

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-site 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 an as needed basis.