Hartford Public Library RFP Questions
IT Managed Service Provider
RFP# 01-IT-2022

1. **Of the 200 virtual desktops running in the Staff Environment, how many are running on physical desktops/laptops and how many are running on thin clients (ie. dumb terminals)?**

   200 virtual desktops are a mix of Public and staff virtual machines. We have 130 machines on the staff side and 70 on public side. Public side is all Samsung 241 Zero clients. On the staff side, we have most staff on Samsung 241, the management staff (20) have laptops or desktops through which they use their virtual machine when needed.

2. **How many Staff users do you have that will require support?**

   120 staff, day to day support will be provided by a desktop support specialist.

3. **Of the 70 virtual desktops in the Public Environment, how many are running on physical desktops/laptops and how many are running on thin clients (ie., dumb terminals)?**

   All public machines are on thin clients. We have 2 branches that use physical computers, no virtual machines.

4. **How many email accounts to you have?**

   ~250

5. **What is the count and the version of the Virtual Server OS (Windows and Linux)?**

   We have 3 linux servers and 29 Windows Servers
   Most Servers are 2012 – 2016. There are 4 servers on 2008

6. **How many Departmental Synology NAS devices do you have?**

   3 synologys

7. **How do you currently back up your systems? How much data do you back up and where is this data backed up to?**

   We use Veeam for daily backups. Currently the Data is backed up the Tegile and one of the Synology, we are in the process of setting up a physical server to serve as a backup server.

8. **If determined, what are your Disaster Recovery Point Objective (RPO) and Recovery Time Objective (RTO) targets?**

   We would need to ensure public virtual machines are prioritized and brought back up quickly if there is a Disaster.

   On the Staff side E-mails, and the file server would be our primary.

   Ideal recovery Time would be 4-8 hours depending on the complexity of the outage.

9. **Will the selected managed service provider be responsible for managing all, some or none of the network devices (i.e., switches, firewalls etc.)? If yes, which network devices will be managed by the IT service provider and will this include remote monitoring and remediation?**

All of our switches and routes are managed by the City, the MSP will not be responsible for those. The MSP will be responsible for 2 Dell switches in our Data Center and 2 Sonicwall firewalls. The MSP may need to work with the City to troubleshoot complex networking issues at times (rarely). The equipment under HPL will need to be monitored.

10. **What specific, if any, IT security services does HPL require?**

We currently use ESET – Management of ESET and firewall would be a good start. After that if additional security services are recommended, we would request a proposal.

11. **Page 7, Tab 5 - Terms & Conditions. What form do you require the contract to be in? Please clarify?**

The forms start on page 15.

12. **Can you confirm the date the RFP is due; December 17 at 4:00pm? Page 5 states RFPs are due January 7, 2022 at 4:00pm.**

December 17th is the due date

13. **Is January 24, 2022 your expected go live date or transition start date?**

Yes.

14. **The RFP mentions the use of virtual desktops for internal users. Are these desktops provisioned and maintained by a VDI platform such as VMWare Horizon or Citrix Xendesktop? If so, should support for these platforms be included?**

We use VMware Horizon, and it will need to be included in support.

15. **RFP doesn't mention the use of any physical desktops in the staff environment. Can you please confirm what type of endpoints are utilized for these users and what Operating system and versions they have installed? Thin Client, Physical Desktop, etc**

Staff Have Zero Clients. Management staff have laptops or desktops. All staff are assigned a VM.

16. **Can you elaborate on the line item of "IT Security" in the list of core services? Should we be including endpoint and user security software and services to the proposal?**

We currently have ESET as our endpoint protection. We also have sonicwall for security. Both of these will need to be supported.

17. **How much Data is being used in Production?**

18. **Are vendors to include support for all applications being utilized? If so, Can you provide a list of these applications?**

    MSP would be expected to support Vmware and apps used for support (i.e. Horizon, Vcenter, SSL certs)

    End user Application will be supported by in house desktop support specialist.   Library may ask for a proposal on software implementation if need arises.

19. **While the RFP has many items related to defining the capabilities of the vendor's organization, it doesn't specify exactly what services should be included. For instance, Managed Services are typically a bundling of software, proactive and reactive maintenance and support, and additional labor-based services. Are you asking for the proposal to include software and support to all users, computers, and servers on the network?**

    The main requirement for this RFP is to support our Datacenter and virtual infrastructure. We have or will have an on-stie staff to support day to day operations. MSP is to provide management and monitoring software for the Hosts and servers, HPL is open to procuring monitoring and management software if needed. The Proposal is requesting to include support for the servers, 2 dell switches and sonicwall firewall.

