Questions & Answers - 1

Solicitation   23-007 - Managed IT Services
Buying Organization   Orange County Power Authority

No	Question/Answer	Question Date
Q1	**Question: Questions for RFP** Greetings, We have some questions if you wouldn't mind: 1) Is there an incumbent company currently providing these services or is this offering completely new? 2) Which platform do you use for email (Google Workspace, Microsoft 365, etc.)? 3) Where are documents currently stored (cloud, on-prem server, workstations, etc.)? 4) How are documents being backed up currently (cloud to cloud, on-prem, etc.)? Thank you in advance. **Answer:** A company is currently offering some of these services but not all. We use Microsoft 365/Outlook for Email. Documents are stored in the cloud (SharePoint). Documents are backed up Cloud to Cloud.	11/16/2023
Q2	**Question: OCPA users locations or cities** What are the OCPA users locations or cities in California? **Answer:** A majority of OCPA employees are located in Orange County California. However, there are fully remote employees outside of California as well.	11/20/2023
Q3	**Question: tickets volumes or services requests** What are the tickets volumes or services requests ? **Answer:** There have been 250 tickets over the past year.	11/20/2023
Q4	**Question: incumbent vendor** Do you have any incumbent vendor who is supporting currently? **Answer:** Yes. There is currently an incumbent vendor providing some but not all of these services.	11/20/2023
Q5	**Question: Coordination with Managed Service Provider** Do you have technical staff to coordinate with Managed Service Provider? **Answer:** OCPA does not currently have any in-house IT staff.	11/20/2023
Q6	**Question: LMS/Training** Will an LMS solution alone fulfill your requirements, or will we bring in our own training resources to create a curriculum for your employees? **Answer:** An LMS solution will fulfill the requirements.	11/21/2023

No	Question/Answer	Question Date
Q7	**Question: IT equipment list** Page 3 of 31 B. SERVICES REQUESTED28 Exhibit A: scope of services and Page 28 of 31 Exhibit A There is not a equiment list (end points, servers, network equipment, ...) States approximately 25 desktops, laptops, and tablets in various locations. Plesae state, type/model of end points if available. Are there any onsite servers, back up devices, storage? If yes, please provide detail. Please provide network equipment, including firewall, LAN switches, Wireless access points, and any other infrastructure appliances that City requires support services as part of this RFP. **Answer:** There are no onsite servers, back up devices or storage at this time. These may be added at a later date. There are currently no LAN switches or wireless access points managed by the Authority however they may be added in the future.	11/27/2023
Q8	**Question: Servers/Network Support** The RFP does not mention the necessity for server or networking support. Please confirm this. If there is an expectation of server and network support, please provide: - Number of Physical Servers - Number of Virtual Servers - Number of Network Devices (Routers, Firewalls, Switches, Wireless Access Points) **Answer:** There are no onsite servers, back up devices or storage at this time. These may be added at a later date. There are currently no LAN switches or wireless access points managed by the Authority however they may be added in the future.	11/29/2023
Q9	**Question: On-Site Support** The RFP mentions that there are Desktops, laptops, and tablets "in various locations around the state." The RFP also mentions the need for On-Site Support for various issues (new user orientation, board/committee meetings, roll-out of new computers.) - What are the locations (cities) that the Power Authority expects On-Site support for? - Can you estimate the total amount of On-Site hours/month the Power Authority expects to be needed? - Has or will the Power Authority considered a Full-Time resource (provided by the Managed IT Services Provider) for these Onsite needs as well as white glove service? **Answer:** On-Site support is needed in Irvine California. It is estimated that 40 hours per month of on-site support will be needed. The Authority does not believe a full-time resource is necessary at this time.	11/29/2023

No	Question/Answer	Question Date
Q10	**Question: Vendor Management** The RFP states the following: "OCPA hosts various municipal vendor software applications that require at least one dedicated resource to become proficient in supporting the application's internal operations (application subject matter experts)." Question: Is the requirement that the Managed IT Services Provider become the Subject Matter Expert for each software application or that we work with an OCPA employee who is the Subject Matter Expert? If the answer is the former: - Confirm that the Managed Services Provider needs to provide functional application support vs. technical application support - please list the applications where the Managed IT Services Provider would need to be the Subject Matter Expert **Answer:** The Managed IT Services provider can work with an OCPA employee who is the Subject Matter Expert.	11/29/2023

