

#24-003
San Diego Community Power (“SDCP”)
IT Managed Services Request for Proposals (“RFP”)
Responses to Proposer Questions

1. Will the selected proposer have the ability to run a cybersecurity risk report and a network, inventory analysis?

SDCP Response: Yes. SDCP reserves right to approve or suggest the tool suggested by the vendor for these activities.

2. Is this RFP replacing in-house IT department and/or existing Managed Service provider?

SDCP Response: Yes, this work will replace an existing IT Managed Service provider, but the RFP identifies additional contemplated scopes that SDCP is seeking from a qualified proposer.

3. Desktop Support

- a. Can you give us an average number of new laptops, macbooks and PCs per year? Along with model number and/or configurations?

SDCP Response: As stated in the RFP, SDCP has a current staff of approximately 50 people. The number of staff is expected to grow close to 70 over the next 12 months. The expected average number of new laptops would be approximately 20 over the next 12 months. In addition to projected new hires, we currently have over 500 devices that include laptops, keyboards, monitors, desktops, headsets, mobile phones and iPads etc.

4. Can you give us the current version level?

SDCP Response: The current version level that SDCP uses is Windows 11 Pro with Azure Active Directory.

- a. Can you provide software and current levels?

SDCP Response: The current software that SDCP uses is Office 365 Business Premium, Teams Audio Conferencing, and Jira.

- b. Can you list all equipment that needs to be supported? Please define “other related tasks”.

SDCP Response: SDCP is not prescriptive about the definition of “other related tasks” in RFP Section 5, subsection B.3. If the Proposer can identify other services to support this work, then they should include that in their proposal response.

c. Can you please list all IT equipment?

SDCP Response: Please refer to the answer in the Question 3, above.

d. How many onsite? How many offsite? How many remote locations?

SDCP Response: SDCP has only one (1) onsite facility. Additionally, SDCP hosts three (3) public meetings per month at an offsite location. Support for offsite meetings with board and other officials is part of the scope of the requested services in the RFP. Please see the RFP, Attachment A for more information.

5. O365 Infrastructure, Software Support, Maintenance, and License Management

a. How many Microsoft O365 licenses need support? What Azure AD configuration are we supporting? What is your current SharePoint configuration? How many OneDrive components are deployed? How is Teams currently configured?

SDCP Response:

Basic information

Name	San Diego Community Power	Users	162
Tenant ID		Groups	83
Primary domain	sdcommunitypower.org	Applications	15
License	Microsoft Entra ID P1	Devices	160

b. How many servers? How many clients?

SDCP Response: SDCP has no on-premises servers. SDCP does have VM machines that require support.

c. How many standalone and Microsoft 365 licenses need support?

SDCP Response: At this time, SDCP currently has 55 active Office 365 user licenses that require support.

d. Can you describe current Microsoft 365 tenant administration?

SDCP Response: Current tenant manages 55 user accounts with Microsoft Office Premium licenses with Teams business license.

e. How many domain controllers? How many employees in your active directory? Please describe Azure security configuration. Can you provide existing Group policy?

SDCP Response: SDCP has 1 domain controller with additional sub domains. SDCP has 56 employees in its Active Directory. SDCP is not providing the existing group policy as part of the RFP, but will provide the policy and any other relevant information to the selected Proposer upon the successful negotiation of a contract.

f. How many email addresses require MFA?

SDCP Response: SDCP has approximately 66 email addresses that currently require MFA.

g. Can you provide number count of licenses for intune, endpoint and mobile devices?

SDCP Response: SDCP has approximately *162 devices*.

h. How many machines will be centrally monitored?

SDCP Response: See Question #5.g.

6. Network and Security Maintenance, Administration & Support

a. Can you provide a vizio network diagram? Please provide internet carrier and bandwidth.

SDCP Response: SDCP is not providing a Network Diagram as part of this RFP. SDCP uses ATT fiber and Ubiquiti for network services and currently have 10GBPS.

b. How many firewalls needed? Model of firewalls? What VOIP is currently being used and provider? What conference room equipment needs support?

SDCP Response: SDCP uses SonicWall for firewall.

c. What wireless and wifi services are existing?

SDCP Response: SDCP uses ATT.

