

## Responses to RFP Questions

Please note that I tried to answer questions as completely as possible while keeping in mind that these answers, describing details of the Treasury compute environment, will be posted on a public website. I'm sorry if my response did not completely answer one or more of your questions, for example omitting IP addresses or OS details, but I felt that, in some cases, providing a vague answer was in the best interest of Treasury while allowing the proposers to still accurately price the service.

Answers are in red

1. Is the selected vendor required to be on any Rhode Island State Contracts to be awarded the bid?

No

2. Do you currently have a solution you are looking for help managing, or would you need the bidders to provide a backup solution as part of the RFP?

Treasury is currently utilizing three backup solutions; Veeam backup to the cloud for the servers and Veeam365 to the cloud for the Microsoft o365 environment and a tape backup system with the tapes sent offsite. We are seeking a vendor who can monitor backups to make sure they are running as scheduled and to review the Treasury backup processes and retention periods to ensure we are following best practices.

Clients

3. Are all 120 endpoints windows based?

117 windows devices

4. Any MAC?

19 iPhones

5. Any EDR today on them?

No

Virtual Environment

6. Do you have an asset list of the hardware running?

- 3(three) HPE Simplivity 380 servers
- 1(one) HPE Proliant Backup server
- 1(one) HPE Arbitr for Simplivity running on HP Proliant

7. Inventory of 2 virtual servers. RVTools? We are not currently running RVTools or any other management application for the VmWare environment. For security reasons I am reluctant to disclose all of the services running on the virtual servers. I can say though that we are currently running 12 virtual servers and that the whole environment is managed by vSphere.

8. Physical Server Hardware inventory

- 3(three) HPE Simplivity 380 servers
- 1(one) HPE Proliant Backup server
- 1(one) HPE Arbitr for Simplivity running on HP Proliant

9. Maintenance and Warranty on each Host?

All physical servers are covered by HPE maintenance. In addition all of the Simplivity infrastructure is also covered under an HPE maintenance contract.

10. EDR on virtual machines today if any?

Currently there is no EDR on any of the virtual servers.

11. What is the current Remote Mgt tool accessing all Servers and Endpoints today?

MS Remote Desktop and vSphere

12. Would the client like to come onto our ServiceNow tenant for bi-directional ticketing natively on ServiceNow?

Treasury IT is open to discussing any ticketing tool a vendor uses to communicate with the customer while managing an issue.