Q11	**Question: Existing MSP**
	Is there an existing MSP that the Power Authority contracts with that will be responding to this RFP? If so:
	  - Would you mind sharing what is the value of the current contract is (either per year or per month)?
	  - How long has the MSP been contracted by the Power Authority?
	  - Has something changed in the relationship that the Power Authority is looking for a new MSP or is the Power Authority simply required get new proposals periodically?
	
	Answer: The Authority currently contracts with Method Technologies to provide some of the services requested in the RFP. The current contract is charged per user (~$133 per user per month). The current vendor has been the service provider for IT services since March 1, 2021. It is expected the current contract will soon exceed staff signing authority and, based on the anticipated value of a new contract, an RFP is required under the Authority's Procurement Policy.
		11/29/2023

Q12	**Question: Minimum Qualifications** The firm proposing services must be able to demonstrate experience working with California based public agencies or municipalities is stated in your qualifications. We don't have experience with any public agencies, but do have experience with California Corporations of similar scope and size - would we still be eligible to bid - would our bid be considered responsive? **Answer:** One of the minimum qualifications is to be able to demonstrate experience working with California based public agencies or municipalities. Without any experience in that sector your bid would not be considered responsive.	11/30/2023

No	Question/Answer	Question Date
Q13	**Question: Question for 23-007** On page 4 under Cybersecurity, it mentions that vendors are to provide standard antivirus software and LMS to all endpoints and users. Are the vendor required to procure this and if so should be included in our bid price? IS OCPA able to disclose its estimated budget for this project? Will there be any dedicated Office space for the Vendor? When On-Site support is requested, is there a time frame that the Vendor is expected to show up on-site? Can all work be performed remotely, unless specifically requested for on-site support by OCPA? Does OCPA already have an endpoint management tool in place? If so what is it? If not are we to include it in our bid cost proposal? Are there security policies already in place? Does OCPA have diagrams depicting network and data architecture? Has OCPA's backup system been tested to mimic a DR? Other than PCI, what compliance or regulatory mandates does OCPA need to meet? Is OCPA satisfied with the incumbent IT consultant's performance? Is OCPA planning to replace its current voice system with MS Teams? Do you foresee a need for 24hour phone support? Has OCPA been affected by any ransomware incidents? How many sites does OCPA operate? Does OCPA utilize remote workers? Does OCPA use or intend to occupy temporary or emergency sites **Answer:** The vendors will be expected to procure the antivirus and LMS software and should be included in your bid price. Orange County Power Authority adheres to a zero-based budgeting method for its projects and services. There will not be dedicated office space for the vendor. The dates and times are To Be Determined but it estimated that onsite services will be needed 8 hours a week. Work can be performed remotely unless specifically requested by OCPA. OCPA utilizes ESET Endpoint Security. There are security policies in place. We do not have any onsite networks or data architecture currently. OCPA is currently entirely cloud based utilizing Microsoft 365. OCPA Currently utilizes Microsoft Teams for Voice but may change in the future. 24 hour phone support is not required but preferred. OCPA not been affected by any ransomware incidents. A majority of OCPA employees are located in one locations (Irvine, CA) with some employees working fully remote. We do not intend to occupy temporary or emergency sites.	12/01/2023

