

ADDENDUM NO. 001

CLARIFICATIONS, QUESTIONS AND ANSWERS

REQUEST FOR PROPOSALS

Through this Request for Proposal (RFP), the Rhode Island Commerce Corporation (Corporation) is seeking to engage a firm or firms qualified to provide full-service support for desktop, networking, backup and recovery, and related services as well as CIO support., for their office at 315 Iron Horse Way, Suite 101 in Providence, Rhode Island.

Question #1: *Is there a minimum or maximum number of weekly/monthly hours that are expected as part of the RFP for on-site desktop support?*

Answer #1: It is expected that a person will be on-site for a minimum of one (1) day per week and also available to address issues remotely at other times.

Question #2: *Can on-site support be provided by a pool or rotation of technicians or is the desire to have it be a sole individual?*

Answer #2: It is the Corporation's preference to have a primary individual that will be on-site weekly. It is understood that there will be instances where the staffing will be covered by another staff member familiar with the office, the network and the Corporation's IT needs.

Question #3: *With respect to section 2. Desktop Support sub-section B, there are software assets listed. Are there any pending or planned Windows Server, Operating System or Microsoft SQL Server upgrades? What are the current versions of those items that is currently running in the environment?*

Answer #3: Upgrades: There are current plans to decommission some servers and to promote new domain controllers. SQL Server is used for the Accounting System (MS Dynamics GP). The upgrades are handled by the GP reseller that supports the application. There is an update to the GP software itself being planned for the coming fiscal year, but it does not include a SQL version update.

Operating System: All servers have either 2008 R2 or 2012 R2

Question #4: *Please clarify "weekly on-site staff support". How many people, how many hours, etc...?*

Answer #4: See Answer1 above.

Question #5: *Clarify "handle intrusions". This sounds like post-incident remediation, but obviously pre-incident prevention is preferable, so please provide more details.*

Answer #5: The Helpdesk supports removal of malware that inadvertently gets on desktop devices. Also, and more importantly is identification of tools (both hardware and software) which

are deployed to prevent intrusions. Ensuring definitions are up-to-date and firewall is properly configured is also a requirement as the environment evolves.

Question #6: *We would like more detail on internal hardware that is part of the RFP (age of equipment, warranty status - for servers and storage)*

Answer #6: See below

Device Name	Waranty Date	Type	Model	Notes
APC Symetra	N/A	Battery Backup	Symetra LX	
Blade Center	6/30/2018		bIC3000	To be Decom by end of May
Blade Center - Bay 1		Blade Server	ProLiant BL460c G1	To be Decom by end of May
Blade Center - Bay 2		Blade Server	ProLiant BL460c G1	To be Decom by end of May
Blade Center - Bay 3		Blade Server	ProLiant BL460c G1	To be Decom by end of May
Blade Center - Bay 5		Blade Storage	HP StorageWorks SB40c	To be Decom by end of May
Blade Center - Bay 6		Blade Server	ProLiant BL460c G1	To be Decom by end of May
Blade Center - Interconnect Bay 1		Blade Switch	HP 1/10Gb VC-Enet Module	To be Decom by end of May
Blade Center - Interconnect Bay 2		Blade Switch	HP 1/10Gb VC-Enet Module	To be Decom by end of May
Cybernetics miSAN-D	3/1/2019	SAN	Cybernetics miSAN-D8	
Enviromux Alert System	N/A	Alert System		
HP StorageWorks 1000i Virtual Library	N/A		VLS1000i	
HP StorageWorks Autoloader Library	N/A		HP 1x8 G2 Autoldr	
iPrism	3/30/2022	Web Filter	iPrism 25H	
Netgear M4100		Switch	Netgear GSM7248P-100NES	
Netgear M4100		Switch	Netgear GSM7248P-100NES	
Netgear M4100		Switch	Netgear GSM7248P-100NES	
Netgear M4100		Switch	Netgear GSM7248P-100NES	
Phone System	7/1/2021	Phone System	Avaya	
prapp01	N/A	Server	ProLiant DL380 G5	To be Decom by end of May
prapp12	6/30/2018	Server	ProLiant DL380 G9	
PRDC08	6/30/2018	Server	ProLiant DL380 G7	
prdc12	7/6/2020	Server	ProLiant DL360 G9	
prmqql12	6/30/2018	Server	ProLiant DL360p G8	
SonicPoint Ace AP1	4/15/2019	Access Point	SonicPoint Ace APL26-OAE	
SonicPoint Ace AP2	4/15/2019	Access Point	SonicPoint Ace APL26-OAE	
SonicPoint Ace AP3	4/15/2019	Access Point	SonicPoint Ace APL26-OAE	
SonicPoint Ace AP4	10/1/2022	Access Point	SonicPoint Ace APL26-OAE	
SonicWALL NSA3600	4/15/2019	Firewall	SonicWALL NSA3600	

Question #7: *This RFP make it sound like everything is physical, with no deployed virtualization. Is that true? Please clarify*

Answer #7: Yes, all operating systems are currently installed on physical hardware. As new needs are addressed, our direction is to consider implementation on virtual servers as well as hardware.

Question 8: *We understand the cybernetics to be iSCSI. Please provide additional connection information regarding switching.*

Answer 8: The network is a converged network, with the iSCSI SAN, servers, and network infrastructure devices all interconnected via one or more gigabit network interfaces per device connected to a common switching infrastructure.

Question 9: *A network diagram would be useful if you have it available.*

Answer 9: See below:

