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## RESPONSES TO QUESTIONS

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### RESPONSES TO QUESTIONS FOR RFP No.2021-IT FOR IT, DATA SECURITY & TECHNICAL SUPPORT SERVICES

(Answers will appear in Blue)

1. Who is currently responsible for providing the desired services in the RFP?
    - We currently have our IT Services Outsourced.
  
  2. Can you please provide a list of technology assets (network equipment, computers, servers, etc.). If you're not able to provide a list are you willing to allow us to perform a network scan?
    - We currently use several models of laptops, few desktop computers, and commercial printers/scanners. We work through a cloud-based portal hosted and maintained by our outsourced IT Provider. We have an old server that is currently being held purely for data back up in compliance with the coalition's retention policy.
  
  3. Would you be open to a remote support only contract if we can effectively deliver all services remotely or is the on-site tech support with a minimum of 8 hour monthly a requirement?
    - The minimum of 8 hours on-site monthly visit will be required.
  
  4. What phone system(s) are in use today? Should we include phone services in our response as well?
    - Our phone service will be a separate contract. Please feel free to send us an email to inquire about the phone service, we will be happy to consider your offer.
  
  5. What is the estimated volume of the data to be backed up offsite (in GB)?
    - We currently have 487 GB of offsite data being backed up.
  
  6. What is the available bandwidth allocated for cloud backup?
    - Overnight backup can use up to 50% of our total Internet bandwidth. Over 47 Gbps in total bandwidth capacity.
  
  7. Will this be virtual machines? Physical servers? Files & folders? Will workstations need to be backed up?
    - We are currently operating on a fully cloud-based system.
    - We will not be purchasing new servers.
    - All workstations will need to be backed up.
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8. What frequency of data protection is necessary? Is there an RPO (restore point objective) target?
    - Currently, our IT provider takes 3 snapshots per day.
    - RPO is currently same day.
  
  9. What is the RTO (return to operations) target? Is there an SLA goal for recovery time? Are there different scenarios based on data classification?
    - The RTO target and SLA goal for recovery time are same day.
    - There are no different scenarios based on data classification.
  
  10. How many physical firewalls will be managed and what models are they?
    - 2 Current generation Terrathon class routers with terabit routing capacity.
  
  11. How many Servers will be managed? Are they physically located in Ft Walton Beach or are they cloud based?
    - We are currently operating on a fully cloud-based system.
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