

Questions are being answered as they come in. Below are the Questions and Answers that came initially came in. We are currently working through additional questions and answers that should be posted to the website during the week of November 11, 2024.

1. Page 7 of the RFP notes a 'Sealed Proposal' but the preferred method of delivery is email. Will a PDF version of the proposal suffice? **YES. Please do not password protect.**
2. Is there currently any backup solution running at Coresite (COLO)? **VEEAM**
3. Will a budgetary number for Special Project #1 be sufficient as it is undetermined as to which COLO will be decommissioned and consolidated? **YES. Internal IT staff will do the on-site labor-side and assist in the decommissioning/consolidating effort.**
4. What application workloads are being run on the servers at Coresite and Satcom?
 1. SatCom: **Microsoft SL (current), Papercut, HR document management, VEEAM, AD, File Server**
 2. Coresite: **Microsoft SL (historical for Orange, Osceola, Seminole), internal data system ARGOS (MSSQL enterprise, .net frontend), VEEAM, File Server, AD**
5. Are both of the current email domains in one Office365 Tenant? **No. We anticipate moving the two tenants to a new third tenant.**
6. Do you plan to keep in place both the Spectrum 'pseudo' MPLS and SD-WAN (Velocloud) networks after the COLO Consolidation? **YES. A "step two" once consolidation occurs is to rebid those contracts and consolidate those services. We will maintain a SD-WAN solution overall at that time. The estimated time is April-June. If not, which are you looking to discontinue. The "pseudo MPLS" will be discontinued.**
7. Will the provider selected be responsible for patching any endpoints OR just the specific infrastructure listed in the RFP? **Internal staff will utilize a patching system to patch endpoints.**

Additional questions and answers November 14, 2024:

1. Is it expected for the MSP to support down to the VM Level? If so, how many VM's are withing the HCI/Server Environment? **Only VMs that support the HCI cluster and infrastructure.**
2. What is the RTO and RPO currently? **For critical infrastructure (Colo) RTO is 4 hours. RPO for internal data is 24 hours. Much of the critical data is managed by the state of Florida. Their RPO is 0 (the awarded vendor would not manage these systems).**

3. Do you have any data on how often that has occurred in the last 3 years? Assuming fairly infrequent but if asked to be included in base pricing would like to Cap based off historical data. **This has not occurred in the last 3 years.**
4. When Field Services are required what is the expected response time to have someone onsite? **Noncritical. 24 hours. Critical. 3 hours. We would define these terms in the contract negotiation period.**
5. Is it expected to provide a proposal for special projects listed on page 15? If yes, we will need more information on these projects. If no, we can still provide project methodology and approach strategies with rate card? Looking for directions of what is expected from FPOCF. **Yes**
 - a. **Colocation: We currently have two colocation facilities. One at SatCom and one at CoreSite. We will assess which facility will better meet our needs and migrate the equipment from one facility to the other. Initially, they would remain on separate networks. The move we have in this RFP is for that aspect. Internal staff would provide any boot on the ground to physically move the equipment. The Network provider would ensure continuity of the network by ensuring the equipment is correctly configured at the new site and will provide liaison support to the datacom vendor to ensure the MPLS or SD-WAN service is successfully moved.**
 - b. **Cloud Migration: We will be consolidating two Microsoft 365 E3 services into a new tenant. We would be seeking expertise in completing this process from the vendor. Services would include assisting in configuration of new tenant to include (but not limited to) Hardening the tenant, MFA, AD /ADFS to Azure, Email encryption, and migrating two file servers to Azure.**
 - c. **Domain consolidation: We currently have two local domains. We would be seeking expertise on competing the consolidation. We are currently looking to move to an all cloud service via Microsoft 365 and Azure, however, we would like to have external expertise to help ensure that is the most beneficial plan and to guide this to a successful conclusion.**
6. It is understood with the provided RFP document that 24X7X365 Remote Support is requested for Only Network support- Please confirm. **Confirmed.**
7. Other support for DC Server Compute Infrastructure/ Storage/ DB/ APPs is considered to be Out of Scope- Please Confirm. **Support for the HCI Infrastructure with vSAN storage is required.**
8. Two Special Projects (1) File Server Migration (2) COLO DC Migration Assistance are part of RFP and commercials should be included in the proposal. **Yes.**
9. Is Offshore Shared Delivery Team Model in Remote support model accepted? **Most likely no. If the offshore would have access to state data we have on our systems, they would not be able to be used.**

