

METROPOLITAN PIER AND EXPOSITION AUTHORITY



REQUEST FOR PROPOSALS #2024-17-M  
INFORMATION TECHNOLOGY (IT) CONSULTANT

**ADDENDUM NO. (2)**

May 28, 2024

This Addendum No. 2 consists of five (5) pages and has the following information to be incorporated into the Request for Proposals (RFP). Proposer must acknowledge receipt of this Addendum No. 2 in their RFP submittal in Required Form A, Form of Transmittal Letter.

**Item #1:** Proposers’ questions and/or requests and the MPEA’s responses are provided below.

**Item #2:** The Proposal due date is extended to **12:00 pm (CST), Thursday, June 13, 2024.**

	<b>Proposers’ Question:</b>	<b>MPEA’s Response:</b>
1.	Who is the current service provider and what is their contract pricing?	A copy of the current contract (#2019-03-M) was posted to MPEA’s website as per Addendum 1 → <a href="#">Addendum 1 IT Consultant RFP 2024-17-M (mpea.com)</a>
2.	How many devices do you have, and can you provide list?	Forty-four (44).
3.	How do you want us to provide pricing? Can we provide per device?	Refer to the Request for Proposals (RFP) Required Form F – Pricing Form for the Consultant Service Fee.
4.	How many users ("knowledge workers") do you have?	Forty-four (44).
5.	Does the MPEA expect a technician to be onsite the entire time an event is open to the public?	No – the servers for public events are managed by our private manager.
6.	Do you use Active Directory (AD) for identity and access management (IAM)/directory services? a. If yes, for any domain controllers on prem, what Windows Server version is in use? b. If yes, do you use Azure Active Directory (AD)? c. If no, what IAM service/tool is in use?	a. Yes – 2019 version. b. Yes c. N/A
7.	How many racks of hardware reside in your Datacenter?	Two (2).
8.	How many on premise (physical and virtual) servers do you have?	Two (2) – ten (10) virtual hardware.
9.	What does the MPEA use for data backup, name of the application? How often is the data backed up, how much data is backed up in a 24-hour period?	The name of the application is Carbonite. 3 TB total 20 GB nightly
10.	Where does the backup data reside?	Carbonite/Cloud.
11.	Does the backed-up data have a cloud repositior and an air gap- if so, please detain location.	No – Cloud backup direct.
12.	What operating systems are the on-premises servers using?	Windows 2019.
13.	What hypervisor is in use to virtualize the servers (VMWare, Hyper-V, etc.)? Please include the version number.	Hyper – V 2019.
14.	Do you leverage VMWare vCenter Server if VMWare is in use? If so, what version is in use?	No.

15.	Do you use any Infrastructure as a Service (IaaS) such as AWS, Azure, or Google Cloud? a. How many cloud servers do you have in the IaaS platform? b. What operating systems are the cloud servers using?	No.
16.	Please list all applications MPEA is using and define which are software as a service (SaaS) and which reside on the MPEA server infrastructure?	<ul style="list-style-type: none"> <li>• JD Edwards</li> <li>• e-sentire</li> <li>• Office 365</li> </ul>
17.	Do you have with direct internet egress (i.e. firewall setup where traffic goes out direct to the internet)?	Yes.
18.	Do you backhaul traffic from all locations to a single datacenter if applicable? If yes, please describe the method (SDWAN, MPLS, VPN, etc.).	No.
19.	Do you have any colocations/third-party datacenters? If yes, do you have physical rack space?	No.
20.	How many firewalls do you have? a. If the answer is 'two,' are the firewalls in a HA Pair configuration?	There are two (2) firewalls and are in HA Pair Configuration.
21.	What firewall manufacturer(s) do you use?	Meraki.
22.	What is the bandwidth (upload and download speed) at each egress location?	1 GB.
23.	Do you have any redundant internet connections? If yes, what is the speed for each?	No.
24.	What is the media type (internal handoff) plugging the firewall(s) into the switch stack at each location? Examples: 1G Copper, 10G Fiber, etc.	1 GB Fiber
25.	Do you use Office/Microsoft 365? a. If yes, how many O365 licenses are in use? b. If yes, what license type(s) is in use? Examples: E1, E3, E5, Business Standard, etc.	Yes, we currently use Office 365. a. Three (3) licenses b. E5
26.	Do you use Google Workspace (GSuite)? a. If yes, how many Google Workspace licenses are in use? b. If yes, what Google Workspace version is in use? Examples : Enterprise, Education, Professional, etc.	No.
27.	Do you use Salesforce? a. If yes, how many Salesforce licenses are in use? b. If yes, what Salesforce version is in use? Examples: Enterprise, Professional, Unlimited, etc.	No.
28.	Do you use Box? a. If yes, how many Box licenses are in use? b. If yes, what Box version is in use? Examples: Starter, Business, Business Plus, Enterprise.	No.
29.	What Antivirus (AV)/Endpoint Detection & Response (EDR) tool is in use?	Exchange ATP, Windows Defender and Carbon Black.