    The RFP is also requesting pricing for help desk staff on as needed basis.

20. **Page 4 mentions a registration form that prospective bidder must fill out to be eligible to submit a proposal. Where is the registration form located?**
    No registration is required.

21. **The background information mentions 6 HPL locations, can you describe what equipment is present at each location that proposer would support?**
    Branches have desktops and virtual machines. Proposer

22. **How do staff and the public access VMs? Are there local thin clients present? Personal devices? Remote Desktop over VPN?**

    Branches with VMs for Public use are connecting using Samsung NC241 Teradici 2 clients. Staff is a mix of desktop, laptops, and Samsung NC241. Staff working remotely use web based VMs to work remotely

23. **Can you list systems/applications that proposer would support, either running on servers or endpoints? What applications do users primarily use? Do applications vary by location?**
    All application support will be provided by in house desktop support. There will be a project based work that will need to be completed on as needed basis.
    Some upcoming projects:
    E-mail – Exchange 2013 - Currently in hybrid, will need to migrate to O365
    Implementing 2 Factor Authentication system wide

24. **Are there any servers, network equipment, computer hardware, or business systems running unsupported operating systems or application versions? For supported systems, are there vendor support contracts and warranties in place? Can you provide any information on what the Linux servers are used for?**

    Some of our Servers are on 2008. Most of them are on 2012 – 2016.

    Our business systems are as following:

    - SirsiDynix LMS – Library Management system – SAAS
    - Donation System – SAAS
    - E-mail – O365
    - Quickbooks – Internal Server
    - Pharos – Internal Server
    - Eset – end point protection

    We have warranty support in place for all hardware and software. Linux systems are used for webhosting

25. **What is the current refresh cycle for equipment? How many devices are replaced annually? Is any equipment leased and is there a schedule for renewal/replacement?**

    We plan for one host replacement per year. We have a total of 7 Hosts. 5 Year lifecycle.

26. **Can you describe the relationship between that Hartford IT and the proposer in regards to the network and its management. Would the proposer have full management access for support and maintenance?**

    The network equipment such as Routers and Switches are managed by the City, proposer involvement with their management will be very limited. Proposer will however need to work with city IT occasionally to ensure there are no connectivity misconfiguration.

27. **Please list any internal systems or tools owned by HPL that new service provider would be responsible for maintaining?**

    Proposer will be responsible for managing and maintaining datacenter switches and sonic walls. Additional details are in the RFP

28. **Is the proposer expected to provide full help desk support or only when coverage is needed? What are some examples of the types of requests that the help desk receives that the proposer would be responsible for?**

> Help desk support will be only for coverage.

> Some examples of helpdesk tickets:

>> Password Reset
>> Printer troubleshooting
>> VM disconnected

29. **In requesting "Project Management for end-to-end Enterprise-wide IT projects," is the expectation to provide Project Management and only Project Management, or would the MSP be executing the project with MSP resources as well?**
> Management and Execution would be MSP responsibility.

30. **Can you provide examples of the types of project work expected over the next 18 months? What is the volume of projects in a year? Are projects typically long term or short term?**

Expected projects:

- Hybrid to complete O365 Migration
- Multi factor Authentication
- Single Sign on

Projects are mix of long and short term.

31. **Are there future planned projects/upgrades that are already scheduled that the new provider would be expected to take over?**

> Project listed in question 11.

32. **Please describe the current security posture of HPL. What security services does HPL currently have in place? Are there specific IT Security Services HPL is looking to implement?**
> Currently HPL is using Eset for end point protection and SonicWALL for web filtering. HPL is open to additional Security Services if needed.

33. **To what extent is the helpdesk expected to interact with the public? Would proposer interact with the public, through communication methods or any other means?**

> Helpdesk only works with public when there is an issue with the computer. Examples are: VM not connecting, Pharos(computer reservation application) not allowing reservations. Proposer will not need to interact directly with the public, but will help support systems (VMs) used by the public.

34. **What are your biggest pain points with respect to systems? Are there any long-term issues unresolved?**

>   Our biggest pain point is having systems that are not to latest current version. Some of our Servers are still on 2008 and need to be brought to current version. There is long-term issue that is not resolved, where Staff Zero Clients get disconnected once in a while for 10-15 minutes.

35. **Is there a transition from a current service provider? If so can you describe your expectations around transitioning to a new service provider? Will a transition period occur between old and new providers with collaboration?**

>   Yes, there will be a transition period. There will be a period of knowledge transfer between the two MSP.