7. Software, Hardware Procurement, Tracking & Management

a. Where are remote offices located? Is this for individual remote users?

SDCP Response: SDCP has remote employees that work from home across country. There is a remote office that SDCP uses to host its regular monthly meetings.

b. Can you clarify what usage needs reporting? Usage of what exactly? Program, software?

SDCP Response: Network, infrastructure usage including defender reports.

- c. Is Jira under a support agreement? Is the software current?

SDCP Response: SDCP is currently under a general support contract.

8. Data Backup, Restore Support and Administration

- a. Can we provide a better backup for less money?

SDCP Response: SDCP expects Proposers to provide the contemplated scope of work Identified in RFP Attachment A as part of their proposals.

- b. Can you please send us SDCP policies?

SDCP Response: SDCP's policies can be found on our website at: <https://sdcommunitypower.org/key-documents/>

9. Intranet employee website and content management

- a. Unable to price without knowledge of intranet and content management deployment.

SDCP Response: SDCP expects general user support from the selected Proposer for this work. Currently, SDCP has an intranet site set up. Configured users know how to add and remove content from their respective sites.

- b. Can you describe specific project development and implementation procedures?

SDCP Response: SDCP expects the selected Proposer to provide support for specific projects related to SDCP's Intranet employee website and content management.

10. Off-site event IT support

- a. Can you please provide details of offsite events? Number of attendees? Conference, Mixer, etc?

SDCP Response: See Question 4.d. SDCP also expects offsite support to consist of providing at-home support to SDCP staff.

- b. Can you describe what control systems are currently utilized?

SDCP Response: SDCP does not have enough context to provide a suitable response to this question.

- c. Can you provide IT equipment list?

SDCP Response: SDCP is not providing an IT Equipment List to Proposers as part of this RFP. The selected proposer will have access to the Jira Asset Management tool once an executed contract is in place.

11. Cyber Security and Safety Support

- a. Can you provide details on cybersecurity initiative?

SDCP Response: SDCP is primarily focused on Phishing and spam awareness and prevention. SDCP uses a deployed security tool to filter spam and prevent phishing attempts.

- b. Can you describe your cybersecurity and safety guidelines?

SDCP Response: SDCP is not providing Cybersecurity and Safety Guidelines as part of this RFP. The selected proposer will be provided with this documentation once an executed contract is in place.

12. Does the procurement scope limited to creation of procurement request to SDCP procurement team or is the MSP expected to directly involve in negotiations with publishers/vendors.

SDCP Response: No MSP is required. SDCP's procurement team will work with vendors directly.

13. Does the scope involve Hardware AMC and Software license contract management as well? If yes, could you share the volume of contracts to be handled.

SDCP Response: Yes, SDCP has approximately 50 license contracts/subscriptions.

14. Are there any scope related to CMDB? If yes, kindly elaborate on the scope for CMDB.

SDCP Response: There is no scope related to CMDB.

15. What tool is used for hardware asset and software license discovery? Is it integrated with Jira asset management tool?

SDCP Response: See Question 10.c.

16. Could you elaborate on the kind of support required for Jira online ticketing system?

SDCP Response: SDCP requires 8 AM – 5 PM (Pacific Time) availability during the weekdays.

17. Please share the hardware asset volume and software publisher list.

SDCP Response: See Question #3.

18. Do you have software catalog / service catalog implemented in Jira tool.

SDCP Response: Yes.

19. Do you have all processes and procedures defined and implemented for hardware and software asset management.

SDCP Response: See Question #18.

20. Any publisher audit performed in last 6 months, if yes, provide reports of the audit findings and recommendation

SDCP Response: No.

21. What is the expected support hours for IT asset management team? Is there are expectation to have the team at onsite / customer location?

SDCP Response: See Question #16. See also Question 4.d.

22. Please share the ticket volume related to IT asset management services.

SDCP Response: SDCP is not providing the ticket volume related to IT asset management as part of this RFP. The selected proposer will be provided with this information once an executed contract is in place.

23. Any automation initiatives in place today

SDCP Response: No.

24. Can you provide details about your current network infrastructure, including the number of locations, types of devices, and network topology?

SDCP Response: SDCP is not providing details about Its current network infrastructure as part of this RFP. The selected proposer will be provided with this documentation once an executed contract is in place.

