capabilities allow. Onsite services are only required if there is a hardware issue or setup that cannot be resolved remotely.*

### **Question 11**

Are there any anticipated changes in user count, infrastructure, or organizational footprint during the contract term?

*Answer: The organization typically employs between 22 and 30 full-time staff members at any given time. While no changes to the organizational footprint are anticipated during the initial contract term, ECRC expects to relocate to a new facility in winter 2027, replacing the current physical location. This new facility may require more advanced technology and IT support.*

### **Question 12**

What is the total number of desktops, laptops, tablets, and mobile devices currently in use?

*Answer:*

- *Desktops – 6*
- *Laptops – 30*
- *Tablets – 2*
- *Mobile Phones – 8*
- *MiFi's – 8*

### **Question 13**

What operating systems and standard device configurations are deployed across the organization?

*Answer: The organization currently standardizes Windows 11 across all end-user systems. The device footprint is predominantly laptop-based, with the majority of users issued Dell laptops configured with a docking station, external monitor or two, and wireless keyboard and mouse. A limited number of desktop systems are deployed to support specific operational needs.*

### **Question 14**

How many servers are in the environment, and what is the split between on-premises and cloud-hosted systems?

*Answer: The organization does not operate any servers, either on-premises or cloud-hosted.*

### **Question 15**

What types of servers are in use (e.g., file servers, application servers, database servers, domain controllers)?

*Answer: Please see the answers to Question 15 above and Question 16 below.*

### **Question 16**

What virtualization platforms and storage systems are currently implemented?

*Answer: The environment includes two Synology DiskStation NAS devices used for centralized storage purposes. No virtualization platforms are currently implemented.*

### **Question 17**

What cloud platforms and SaaS applications are currently in use (e.g., Microsoft 365, Azure, AWS, CRM/ERP systems)?

*Answer: The organization utilizes Microsoft 365 for productivity, collaboration, and identity-related services, and Adobe Creative Cloud to support design and creative workflows.*

### **Question 18**

What identity and access management systems are used (e.g., Active Directory, Azure AD, MFA, SSO)?

*Answer: Identity and access management is handled through Microsoft Entra ID, with Multi-Factor Authentication (MFA) enforced for user access.*

### **Question 19**

How many network locations are supported, and what networking equipment (routers, switches, firewalls) is deployed?

*Answer: The organization operates from a single physical location. Networking infrastructure includes a FortiGate 60F firewall, a UniFi Cloud Key controller, a UniFi USW Pro 24-port PoE switch, and two UniFi UAP AC Pro wireless access points.*

### **Question 20**

What internet connectivity and redundancy mechanisms are in place at each site?

*Answer: The site is supported by a single Cox Business WAN circuit providing 500 Mbps download and 100 Mbps upload bandwidth. No redundant internet connectivity is currently in place.*

### **Question 21**

What remote access solutions (e.g., VPN) are currently used?

*Answer: Remote access is provided through an SSL-VPN solution using FortiClient, with VPN termination handled by the FortiGate firewall.*

### **Question 22**

What IT service management (ITSM), remote monitoring (RMM), and asset management tools are currently in use?

*Answer: IT service management (ITSM) and asset management are provided through AutoTask. Remote monitoring and management (RMM) capabilities are delivered using NinjaOne (NinjaRMM).*

### **Question 23**

What tools are currently in place for remote monitoring, patch management, and endpoint security?

*Answer: Remote monitoring and management (RMM) capabilities are delivered using NinjaOne (NinjaRMM). Endpoint Security is delivered using BitDefender GravityZone.*

### **Question 24**

Could you please provide detailed information about your infrastructure, including the number of routers, switches, access points, firewalls, servers, etc.?

*Answer: Please see the answers to Questions 12 – 23 above.*

### **Question 25**

Who will be the primary stakeholders or decision-makers for IT-related matters within ECRC?

*Answer: Once the vendor is selected and approved by the ECRC board, the primary decision-makers for IT-related matters within ECRC are Kandase Lee (CEO), Dawn Schwartz (CFO), and Renee Quick (HR & Administrative Director). Renee Quick is the primary contact for all IT-related matters.*

### **Question 26**

What are the standard business hours for support, and what is the typical frequency and nature of after-hours or emergency support requests?

*Answer: Standard business hours for support are Monday through Friday, 7am – 6pm CST, with a maximum 4-hour response time. After-hours requests are to be handled on the next business day unless it is an emergency. Emergency support requests will be identified as such and are expected to be handled as quickly as possible. Current typical frequency for emergency support requests is negligible.*

### **Question 27**

What are the required support hours and expected service level agreements (SLAs) for response and resolution times?

*Answer: Resolution timelines vary based on issue complexity and priority, as mutually agreed upon with the selected vendor. Please see the answer to Question 26 above for further details.*

### **Question 28**

Does ECRC have defined service level expectations, including response times, resolution times, and uptime requirements?

*Answer: Please see the answer to Question 26 above.*

### **Question 29**

Are incident priority levels defined, and if so, what are the expected response and resolution timelines for each priority level?

*Answer: Incident priority levels are not defined, except for the answer provided in Question 26 above.*

### **Question 30**

What is the average monthly help desk ticket volume, and how are tickets categorized?

