

**Request for Proposal (RFP)**  
**No. HVFDEMS-17-001**  
**IT Managed Services Provider**  
**Questions November 8, 2017**

Question: What is the age of the six Dell Servers or do you have the purchase dates?

**Answer: All six servers were purchased on July 7, 2010**

Question: Are the servers running virtually?

**Answer: We have six physical servers, two domain controllers, two file servers, an exchange server and a utility server running Hyper-V, which hosts a print server, rip and run software and four virtual windows 7 workstations.**

Question: What is the current tape backup process? How often do they go offsite?

**Answer: Currently we have no tape backup process in place.**

Question: Do the backups only process to the tape drive or is there another device that backups are stored on?

**Answer: There is no tape backup until Backup Exec is installed but file replication is in use; Microsoft Distributed File Service (DFS) is implemented along with File Replication Service (FRS). Access to network shares are orchestrated using DFS. DFS is configured to send all network share requests (read/writes) to File Server 1 (FS1). FRS is setup to replicated any change on FS1 or File Server 2 (FS2); thus when a file is written, modified or deleted on any FS#, the change is replicated to the other File Server (Full Mesh Replication) In the event FS1 goes down, DFS must be manually modified so the network shares point to FS2 vice FS1. Once FS1 was repaired, FRS would automatically replicated all changes from FS2 to FS1. It would be up to the system administrator to leave DFS pointed to FS2 or place is back to FS1.**

Question: What backup software is being used and when does support expire?

**Answer: Backup Exec, No Support**

Question: Do you currently have SmartNet contracts on the Cisco equipment?

**Answer: No**

Question: What are the models and ages of the UPSs?

**Answer: APC SUA3000RM2U 3000 VA / 2700 Watt 2U Rack Mount Smart UPS purchase on April 6, 2010**

Question: What are the makes and models of the PCs to be managed? What version of OS are they running?

**Answer: See Attached**

Question: What is the average age of the PCs to be managed?

**Answer: See Attached**

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Question: What are the number of printers that need to be managed?

**Answer: See Attached**

Question: What are the make\model\age of the above-mentioned printers?

**Answer: See Attached**

Question: Is supply management a part of this proposal for the printers?

**Answer: No**

Question: When was the last windows updates installed on both the servers and PCs?

**Answer: See Attached**

Question: What is the name of the AntiVirus software you are currently using?

**Answer: Microsoft security essentials and Defender**

Question: What remote desktop product are you using?

**Answer: Microsoft RDS**

Question: What is the name of the Firehouse software and do you have a support contract from the vendor?

**Answer: Firehouse Software and yes, we have support. ([www.firehousesoftware.com](http://www.firehousesoftware.com)).**

Question: Do you require onsite support visits on a schedule occurrence or only when remote support cannot fix the issue?

**Answer: We will require on-site support at our site for no more than 20 hours a week as well as remote support.**

Question: Do you have volume licensing from Microsoft or are the licenses from the hardware vendor?

**Answer: Volume licensing**

Question: What version of Microsoft Office?