No	Question/Answer	Question Date
Q14	**Question: Cost ot the Software** 1.Should the proposal include the cost of the software listed below or will the IT MSP provider simply be facilitating the procurement and OCPA will purchase? RFP SOW – SOFTWARE states: OCPA will purchase several software packages through the Managed IT Services contract. The required software includes but is not limited to: • Dropsuite Business backup • LastPass • Microsoft 365 Business Basic and Standard • Microsoft 365 Business Voice • Microsoft 365 Domestic Calling Plan • Microsoft Entra ID P1 • Microsoft Teams Phone Resource Account • Microsoft Visio Online Plan 2 • Mimecast with Archiving (M2A) • Ironscales Core **Answer:** Yes the proposal should include the cost of the software listed below.	12/01/2023
Q15	**Question: Budgeted Amount for Scope of Work** 2.What is the OCPA's budgeted amount for the services described in the RFP Scope of Work? **Answer:** Orange County Power Authority adheres to a zero-based budgeting method for its projects and services.	12/01/2023
Q16	**Question: Contract with IT Managed Services Provider** 3.Does the OCPA currently have a contract with an IT Managed Services Provider? a.If so, can OCPA please provide the contract amount? b.How many hours per week does the IT Managed Services Provider deliver to OCPA per week? c.How are the IT Managed Services Provider hours delivered broken down by category? Example, Help Desk, System Administration, Cyber Security, Network Engineering. **Answer:** Yes. Method Technologies. The contract is charged per a user per a month at $133 and does not include subscription costs and does not cover the full scope of work in the RFP.	12/01/2023
Q17	**Question: IT Infrastructure** 4.What is the OCPA's IT infrastructure? a.Number of servers, including hosts and virtual, and their purpose. b.Number and type of network devices (ex. Firewalls, Switches, Wireless Controllers). **Answer:** OCPA does not currently own any servers or network devices but may in the future.	12/01/2023
Q18	**Question: Business Applications** 5.What business applications, other than what is listed in Question 1, does OCPA rely on to conduct its day-to-day business? **Answer:** Perimeter81, Adobe, Zoom.	12/01/2023
Q19	**Question: Meetings Requirements** 6.What is the frequency, day, time of day, and length of the OCPA meetings requiring IT support? **Answer:** There are approximately two meetings a month requiring IT support. One is typically 8am to 1pm and the other is typically 4pm to 9pm. These meetings are always Monday through Friday. They are not on the weekends.	12/01/2023

No	Question/Answer	Question Date
Q20	**Question: Question for 23-007** Will Vendors be permitted to use off-shore teams to perform and/or support any and all security and information technology activities? **Answer:** There is no restrictions to use off-shore teams.	12/01/2023
Q21	**Question: Mobile Devices** a.How many mobile devices are in use currently? i.Android Based 1.How many Android Phones? 2.How many Android Tablets? ii.IOS Based 1.How many iOS Phones? 2.How many iOS Tablets? b.The RFP lists "Mobile Device Management" under Endpoint Management, i.Is there a current MDM solution in use or will the successful proposer provide one if selected? ii.If there is not one in use, does the proposer expect the contractor to provide the cost for one in the price proposal? iii.Are the managed mobile devices owned by the organization or are they personal devices? **Answer:** Employees use personal phones to access Microsoft Outlook and Teams. They are both Android and iOS. There is not a current MDM solution in place. The successful proposer will provide one. The cost should be included in the proposal.	12/01/2023
Q22	**Question: Server Questions** a.Is server virtualization currently in use? i.If yes, what server virtualization platform software is in use? (VMware, Hyper-V etc.) b.How many Physical Hosts are in use (that run virtual servers)? c.How many Virtual Servers run on the physical hosts? d.How many Physical Servers are in use (not virtualized and not VM host servers) e.What is the general age of the servers? f.Are all servers on premise or are there servers in the cloud on Azure, AWS etc.? **Answer:** OCPA does not currently own any servers.	12/01/2023
Q23	**Question: Workstations** a.The RFP lists approximately 25 computers / workstations / tablets i.How many of these workstations are laptops? ii.How many of these workstations are desktops? iii.Are the tablets running a Windows OS or are they iPad/Android tablets? iv.What is the general age of the workstations? **Answer:** All workstations are laptops. Non desktops. Currently one Android Tablet. All devices are less than two years old.	12/01/2023

