



IT Services RFP Questions & Answers

Question 1. Page 2 mentions staff/contractors are responsible for procuring and maintenance of their laptop/desktop/tablets etc. Are there any MacBooks products being utilized other than potential iPhones for supporting US Ignite? If so, could you provide an estimate count?

Answer 1. Currently two employees use MacBooks products.

Question 2. Page 1 and 2 mentions that US Ignite employs around 20 employees/contractors at this time. Are all the team members in the Eastern Standard Time zone or are their others members nationally located? This allows us to understand the helpdesk support timeframes that could be expected or may need to be worked around?

Answer 2. We request the help desk support employees on Eastern Standard Time, 9 to 5 PM. Employees on Pacific Standard Time would be expected to access help desk support during that time.

Question 3. Page 2 mentions there is 1 server that provides cloud backup services for US Ignite. Is this a physical server that resides onsite and sends backups to the cloud or is the server a virtual server in the cloud that is backed up directly to from the client machines? What data is actually being backed-up to this server? Ex. Local client file/folders, etc.

Answer 3. US Ignite uses, primarily, Google Workspace -- a cloud platform -- for its internal needs. In addition, we have had a contract with Backupify, now a part of Datto, for cloud-to-cloud backup. Once a week, Backupify makes a copy of all emails, Google Drive docs, calendar items, and contacts out of everyone's Google Workspace account to a non-Google owned cloud backup service owned by a company called Datto. Were Google to ever have a problem and lose some of our data, we would be able to restore it from an off-site, cloud backup service back to our Google accounts.

US Ignite also has a single PC, and that PC has been making a local copy of the Google drive as an additional backup. The PC also has an electronic copy of personnel records which a former employee was previously backing up.

Question 4. Page 2 mentions cloud support for AWS, Azure, Google. Can you provide which platform is currently being utilized for collaboration for email, conferencing, file management, meetings etc. Google Workspace or Microsoft 365? Also which Cloud Service Provider supports the Cloud server backup system?

Answer 4. US Ignite uses the Google Suite for email, some video conferencing, file management and sharing. US Ignite uses Zoom for virtual meetings and for hosting webinars. Datto/Backupify is our cloud server backup system.

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Question 5. Page 2 mentions potential support to the Web hosting vendor. Could you provide who is the web-hosting vendor and/or which web platform is being utilized for webservices (Drupal, Wordpress, etc).

Answer 5. Pixelpillow, our web hosting vendor, uses the WordPress platform.

Question 6. Is US Ignite fiscal year aligned from Q1-July 1 through Q4-June 30 each calendar year?

Answer 6. The US Ignite fiscal year is January 1 through December 31.

Question 7. Number of Employees in the organization

a. How many that need Helpdesk?

Answer 7a: US Ignite employs approximately 20 staff and contractors. All employees telework.

b. How many desktops/laptops?

Answer 7b: 20 desktops/laptops

c. How many people in IT and their titles?

Answer 7c: None

Question 8. Number of Networking Devices

a. How many firewalls?

Answer 8a: None

b. Core (Managed) switches?

A8b: None

c. Wireless LAN Controller? (if any)

A8c: Not applicable

Question 9. Internet connectivity

a. How many ISP connections are in place at each site/office?

Answer 9a: Not applicable



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b. What is the download and upload bandwidth for each connection?

Answer 9b: Not applicable as all employees telework.

Question 10. Backup Solution

a. Current backup solution

Answer 10a: See A3 answer

b. Retention?

Answer 10b: Seven years to permanent depending on type of record.

c. How much data (GB or TB) is backed up?

Answer 10c. 4 TB

d. Do you have a backup solution for your SaaS applications (Office365/Google workspace)?

Answer 10d. No

Question 11. Servers (Spreadsheet Preferred)

a. How many servers (Physical vs virtual)?

Answer 11a: One server

b. Types of servers? (what version of Windows, SQL, Linux.. etc)

Answer 11b: Windows

c. Purpose of servers? (Domain Controller, file, print.. etc)

Answer 11c: See A3 answer

d. Servers running any critical applications?

Answer 11.d. No, critical applications on the physical server.

e. Where is it hosted? (in office, data center, by current provider.. etc)

Answer 11e: In office



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Question 12 Office 365 licenses

- a. How many licenses?
- b. Type of subscription? (Exchange Online, E1, E3... etc)
- c. Currently purchase directly from Microsoft or through another partner?

Answer 12: No Office 365 licenses

Question 13. Office 365 Features Usage

- a. Currently using OneDrive? Sharepoint Online? Teams? Any other features?
- b. What would you like to further use in future?

Answer 13: Not applicable

Question 14. Security

- a. How are users connecting to the network remotely? (VPN, RDP.. etc)
- b. Do you have MFA (Multi-factor Authentication) in place?
- c. When is the last time a Vulnerability Assessment was performed?
- d. Do you currently have a network IDS/IPS in place? Which vendor?
- e. Do you currently have an endpoint-based web filtering solution? (OpenDNS/Umbrella)?
- f. Do you currently have an EDR(Endpoint Detection and Response) solution in place?
- g. Do you currently have a SIEM solution in place?

