



Technology Services RFP

Questions and Answers

Answers to questions posted through March 23, 2018

NO	QUESTION	RESPONSE
1	Is the Proposal submission date April 6, 2018 at 5:00pm?	There was a conflicting date shared in the original RFP online posting that was remedied the same day of the posting. The most up-to-date and accurate RFP is located in the SWMBH website under the News & Events section. The direct URL is http://www.swmbh.org/rfps/ .
2	Are you looking to host the Data Center off-site or within your facility? It looks like you are wanting off site servers, will you have any in-house as well or do you want everything offsite?	SWMBH does not directly own or manage a facility capable to hold a Data Center, and also does not directly own any server hardware. Consequently, we are seeking Data Center services that are hosted off-site.
3	Have you given any thoughts to printers, copiers and postage machines?	No, this RFP is not including any printers, copiers or postage machines.
4	How many DIDs do they have and what are the numbers?	The actual number of DIDs is unknown and is subject to discovery. Please note that we are an organization with approximately 60 employees.
5	The RFP has this statement: The responder provide a complete, end to end solution. The vendor shall provide all design, planning, system architecture, installation, network analysis, training and post installation support for the project. Please clarify what they mean by “network analysis”.	Different solutions would offer different network topologies. For example, SIP Trunks would be implemented differently than a PBX solution. SWMBH is seeking a VoIP partner that can leverage their expertise to offer creative, cost-effective and state-of-the-art technologies.
6	Do they require a stand-alone Call Accounting System?	SWMBH requires reports on call usage to meet state reporting requirements. SWMBH expects the Call Accounting solution to be integrated. Please review the accompanying documents located at http://www.swmbh.org/rfps/.

7	What level of “System Administration” do they expect?	SWMBH is expecting the selected vendor to administer the system in a manner that fully supports SWMBH requirements and exploits the systems’ capabilities.
8	Is there a spare CAT5e or better cable at each location where a phone is needed? If not, will the new phone be connected to the customer’s (Southwest Michigan Behavioral Health) POE switches?	Currently, SWMBH has POE desktops phones. Please note, however, that SWMBH does not own any network equipment. It is being provided by the current IT vendor.
9	When they switch to Office 365, will it be housed locally or accessed through the Internet?	Currently, SWMBH has MS Office 2013. SWMBH is planning on migrating to Office 365(E3), and using the Outlook client at the desktop.
10	What are the details of your current phone system and VoIP system?	SWMBH currently utilizes a Cisco VoIP system. We have approximately 60 desk phones in use. In addition to standard telephone functionality, we also use call management functionality for our call center (e.g. call routing, call groups, etc.).
11	What are your current internet circuits and providers in each of your locations with bandwidths?	SWMBH’s currently only has one location. The current technology partner provides a 100Mbps pipeline back to the data center.
12	How are you currently meeting your HIPAA compliance?	SWMBH is HIPAA compliant. This will be reviewed, however, depending on any changes in the methodology should we contract with different technology vendors. Consequently, this is requirement that must be met by any prospective vendor.
13	Since you currently do not own the office specific IT equipment, what are the details of the leases and what makes & models of equipment do you have?	All currently leased equipment expires September, 30, 2018. SWMBH is seeking new replacement equipment at that time.
14	How do you currently receive support for the software applications Tableau and MS Dynamics?	For Tableau, SWMBH purchased licenses directly and receives application support. Our technology vendor provides server management and system upgrades.
15	Please define and give details for your “Hot Spot data services” requirement, section 2.4 Cellular Phone Services, page 9.	Routine Hot Spot capability for SWMBH staff operating in the field.

16	What are the makes and models of your current conference room audio/video equipment?	Please see list shown at end of this document.
17	What is the call volume in the call center?	Our currently call volume is around 5000 calls / month. We expect this to increase during the summer months
18	How many call agents does SWMBH have?	For the call center, SWMBH has approximately 13 – 15 call agents. For more information, please refer to the additional document called “Call Queue Management” located at http://www.swmbh.org/rfps/.
19	What OS is on hosted servers?	For the most part, MS Windows Server 2012
20	What version of SQL?	SQL Server Enterprise (2012 and 2016), primarily due to complex data warehousing, analytics and Business Intelligence needs.
21	Are we open to Infrastructure as a Services (IaaS)?	Yes
22	Does SWMBH need to own network or infrastructure hardware?	No
23	Does SWMBH need to own AV equipment?	No
24	Are application software licenses purchased directly by SWMBH?	Yes
25	What are your on-site support expectations?	SWMBH prefers some on-site support to provide an image of good customer service; perhaps 8-10 hours per week. SWMBH is also open to alternative business models, such as on-site when needed versus a set schedule. If proposing a set schedule, please include on-demand for emergent issues.
26	Does the voice system require high availability servers?	Yes
27	Is there any third party database integration for IVR?	No