**Answer: Office 2010**

## Computers

Machine Name	IP Address	Operating System	Version	Service Pack	Manufacture	Model	Date	Last Update	Remarks
FIREWATCHOFFICE	10.0.0.20	Windows 7 Professional	6.1 (7601)	Service Pack 1		Optiplex 9010 AIO	02/04/2013	11/08/2017	Located in the Chiefs Office
PRESIDENT2	10.0.0.25	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Optiplex 960	07/31/2009	11/08/2017	Located in the Presidents Office
FIREOFFICE2	10.0.0.28	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Optiplex 9010 AIO	02/04/2013	11/08/2017	Located in the Fire Office
FIREOFFICE3	10.0.0.29	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Inspiron 3656	11/05/2015	11/07/2017	Located in the Fire Office
FIRE1	10.0.0.133	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	XPS 8700	04/16/2014	10/19/2017	Located in the Fire Control Room
EMSTOWER	10.0.0.44	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	XPS 8700	11/22/2014	11/03/2017	Located in the EMS Control Room
HVFDDEMS2	10.0.0.33	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	XPS 8700	04/16/2014	10/26/2017	Located in the EMS Office
HVFDDEMS-ENGR	10.0.0.77	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.		?	?	? Located in the Engineers Office - Currently Offline
DC01	10.0.0.101	Windows Server 2008 R2 Standard	6.1 (7601)	Service Pack 1	Dell, Inc.	PowerEdge R310	05/24/2010	04/04/2016	Domain Controller 1 - Located in Computer Room
DC02	10.0.0.102	Windows Server 2008 R2 Standard	6.1 (7601)	Service Pack 1	Dell, Inc.	PowerEdge R310	05/24/2010	04/04/2016	Domain Controller 2 - Located in Computer Room
FS01	10.0.0.103	Windows Server 2008 R2 Standard	6.1 (7601)	Service Pack 1	Dell, Inc.	PowerEdge R310	05/24/2010	04/04/2016	HVFDDEMS File Server 1 - Located in Computer Room
FS02	10.0.0.104	Windows Server 2008 R2 Standard	6.1 (7601)	Service Pack 1	Dell, Inc.	PowerEdge R310	05/24/2010	04/04/2016	HVFDDEMS File Server 2 - Located in Computer Room
MAIL	10.0.0.115	Windows Server 2008 R2 Standard	6.1 (7601)	Service Pack 1	Dell, Inc.	PowerEdge R710	05/24/2010	04/04/2016	Exchange Server - Located in Computer Room
HOST2	10.0.0.116	Windows Server 2008 R2 Standard	6.1 (7601)	Service Pack 1	Dell, Inc.	PowerEdge R710	05/24/2010	04/04/2016	Utility Server 2 - Located in Computer Room
PS	10.0.0.210	Windows Server 2008 R2 Standard	6.1 (7601)	Service Pack 1	Virtual	Server	05/24/2010	05/04/2015	VM on Host2 - Print Server and Rip and Run
HVFD-REM1	10.0.0.230	Windows 7 Professional	6.1 (7601)	Service Pack 1	Virtual	WorkStation	05/24/2010		? Virtual Workstation on Host2
HVFD-REM2	10.0.0.231	Windows 7 Professional	6.1 (7601)	Service Pack 1	Virtual	WorkStation	05/24/2010		? Virtual Workstation on Host2
HVFD-IT	10.0.0.233	Windows 7 Professional	6.1 (7601)	Service Pack 1	Virtual	WorkStation	05/24/2010	11/08/2017	Virtual Workstation on Host2
HVFD-TREASURER	10.0.0.234	Windows 7 Professional	6.1 (7601)	Service Pack 1	Virtual	WorkStation	05/24/2010	11/08/2017	Virtual Workstation on Host2
TRAINING	10.0.0.240	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Vostro 230	07/30/2017	05/24/2011	Located in Training Room
MDT2-AMB 27	Verizon	Windows 8.1 Professional	8.1(9600)	-	GTAC	F110	08/11/2015	11/08/2017	Located in Ambulance 27
MDT2-AMB 28	Verizon	Windows 8.1 Professional	8.1(9600)	-	GTAC	F110	08/11/2015	11/08/2017	Located in Ambulance 28
MDT2-ENG22	Verizon	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Lattitude E6420XFR	11/14/2013	11/08/2017	Located in Engine22
MDT2-ENG23	Verizon	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Lattitude E6420XFR	11/14/2013	11/08/2017	Located in Engine23
MDT2-TKR2	Verizon	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Lattitude E6420XFR	11/14/2013	11/08/2017	Located in Tanker 2
MDT2-SQ2	Verizon	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Lattitude E6420XFR	11/14/2013	11/08/2017	Located in Squad 2
MDT2-CHIEF2	Verizon	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Lattitude E6420XFR	11/14/2013	11/08/2017	Chief 2
MDT2-FDC2	Verizon	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Lattitude E6420XFR	11/14/2013	11/08/2017	Deputy Fire Chief 2
MDT2-FAC2	Verizon	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Lattitude E6420XFR	11/14/2013	11/08/2017	Assistant Fire Chief 2
MDT2-EDC2	Verizon	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Lattitude E6420XFR	11/14/2013	11/08/2017	Deputy EMS Chief 2
MDT2-EAC2	Verizon	Windows 7 Professional	6.1 (7601)	Service Pack 1	Dell, Inc.	Lattitude E6420XFR	11/14/2013	11/08/2017	Assistant EMS Chief 2