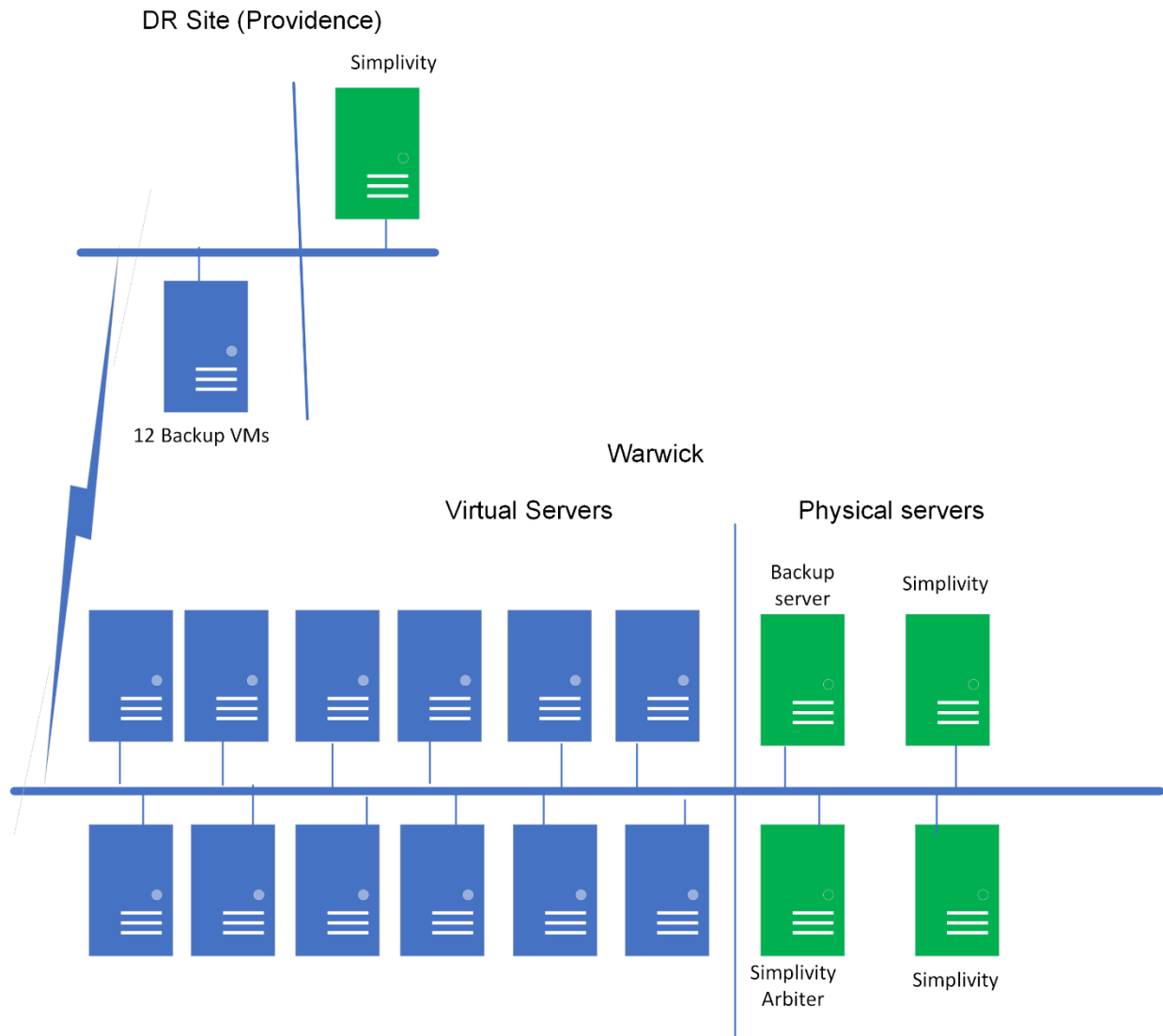
13. If so, how many users need to be licensed?

Access to the same ticketing system would be preferred. We would require two licenses.

14. Please can we receive a network diagram or IT Architecture for reference to the systems mentioned?

See below

## Office of the General Treasurer Network



15. Please can you define how many physical servers are included in the requirements listed?

- 3(three) HPE Simplivity 380 servers
- 1(one) HPE Proliant Backup server
- 1(one) HPE Arbiter for Simplivity running on HP Proliant

16. Please can you further define "Third party call management" Does this refer to manufacturer support?

Yes, the idea behind this requirement is that during an outage or some other service interrupting event, the Managed Services provider would coordinate calls to the third-party maintenance provider, for example HP, VMWare, Microsoft.

17. Where are the server backups located?

Servers are backed up to the cloud and tape using Veeam.

Is there a current provider of any of the mentioned services?

No

18. How often are maintenance windows?

No firm windows right now. Office hours are 8:30 to 5:00 ET so maintenance could be performed outside of that time frame.

19. Do you require integration with an existing ticketing system? If so, what is the current system?

No. Treasury does not currently have a ticketing system to integrate with.

20. What is the HCI hardware model(s) currently in use? How many appliances are in use?

- 3(three) HPE Simplivity 380 servers
- 1(one) HPE Proliant Backup server
- 1(one) HPE Arbitr for Simplivity running on HP Proliant

21. What version of ESXi and vSphere are running in the HCI environment?

Greater than version 6

22. What operating systems are running on the virtual servers?

Windows Server

23. Can you provide the used space on each Windows virtual machine?

Not exactly sure what the ask is here. The physical servers are pretty lightly loaded. We have approximately 10TB of disk space available in production of which we are currently utilizing less than half. Regarding memory utilization the guest OSs are utilizing anywhere from 1% to 21% of the memory allocated.

24. What is the current backup/DR solution software/application in use?

Simplivity manages one set of backups and DR. We also utilize offsite backup with Veeam and tape.