10. Can Service Provider propose and bring in their own Platform for Operational Tools (ITSM Service Management & Monitoring) for support? **Potentially. But please remember, this is not for all staff. Only technical FPOCF staff would be utilizing and ITSM tool.**
11. Any other Tools/ S/W (Patching/ Reporting/ BackUp Etc.) will be leveraged what FPOCF currently have and FPOCF will facilitate the same - Please confirm. **Yes**
12. Required documentation and SoP will be provided by FPOCF. **Yes**
13. All required Access and ID will be provided by FPOCF. **Yes**
14. Is there any limitation/ restriction OR requirements for Data Privacy for Offshore Remote Support and Shared Delivery Model/ Shared Resources? **There could be no offshore resources that touches and data resources.**
15. IT provider assumes Onsite Resource Requirement (Hands & Feet Support Etc) is Out Of Scope. **Onsite is required for supported infrastructure devices when necessary.**
16. What are the channels required to connect to Service Provider for Ticket Logging and support- Web Portal/ Email/ ITSM/ Chat/ Phone Call etc. **As this is RFP is for network services, it would only be internal engineers or director that would be requesting assistance. We would accept any or all of these methods.**
17. Is there any specific requirement for TOLL Free Number to land the call for Ticket Logging and Support? **No**
18. IT provider assumes, Servers listed in the inventory details in the RFP are OEM provided appliances and not Compute Servers where backend support from Oem is already available. Expectation to support those servers are from Function and OEM updates perspective only. **Correct**
19. Current Infrastructure Details: • Can you provide a detailed inventory of all current network hardware and software, including servers, switches, firewalls, wireless access points, and other critical components? Please include that may not have been included in the initial RFP. • Can you identify the hardware devices that are end-of-life, out of warranty, or without active support agreements? • What are the specifications and configurations of your existing network equipment, including warranty or support status? **We will provide a complete inventory with this information during contract negotiations.**
20. Can you share a current network or Visio diagram detailing the layout and connections between locations and devices? **We will provide a complete inventory with this information during contract negotiations.**
21. How are different locations interconnected (e.g., MPLS, SD-WAN)? **Orange, Osceola, Seminole, and CoreSite is interconnected by SD-WAN. Brevard sites are interconnected via a pseudo MPLS. We would anticipate moving to a full SD-WAN solution within the next 12 months.**

22. What are your current internet speeds and contract terms? **Typical speed at a service center is 200 MPS. DataSite is 800 MPS. SatCom is 2 Gb.**
23. Is there any multi-port label switching requirements or specific terms for co-locations? **Brevard County Service Centers and SatCom use the “pseudo” MPLS from Spectrum. It is anticipated this will be migrated to SD-WAN within six months.**
24. What security protocols and measures are in place for protecting your network and data? **In Orange, Osceola, and Seminole; SolarWinds, Sentinel One, Alien Vault, LevelBlue (AT&T) SOC. In Brevard it is managed by the current MSP.**
25. Do you have a cybersecurity insurance policy? **Yes**
26. Are there any specific compliance requirements (e.g., HIPAA, GDPR) that we need to consider? **HIPAA**
27. When was your last external penetration test conducted, and can the results be shared? **3/2024. This can be shared only with the awarded bidder.**
28. What monitoring tools and processes are used for network performance and security? **In Orange, Osceola, and Seminole; SolarWinds, Sentinel One, Alien Vault, LevelBlue (AT&T) SOC, Veeam One. In Brevard it is managed by the current MSP.**
29. How are network issues currently escalated and resolved? **In Brevard County, an MSP provides those services. In Orange, Osceola, and Seminole, internal staff manages the process.**
30. Are there existing service level agreements (SLAs) for network uptime and performance? **99.90% uptime.**
31. Do you have any existing managed service provider relationships or ongoing support contracts? **Brevard County has a current MSP that provides full MSP services to Brevard. The remaining counties do not.**
32. What are your current backup strategies for network configurations and data, and do you have a written policy for data recovery or incident response? **Nightly backups of all data of the colocation facilities (where the critical data is held) using a combination of Veeam and tape backup. We also use Azure to upload critical backup data. We do have written policies on data recovery and incident response.**
33. What are your Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for critical systems? **For critical infrastructure (Colo) RTO is 4 hours. RPO for internal data is 24 hours. Much of the critical data is managed by the state of Florida. Their RPO is 0 (the awarded vendor would not manage these systems)**
34. What measures are in place for business continuity in the event of network failure? **Veeam is in place as the primary backup solution. Brevard also has a tape backup system**