Answer 14: US Ignite relies on cloud applications. US Ignite does not manage or own a network.

Question 15. Timeline

- a. When does your current contract terminate?

Answer 14a: As this is a new service, there is no existing contract or incumbent.

- b. What is your target date for starting the new services?



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Answer 15b. Period of performance is expected to begin September 15, 2021.

Question 16. Any other IT needs?

Answer 16. See Solicitation

Question 17. Cloud management support: Can any additional context be given, without revealing technical data, pertaining to number of cloud services, types of cloud applications needed to be maintained, and any information regarding the purpose of current cloud applications. E.g., Cloud application for customer interaction and engagement.

Answer 17. See Answers 1 to 16

Question 18. IT Solutions & IT Help Desk: can any information regarding number of covered employees, number of workstations/laptops/mobile devices, number of servers (physical & cloud), number of networking devices (firewalls, etc.) be provided in order for us to provide accurate pricing based on these numbers?

Answer 18. See Answer 1 to 16.

Question 19. Are resumes included in the page count?

Answer 19. Yes, resumes are included in the page count.

Question 20. Regarding pricing, would US-Ignite consider FFP for the initial infrastructure buildout, assessment, SSP, scoring (SOW #1, #2, #5.a-c) but pay directly for utilization and to purchase any equipment, etc. needed to address new findings pursuant to an assessment, or vulnerability or other scans? Similarly, can you expound upon SOW #4, specifically what is the expectation for ensuring smooth operations and is there any development work expected of the awarded vendor?

Answer 20. If pursuant to an assessment, equipment or other additional costs are deemed necessary, then US Ignite will procure equipment and services under a new contract. US Ignite wants to ensure that there is minimal lead time in case of an IT issue and the same are addressed in a timely manner for smooth operations. US Ignite does not expect the IT service provider to conduct any development work.

Question 21. Is US Ignite open to migrating to Office 365 from the current Google environment? This would include email in Exchange and files from Google docs to Sharepoint Online.

Answer 21. Depending on the NIST assessment, US Ignite would consider the costs and benefits of migrating.



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Question 22. If yes to #1, how much data is in your files only excluding email? 4TB you provided includes both email and files, correct?

Answer 22. Correct.

Question 23. Do employees purchase and own their own laptops? Or are they reimbursed and still company-owned?

Answer 23. Employees purchase and own their laptops. New employees are provided a \$1,000 equipment stipend upon hire, and a \$500 annual stipend thereafter for telecommunications and internet expenses

Question 24. If you need to meet NIST 800-171 requirements, this laptop acquiring process will have to change as it opens up areas of vulnerabilities and lack of control if employees are working on their personal laptops. Is this something US Ignite has considered changing?

Answer 24. Depending on the NIST assessment, US Ignite would consider the costs and benefits of our equipment policy.

Question 25. Regarding the one physical server in the office, are you referring to the single PC you mentioned in Answer 3? The PC that backs up a local backup of Google Drive via Datto?

Answer 25. Yes, there is one single PC. Management has been conducting a back-up of the Google drive "Documents" to the PC. Management also scans and saves personnel documents to the PC.

Separately, Backupify, a cloud to cloud service, conducts a back-up of Google "Documents", "Contacts", "Emails", and all other Google Suite application files.

Question 26. Are you agreeable to seeing a self-contained cloud based enclave approach?

Answer 26. Depending on the NIST assessment, US Ignite would consider the costs and benefits of a self-contained cloud based enclave approach.

Question 27. How many users do you envision as part of this system?

Answer 27. It depends on the NIST assessment and recommendations.

Question 28. How much monthly consumption of data transfer / security reviewed networked traffic in a month?

Answer 28. US Ignite does not own or manage a network.



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Question 29. How many endpoints?

Answer 29. US Ignite does not own or manage a network. US Ignite currently has 20 users leveraging Windows (18) and Mac (2) virtual desktops.

Question 30. What level of CMMC is your desire?

Answer 30. US Ignite desires CMMC Level 2 in the near term, and US Ignite will consider the costs and benefits of CMMC Level 3 in the longer term. However, for purposes of this RFP, US Ignite is not requesting that vendors provide quotes to bring the organization to CMMC Level 1, Level 2 or Level 3. US Ignite is requesting that proposals provide basic IT support and to conduct the NIST 800-171 assessment.

Question 31. Should our proposal then reflect a solution that addresses what we know already, based on your answers, will not satisfy certain NIST 800-171 requirements?

Answer 31. No, your proposal should not reflect the costs for a proposed solution. Your costs should only reflect the costs to provide basic IT support and to conduct the NIST 800-171 assessment.

Question 32. What is the estimated budget for this contract?

Answer 32. We have not identified a budget for this contract.

Question 33. Who is the incumbent and contract end date?

Answer 33. There is no incumbent and no current contract.

Question 34. Does work need to be performed onsite?

Answer 34. No, work does not need to be performed onsite.

CORRECTION:

Please address your proposals to Nancy.Jemison@us-ignite.org with the subject line of "RFP- IT Services - Insert Your Organization Name".