No	Question/Answer	Question Date
Q24	**Question: Physical Security** a.Is there any kind of Surveillance Camera system in use? If so: i.How many cameras are in use? ii.What is the current size of the video recordings? iii.How long are recordings retained, and how are they stored and backed up? iv.Will the selected proposer have responsibility for management of the camera system? b.Is there any kind of facility access control system in use? If so: i. What brand / system is being used? ii.Will the selected proposer have responsibility for management of the facility access control system? **Answer:** Not currently but it is expected to be in place in the future (approx. 6 months from now).	12/01/2023
Q25	**Question: Remote Access** a.When staff work remote, what VPN software or remote access solution is currently in use? **Answer:** Perimeter81 is used for VPN. Remote access is through Windows Office 365. There is no access to local servers or networks.	12/01/2023
Q26	**Question: Firewall Questions** a.How many firewalls are in use at all locations? i.Where are the firewalls located? ii.What brand are the firewalls? **Answer:** OCPA does not maintain any servers and thus does not have any firewalls in place.	12/01/2023

No	Question/Answer	Question Date
Q27	**Question: Abtech Technologies Questions For Managed IT Service** 1.How do you currently manage your IT Environment? a.Contracted Managed Service Provider? b.Internal IT Department? 2.What is your anticipated growth over the next 3 years? 3.Response from OCPA to the questions will be available December 8, 2023, and the proposal is due December 15, 2023. That is a total of 5 business days to complete the proposal. a.Does OCPA have any intention of pushing back the Proposal Due Date. 4.What is the IT budget related specifically to this RFQ , annually , for the next 3 years ? 5.You have indicated that support hours Include Onsite, Monday through Friday from 7AM – 5:30PM. a.Do you require an engineer onsite for these hours, or just the ability to be onsite, as needed? b.If you do want onsite support full time, will we need to provide extra hours for On-site support for Board, Committee, and Community Advisory Committee Meetings? 6.Please provide a list of the 3rd Party Vendors that we will be working with. 7.Please provide a list of current Software Applications being used by OCPA? 8.What Learning Management System (LMS) do you currently use? a.If no LMS currently, do you have a preference? 9.What are the business system applications that you require the successful bidder to have knowledge on ? a.Do you require the MSP to have 100% knowledge of all Business System Applications (Potentially this can be time consuming and expensive)? b.Will you allow a transition period for the MSP to gain full knowledge of Business System Applications? c. What time period will be allowed to gain full knowledge? **Answer:** 1. Contracted Managed Service Provider. 2. Current headcount is 13. Expected to grow to ~25 by July 2024. Potentially to 40 employees in the next 3 years. 3. We do not intend to push back the proposal Due date. 4. OCPA adheres to a zero-based budgeting method for its projects and services. 5. a. Available during those hours. Approx. 8 hours a week is estimated to be needed. 6. N/A 7. Besides what is listed in Section B. Zoom, Adobe, Perimeter81. 8. None. Not required for 100% knowledge of all BSA. Yes transition period will be allowed. The amount of time will be TBD.	12/01/2023
Q28	**Question: Multi-factor Authentication** a.Does the organization currently use MFA for securing access to systems and/or services? b.Which MFA solution is in use? c.Will all staff have cell phones for an MFA app or would the organization purchase tokens or other access devices? **Answer:** Yes - Windows Authenticator for Office 365 accounts. Staff utilize personal cell phones for MFA.	12/01/2023

