

# Information Technology Services RFP & Telecommunications Technology Services RFI

## Response to Questions

- 9. On each of your 2 servers, what is the data volume utilization, i.e. what is the disk size and how much is being used?**

CORRECTION TO PREVIOUS RESPONSE: The Police Department server has approximately 8 TB of storage and is 21% used.

- 14. What is the serial number, make and model of the server at the police department? What is the serial number, make and model of the server at Town Hall?**

See the original IT Services RFP Appendix for details we are prepared to share at this time.

- 15. Can you please provide information on how to apply for CJIS certification? What specific CJIS certifications are you looking for your provider to have?**

The full CJIS Security policy is available at: [https://www.fbi.gov/file-repository/cjis\\_security\\_policy\\_v5-9\\_20200601.pdf/view](https://www.fbi.gov/file-repository/cjis_security_policy_v5-9_20200601.pdf/view). The NC State Bureau of Investigation Information Technology Department is also a resource for additional information.

- 16. Is CJIS certification required for the VoIP and Security RFI also?**

No, CJIS certification is only required for the IT Services (cybersecurity, help desk, etc) provider and not the Telecommunications Services (phones, security) provider.

- 17. How many actual computer users do you have? / The appendix states 71 workstations. How many employees use these workstations?**

About 54 employees have an assigned workstation. The additional workstations are either a shared workstation, a 2<sup>nd</sup> device for a user, or a spare.

- 18. How many email addresses does the towns domain support?**

The Town's domain supports the website only. The Town receives email and Office 365 services through the State of NC Dept of IT, which owns the domain used for the Town's email addresses.

- 19. Regarding your Microsoft licensing, are you on your own Office 365 tenant or are you in a joint environment with other public sector entities?**

No, the Town is not on its own Office 365 tenant. It is a joint environment with other public sector entities which is managed by the State of NC Dept of IT.

- 20. Do we have the ability to have admin. rights on the O365 tenant?**

Neither the Town nor the selected IT vendor will have administrative rights to the tenant. The selected vendor will not be expected to manage the environment beyond the rights granted by the State of NC Dept of IT.

**21. What type of existing ticketing system is being used? Are you looking to replace this system if another vendor other than the incumbent is selected?**

The current system is web-based and entirely owned and managed by the incumbent vendor. We expect the selected vendor to provide a ticketing system.

**22. Logically is HQ'd in Maine. Carolinas IT prior to the Logically acquisition was HQ'd in Raleigh. How is this affecting their ability to respond & continue to provide services as the incumbent?**

Logically continues to maintain a physical presence in Raleigh.

**23. Is it possible to schedule an onsite or site walk through prior to our bid being delivered?**

Not planned at this time. The top-ranked vendors may have an opportunity for walk through at the oral interview.

**24. Regarding the Telecommunications Technology Services RFP, is there a specific upcoming Telco. Project with a defined scope that we should be responding to?**

There is no specific scope for the Telecommunications Technology Services Request for Information. We are seeking information about vendors in the field who have the capacity for additional clients.

**25. It appears to us that the RFI and RFP have different scopes and wanted to see if in fact they would be split up? Are you looking for vendor to handle everything?**

It was the original intention to select separate vendors for the IT and Telecom services, given the interest in security system software. However, we are open to hear what all vendors offer regarding these services.

**26. For the Telecommunications Technology Services RFI: List of security system software company partners. Are you looking for who we partner with to install and support security systems as we subcontract this work with a great local partner, or what security systems software that company supports? Can this be subcontracted?**

We are looking for the security systems software the company supports. Yes, installation and support can be subcontracted; please note this on the response.

**27. For the Telecommunications Technology Services RFI: References from other local clients. Do you want more than company names at this point? In other words are you needing our company contact name and do you intend on calling them now so we can let them know.**

Just the company names at this point.