*Answer: Based on a review of historical ticket data, the organization averages approximately 120 help desk tickets per month. Tickets are consistently categorized across standard IT service management functions, including:*

- *Incidents – Break/fix and end-user technical issues*
- *Service Requests – User-initiated activities such as onboarding, access changes, and hardware or software requests*
- *Monitoring Alerts – Generated automatically by managed systems for events such as backup failures, device outages, and security conditions*
- *NOC Tasks or limited Triage and Procurement – Activities associated with routine IT operations and equipment fulfillment.*

### **Question 31**

Could you please let us know the average number of monthly support tickets?

*Answer: Please see the answer to Question 30 above.*

### **Question 32**

What ticketing or helpdesk system is currently in use, and will the selected vendor be required to utilize this system?

*Answer: The current ticketing system is proprietary to the current vendor. The selected vendor will need to have their own ticketing system, to include email and phone call ticket submission.*

### **Question 33**

Can ECRC provide historical metrics such as average monthly ticket volume, number of critical incidents, and frequency of user onboarding/offboarding requests?

*Answer: The average monthly ticket volume is 120 help desk tickets. ECRC does not currently track critical incidents. Frequency of user onboarding/offboarding requests varies but is typically up to five (5) user onboarding and five (5) user offboarding requests per year.*

### **Question 34**

What is the current process for IT procurement, including approval workflows and preferred vendors?

*Answer: The current IT procurement process follows an approval workflow in which requests originate from an employee or the employee's supervisor and are submitted directly to the vendor. Before any procurement activity proceeds, the vendor must obtain written approval from Renee Quick, HR & Administrative Director. In some instances, procurement requests may originate directly from Renee Quick and will always be provided in writing.*

*ECRC adheres to an internal procurement policy based on cost thresholds and approval requirements. ECRC does not maintain preferred vendors; however, Dell is commonly used for most IT-related purchases, and Amazon is typically used for smaller, non-specialized items.*

### **Question 35**

What level of involvement is expected from the vendor in recommending, procuring, or managing hardware and software acquisitions?

*Answer: ECRC expects the vendor to recommend, procure, ship, manage, and safely and securely decommission all hardware and software acquisitions as appropriate.*

### **Question 36**

What are the key challenges or pain points with the current IT environment or service delivery?

*Answer: The organization primarily stores electronic documents in SharePoint; however, the current storage allocation is limited and periodically requires the purchase of additional space. In addition, effective use of SharePoint often relies on configuring OneDrive synchronization for each user, which can create usability and management challenges.*

### **Question 37**

What are the primary challenges or pain points ECRC is currently experiencing with its IT environment or support services?

*Answer: Please see the answer to Question 36 above.*

### **Question 38**

Are there any recurring issues or high-volume categories of support tickets that should be considered?

*Answer: ECRC has recurring issues with SharePoint as well as frequent email spam or phishing attempts.*

### **Question 39**

Will the selected vendor be expected to operate within ECRC's existing toolset, or will there be flexibility to propose alternative solutions?

*Answer: ECRC is open to considering alternative tools or solutions when they provide a clear benefit in terms of cost efficiency, usability, or operational improvement for staff. To ensure continuity of service, the selected vendor must initially work within ECRC's existing toolset. Any proposed changes to tools or systems must be clearly justified based on benefit to ECRC—not vendor preference—and must be reviewed and approved by ECRC in advance. All approved changes are to be implemented in a planned, coordinated manner to minimize disruption.*

### **Question 40**

Are there any specific security, regulatory, or compliance requirements that the selected vendor must adhere to?

*Answer: Any specific security, regulatory, or compliance requirements are listed in the RFP. ECRC is a government agency, and the vendor should meet the requirements for a local or state government entity.*

### **Question 41**

What are the expectations for transition, onboarding, and knowledge transfer from the current provider (if applicable)?

*Answer: The current provider is expected to remain engaged for a transition period of approximately 30 to 60 days to support onboarding activities and facilitate knowledge transfer to the newly selected provider, as appropriate.*

### **Question 42**

Is there an incumbent vendor currently providing these services, and if so, will a formal knowledge transfer be facilitated during transition?

*Answer: Please see the answer to Question 41 above.*

### **Question 43**

What are ECRC's expectations regarding the transition and onboarding timeline for the selected vendor?

*Answer: Please see the answer to Question 41 above.*

### **Question 44**

What reporting, dashboards, and key performance indicators (KPIs) are required, and at what frequency?

*Answer: The organization does not currently require any formal reporting; however, a quarterly business review is conducted to assess performance and may include a breakdown of helpdesk tickets, response times, and other topics as they arise.*

### **Question 45**

What are the expectations around periodic security assessments, reporting, or audit support?

*Answer: There are no periodic security assessments or reporting requirements as part of this contract. ECRC is subject to annual financial audits which may or may not include review of IT services and support. Expectations for audit support are negligible.*

### **Question 46**

Does ECRC have any preferences regarding pricing structure, such as fixed monthly services, hybrid models, or strictly time-and-materials?

*Answer: Per the RFP, ECRC anticipates a fee structure in which Vendor invoices monthly for standard, ongoing IT managed services provided during the previous month. ECRC further anticipates that Vendor will issue separate invoices for hardware, shipping costs, and any other previously approved miscellaneous items procured on ECRC's behalf.*