

May 7, 2024

**Rhode Island Commerce Corporation  
REQUEST FOR PROPOSALS**

Solicitation Number: **RFP-2335**

ADDENDUM NO. 1

Questions & Answers

**REQUEST FOR PROPOSALS  
INFORMATION TECHNOLOGY (IT) SERVICES**

The Rhode Island Commerce Corporation (Corporation) seeks proposals from qualified firms to provide full-service support for desktop, networking, backup and recovery, Chief Information Officer/IT Management Services (CIO) support, and on-demand services.

**Question #1:** What is the budget for this Project?

**Answer #1:** The Corporation seeks proposals that provide the most cost-efficient plan for carrying out the activities contemplated in the RFP. The budget for this engagement will be adequate to perform the activities being solicited.

**Question #2:** Our firm is registered in Dallas (TX). Can we deliver these services from our offshore location to leverage lower project costs?

**Answer #2:** Please refer to the **Qualifications** section of the RFP for the answer.

**Question #3:** Who is the current vendor and what is their contract pricing?

**Answer #3:** These questions are not technical questions related to the RFP.

**Question #4:** What is the budget for this project and what did you spend for this in the last year?

**Answer #4:** Please see the Answer to Question #1. For the second part of the question, this question is not a technical question related to the RFP.

**Question #5:** How many users and devices do you have and will new vendor need to maintain?

**Answer #5:** Please refer to Section 2 Helpdesk Support and yes.

**Question #6:** Are the following to be included in the monthly pricing?

- a) NIST Assessment
- b) Quarterly Penetration Testing
- c) Monthly Password Audits

**Answer #6:**

- a) NIST Assessment, No

- b) Quarterly Penetration Testing – See Section 1.iii
- c) Monthly Password Audits – See Section 1.iii

**Question #7:** Number of employees supported by helpdesk – 68?

**Answer #7:** 68 employees are as of today. That number fluctuates with hiring, severances, and interns.

**Question #8:** How many tickets/incidents per month on average does the help desk currently handle?

**Answer #8:** 110 (including Websupport)

**Question #9:** Type of Devices & Operating systems:

- a) Tablets
- b) Computers/workstations or Macs please specify

**Answer #9:**

- a) iPads
- b) Windows 10 laptops and Macbook Pros

**Question #10:** Servers:

- a) Are all physical servers in one location? if not please describe the set up and connection between sites.
- b) Type & Operating System for both Physical & Virtual

**Answer #10:**

- a) Yes, one location
- b) HP Proliant, Server 2019 and Server 2022

**Question #11:** Server back up

- a) how many TB of data are being backed up from each server?
- b) What is the desired Retention period?
- c) What is the desired Recovery point objective and Recovery time objective?
- d) Are you open to other managed solutions or are you looking for a partner to take over management of the current Barracuda system?

**Answer #11:**

- a) 12.4 TB backed up
- b) At least 30 days for on-premises data
- c) 24 hour RPO, 1 business day RTO
- d) The respondent should specify the approach they propose.

**Question #12:** Are you looking for a Microsoft 365 back up solution from the partner or do you require the current Barracuda system remain in place?

- a) Are you backing up email alone or OneDrive & Sharepoint as well?

**Answer #12:** The respondent should specify the approach they propose.

- a) All three

**Question #13:** Please list the quantity and type of Microsoft licensing in place?

**Answer #13:** 5 Server 2019 Standard, 1 Server 2019 Datacenter, 2 Server 2022 Standard, 82 Windows 10 Professional, 30 Exchange Online (Plan 1) for GCC, 85 Audio Conferencing for GCC, 1 Entra ID Plan 2 for GCC, 7 Teams Phone Resource Accounts for GCC, 85 Teams Phone Standard for GCC, 85 Office 365 G3 for GCC, 2 Power Automate per user plan for GCC, 1 Power BI Pro for GCC.

**Question #14:** Are you looking for the partner to become the Cloud Service Provider for Microsoft Licenses?

**Answer #14:** No

**Question #15:** Networking Equipment

- a) Switches – Type/quantity
- b) Firewall – Type/Quantity
- c) Access Points – Type/ Quantity

**Answer #15:**

- a) Netgear Gigabit PoE Managed, 5
- b) SonicWall NSA3700,1
- c) SonicWave 231c, 2 & SonicWave 224w, 2

**Question #16:** Product & Subscriptions in place

- a) Are you open to seeing our recommended stack of solutions?

**Answer #16:** Yes

**Question #17:** Are you looking for a SIEM solution?

**Answer #17:** No

**Question #18:** Penetration Testing

- a) Internal/ External or both
- b) How many "live" (answers on at least one port) systems (IPs/Hostnames) in total are in scope for testing?
- c) What are the IP network ranges in scope for testing?
- d) How many employees exist within your organization?
- e) How many "live (answers on at least one port) systems in total on the internal Network?

**Answer #18:**

- a) External
- b) 85
- c) 10.1.150.0/14, 10.2.150.0/24
- d) 68
- e) 85

**Question #19:** How are the services outlined in the RFP currently being handled- in house or outside partner/provider?

**Answer #19:** Outside provider

**Question #20:** What is the annual budget currently allocated to these services?

**Answer #20:** See answer to question #1.

**Question #21:** Is there an in house IT point of contact that will be the point person for the partner to work with? If so what is his/her title and general duties

**Answer #21:** There is an in-house point of contact with respect to this engagement. This person does not replace the responsibilities of the vendor.

**Question #22:** Is there an ITSM (ticketing system in place) if so which one? Are you looking to retain that or are you looking for the partner to set up and put on in?

**Answer #22:** Connectwise PSA. The respondent should specify the approach they propose.

\*\*\*End of Addendum \*\*\*