



RFP # 2021-01

Information Technology Services

Addendum # 1

Anne Arundel Workforce Development Corporation (AAWDC) is hereby amending or clarifying the above-mentioned Request for Proposal (RFP). The original document can be found on AAWDC's website at: www.aawdc.org.

Question #1 – How many companies are involved in the RFP process and how many companies will be selected for a final round (i.e., presentations, interviews)?

While AAWDC will not provide specifics on its process, the number of finalists invited for presentations and interviews will be determined by the number of responsive proposals received. AAWDC may, at its sole option, choose to select the most responsive proposal, cancel and rebid the proposal at a later date, or interview all respondents if it receives less than three responsive proposals.

Question #2 – How does AAWDC currently support the organization's IT needs? Does AAWDC have internal IT staff, outsourced IT, or both?

AAWDC currently outsources all IT needs to a third-party contractor under an agreement similar to the one proposed in this request.

Question #3 – If AAWDC has outsourced IT, how often does the contractor provide onsite support?

Onsite support is provided as needed by the contractor. This proposal envisions 16 hours of onsite support per quarter and is based upon historical trends within the organization. The vast majority of onsite support occurs at two locations – AAWDC Administrative Offices and the Anne Arundel County Career Center. A responsive proposal is welcome to present a different structure for this section of the engagement but should provide a justification along with its response.

Question #4 – What are the key applications that need to be supported? Do all applications have current support agreements?

AAWDC's major applications are identified throughout the request. Additional applications include Microsoft Office 365 Business, standard web browsers, Adobe Acrobat Pro, and Adobe Creative Cloud. The responsive proposal is expected to maintain all support agreements through the contractor.

Within Microsoft Office 365, AAWDC utilizes Word, Excel, PowerPoint, Outlook, Visio, and MileIQ.

In addition, AAWDC utilizes Sage Intacct as its accounting system and Salesforce as a business CRM system. The responsive bidder is not expected to maintain support agreements

on these systems as AAWDC maintains those in-house through separate agreements. However, responsive proposals should be aware that interaction with other IT support agents may be required.

Question #5 – Does AAWDC have a current support contract for major technology equipment (Cisco switches and Meraki, computers, servers)?

Equipment is currently maintained by the IT contractor

Question #6 – What internet provider/connectivity does AAWDC use?

AAWDC uses Verizon FiOS, Comcast, and Broadstripe, depending on location. Select locations are also equipped with a T1 backup. For purposes of this engagement, the responsive proposal is not asked to procure these services. AAWDC procures its Internet provider through a separate contract.

Question #7 – What is AAWDC's current IT support budget?

AAWDC's budget to IT can vary greatly and is highly dependent upon staff size, yearly projects, and equipment needs. The costs for the previous fiscal year were approximately \$100,000. Responsive proposers should be aware that this cost does include internet at the Business Solutions Center at BWI.

Question #8 – Is AAWDC looking for a price for each piece of equipment requiring legal disposal or do they want that included in our monthly support costs?

In evaluating responsive proposals, AAWDC is seeking best value. As such, the organization is open to both proposals. Equipment disposal is highly variable and is dependent upon grant funding (i.e., new grants may result in a large number of purchases that will be decommissioned and disposed of at the same time.). AAWDC cannot state with certainty when or how many pieces of equipment may require disposal over the life of the contract.

Question #9 – How many full-time and part-time staff persons does AAWDC have? What is the number of staff at each location?

For purposes of this engagement, AAWDC does not differentiate between full-time and part-time staff. All staff, regardless of status, are provided with a workstation or laptop. AAWDC has the following headcount:

- *AAWDC Administrative Offices – 10*
- *Anne Arundel County Career Center – 25*
- *Business Solutions Center – 2*
- *Community Career Connections – Freetown Village – 1*
- *Community Career Connections – Meade Village – 3*
- *Community Career Connections at the Stanton Center – 1*
- *JobsWork! Arundel – Annapolis – 5*
- *JobsWork! Arundel – Glen Burnie – 6*
- *In the community not at an AAWDC office - 2*

Please note all staff at JobsWork! Arundel locations are serviced by the Anne Arundel County Department of Social Service IT support staff. AAWDC does not provide workstations to staff at

JobsWork! Arundel sites with the exception of one Manager. Responsive proposals should contemplate infrequent interactions with this agency

Question #10 – What is the PC/Desktop/Laptop breakdown per location? (Please specify by staff use vs. public use)

| <i>Location</i> | <i>Staff</i> | <i>Public</i> |
|--|---|---------------|
| <i>AAWDC Administrative Offices</i> | <i>15 (10 staff have laptops, 5 also have desktops in addition to a laptop)</i> | <i>0</i> |
| <i>Anne Arundel County Career Center</i> | <i>25</i> | <i>43</i> |
| <i>Business Solutions Center</i> | <i>2</i> | <i>3</i> |
| <i>Community – Freetown</i> | <i>1</i> | <i>6</i> |
| <i>Community – Meade Village</i> | <i>3</i> | <i>6</i> |
| <i>Community – Stanton</i> | <i>1</i> | <i>0</i> |
| <i>JobsWork! Arundel – Glen Burnie</i> | <i>1</i> | <i>0</i> |
| <i>JobsWork! Arundel – Annapolis</i> | <i>0</i> | <i>0</i> |

Please note that AAWDC requires help desk support for public machines as well as staff machines. However, support for public machines will be initiated by the Center Operations Manager as the contract administrator for this engagement.