25. What are the main challenges or pain points you are experiencing with your current network and security setup?

SDCP Response: SDCP is seeking proposals from qualified individuals or firms to provide professional services for Information Technology Managed Services (“Services”). These Services are sought to deliver trusted and reliable IT services to SDCP’s staff, leadership, and Board of Directors. Requested services include desktop support, Office 365 (“O365”) infrastructure, network and security administration, software, hardware tracking & management, IT life cycle management, backup and restoration support & administration, network management & issue

troubleshooting, database administration, intranet employee website and specific project development, implementation, and support as needed.

26. What are your key objectives or desired outcomes for upgrading or outsourcing network and security maintenance services?

SDCP Response: See Question #25.

27. Which specific services or systems are critical to your organization that require reliable network and security support?

SDCP Response: Please see the RFP Attachment A for the specific services SDCP is requesting.

28. What are your expectations from the vendor in terms of responsiveness, service quality, and communication?

SDCP Response: SDCP is looking to Proposers to provide this information in their Proposals. Please see RFP Section V, subsection B for more information about the content and format of Proposals.

29. Are there any compliance or regulatory requirements that the vendor needs to adhere to in providing network and security services?

SDCP Response: SDCP is not providing details about compliance or regulatory requirements as part of this RFP. The selected proposer will be provided with this documentation once an executed contract is in place.

30. Do you have any budget constraints or limitations that need to be considered in the proposal?

SDCP Response: Yes, all SDCP contracts above \$125,000 are subject to board approval. SDCP has the fiscal responsibility to manage costs appropriately and to ensure that it stays within the budgeted values for this work. Please ensure any submitted proposal accurately reflects all costs associated with the request scope of contemplated services identified in the RFP Attachment A.

31. What internal resources do you have available to support network and security maintenance, and to what extent do you expect the vendor to supplement or complement these resources?

SDCP Response: SDCP currently has two individuals supporting IT work in house.

32. Are there any specific data protection or privacy concerns that need to be addressed in the network and security maintenance proposal?

SDCP Response: SDCP requires general data security.

33. What is your expected timeline for implementing the new network and security maintenance solution?

SDCP Response: SDCP is not providing details about an expected timeline for implementing any network or security maintenance solutions as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

34. What kind of reporting and documentation requirements do you have for network and security activities?

SDCP Response: SDCP utilizes monthly reports of usage.

35. What factors are most important to you in selecting a vendor for network and security maintenance services?

SDCP Response: SDCP is not providing details about its preference for this question. Please see the RFP Section 5, subsection F for more information about evaluation criteria.

36. Have you worked with any vendors for similar services in the past? If so, what were the strengths and weaknesses of those experiences?

SDCP Response: SDCP is not providing details about any SWAT Analysis it has performed as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

37. Is there any additional information or specific concerns you would like to share regarding the network and security maintenance requirements like cyber initiatives?

SDCP Response: SDCP is not providing additional details for network security maintenance requirements at this time. The selected proposer will be provided with any such documentation once an executed contract is in place.

38. please share volumetrics of devices in ratio of how many of are windows and how many are MAC

SDCP Response: SDCP does not have any Macbooks.

39. please share the desktop versions that are currently in use

SDCP Response: See Question #4.

40. Please share list of tools are services that are currently being managed

SDCP Response: SDCP is not providing the list of tools that are currently being managed as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

41. Please confirm if the hardware & software assets or tools including public cloud subscription will continue to be provided & owned by customer?

SDCP Response: SDCP has a monthly subscription for Jira.

42. What are the different end user device OS currently in use?

SDCP Response: Windows and iOS iPhones, iPads, and Androids.

43. How many packaging requests does customer process monthly?

SDCP Response: SDCP is not providing the number of packing requests as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

44. As part of the device refresh, what is the current refresh Cycle? What % of devices are at EOL at the current state?

SDCP Response: SDCP is not providing the device refresh cycle or EOL information as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

45. "Life Cycle Management- All version upgrades are to be considered as Business As Usual"
- Can we assume that this statement refers to periodic software updates released by OEMs like Microsoft. If not, kindly elaborate the requirement.

SDCP Response: Yes.