28	Does Call Center use desktop browser for phone answering or just standard IP phone?	Currently standard IP phones. Other options are welcome.
29	Is current email on server or web based?	Server, but may be moved to Office 365 in the next 3 - 5 months
30	Does email server need to be accounted for in hosted/cloud environment?	Possibly. Presently, SWMBH's Exchange email server is located in the IT vendor's Data Center. However, SWMBH is planning on transitioning to Office 365 in the next 3 - 5 months.
31	Is there a generator for backup power if not how long is phone system and networking equipment expected to run on UPS during power outage?	Generator power unavailable. 30 minutes of UPS should suffice.
32	In the cellular section of your RFP, are you looking for the phones to have mobile the hotspot feature on the device or are you requesting pricing for a jetpack/mifi device?	Phone based mobile hot spot.
33	Can you provide the minimum acceptable specs for desktop/laptop replacement? Example: I5 or I7, RAM – 4GB or 8GB, HDD 500GB, etc?	Laptops - I7 2.4 -3.8 GHz, 8GB RAM, 256GB SSD, 13.5" monitor
34	Does SWMBH prefer a specific manufacturer for its laptops and desktops? Lenovo, HP, Dell?	Any of the aforementioned 3 will suffice. Cost and vendor support are important.
35	How many new laptops and how many new desktops respectively would be purchased or leased?	60-62
36	Can SWMBH provide a current user extension list?	Extension lists will be provided to finalist vendor
37	Do you currently have an Auto Attendant with your Cisco phone system?	Yes, but only to provide callers with prompts (call tree). We do not currently allow users to locate people who work within the organization.
38	How do you currently handle after-hours calls?	SWMBH forwards calls to an after-hours answering service

39	Do you need to record any calls for any reason?	SWMBH does monitor calls but, presently, do not record calls. This might be a good feature, however.
40	Does your receptionist need any additional features? i.e – on-screen receptionist console, expansion module for additional extension capabilities?	Currently, the receptionist has a standard IP phone (not a receptionist console). This might be a nice feature, however, based on service offerings.
41	How is faxing handled today?	Presently, it is handled manually via multi-function printer/copier.
42	How do users at SWMBH access the current file shares and applications today? RDS or Private Connection to Vendor's data center?	Private VPN Connection
43	Can you provide how many incidents/tickets per month on average are generated to the outsourced vendor Help Desk today?	80-90
44	Can you provide the top 5 categories of kinds of tickets sent to the Help Desk?	Hardware Security – Granting/rescinding access and permissions. Voice/phone quality
45	Today, how does SWMBH user's place tickets with the outsourced Help Desk? Phone, email, portal?	Phone or email ticket submission for standard users. Admin users have portal access.
46	Phones leased?	Yes
47	Users biggest VoIP issue(s)?	Voice Quality
48	Are the TV's leased?	Yes
49	How many Physical server in CoLo?	Physical servers Unknown - SWMBH doesn't own any hardware equipment. The Data Center contains approximately 14 virtual servers (5 application servers, 4 database servers, 2 domain controllers, 1 file server, and 2 utility servers).

50	Data loss prevention huge proponent?	Not sure how to respond to this inquiry.
51	Issue with using an outside contractor for the penetration testing?	SWMBH appreciates use of certified outside contractor and reserves pre-approval and refusal rights for outside contractors/staff.
52	Do the call center people use hot desking on the phones?	No, mainly because SWMBH operates within just one building. Soft phones or other mobile telecommunications solutions might be nice to consider.
53	Do you have a list of phone system requirements?	No requirements beyond RFP and listed in the accompanying documents. SWMBH welcomes new cost effective functionality and technology which can increase efficiency, capability and service.
54	Are your printers managed by a company?	Printers are not included in the scope of this RFP.
55	Do you currently have a separate ISP for the VOIP system or do you run a separate connection from CTS?	Service is with CTS but unsure as to a separate connection.
56	What is the exact number of phones that you have?	61
57	What is the exact number of computers that you have?	60 laptops
58	What are the exact specs of VM's in data-center?	Unknown
59	Are there any spec requirements for the PC's?	See answer to #33 above
60	Do you have a list or count of all the phone numbers that you have?	Approximately 78 landlines. See #36 above.
61	Do you have an exact count of Wireless access points?	6
62	Cell Phone Service, Bill Direct to you, or pass through (included) in the monthly?	Whichever is most cost effective. If costs are bundled in monthly bill, please itemize and/or break-out detail.