Question #11 – Where are the public computer labs located, and are they a part of the primary office network, or on their own network?

AAWDC currently has two public computer labs and a mobile laptop lab at its Anne Arundel County Career Center location along with smaller public labs at Meade Village, Freetown, and BWI Airport. In addition, the Career Center provides public wifi access points. Public labs operate on a public network that is also used by partner organizations in the building but is separate from the one used by AAWDC staff.

Question #12 – Is each location connected to one another via VPN?

Yes, with the exception of the aforementioned JobsWork! Arundel locations, which are hosted on DSS servers. In addition, all AAWDC laptops should allow VPN access when employees work off-site.

Question #13 – How many servers does AAWDC have, and what are their functions? Does AAWDC have any premise-based servers or servers in a private hosted cloud?

AAWDC operates two premise-based servers – one each at the AAWDC Administrative Offices and at the Anne Arundel County Career Center. The servers provide common file storage for shared AAWDC documents. In addition, each staff member receives personal storage space on the server for business documents.

Question #14 – Approximately how much data is on the servers and how much of that data is backed up?

All server data is backed up. The servers contain less than 2 TBs of data currently.

Question #15 – What type of backup solution/strategy does AAWDC have in place? How often are backups performed and how do these backups get off-site?

AAWDC servers are backed up using Datto Alto 3 on a regular basis. This is managed by the IT contractor.

Question #16 – Do the servers have any additional virtual machines running on them, and if so, how many?

Each server has one virtual machine running on it.

Question #17 – How do staff users connect to the server resources?

AAWDC staff currently use VPN to connect to server resources. There is no 2-step verification process in place at this time.

Question #18 – Can AAWDC provide documentation and/or a diagram of the system architecture?

AAWDC is not able to provide one at this time.

Question #19 – How many ISP, network switches, firewall, routers, and wireless access points (WAPs) are there at each location?

- *AAWDC Administrative Office – 1 ISP, 1 network switch, 1 router, 1 WAP*
- *Anne Arundel County Career Center – 1 ISP, 5 network switches, 6 WAPs*
- *Community Locations (Stanton, Freetown, Meade Village) – 1 ISP, 1 router each*
- *JobsWork! Arundel Glen Burnie & Annapolis – no AAWDC network equipment*

All locations except JobsWork! Arundel and Meade Village have one Cisco Meraki device.

Question #20 – Are AAWDC's firewalls owned by the organization or a support vendor?

AAWDC owns all firewalls currently.

Question #21 – Is there any Cybersecurity compliance that AAWDC must adhere to?

As a federal workforce development grantee, AAWDC is required to adhere to all applicable federal data security standards, including the Privacy Act, the Family Educational Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA). As a partner in the state and local workforce development system, AAWDC is party to a number of data sharing and confidentiality agreements.

Other laws and regulations that have cybersecurity compliance aspects include:

- *Public Law 116-94, Division A, Title V, Section 520 – Requirement for Blocking Pornographic Material*

Question #22 – Has a cybersecurity risk assessment been performed? If so, what is date of last assessment?

AAWDC has had cybersecurity risk assessment completed in the past. It has been over a year since the last assessment.

Question #23 – What is AAWDC's current anti-spam solution?

AAWDC currently utilizes Microsoft's anti-spam solutions.

Question #24 – Is AAWDC in the process of evaluating any other services in Office 365, or other SaaS solutions?

Not at the present time. As part of the engagement, responsive proposals would be expected to help AAWDC craft an IT strategy, which may include other SaaS solutions

Question #25 – Where is AAWDC's email currently housed?

AAWDC's email is currently run through Office 365.

Question #26 – Is there a current system in place that allows for Public Record searches within the email and file network? If so, what system is it? If a system is not in place to perform these searches will AAWDC require the contractor to specify a system?

AAWDC does not currently utilize a system for public record searches. At present, AAWDC maintains a combination of physical and electronic records. Public record searches, while infrequent, can be time consuming for the company. As part of the engagement, responsive proposals do not need to specify a system. However, AAWDC will consider such a system as part of its IT strategic plan. The Center Operations Manager handles all public information requests on behalf of AAWDC.

Question #27 – Who is the provider for AAWDC's phone system (e.g., VOIP, premise, managed VOIP), what was the install date, and have there been any reliability issues with that the IT vendor needs to be aware of?

The phone system is provided by Global Telecom Brokers (GTB) and was installed in 2017. There have been no substantive reliability issues.

Question #28 – How is Quality of Service for voice managed currently? Does it work well?

Quality of Service for voice is currently managed by phone system provider. There have been no substantive issues to date.