for its critical systems. We have a BC Plan that provides the protocols and practices to maintain and initiate business continuity if needed.

35. What remote access solutions (e.g., VPN, remote desktop) are in use, and how are policies managed and enforced? **In Brevard County, Fortinet is used for VPN. There are limited staff that use Microsoft RDP for remote desktop. In Orange, Osceola, and Seminole counties, AnyConnect is used for VPN and a few, select staff use Microsoft RDP for remote desktop. GPO and VPN access are used to manage. We would anticipate moving to a single solution within the next 6 months.**
36. Is all current infrastructure cabling and wiring in place, and who is responsible for network cabling issues if a failure occurs? **All cabling and wiring is in place. FPOCF would be responsible for hiring a vendor to complete, if and when required.**
37. Are there any planned upgrades, expansions, or specific projects such as colocation consolidation or cloud migration? **Yes**
- a. What are the timelines and requirements? **We anticipate refreshing network hardware such as switched, firewalls and WAPs withineight months. Our current contract for security services will be renewed/competitively procured with eighteen months.**
38. What key objectives and goals do you have for your network over the next 1-3 years?
- a. **Integrate two separate domains and Microsoft 365 environments into one.**
 - b. **Establish a singular vision of network security and access.**
 - c. **Assess migrating to an all cloud / cloud first infrastructure.**
39. What budget is currently allocated for network infrastructure and managed services? **First year of operation, developing budget within the constraints of a new KPMG funding model yet to be released by the State of Florida Dept of Children and Families.**
40. Are there any cost constraints or financial goals to be considered? **Efficiency and value will be prioritized through evaluation of proposals received.**
41. Do you have an estimated budget for special projects or a new managed service provider? **First year of operation, developing budget within the constraints of a new KPMG funding model yet to be released by the State of Florida Dept of Children and Families.**
42. How do you collaborate with third-party vendors and service providers? **We view such providers as partners. Our goal is to establish a partner relationship with all those was contract with. For this contract, the Director of IT would be the primary liaison between the provider and FPCOF. We would expect a strong working partnership with the awarded vendor in which the partner aligns without mission and provides FPOCF with strong expertise that will move us into a singular, efficient, and technological sound network infrastructure.**

