

NASSAU COUNTY INDUSTRIAL DEVELOPMENT AGENCY AND NASSAU COUNTY LOCAL ECONOMIC ASSISTANCE COPORATION
REQUEST FOR STATEMENTS OF QUALIFICATIONS TO PROVIDE CERTAIN INFORMATION TECHNOLOGY DESIGN, HOSTING & MAINTENANCE SERVICES (RFQ #2019-02)
RESPONSES TO SUBMITTED QUESTIONS

Question	Response
1. We see that the current sites use WordPress. Would this procurement opportunity support taking over the hosting and maintenance of these two websites? If so, can you tell us where they are hosted now? Will we need to move them, or just take over responsibility for them with their current host or managed host provider?	The two websites are hosted on a private Rackspace server by the incumbent provider. The current service provider maintains the backend of the websites, the Agency itself generally posts updates and new content to the site. It is assumed if there is a successor service provider they will assume the hosting and maintenance services.
2. Is there an incumbent agency that is currently providing these services today? If so can you name that agency?	Yes, there is an incumbent service provider. SJC Computing is the provider.
3. Is there a budget for this opportunity (or a budget range)? The RFQ notes that responsibilities include day-to-day maintenance and updates, but also potentially a top to bottom site redesign. If it is to include the latter, shall we provide budget ranges for updates vs. a complete site redesign.	A budget has not been established, the Agency seeks a competitive bid. Top to bottom site redesign is being handled separate from this RFQ. Services Included in All-in Managed Services Offering: <ul style="list-style-type: none">- 24/7 Monitoring of server, network devices, internet connections- Full Server Management (when/if installed)<ul style="list-style-type: none">o Antivirus licenses, upgrades, updates, scanning, etc.o Weekly updates and patches- Full PC and Mac Management<ul style="list-style-type: none">o Antivirus licenses, upgrades, updates, scanning, etc.o White listed Windows security updates and patches (for PCs)o Specific 3rd party patch managemento Asset Inventory Reportingo Remote Support- Backup and Disaster Recovery (BDR) Solution (when server is installed)<ul style="list-style-type: none">o Backups locally on a device that is owned and installed by SJCo Offsite backups to two (2) secure data centerso Local and/or Cloud virtualization availableo 1 TB of offsite data or One Year of offsite/cloud retention (depends on BDR Model needed)o SJC monitors all backups 24/7 – client is not responsibleo Unlimited file and folder restores- Unlimited remote and/or onsite help desk support for all users and for all hardware covered- Mobile device management for corporate devices including tablets and phones- Email spam filtering with Appraver (if needed based on current email environment)- PC content filtering- Quarterly preventative maintenance.
4. Does the agency anticipate implementing a complete site redesign under this one year contract and does the agency wish to stay on WordPress, change CMS or are they agnostic to the CMS and technology stack.	Agency anticipates implementing a complete site redesign during the term of this contract but not as part of this contract, site redesign will be handled under a different RFQ and contract. Agency is agnostic as to platform, CMS, technology stack, etc.
5. Does this one year contract renew or will it be a competitive procurement process every year?	Agency anticipates a one year contract with a renewal option at it's discretion.
6. During this contract, who would our day-to-day contact be at Nassau County Industrial Development Agency and from which department (IT, Marketing/Communications, or other).	The Chief Administrative Officer will be the day to day contact. Number of staff requiring support will be between six and eight persons.
7. Is there any additional information or conferences scheduled that we can obtain or participate in?	No, there are no scheduled information sessions.
8. Can you provide more detail in regard to the number of servers, desktops and approximate number of hours per month this would entail?	Number of staff requiring support will be between six and eight persons. Number of hours per month will fluctuate based upon circumstances. The Agency has 1 physical server with 1 virtual server running on it.
9. Related to the above area, is there a firm currently providing the maintenance services?	Yes, there is an incumbent service provider. SJC Computing is the provider.