63	In the RFP – Section 2.2 Data Center Services, p. 8 can you provide how many cores and RAM are in place today for the file server?	Unknown
64	Section 2.2 Data Center Services, p.8 can you provide how many cores and RAM are in place today for the SharePoint Server?	Unknown
65	Section 2.2 Data Center Services, p.8 can you provide how many cores, RAM, and disk space is desired for the under-utilized Data Warehouse Server?	16 Cores, 2TB storage
66	Section 2.2 Data Center Services, p. 8 can you provide many cores, RAM, and disk space is desired for the following virtual servers: <ul style="list-style-type: none"> o Web/Application Server # 1 o Web/Application Server # 2 o Dynamics Server (Finance System) 	#1 - 2 Cores #2 - Unknown Dynamics - Unknown
67	Can you please provide additional resource requirements for each server (i.e. virtual processor cores, RAM and storage)?	SWMBH does not currently have access to this level of detail.
68	What SharePoint Version (2013 or 2016) and Edition (Standard or Enterprise) is required for each of the 2 SharePoint Servers? What is the named user count for each of the SharePoint Servers?	We have just one production SharePoint server. It is 2013, Standard edition, and has approximately 90 - 100 named user accounts. The other SharePoint server is not being used.
69	Are there specific features of SQL Enterprise that are required for each of the Data Warehouse Servers?	SWMBH does a considerable amount of work with data warehousing and analytics. There are several reasons for choosing SQL Enterprise over the other SQL Server models, such as the more robust SSAS and SSIS functionality.
70	Are the Web/Application Servers also running on Windows?	Yes

71	Does the Dynamics Server have a local instance of SQL, or is that tied to one of the other SQL Servers?	The database is located on a separate SQL Server
72	Who is your Dynamics partner (i.e. is this different than your current host) and what version of Dynamics is in place (GP, SL, AX, or NV)?	We don't have a separate Dynamics partner. Server maintenance and software updates are performed by the current IT vendor.
73	What is the minimum distance requirement for Geo-redundant Disaster Recovery?	SWMBH doesn't have a minimum distance requirement.
74	Are there any DMZ/special isolation requirements tied to SharePoint and/or Web Servers?	Yes. The SharePoint server is exposed externally and has SSRS in integrated mode. It will need to be set up accordingly to minimize any threats.
75	Are there any specific RTO (Recovery Time Objective) and RPO (Recovery Point Objective) targets?	Not that SWMBH is aware of.
76	Is there a defined data retention requirement?	10 years
77	Does SWMBH own the licenses for SQL Enterprise 2012/2016?	No. Our IT Vendor supplies this to us.
78	If SWMBH does not own the licenses for SQL Enterprise 2012/2016, would SMWBH consider purchasing SQL Enterprise 2012/2016 licenses at Microsoft "public agency" pricing?	Yes, if it is more cost effective.
79	What are the operational specs for the SWMBH servers in the DC? This would include operating system, CPU cores required, RAM required, disk required.	Please see response to question #67 above.
80	How much bandwidth is required for data center traffic from Portage to the DC?	Presently, SWMBH has a 100Mb connection to the Data Center. This seems to be sufficient although any new topology will need to be reviewed.
81	Does SWMBH utilize RDS? If yes, how many RDS users are configured?	No. Users automatically have a VPN connection established when they log into their computers.

82	<p>Does SWMBH own a license for MSFT Dynamics?</p> <ol style="list-style-type: none"> 1. Is a transition to Dynamics 365 anticipated? 2. If the transition plan requires a 60-day lead-time for support services to begin, what is the anticipated date of contract signing? 	<p>Yes, SWMBH owns Dynamics licenses.</p> <p>No, SWMBH hasn't had recent discussions with regard to 365.</p> <p>Adequate transition time has been considered.</p>
83	Does voice system need to provide dial tone for faxing?	The multi-function printer/copier can be configured to accept either analog or digital connections.
84	Do you currently use call park and pickup?	Yes, it is a current feature, but rarely used.
85	Do you need call recording? If so how much retention do you need?	Call recording not in use today. This might be a good feature to have.

Conference Room Audio/Video Equipment:

Conference Room	Conference Phone	Projection/Monitor
Garden Room	Cisco CP-8831 UC Phone	Epson Powerlite D6155W with various adapters to HDMI
Board Room	Cisco CP-7937G UC Phone	Epson Powerlite D6155W Barco Clickshare Dongle System
Library Room	Cisco CP-7937G UC Phone	Epson Powerlite D6155W Barco Clickshare Dongle System
Clinical Room	Cisco CP-8831 UC Phone	LG TV with HDMI enabled
River Room	Cisco CP-8831	LG TV with HDMI and Cat5 enabled

IT Team Room	N/A	N/A
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