43. Are there any preferred vendors or contracts that must be integrated into the service agreement? **No. FPOCF will be primary in purchase services and products. If you have services or products you would like to provide to FPOCF, we can assess those costs per purchase event.**
44. Can you provide details about contract terms for co-locations or existing agreements? **In terms of contractual timelines, SatCom is a month to month, CoreSite is yearly (ending August 2025).**
45. What phone systems are currently in use? **Combination of Zoom and Fractel. We will consolidate the phone system into one vendor.**
46. What cloud services do you run or need access to, and are there specific requirements?
- a. **AWS (small amount of storage for SEIM)**
 - b. **Microsoft 365 E3**
 - c. **Azure (storage for backups)**
47. What documentation do you maintain for network configurations and changes? **There are currently two networks. For Brevard, the current MSP maintains the configurations and changes. For Orange, Osceola, and Seminole, we maintain the network configurations. This is a component we would like to consolidate and improve.**
48. What are your requirements for reporting network performance and incidents. **Monthly Executive Reports on performance, maintenance, patching, and overall incidents. The ability to request more technical drilldown reports from internal IT staff. Immediate reporting on moderate to major incidents using the CEARR (Critical Event Assessment and Response Report) or your equivalent.**
49. What is the amount FPOCF has budgeted for these services? ***First year of operation, no historical budget or expenditures for this inaugural 4-county contract.**
50. In past fiscal year, what was the amount spent on these services by Brevard Family Partnership and Embrace Families (if available)? **Unavailable – First year of operation, scope of services contained within RFP is unique to new entity and differentiation of in-house vs. outsourced services.**
51. What is the term of the contract? The RFP indicates services are expected to begin 2/1/2025 and the state FY ends 6/30/25. Is the contract automatically renewed, and, if so, for how long? **The contract is expected to be a four-year contract with up to three one-year renewal options.**
52. Are there specific types of insurance coverage required for this contract? And are there required limits which can be used in budgeting? **Current Cyber Liability coverage includes:**

- a. Information Security and Privacy Liability (Insuring Agreement (A) Privacy Breach Response Services (Insuring Agreement B) \$50,000
- b. "Notified Individuals" Aggregate Limit Coverage \$10,000 Notified Individuals
- c. Aggregate Limit if Coverage for Privacy Breach Response Services \$25,000
- d. Regulatory Defense and Penalties (Insuring Agreement (C)) \$10,000
- e. Website media Content Liability (Insuring Agreement (D)) \$50,000
- f. PCI Fines, Expenses and Costs (Insuring Agreement (E)) \$5,000
- g. Cyber Extortion (Insuring Agreement (F)) \$10,000
- h. First Party Data Protection (Insuring Agreement (G)) \$10,000
- i. First Party Network Business Interruption (Insuring Agreement (H)) \$10,000

Additionally During the existence of this contract and any renewal(s) and extension(s) of it, the Provider agrees to maintain insurance in accordance with s.409.993,F.S. any subsequent amendments thereto, and the following requirements. During the existence of this contract and any renewal(s) and extension(s) of it the Provider shall maintain continuous adequate professional liability coverage and any escalations as stipulated by s. 409.993, F.S. The Provider, at its own expense, shall keep in force and at all times maintain during the term of this CONTRACT:

General Liability Insurance: General Liability Insurance issued by responsible insurance companies and in a form acceptable to FPOCF, Inc. with combined single limits of not less than One Million Dollars (\$1,000,000) for Bodily Injury and Property Damage per occurrence. Per 409.993 F.S. any Provider who is a direct Provider of foster care and related services to children and families, and its employees or officers must as part of its contract obtain a minimum of \$1 million per occurrence with a policy period aggregate limit of 3 million in general liability insurance coverage.

Full and complete Workers' Compensation Coverage, as required by State of Florida law, shall be provided.

Professional Liability insurance, in an amount not less than \$1,000,000 per claim with a policy period aggregate limit of \$3,000,000 per claim, to cover its liabilities arising from activities performed under the contract resulting from this RFP.

53. Is there a specific format required for the proposal? **Format as described in Section III of the RFP**

54. Is there a specific format required for the budget? **No**

55. Is there a specific format or form for the Conflict-of-Interest statement described on page 7? **If there is a conflict of interest to report, the respondent can use their own formatted report. Be sure to include all information requested in the Conflict of Interest paragraph of the RFP.**

56. Are there limits on the number of attachments that can be included to support the proposal? **No**

57. Please clarify the proposal submission process - page 5 indicates that proposals should be submitted via email and page 7 indicates that proposals should be sealed? **All proposals should be submitted via email. PDF format preferred with no password protection. Respondants can expect a confirmation of receipt within 24 hours.**

58. What security software suite is currently being used in the server environment?
SentinelOne