No	Question/Answer	Question Date
Q29	**Question: Abtech Technologies Managed IT Services Questions continued** 10.Regarding the multiple references to "compliance": a.Please list all compliance standards that are required to be met for OCPA. b.How often does OCPA have compliance audits for each standard? c.Are audits performed by third parties? (If so, how often?) Or, is the new provider expected to perform these audits? (if so, how often?) 11.How is the OCPA documentation (How-To Articles) database hosted now? 12.Is the OCPA open to using an alternative to LastPass? 13.Network Devices a.Please provide a list of all networking equipment in your IT environment. Ie. Servers, Switches, Firewalls, etc.? b.Are there Manufacturer Service Warranties on all OCPA network Devices? 14.Mobile Device Management. a.How many Mobile Devices does the OCPA currently have? b.What Mobile Devices Manufactures are used? c.What level of MDM is required? d.Are the devices company owned or BYOD? 15.Do you want the following services included in this RFQ response as part of the contract or as separate Projects? a.Perform risk assessments and testing of data management systems b.Backup and Disaster Recovery c.Security Policy Management. Implement and maintain internal controls, network security and other security systems for computer and telecommunication data, systems, and hardware protection. d.Develop Cyber Security and PCI Compliance plans 16.References and Resumes. a.Can we keep the references confidential? b.Can we keep resumes, or at least the names confidential? Mitigating cybersecurity risks, the redaction of sensitive details such as team resumes, references, competitive information, and software specifics in the proposal is crucial to minimize the potential for identity theft, social engineering attacks, and vulnerability exploitation, ensuring the security and integrity of the involved parties and their clients. **Answer:** 10. An AMI audit is conducted tri-annually by an outside vendor. 11. Does not exist currently. 12. Yes. 13. None currently. 14. a. Each employee has their own phone. b. Android and Apple. c. N/A d. BYOD. 15. a. Yes. b. Yes. c. Yes. d. Yes. 16. a. Yes. b. Yes.	12/01/2023
Q30	**Question: Location Questions** a.Please list all locations, with addresses, that support will be required. b.Which location(s) have servers installed? **Answer:** The current location where support is required is 3349 Michelson Drive, Irvine, CA 92612. There are currently no locations with servers.	12/01/2023

No	Question/Answer	Question Date
Q31	**Question: Outsourcing** 9.Does the organization currently outsource any technology services to other vendors? (Examples: Phones, Printers, Security, etc.) **Answer:** OCPA does not currently own or maintain any phones, printers or security devices and thus does not outsource that to any vendors.	12/01/2023
Q32	**Question: Endpoint Encryption** 10.Endpoint Encryption: This is called out in the Scope of Services. a.Are the endpoints currently encrypted? b.Which encryption solution is in use? **Answer:** ESET Endpoint Security and Huntress are currently in use.	12/01/2023
Q33	**Question: Anti-Virus** Which Anti-Virus and/or EDR software is currently in use? **Answer:** Mimecast and Huntress.	12/01/2023
Q34	**Question: Software Questions** a.Other than the list provided in the RFP, what major applications are in use? b.Please indicate for each if it is hosted on OCPA servers or hosted by the vendor (ex SAAS) **Answer:** No other major applications are in use. OCPA does not own any servers.	12/01/2023
Q35	**Question: Backup Questions** a.Is there currently a backup system in use? If so: i.What backup method is currently in place? ii.What is the frequency of backups? iii.What is the size of the backup currently? iv.Are the backups going off-site? If so, what is the method? (manual rotation, cloud sync etc.) v.What (if any) third-party software is being used to backup data? vi.Has the organization completed a restorability test in the last year? **Answer:** Dropsuite Business Cloud Backup is currently utilized. Backups are daily. OCPA does not utilize any onsite servers. All data is cloud based. Backups are cloud to cloud. OCPA has not completed a restorability test in the last year.	12/01/2023

