

- What Server Operating Systems and processes are on the 6 physical servers?

We will contact you directly to provide this sensitive information.

- You mentioned your physical and cloud hybrid environment. What Cloud solution are you leveraging? (AWS, 365, Azure?)

Azure, Microsoft365

- Of the 90 Workstations, what is the primary Operating System they are running on?

Microsoft

- Regarding your Firewall(s), Router(s), what product line(s) are you using?

We will contact you directly to provide this sensitive information.

- What are the current pains within your existing infrastructure? Software glitches, compatibility (if any), hardware issues?

No significant issues. We do have server, router, switch, and application updates on our planning horizon.

- Are you seeking a long term relationship with the MSP that is awarded the contract?

Yes, but within purchasing guidelines as adopted by the board.

- Do you have you own ticketing system for IT needs? If not we can provide one to clients as part of our service.

No internal ticketing system.

- What are you using for Backup, Anti-phishing/Malware and EDR? We provide these solutions as well.

We will contact you directly to provide this sensitive information.

- Do you have specific budget range already approved for these services?

We are currently starting our FY24/25 budgeting process. Our budget for managed services will be established based on proposals and selected vendor.

- The question we have is whether this is an all or nothing RFP? To clarify, if this is an all or nothing RFP, then we will run into challenges. I believe we can provide a solution that covers the network monitoring, backup and DR, patching, hardware maintenance and vulnerability scanning; however, spinning up a Help Desk 40 days a year (likely spread out) and providing onsite support with “staff that has an intimate knowledge...of the environment” is not something we can deliver. Can we find out if we can just bid the remote support?

MWDOC intends to enter into an agreement with a single vendor for all managed services.

- Also - the reference requirement may be an issue - 4. Reference requirement – 3 references from comparable public agencies SPECIFICALLY within California (we have none that I am aware of)

It is highly desirable for a managed service provided to have local experience and references. MWDOC is seeking a managed service provider that can work both remotely and on-site as needed.

- Is Office 365 data backed up with a service?

Yes

- What is your current backup strategy and tool(s) used to achieve it?

We will contact you directly to provide this sensitive information.

- Who manufactured your physical servers?

Dell

- Do your servers have active support agreement or warranty for hardware failures?

Most hardware support is coming to an end and we have preparations underway for a hardware refresh.

- Do you have imminent upgrade path for outdated server(s)?

We will contact you to provide this sensitive information in a one-on-one call.

- Is your Synology NAS under warranty or support agreement?

Hardware support is coming to an end, and we have preparations underway for a hardware refresh

- Is there an active support agreement or warranty for your Dell EMC?

Hardware support is coming to an end, and we have preparations underway for a hardware refresh

- Do you have any SQL servers supporting your business systems?

Yes

- Do you have redundancy architected into your SQL environment(s)?

We will contact you to provide this sensitive information in a one-on-one call.

- Can you provide insight on the tool or solution for “Comprehensive Endpoint Detection and Reporting”?

We will contact you to provide this sensitive information in a one-on-one call.

- What is the composition of your IT team?

One full-time staff member who reports to the Director of Finance/Information Technology.

- Who is responsible for the strategic technology direction?

Director of Finance/Information Technology and General Manager under the direction of the Board of Directors.

- Who is responsible for cybersecurity decisions?

Director of Finance/Information Technology and General Manager under the direction of the Board of Directors.

- Who is responsible for compliance decisions, if any?

Director of Finance/Information Technology and General Manager under the direction of the Board of Directors.

- The RFP states a 12-month contract with four possible 1-year extensions, what is the decision process for extensions toward subsequent years?

MWDOC desires to enter into an on-going relationship but the contract will be re-evaluated annually by the Director of Finance/Information Technology.

- What are MWDOC's standards for Backup?

We will contact you directly to provide this sensitive information.

- What are MDOC's Standards for BC/DR?

We will contact you directly to provide this sensitive information.

- What are MDOC's standards cybersecurity?

We will contact you directly to provide this sensitive information.

- What are MDOC's standards for Networking?

We will contact you directly to provide this sensitive information.

- What current server operating systems are utilized across onsite servers?

We will contact you directly to provide this sensitive information.

- What business critical systems are used by MWDOC and where do they exist(onsite/cloud/hybrid)?

We will contact you directly to provide this sensitive information.

- What hardware networking solutions are currently in place at the district(firewall/router/switches)?

We will contact you directly to provide this sensitive information.

- What Anti-phishing/Malware, and EDR solutions are currently in place?

We will contact you directly to provide this sensitive information.

- What Backup solution is in place, does it utilize offsite/cloud, and what verifications are performed to ensure viability?

We will contact you directly to provide this sensitive information.

- What are MWDOC's standards for BCDR?

We will contact you directly to provide this sensitive information.

- What current or upcoming Compliance/Regulation & Reporting needs does MWDOC have? Is there a current solution in place for planning adherence to these needs?