25. Can you provide more detail on the backup solution architecture such as immutability, where replicated, etc.?

The Treasury o365 environment is backed up several times per day to the cloud using Veeam. The servers are backed up to the cloud using Veeam nightly and periodically to tape which is then stored offsite.

26. Is the Office of the General Treasurer open to utilizing our Managed Backup service which would replace the existing backup/DR environment?

We would consider your managed backup solution in the context of our goals and would move to that solution if it is superior to the solution that we currently utilize.

27. Is there a documented DR policy/plan?

No

28. What operating systems are running on the desktops/laptops?

Windows

29. Are mobile devices (Apple iPhones/iPads, etc) currently managed via Intune? If yes, is this included in the scope of this RFP?

Treasury currently has 19 iPhones managed by Intune. The expectation would be that the chosen provider could manage patches for these devices as well.

30. What is the current license version/distribution for Microsoft/Office 365?

G3 GCC

31. Is multi-factor authentication in use today? If yes, what tool/product?

The o365 environment requires 2FA

32. Are security awareness and phishing tests used today? If so, what tool(s)?

The state runs periodic Phishing campaigns.

33. The MDR services section denotes "services to include all processes necessary to restore a client or server to the state it was in prior to the incident" - as an example, if all 120 clients required a rebuild due to an incident, would it be expected this is included in our managed services fee?

Yes, I know infections can travel quickly but in my opinion if all 120 clients were compromised then the monitoring/MDR service was not very effective. We are looking at MDR to monitor our clients and quickly disconnect an infected machine from the network so as to minimize the impact of an infection to our environment.

34. Is there a documented Incident Response policy/plan?

No.

35. How many servers do you currently have? How many are physical and how many are virtual? What is the manufacturer? What version of Windows Server are you running on?

Physical servers:

- 3(three) HPE Simplivity 380 servers
  - 1(one) HPE Proliant Backup server
  - 1(one) HPE Arbitr for Simplivity running on HP Proliant
- 12 virtual servers all running Windows server

36. Are you looking for support on any network items? If so, how many switches and firewalls do you have? Also, what is the wireless situation if support is needed on that.

No, the Treasury's network including wireless is supported by the state.

37. Can you give an overview of the current M365 licensing that you have?

G3 GCC for government

38. What is the current backup solution in place that would need to be managed?

The Treasury o365 environment is backed up several times per day to the cloud using Veeam. The servers are backed up to the cloud nightly using Veeam and periodically to tape for offsite storage.

39. Is basic help desk and break fix needed for end user devices or is it strictly patching for these?

No, we currently have a contractor inhouse who handles all of the client break/fix and other tasks related to the clients as needed.

40. How many end user laptops and desktops would need to be managed/patched?

117 Windows and 19 iPhones

41. Do you have a current MDR solution in place?

No

42. Do you have any out of support Windows operating systems in your environment?

No, they are all at the latest Windows patch level.

43. Do you have a current vendor supplying these services?

a. If so, what services ?

b. If so, are you currently satisfied with their support?

c. If you do have a vendor supplying some or all of the items on this bid, when does that contract expire?

Treasury currently is not using a vendor to provide any of the services listed in the RFP.

44. What is your annual budget for services requested?

Treasury has not yet allocated funds for these services. The budget will be set after reviewing the RFPs.

45. Are you using an existing ticketing system that must be integrated with or are you open to the awardee's system?

Treasury uses Jira for end user trouble tickets. Treasury IT is amenable to any solution the vendor has for managing communications between Treasury IT and the vendor's support staff.

46. Will you accept bids for management of the network security infrastructure (firewalls, routers, switches, access points, VPN, 2FA) or do you seek one provider for all components? Are you able to disclose what hardware vendors you are using now for the above devices, and will you consider new devices if appropriate?

The state central IT organization, DoIT, provides network and endpoint scanning services. At this time Treasury is only interested in purchasing the services enumerated in the RFP.

47. Regarding your Backup needs. Do you currently have a solution you are looking for help managing, or would you need the bidders to provide a backup solution as part of the RFP?