No	Question/Answer	Question Date
Q36	**Question: Current IT Support** a.What does the organization currently do for IT Support? (In house, MSP, Co-Managed etc.) b.Are there any organization staff dedicated to IT? c.If there is a current provider, what is the company name? d.If there is a current provider, how long have they been supporting the organization? e.Is the current provider expected to submit a response to this RFP? f.On average, how many hours of on-site support are used per month? **Answer:** OCPA currently has a contract for Managed IT Services. There are no organization staff dedicated to IT. The current company is Method Technologies. They have been supporting the agency since March 1, 2021. The current provider may submit a response to this RFP. Current provider does not provide any on-site support. It is expected that the new provider will provide approximately 8 hour a week of on-site support.	12/01/2023
Q37	**Question: 15.Applications Internal Operations** On page 5 under "Vendor Management", the RFP indicates the proposer will need to have a resource become an "application subject matter expert". a.Please describe this in more detail. For example, will the proposers resource(s) need to learn the workflow of the applications and need to provide support and training to OCPA end users in using the application? **Answer:** The proposers will need to provide support of the applications listed in Section B. Training for some software may be necessary.	12/01/2023
Q38	**Question: Questions on RFP - MSP** We are interested in responding to the RFP for OCPA IT Managed Services, please find below some questions about the RFP Question 1- Does OCPA have existing DNS Security and content filtering system, or Anti-malware, Anti–virus system? Are you open to new ones? Question 2 - Although we did not see it mentioned in the RFP requrirements, Is Email encryption or DLP a requiremement ? Question 3 - What is the length of engagement contract for the MSP? **Answer:** 1) Mimecast for email filtering. Huntress. We are open to new ones. 2) Yes email encryption and DLP should be provided as an option. 3) 2 years with 3 1 year extensions.	12/01/2023
Q39	**Question: Regarding Security** When was the last time the OCPA had a Penetration Test? **Answer:** OCPA has not had a penetration test.	12/01/2023

No	Question/Answer	Question Date
Q40	**Question: Regarding Security** 1) When was the last time the OCPA had a Risk Assessment? 2) Would you please share what critical assets and data that needs protection? **Answer:** Risk assessments are performed annually. All critical data is hosted on Microsoft Office 365 servers.	12/01/2023
Q41	**Question: Regarding Security** What is the OCPA 's Risk Tolerance (Low, Medium, or High)? **Answer:** OCPA's risk tolerance is low.	12/01/2023
Q42	**Question: Regarding Security** Are there specific areas of concern or recent incidents that have prompted the need for enhanced Cyber Security and Cyber Security training besides the new 2024 PCI-DSS requirements? **Answer:** There have not been any recent incidents.	12/01/2023
Q43	**Question: Regarding Security** Will you be requiring your IT Managed Service Provider to have a well-designed Security Operating Center (SOC) or just a Security Information and Event Management System (SEIM) that some MSPs try to call a SOC? **Answer:** The proposer should describe their Security Operating Center in their proposal.	12/01/2023
Q44	**Question: Regarding your Endpoint Solution** Will you require a combination of NGAV+EDR? **Answer:** The proposal can include NGAV+EDR.	12/01/2023
Q45	**Question: Regarding your Endpoint Solution** Will you require your Endpoint Solution to conduct adversary hunting? **Answer:** Yes an endpoint solution should be proposed.	12/01/2023
Q46	**Question: Regarding Security** Will you require Dark Web Monitoring? **Answer:** Dark web monitoring is not required but may be proposed.	12/01/2023
Q47	**Question: Regarding Security** Are we providing the MDM Solution? **Answer:** Yes, proposer should propose an MDM solution.	12/01/2023
Q48	**Question: Regarding Security** Are we Providing Endpoint Encryption Software? **Answer:** Yes proposer should provide Endpoint Encryption Software.	12/01/2023
Q49	**Question: Regarding Security** Do you have or do you need us to include anti-phishing training in accordance with PCI-DSS requirements? **Answer:** This is not required but may be proposed.	12/01/2023

No	Question/Answer	Question Date
Q50	**Question: Regarding Hardware** How many Physical Servers do you have? Please provide the Specifications. **Answer:** OCPA does not have any physical servers at this time.	12/01/2023
Q51	**Question: Regarding Hardware** How many Virtual Servers do you have? Please provide the Specifications. **Answer:** OCPA utilizes Microsoft Office 365 for all data.	12/01/2023
Q52	**Question: Regarding Hardware** How many Networks Devices do you have? Please provide the Specifications. **Answer:** OCPA does not currently have any network devices.	12/01/2023
Q53	**Question: Regarding Hardware** How many Access Points do you have? Please provide specifications. **Answer:** OCPA does not currently manage any access points.	12/01/2023
Q54	**Question: Regarding Security** Do you have a Business Continuity Plan that includes a Disaster Recovery Plan? **Answer:** OCPA does not currently have a Business Continuity Plan.	12/01/2023
Q55	**Question: OCPA Staff** What is the Technical proficiency level of your employees? **Answer:** OCPA dose not have any inhouse IT staff.	12/01/2023
Q56	**Question: Learning Management System** Are there any specific features or integrations you require for effective training distribution that is to occur twice monthly? **Answer:** There are no specific features or integrations.	12/01/2023
Q57	**Question: Learning Management System** Are there any specific methods or content formats preferred by your employees? **Answer:** There are not any specific methods or content formats preferred.	12/01/2023
Q58	**Question: Learning Management System** Do you have specific branding or customization requirements for the training materials and LMS interface? **Answer:** We do not have specific branding or customization requirements.	12/01/2023
Q59	**Question: Learning Management System** How flexible do you need the training content and LMS platform to be? **Answer:** The proposal shall propose the training content and LMS platform.	12/01/2023