We will contact you directly to provide this sensitive information.

- How many backup storage targets do you have?

We will contact you directly to provide this sensitive information.

- We assume you already have the backup software and adequate storage to support your strategy, or will we be required to provide it?

MWDOC has an existing backup solution.

- What is the totmber of devices that are being backed up?

All servers and virtual machines

- What is the total size of the data being backed up?

We will contact you directly to provide this sensitive information.

- Please provide a list of any critical IT functions that the MWDOC considers mission-critical or high-priority?

We will contact you directly to provide this sensitive information.

- What is the current RTO and RPO? Please breakdown by specs.

We will contact you directly to provide this sensitive information.

- Would you please share the current Business Continuity and Disaster Recovery plan?

We will contact you directly to provide this sensitive information.

- How many Firewalls do you have? Please provide specifications.

We will contact you directly to provide this sensitive information.

- How many Switches do you have? Please provide specifications.

We will contact you directly to provide this sensitive information.

- How many Routers do you have? Please provide specifications.

We will contact you directly to provide this sensitive information.

- How many APs do you have? Please provide specifications.

We will contact you directly to provide this sensitive information.

- How are you currently managing system patches and handling preventive maintenance? Please provide any tools/software that you are currently utilizing?

MSP provided server and workstation patching.

- Are there different schedules based on device and/or patch type? If so, please provide.

We will contact you directly to provide this sensitive information.

- What are the total numbers of Server and Network devices to be monitored?

All physical and virtual servers.

- Would you please provide us the results/status of your last scan?

We will contact you directly to provide this sensitive information.

- Please explain/clarify why 90 workstations exist for 42 employees? Are all workstations active? Who uses the other 48 workstations? Do you anticipate retiring any of the 48 workstations?

All workstations are active; most staff members have two devices.

- Do you have an incumbent MSP or contractor that you currently use and/or how are you currently resolving IT challenges when your IT Analyst is unavailable? Would you please provide a direct link to the previous contract?

Please search www.mwdoc.com for all publicly available documents.

- Would you please provide any additions to this contract compared to the previous one?

No additions as compared to previous contact.

- Would you please provide any commitments or contracts with the incumbent MSP that will need to be addressed during the transition?

No known issues.

- Would you please share any gathered insights or lessons learned from the performance of the incumbent MSP?

MWDOC doesn't maintain such documentation.

- Are there any areas of adjustments or improvements in SLAs that you recommend?

MWDOC is interested in finding a respondent that can meet the requirements listed in the RFP.

- What challenges or gaps in the existing IT setup have prompted the need for an MSP?

Scope has changed from last contact.

- What is your current IT Budget for this RFP?

We are currently starting our FY24/25 budgeting process. Our budget for managed services will be established based on proposals and selected vendor. Please see website for complete budget details.

- Would you please describe your grading system that you're using for this RFP?

The grading criteria is included in the RFP.

- How many other offices does the MWDOC have besides the one on Ward St.? Please provide location(s).

Operations are conducted out of single location.

- How did you hear about the GDR Group? Was it a referral from a current client?

MWDOC surveyed other local water agencies.

- Historically, have you been supported by an MSP or is this a new solution?

MWDOC started use of MWP services in 2023.

- You mentioned that you have a backup solution currently in place, can you share details regarding the technology and size? Are you set to keep that solution in place, or are you looking to update to meet your requirements?

We will contact you directly to provide this sensitive information.

- One of the requirements was to ensure that your provider should maintain alignment to your defined RPO and RTO. Do you have your RPO and RTO already defined? If so, can you share that with us? If not, I assume you are looking for your new partner help you develop this policy.

We will contact you directly to provide this sensitive information.

- You mentioned a Log Manager and Comprehensive Endpoint Detection and Reporting are in place. Can you share details about what is currently in use? Is that solution monitored by a SOC or in house? We include 24/7/365 Cybersecurity services. Does that need to be excluded from our proposal? Is the log manager part of a SIEM solution, if so, it monitored by a SOC? If not, do you want it to be?

We will contact you directly to provide this sensitive information.

- Is vulnerability scanning already in place, or is this a net new solution? Primarily we're asking so we know if we are supporting an existing solution or if we are to provide a new solution. If it's for a new solution, do you have an estimate on the number of assets involved? Typically, an environment as you've described would have 75-150 assets.

We will contact you directly to provide this sensitive information.

- Do you currently have a ticketing system in place? We can offer access to our ticketing system to allow for better collaboration. Is that something you are interested in?

MWDOC does not have an internal ticketing system.

- Does the agency currently utilize any Security Information and Event Management (SIEM), Managed Detection and Response (MDR), Endpoint Detection and Response (EDR), or Extended Detection and Response (XDR) solutions? If so, what is MWDOC's stance on integrating or replacing new security technologies with the existing infrastructure?

We will contact you directly to provide this sensitive information.