30.	Do you have any multi-factor authentication (MFA) tool is in use?	Yes.
31.	Do you have any email security tools (outside of O365/GSuite) in use?	No.
32.	Do you have any security awareness training solution in place?	Yes.
33.	Do you have any vulnerability management/scanning solution in place?	Yes - Windows Defender.
34.	Can you support a Global resource support model using both onshore and offshore resources?	No.
35.	Is the current Service Provider (MSP) participating in the RFP?	This information is not available.
36.	Do you have an ITIL-based ticketing system that the MSP will use, or will the MSP need to provide their own?	The MSP will need to provide one.
37.	For the Application listed are looking for support/management of all application?	N/A.
38.	Please provide details or examples of what RF's Business Systems means: Requirement is primarily installation of the clients with basic support.	This information is not available.
39.	For Application List: Is the MSP responsible for application functionality support, or merely installation of the client software and access?	Yes, full application support & functionality.
40.	Is the focus on this service strictly End User Support?	No.
41.	Do you require Help Desk (Desktop) services 24 X 7?	Yes.
42.	Can you provide the incident volume by month for the last 12 months? a. What are your peak months, days, or hours for incidents? b. Can you provide a breakdown of incidents by priority by month for the last three months? <b>Similar question(s):</b> Number of weekly and monthly help Desk ticket counts.	There are approximately 6 – 12 incidents reported monthly.  a. There are no specific peak months, days, or hours for incidents. b. Currently, there is no breakdown of incidents to report. However, all incidents reported by executive staff are considered high priority.
43.	Provide a complete inventory of all network devices and models included as part of the RFP.	This information is not available.
44.	Do you have Access Points that need to be supported? If yes, please provide number of Access Point Devices and Access Point Controller they report to.	Yes, there are approximately ten (10) access points to be supported and they report to Meraki.
45.	Skill Level on Onsite Resources (level 1, 2?)	Provide support as per RFP requirements.
46.	Do you require Laptop provisioning/purchasing (or do you provision laptops)?	We require recommendations and acquiring quotes for laptop purchases. If approved, we process the purchases through our ERP system.

	<p>a. Is end-point patching required; if so, how frequently, and is the MSP required to provide the patching system (i.e., Intune, jamf)</p> <p>b. Is the MSP responsible for the end-point gold image, or does SUNY RF IT staff maintain that?</p> <p>c. For mobile device support: How many devices, what Operating Systems, are the company-owned assets, please provide examples of typical support required.</p>	<p>a. Yes, monthly.</p> <p>b. Yes.</p> <p>c. No mobile device support is needed.</p>
47.	Total number of Active Directory Users?	Forty-four (44) Active Directory Users.
48.	Number of Windows Operating Systems broken down between Production and Non-Production.	Forty-four (44) in Production.
49.	Number of SharePoint instances a. Version of SharePoint instances	One (1) SharePoint instance(s) – Microsoft 365 version.
50.	What is your email System(s) Used?	The current email system used is Outlook.
51.	What is your Endpoint Detection Recovery (EDR) protection Software used?	None.
52.	Do you require Security Awareness Training for Employees?	Yes.
53.	End user counts- 10-99 and interns included.	Forty-four (44) end users.
54.	<p>Telephony</p> <p>i.If your Avaya telephony system IP or POTS based?</p> <p>ii.Are all handsets part of the same Avaya system?</p> <p>b. If IP Telephony</p> <p>i.Do you have a dedicated network for voice?</p> <p>ii.Do you use QoS for voice traffic?</p> <p>iii.Are the telephony end points wired, wireless, or both?</p> <p>c. What is the model # and software version of your Avaya telephony system?</p> <p>d. Do you have a maintenance agreement in place that covers hardware and software issue with your telephony system? If so, with whom?</p> <p>e. How do you manage hardware replacements for your telephony endpoints: onsite spares pool, 3<sup>rd</sup> party maintenance contract with on-site repair/replacement, cross ship, other?</p> <p>f. What model telephony endpoints do you use and support?</p> <p>g. Please describe the scope of services required for your Avaya telephony solution. Does it include Level 1 support for hardware only, level 1 software support for handsets, level 1, 2, or 3 support for the switch, including configuration of call routing, trunking, etc.?</p> <p>h. Do you have an IVR system, and if so, is support of the IVR in scope for this RFP. If yes, please describe the scope of services for your IVR that are I scope for this RFP</p> <p>i. Is your telephony system considered a critical business application?</p>	Our current telephone system is Comcast.

	<p>j. Approximately How many incidents per month are opened related to your telephony system and its components?</p> <p>k. Where is your phone switch located?</p> <p>l. Do you have a separate voicemail system. If yes, please describe the scope of services for your voice mail system that are I scope for this RFP</p> <p>m. Does your telephony system integrate with any other systems? If yes, please describe the scope of services for those systems that are I scope for this RFP.</p>	
55.	<p>Audio/Visual</p> <p>a. Please provide a detailed inventory of you're A/V infrastructure including hardware and software?</p> <p>b. How are all the AV devices monitored now- which application?</p> <p>c. Is your A/V infrastructure covered by OEM support agreements?</p> <p>d. Approximately how many incidents per month are opened related to you're A/V system and its components?</p> <p>e. Does your A/V system integrate with any other systems? If yes, please describe the scope of services for those systems that are I scope for this RFP</p> <p>f. Please describe the scope of services required for you're A/V solution. Does it include Level 1 support for hardware only, level 1 software support, level 1, 2, or 3 support for the applications, etc.?</p> <p>g. Is your A/V system considered a critical business application?</p>	<p>Our current AV system is Crestron.</p> <p>Yes – the A/V system is considered a critical business application.</p>
56.	Are endpoint devices Mac/PC or both?	Both.
57.	Any MDM or Endpoint Management in place?	No.
58.	Any Compliance requirements (SOC 2, NIST, etc.)?	No.
59.	What are your patching requirements for Servers/Workstations(cadence, manual/automated)?	Patching is completed monthly.
61.	Do you require US Only Support?	Yes.
62.	How much of the managed infrastructure (network/storage/compute) is EOL of EOS?	None.