



**IT Support Services Request for Proposals
Questions and Responses- Round 2
May 6, 2024**

1. AMBAG operates 11 servers. Could you please provide detailed information regarding the applications or services hosted on these servers? This information will enable us to furnish references demonstrating our capability to meet the requirements satisfactorily.

Yes, the applications ran on the servers are AMBAG based software and applications, such as, MTP/SCS project database (internal/external), ArcGIS Server for Portal, ESRI GIS software, Adobe Creative Suite, TransCAD, Quickbooks, GoTo, Zoom, Office 365, and Windows domain server. Please refer to the documentation, <https://ambag.systemcatalog.net/>.

- a. Additionally, in the absence of this information, how will potential bidders, other than AMBAG's current IT vendor, be assessed to meet the criteria: "Understanding of AMBAG's Current IT System and Needs", which accounts for 35 points in the evaluation?

We encourage bidders to attend the IT site visit, submit questions under this item, review the RFP scope of work, and equipment list to gain information to become better acquainted with our systems, but also factored into this scoring category is "needs". Elaborate in detail how the bidder plans to meet the needs as listed in scope of work.

2. Sentinel One or an equivalent technology is required to be included in the contract pricing. Could you specify which version of Sentinel One should be included in the proposal, considering there are multiple levels available?

As of today 5/6/2024, AMBAG is using Sentinel One version 23.4.4.223.

3. The proposal is expected to include Office 365. Could you provide a detailed list or a printout specifying the versions of the applications included, such as Basic, Standard, Premium, E3, etc.?

AMBAG uses Office 365 Standard Enterprise.

4. What version of the hypervisor is currently running on AMBAG's servers?

AMBAG uses HyperV native Windows on the host.

5. Does AMBAG utilize Monterey County iNET for its internet connectivity, or does it employ a separate service?

No, AMBAG uses Comcast Business for internet and phone service.



6. Regarding the required spam filter, please specify whether a basic level filter is sufficient or if a more advanced sandboxed server is needed to safely check attachments and links?

Yes, advanced filtering is being used with 365 and AppRiver.

7. For the development of a comprehensive backup plan, we need to understand the total storage currently utilized by all servers and any other essential computers. Additionally, should this backup plan adhere to specific compliance requirements, such as a 90-mile radius, encryption, disaster recovery, or business continuity plans? What are the retention policies sought by AMBAG, e.g., 30 days, 3 months, 6 months, 1 year, 7 years?

AMBAG has a business continuity plan and retains backups for 30 days. We are interested in options for a 90-mile radius cloud backup at third location which we currently do not have in place.

8. Does AMBAG have access to a current network map that may have been provided by the existing IT vendor?

No, we do not have one on hand, but we will investigate getting this item for future use.

9. What are some pain points with how IT is currently going?

AMBAG appreciates a preventative approach to IT maintenance, but overall, no main concerns.

10. Does AMBAG have a total monthly budget in mind? This would allow us to see what versions of Sentinel One and SPAM we can wrap into the quote.

AMBAG does not have a total monthly budget earmarked, as we are unsure of the current costs of staffing, licensing, and expertise to accomplish current and future IT needs.