Treasury currently has a backup solution in place for both the servers and the o365 environment and we are looking for a vendor to manage these backups for us according to best practices. Veeam is used to backup the servers and o365 environment to the cloud. In addition the servers are backed regularly to tape.

48. How many users are on Office 365? What license do they have? Provide a license count.

117 Windows and 19 iPhones in Intune. We currently have 120 Intune government licenses, G3 GCC for government.

49. Are the licenses being purchased directly with Microsoft or through a Microsoft Partner?

Microsoft Partner.

50. Do you currently use Microsoft Teams and/or Microsoft SharePoint?

Yes to both.

51. Is there a software in place currently to manage endpoints remotely? If so, what product(s) are being used?

Intune

52. How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis?

The end points are updated automatically via Intune. Servers are updated when we approve the updates on the WSUS server.

53. Do you have employees working remotely that use a company device?

Yes, everyone in the office works from home one day per week using a company provided device.

54. Do you offer Bring Your Own Device (BYOD) to employees?

I am not aware of anyone currently using their own device.

55. Is there a Mobile Device Management (MDM) solution deployed?

Yes, Intune

56. How many desktops/laptops/mobile devices are you supporting?

Intune currently lists 117 windows devices and 19 iPhones

57. Which version of Windows are the desktops/laptops running on?

Windows

58. Are user devices being backed up? If so, how often, and do you have retention policies in place?

The individual clients are not currently backed up. The o365 environment containing user data is backed up to the cloud.

59. Are the servers on-site or on the cloud? Hybrid?

On site. In the state data center.

60. If you have a cloud environment, is it Azure/AWS/other?

O365 in Azure

61. How many servers do you have? What operating system are they on?

Physical servers:

- 3(three) HPE Simplivity 380 servers running up to date Esxi
  - 1(one) HPE Proliant Backup server running up to date Esxi
  - 1(one) HPE Arbitr for Simplivity running on HP Proliant running up to date Esxi
- 12 virtual servers all running Windows server

62. Do you have any Windows Server 2012/2012R2? Any Linux Servers?

Virtual windows servers running on VMware Esxi. Windows servers are more current than 2012.

63. Is there a Disaster Recovery plan in place? What is the infrastructure at the failover

location?

No current DR plan. DR site resources are managed by HPE Simplivity

64. How many databases are you using? Please specify which ones.

No databases

65. What are some of the critical applications being used today? Any ERP applications?

No ERP

66. Microsoft is sunsetting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers. Please provide details.

NA

67. What is the network topology currently used, and how are these locations communicating to each other?

The state provides the network services Treasury utilizes to connect our sites, two in Providence and one in Warwick.

68. Is there a VPN in place for remote access? Is there a firewall?

Firewall, VPN and other network appliances are all owned and managed by the state. The chosen vendor would be provided an account on the VPN and Firewall ports can be opened to allow the vendor to access Treasury servers.

69. What is the speed of the network connection to the internet?

Treasury is part of the state of RI network. Users have not complained about internet response times so I'm sure the BW is adequate.

70. Do you have a backup connection?

No

71. How many Routers, Switches, and Firewalls are in your network?

None, they are all owned by the state.

72. How many buildings/locations?

Three locations; 2 in Providence and 1 in Warwick.

73. Is there a current vendor now supporting the County? If so, what is the monthly spend with them? How many hours are being utilized per month or year?

NA

74. Do you have any major projects in progress?

NA

75. How big is your current IT department, if any?

NA



76. Please provide the brand for the switches, network devices, laptops, desktops, and printers.

Confidential

77. Do you have any cameras to support?

NA

78. Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers?

NA

79. Do you have ticketing system in place? Estimate of tickets per month/quarter?

Treasury uses Jira for end user trouble ticketing. ~30-40 per month

80. Do you require someone to be on-site all the time?

No, we are requesting services be provided remotely.

81. Is this a multi-vendor or single vendor award?

Treasury will consider making an award to a partnership based on the justification for a partner in the RFP.

82. Is there Change Management system in place?

There is not a formal change management process in place.

83. Is there an Information Technology Asset Management (ITAM) solution in place?

No

84. What applications are currently in use?

NA