46. Kindly explain the current device provisioning (imaging, device registration to azure AD/ Intune/ AD) process.

SDCP Response: SDCP does not image. Devices are registered through Azure AD

47. Is ServiceNow integrated with SCCM/Intune, please list any other existing integrations in place?

SDCP Response: No. No existing integrations are currently in-place.

48. Kindly confirm the service window for onsite services & EUC

SDCP Response: Question #16.

49. Is there any automation or third party tool in place for self service?

SDCP Response: Yes.

50. Kindly share the site wise addresses with postal codes for providing onsite support.

SDCP Response: SDCP is located in San Diego. The postal code is 92106.

51. Does customer have any requirements on the onsite support models due to business reasons?

SDCP Response: No.

52. Kindly confirm if 1E Tachyon's licenses are owned by customer or incumbent.

SDCP Response: SDCP does not own any of these licenses.

53. Please share the peak concurrency and YoY growth of AVD users.

SDCP Response: Please see Question #3.

54. Kindly provide Azure Region wise breakup between Personal, Pooled, RemoteApp users.

SDCP Response: All SDCP staff are business users within O365.

55. Kindly confirm if any 3rd party tool is being used to manage & optimize AVD service?
What is the technology stack in use alongside AVD (ex: FSLogix, Azure files etc.)

SDCP Response: Confirming No.

56. How many AVD master images and published applications are in place and on what basis are they different?

SDCP Response: SDCP is not providing this inform as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

57. Kindly request you to share the ticket data from VDI platform & end-user perspective?

SDCP Response: SDCP is not providing this information as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

58. Kindly share the number of active directory servers, location of the servers.

SDCP Response: One. Azure AD.

59. Kindly also share the forest functional level of Active directory.

SDCP Response: SDCP is not providing this information as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

60. Kindly confirm if DHCP and DNS servers are windows based

SDCP Response: SDCP is not providing this information as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

61. Please let us know the number of user accounts, are these all enabled for O365 licenses?

SDCP Response: Yes, the number of current user accounts is 56.

62. Kindly share the number of mailboxes and also users enabled for Microsoft teams

SDCP Response: SDCP is not providing this information as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

63. Kindly share the details of M365 licenses (ex. E1, E3, F3, etc.).

SDCP Response: E3 only.

64. How is the lifecycle of licenses currently managed?

SDCP Response: SDCP is not providing this information as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

65. How are M365 licenses procured and what support contract does customer currently has with MS/Partner for raising support tickets.

SDCP Response: M365 licenses are managed through SDCP's current IT service provider.

66. Does customer have unified support contract with Microsoft and how much time does it take for customer to perform trueup/truedown?

SDCP Response: SDCP does not have direct contract with Microsoft.

67. We understand that customer uses MS Teams for collaboration, however could you please confirm if there are any other redundant solutions for collaboration.

SDCP Response: Confirming no. SDCP only uses Teams.

68. What backup solution is in place for M365 and active directory?

SDCP Response: Veeam

69. Please provide current tool set for desktop Eng. for O/S & Application packaging:

SDCP Response: SDCP is not providing this information as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

70. Please provide current SCCM Version, architecture and deployment model whether in Co-management or other configuration and all device platforms managed?

SDCP Response: SDCP is not providing this information as part of this RFP. The selected proposer will be provided with any such documentation once an executed contract is in place.

71. Is Auto-pilot in place?

SDCP Response: Yes.

72. Is ServiceNow integrated with SCCM/Intune? If so, please list any other existing integrations in place?

SDCP Response: Confirming no.

73. - What Intune licenses are available? (E3, E5 etc.)

SDCP Response: E3

74. What are the locations that employees are operating from (Onsite / Remote)?

SDCP Response: San Diego office is located in 92106, various employees work remotely who are located in various part of the country. There are no remote sites.

75. What are the number of assets at each location?

SDCP Response: our San Diego location is our primary facility and office location. We provide our staff with desks, laptops and other devices. In addition our staff works in hybrid mode/Work from home 2 –3 days/week. There are no remote sites.

76. Do we have support coverage window ? If Yes, Please share the details.

SDCP Response: See Question #16.

77. What are the Operating Systems that in scope (Windows, iOS etc.)

SDCP Response: See Question #38.