# MPERS IT Managed Services RFP
## Questions and Answers
## 2/3/23

**Question:**
4.0 Technology Managed Services Required – 4.1 Standard Support - Bullet 8, Page 18

Vendor is expected to assist auditors with audit related technology.  Does this refer to tools the auditor would be supplying to support their audit?  Or is the Vendor expected to have audit related technology?

**Answer:**
This typically applies to the Legislative Auditor's (LLA) Agreed Upon Procedures (AUP) which have gotten more cumbersome and focused on cybersecurity, network items, etc.  You do not need to have audit related technology.

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**Question:**
How many phones for the voice project?

**Answer:**
MPERS has 10 physical offices, and each office will require a physical phone. There are no phones in the Board Room, Break Room, or Meetings rooms but LAMPERS may decide to add them at some point.  The final number then should be 14. MPERS staff will also need the capability to take calls via their respective MPERS phone number when they are working from home.

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**Question:**
How many total email accounts do you have? Security Awareness training was mentioned about how many accounts would be managed underneath that?

**Answer:**
There are 11 office 365 accounts –
- 8 LAMPERS staff (7 plus a student)
- One for Provaliant
- Additional for summer students

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**Question:**
There look to be about 17 surface pros that the board of Trustees uses and a boardroom PC.
But I think I heard Taylor mention only 11 computers. What count should we go by? Is that 11?

**Answer:**
The following is a list of the computers at MPERS:

## Asset Report

| Type | Manufacturer | Model Number |
|---|---|---|
| Workstation | Lenovo | M910s |
| Workstation | Lenovo | M910s |
| Workstation | Lenovo | M910s |
| Workstation | Lenovo | P52s |
| Workstation | Lenovo | P52s |
| Workstation | Lenovo | P53s (Type 20N6, 20 |
| Workstation | Lenovo | P53s (Type 20N6, 20 |
| Workstation | Lenovo | P53s (Type 20N6, 20 |
| Workstation | Lenovo | P53s (Type 20N6, 20 |
| Workstation | Dell | OptiPlex 5070 |
| Workstation | Intel | NUC8i3BEHS |
| Workstation | Microsoft | Surface Pro 7 - i5/8/ |
| Workstation | Microsoft | Surface Pro 7 - i5/8/ |
| Workstation | Microsoft | Surface Pro 7 - i5/8/ |
| Workstation | Microsoft | Surface Pro 7 - i5/8/ |
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| Workstation | Microsoft | Surface Pro 7 - i5/8/ |
| Workstation | Microsoft | Surface Pro 7 - i5/8/ |
| Workstation | Microsoft | Surface Pro 7 - i5/8/ |
| Workstation | Lenovo | P15s Gen 2 (Type 20 |
| Workstation | Dell | OptiPlex 3010 |

**Question:**
How many are DIDs or external numbers? Does everyone have their own phone number where you can dial them directly from outside of the building?

**Answer:**
Yes, everyone has their own numbers. Currently there is a generic number that can be dialed and the caller can choose an extension but with the current system they also have phone numbers associated with each office.

**Question:**
Does the organization own the Wireless Access points and the firewall?

**Answer:**
Yes, LAMPERS owns this equipment.

**Question:**
Is LAMPERS in the Commercial or Government tenant for 365?

**Answer:**
LAMPERS is using a G5 government license.

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**Question:**
What are the make and model of the access points that need to be managed?

**Answer:**
The wireless access points are Ubiquiti Access Points.

**Question:**
What are the current Internet Speeds? What is Cox providing and what is Uniti providing?

**Answer:**
Uniti:  25 Mbps
Cox:  Cox Business Internet (CBI) 200Mbps x 20 Mbps

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**Question:**
Is there an estimate on how many support hours were used in the last year?

**Answer:**
The following is a report from June 1, 2022 through December 1, 2022:

| Service Tickets | Number of Tickets | Number of Service Hours Delivered |
|---|---|---|
| Closed | 52 | 72 |
| Automation | 6330 | 2348 |
| Current & Open | 5 | |