No	Question/Answer	Question Date
Q60	**Question: Learning Management System** Would you like your incident response plan to integrate with your training? **Answer:** Yes the incident response plan should integrate with our training.	12/01/2023
Q61	**Question: Learning Management System** Please describe any existing PCI compliance measures and training programs that are currently in place. **Answer:** Not applicable.	12/01/2023
Q62	**Question: Learning Management System** Are you currently using any Compliance Management Software for PCI DSS and/or other Cybersecurity frameworks? **Answer:** We are not currently utilizing any Compliance Management Software.	12/01/2023
Q63	**Question: Learning Management System** Are you currently using Document Management Software, SharePoint, Dynamics 365, or any software to distribute operations material (i.e.: process and procedure documents or manuals)? **Answer:** Yes. Sharepoint.	12/01/2023
Q64	**Question: Regarding Backup** Do you want an on-premises backup solution, public cloud-based, private cloud based, or a hybrid approach? **Answer:** Proposer shall propose a solution.	12/01/2023
Q65	**Question: Regarding Backup** If no preference exists, how important is cost in your decision and would we be able to provide you with options for multiple approaches? **Answer:** Proposers can submit multiple approaches.	12/01/2023
Q66	**Question: Regarding Backup** Please provide the specifications for each Recovery Time Objective (RTO) & Recovery Point Objective (RPO) in the following: Example (Hot, Warm, Cold) - Time Name of Server Physical or Virtual Server Model (if Physical) Location OS CPU RAM Storage **Answer:** Not applicable.	12/01/2023
Q67	**Question: Regarding Backup** Have you classified your data based on its importance and sensitivity? **Answer:** We have not classified our data.	12/01/2023

No	Question/Answer	Question Date
Q68	**Question: Regarding Backup** How frequently do you plan to test your disaster recovery process? **Answer:** Proposer shall propose a frequency.	12/01/2023
Q69	**Question: Regarding Backup** What is your Internet Bandwidth? Is it Fiber? **Answer:** OCPA does not currently maintain the internet connection.	12/01/2023
Q70	**Question: Regarding Backup** Do you anticipate changes in your data volume or infrastructure soon? **Answer:** Changes to our infrastructure may occur in the future.	12/01/2023
Q71	**Question: Regarding Backup** Are there specific applications, databases that the backup solution needs to integrate with? **Answer:** There are no applications or databases that the backup solution needs to integrate with.	12/01/2023
Q72	**Question: Regarding Security** Do you have password storage encrypted? **Answer:** OCPA utilizes LastPass for password storage.	12/01/2023
Q73	**Question: Regarding Cloud** Do you have any public cloud deployments like AWS or Azure? If yes, please describe the specs. **Answer:** There are no public cloud deployments.	12/01/2023
Q74	**Question: On-Site Support** How many hours a month do you anticipate needing onsite support? **Answer:** It is anticipated that 8 hours per week of onsite support will be needed.	12/01/2023
Q75	**Question: On-Site Support** Would you please estimate the number of meetings by specifics? IE: OCPA Employee support for Board, Committee, and Community Advisory Committee Meetings). **Answer:** Support for two to three meetings a month will be required.	12/01/2023