## Internet IP Address

hvfdeems.org	167.102.160.71
mail.hvfdeems.org	167.102.160.71

## Printers

Printer Name	IP Address	Model	Computer	Location	Location
EMS Watch Office	10.0.0.15	HP LaserJet P3011/P3015 PCL6	Networked	EMS Control Room	EMS Watch Office
Fire Rip and Run	10.0.0.241	EPSON TM-T88V ReceiptE4	Networked	Fire Control Room	Fire Watch Office
EMS Rip and Run	10.0.0.242	EPSON TM-T88V ReceiptE4	Networked	EMS Control Room	EMS Watch Office
EMS WATCH OFFICE	10.0.0.15	HP LaserJet P3011/P3015 PCL6	Networked	EMS Control Room	EMS Watch Office
HP LaserJet 500 color MFP M570 PCL 6	10.0.0.85	HP LaserJet 500 color MFP M570	Networked	Presidents Office	Presidents Office
HP Color LaserJet CP2025dn	AUTOIP	HP Color LaserJet CP2025dn	Networked	Fire Office	Fire Office
HP LaserJet 400 M401 PCL 6	USB	HP LaserJet 400 M401 PCL 6	Fire Office 2	Fire Office	Fire Office
FIRE CONTROL ROOM PRINTER	USB	HP LaserJet 1022n	Fire 1	Fire Control Room	
Badge ID Printer	UBS	BADGY 100	Fire Office 2	Fire Office	

## Other Devices

Device Name	Device	IP Address	Manufacture	Model	Computer	Location
ScanSnap	Scanner	USB	Fujitsu	S1500	Fire Office 2	Fire Office
ScanSnap	Scanner	USB	Fujitsu	S1500	Fire Office 3	Fire Office
ScanSnap	Scanner	USB	Fujitsu	S1500	Fire Watch Office	Chiefs Office
APS Firehouse Alerting	Alerting	-	APS	-	-	Computer Room
Pelco DVR Security System	Security	-	Pelco	-	-	Computer Room

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**Questions November 20, 2017**

Question: What is your current IT budget?

***Answer: Each Offeror will provide a Cost Submission as defined in section 14.0 Cost Submission Content. As stated in Section 2.0 RFP Objective This information will allow HVFDEMS to review proposals, negotiate, and select the vendor whose proposal is most advantageous to HVFDEMS based on price and other factors considered.***

Question: What is driving the requirement for the CCDA? Will you accept CCNP or equivalent instead?

***Answer: Yes, a CCNP will be acceptable. HVFDEMS is making sure that Offeror has qualified personnel that can implement, maintain and troubleshoot problems on our local area network as they arise.***

Question: What types of VPN are currently being used?

***Answer: Microsoft Point-to-Point Tunneling Protocol (PPTP)***

Question: Do you require Mobile Devices, either personal or HVFEMS owned to be Management in order to ensure the security of HVFEMS data?

***Answer: No. No mobile or WIFI devices will be allowed to connect to HVFDEMS network.***

Question: What are the expected Service Levels/Response times?

***Answer: Each Offeror will propose service levels and response times methods as stated in Section 13.0 Technical Submission Content.***

Question: What formula will be used for penalties when not meeting SLA's

***Answer: If any service levels are not met, a penalty in the form of a fee reduction of 20 percent of the monthly charge is invoked.***