



IT Support Service Request for Proposals Questions and Responses- July 22, 2026

1. Insurance: Can you confirm the required coverage types and limits for the awarded contractor (general liability, professional liability/errors and omissions, cyber liability, and workers' compensation/employer's liability), and whether AMBAG must be named as additional insured with waiver of subrogation and primary and non-contributory wording?

The insurance requirements are as stated in Section 28 of the Draft Agreement included as part of the Request for Proposals.

2. Service levels: The RFP references systems being secure and functional 24/7. Can you clarify the expected support-hours model and response-time commitments (for example, business-hours support with defined response times for urgent issues versus after-hours on-call coverage)?

Provide response during normal business hours, 8:00am to 5pm local time, excluding holidays, within 4 hours if not urgent. If urgent, provide response within 1 hour and provide direct phone line to reach for urgent issues. If needed, after-hour calls if system critical issues arise due to emergency, such as, cybersecurity compromise or system failure.

3. Equipment list: Will the current IT environment/equipment inventory (referenced in the RFP) be distributed to attendees at the July 21 site visit, or is it available on request beforehand?

The IT equipment inventory was provided at the site visit and uploaded to the AMBAG website RFP IT Support Services section, Reference Item #1, following the site visit.

4. Staffing: Does AMBAG require a named dedicated account team and designated backup personnel, and are subcontracted or partnered support arrangements permitted to meet that requirement?

AMBAG requires a point of contact for the IT dedicated account team member which can be the same as the backup personnel for questions regarding the backup system developed. If a subcontractor or partner is used to meet the backup system requirement, a contact must be provided for the person responsible for backups.

5. Could you tell me how many computers/servers or users you have that we would be supporting?

Please see RFP IT Support Services section, Reference Item #1.

6. Regarding servers, VM host is it one machine? Is it Hyper-V with 5 hosts?

Yes, 13 servers running on Hyper-V host.

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7. Backup is to the cloud and offsite?

Onsite NAS backs up to Wasabi in the cloud and as part of Task B in Scope of Work section of RFP, looking for physical redundant backup option of offsite NAS as well.

8. What does the workstation in the server room do?

That unit is a backup server.

9. Does the AMBAG staff use hybrid or full cloud 365? Is storage local or on cloud to OneDrive?

Everything is stored local, with the option to store to OneDrive or SharePoint.

10. What level of Microsoft licensing?

Microsoft Business Standard.

11. Does AMBAG have mobile device management?

No mobile device management in place currently.

12. Does AMBAG have a data loss prevention policy?

AMBAG anticipates a data loss prevention policy being adopted at our August Board of Directors meeting on August 12, 2026.

13. What software does AMBAG use?

Please see Reference Item #2 of the RFP.

14. What size is the Wasabi backup?

June 3-July 3, 2026 period was 3.62TB of data backup to the cloud.

15. What server virtualization software is in use? (VMware, Hyper-V etc.)

Windows Hyper-V.

16. To properly scope the cost of a new proposed backup solution, what is the total amount of native data that needs to be backed up? (list in TB or GB)



June 3-July 3, 2026 period was 3.62TB of data backed up.

17. Please list the specific Microsoft 365 subscription tier(s) in use.

Microsoft Business Standard.

18. Given the strong local preference and same-day on-site requirements, would AMBAG consider a hybrid model where a remote firm provides all Tier 1–2 remote support and a locally contracted technician handles on-site visits?

We are open to all solutions, with a preference to local vendors.

19. Are there any minority business or local enterprise participation goals (SBE, MBE, DBE) attached to this procurement, and if so, which certifications are accepted?

For this contract and current time period, there are no DBE, SBE or MBE goals.

20. The equipment list will be posted after the site visit on July 21; can it be released earlier to all interested vendors to enable a more informed proposal by the July 27 deadline?

The IT equipment inventory was provided at the site visit and uploaded to the AMBAG website RFP IT Support Services section, Reference Item #1, following the site visit.

21. What is the total number of users and approximate number of devices (laptops, workstations, servers, network printers) currently supported?

The devices supported are listed in the RFP IT Support Services section, Reference Item #1, and total number of users currently supported are 15.

22. Is there an existing network diagram or server inventory that can be shared under NDA to assist in scoping the level of effort?

We do not have any existing network diagrams. The server inventory of devices is listed in the RFP IT Support Services section, Reference Item #1.

23. For the cybersecurity tools (Palo Alto PA-440, SentinelOne, Huntress), are configurations managed by the contractor, and are there any specific compliance frameworks (CJIS, NIST 800-171) that must be maintained?

Yes the configurations are managed by the contract and we do follow NIST 800-171 protocols.



24. Does AMBAG require the contractor to supply and manage the ticketing system, or will a designated email/phone line suffice, and can the contractor use its own ITSM platform?

A designated email and phone line will suffice, and the contractor is allowed to use own ITSM.

25. For the offsite backup solution (Task B), does AMBAG have a preferred geographic radius for the colocation facility, and what are the bandwidth requirements for replication?

The preferred geographic range is within a work day of travel to service if needed. Current replication backup is 3.62TB but varies as data is added or deleted.

26. The RFP states 'no additional hourly invoices will be accepted' outside Task A scope; can you clarify the process for pre-authorization of out-of-scope work and the approval authority?

Pre-authorization is provided by AMBAG contract manager in writing by email, and as needed by signature from Executive Director if warranted.

27. Are there any existing service level agreements (SLAs) for system uptime or recovery time objectives (RTO/RPO) that the contractor must meet or improve?

We do not have any SLAs in place currently.

28. Does AMBAG currently have a password management protocol or tool in place that the contractor must adhere to, and is a privileged access management (PAM) solution required?

AMBAG currently has a password protocol in place that will be provided upon award of contract.

29. What is the expected budget range for the entire 5-year contract, and is there a not-to-exceed value that must be adhered to in the proposal?

We do not have a range or not to exceed amount determined at this time.

30. Does AMBAG currently have an incumbent providing these services? If yes, are there any pain points?

Our previously awarded contract vendor through June 30, 2029 went out of business, requiring us to go out to bid for the contract again unexpectedly. Currently, a short-term interim contract is in place, ending August 31, 2026.