



The Portland Metro Workforce Development Board

IT Service and Support

Questions and Answers

This information may be edited for clarity.

August 19, 2024

- Q1 Who currently purchases the Office 365 licenses?
A1 **The selected contractor will purchase the licenses, paid by Worksystems.**
- Q2 Will you need us to manage the security software like antivirus, EDR, etc.?
A2 **Yes.**
- Q3 Who will manage Office 365?
A3 **The Worksystems Tier I helpdesk will help to manage accounts, but this will be overseen by the selected contractor.**
- Q4 Page 3 of RFP describes the Worksystems office as having multiple servers, while the Current Infrastructure pdf describes the main office as having one hypervisor and one server (VM/guest we assume). Can you tell us how many VMs/guests the Worksystems Office hypervisor hosts? Page 1 of Current Infrastructure pdf describes the Colocation as having two hypervisors, and 8 servers (physical and virtual). Can you explain how many VMs each Hypervisor at the colocation hosts?
A4 **We are presently in a state of significant change, and many servers do currently exist and need to be offboarded by the current contractor. What is stated in the RFP is the best we can describe for the future state.**
- Q5 Page 4 of RFP states that seven WSPM centers currently exist and each WSPM has one server. Page 1 of the Current Infrastructure pdf states that there are six WSPM servers and seven WSPM sites. Please confirm the total number of WSPM sites and servers.
A5 **Correction: There are six WSPM sites with one server each. We also support two limited-use resource rooms in the jails where we provide only computers with limited access and software.**
- Q6 Are all servers running MS Windows? What type of hypervisor is being used (e.g., ESXi, Hyper-V)? Is SD-WAN in place at each location? If so, is it via a third-party device (e.g., BigLeaf)? Are your phone systems hosted locally or cloud-based?
A6 **We cannot specify further than what is specified in the RFP. We can confirm that the phone systems will change.**
- Q7 The RFP document mentions that Worksystems employs a Database Administrator (DBA) who manages the proprietary software and will collaborate with the selected contractor. Does this mean that the DBA will handle the administration and support of the web services and databases, while the selected contractor will be responsible for maintaining the server hardware, operating system, patching, and security?
A7 **Yes**
- Q8 Can you provide any examples from the past where the selected contractor and your on-staff DBA encountered difficulties in determining responsibility for specific issues?
A8 **No**
- Q9 Is the licensing cost for the Deep Freeze endpoint license and administrator seats paid for by Worksystems? Can you provide details on how Deep Freeze is utilized for endpoint protection and management? Specifically, does the Deep Freeze license package include typical endpoint software such as RMM and EDR agents, or will the selected contractor need to provide these additional software and licenses separately? Is Microsoft Office installed on machines protected by Deep Freeze? If so, could you provide details on the type of license(s) being used?
A9 **We cannot answer this inquiry.**
- Q10 Does Worksystems have specific cybersecurity compliance requirements?
A10 **Yes**
- Q11 What is the process for hardware and software procurement and approval? Will the contractor be responsible for purchasing the approved items, or will Worksystems make the purchase through their vendor?



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- A11 We require estimates for the work and pre-approval of purchases. Purchases over \$10,000 will require three documented quotes. The selected contractor or Worksystems may make the direct purchase.**
- Q12 Can you provide a list of the current vendors that the selected contractor will need to interface with?
A12 This will be provided upon the selection of the contractor.
- Q13 What type of tickets are escalated from WSPM resource computers versus those from actual employees?
A13 Generally printer and desktop hardware issues are escalated.
- Q14 How many tickets are escalated to Tier 2 (selected contractor) on average per day/week/month? How many hours per ticket on average? Can you provide access to historical ticket data or reports for better understanding of common issues and workload?
A14 No reports are available.
- Q15 Will the selected contractor be responsible for managing WSPM resource computer hardware vendor warranty and support issues?
A15 Yes
- Q16 Does the help desk tech typically attempt to address WSPM resource computer hardware issues before escalating to the selected contractor?
A16 No
- Q17 Will the onsite help desk tech use Worksystems' ticketing system or adopt ours? If they don't adopt ours, how did the previous MSP exchange tickets back and forth with the onsite help desk tech?
A17 Ticketing software is currently being implemented. Coordination will be decided upon with the selected contractor.
- Q18 How does the onsite help desk tech currently interact with the existing IT support team? Are there documented workflows or procedures? Will end-users submit tickets directly to the contractor or will tickets first be routed through the onsite technician?
A18 The help desk will elevate issues as needed. Staff will contact the help desk directly, and selected staff will reach out to the selected contractor directly.
- Q19 Does the help desk person support customers with technical issues on resource computers?
A19 No, the selected contractor will support the resource room needs.
- Q20 What are the hours of operation and the after-hours support expectations?
A20 Staff hours vary, but general business hours are between 8:00AM and 5:00PM PST, Monday through Friday. Staff support is expected to happen mostly between the general working hours. Upgrades and maintenance should happen outside of business hours, though there may be exceptions to this.
- Q21 Project questions: Has any timeline been provided by the current vendor for active projects they will be handling until completion? What level of involvement will the selected contractor have in the project management of ongoing projects being performed by the current vendor? How will information be exchanged between the current vendor and the selected contractor when project-related infrastructure changes are being implemented, scheduled downtime is arranged, etc.? What plans are in place for the transfer of training, documentation, and credentials from the existing vendor or project team to the selected contractor once the current project work is completed? Could you provide details on how this transition will be managed? Will the selected contractor maintain the existing infrastructure and transition to managing the new infrastructure once implemented by the current vendor? Will the current vendor be responsible for supporting unforeseen incidents that occur due to project-related changes? If a project-related emergency arises, what response time was negotiated with the current vendor, and will the current vendor also be available for after-hours project-related emergencies? What is the grace period post-project for addressing issues the selected contractor believes were caused by the changes implemented by the existing vendor?
A21 Projects to be completed with our current contractor do have general timelines, but those are subject to change. A transition plan will be developed between all parties once the contractor has been selected through this RFP process.



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July 31, 2024

- Q1 Can we have a conversation with someone to get more details about the systems architecture, vendor hardware, and software to be supported?
- A1 **We are unable to respond directly to any potential applicants during this open procurement. Please refer to the Request for Proposals, the “Current Infrastructure” Resource Document, and this Q&A document for all available information. Additional inquiries may be made to rfp@worksystems.org and will be answered according to the published guidelines via this document.**
- Q2 Who is the current vendor and what is their contract pricing?
- A2 **We are not disclosing the current vendor; the projects listed in the Request for Proposals will need to be priced as per the outline.**
- Q3 Do we need to be on-site to perform the work, or will it all be remote?
- A3 **Most of the work would be able to be completed remotely, but there will be on-site needs.**
- Q4 What is your budget for this project?
- A4 **This is a request for competitive proposals for ongoing support and management of the IT infrastructure. We have not designated a specific budget amount.**
- Q5 Can you provide a list of devices and users/workstations?
- A5 **Please refer to the posted Resource Document on the Request for Proposals web page named “Current Infrastructure”. Also note that our infrastructure is in the process of being updated and modernized.**