RFP – Information Technology Managed Services

Questions & Responses

#	Question	Response
1	Could you please provide a comprehensive list of devices currently in your environment that we need to monitor? The list should include: • Physical Servers • Virtual Servers • Firewalls • Network Attached Storage (NAS) • Network Switches • Access Points • Mobile Devices • Workstations and Laptops • Uninterruptible Power Supply (UPS) • Site Connections – Network Probe	No Physical Servers Virtual Servers (AWS) Microsoft O365 Mobile Workstations Mobile Laptops Site Connections – Network Probe (Microsoft) 1 UPS Unit on premise Wisenet Wave 2 Meraki Switches Zero Outages Managed Firewall, VPN and Access Points
2	How frequently do you need onsite services for?	Per RFP Attachment A, Task#1, The selected Proposer must be available to assist on-site in CPAs downtown Los Angeles office as needed, if unable to resolve issues remotely.
3	Would you consider only remote work?	Per RFP Attachment A, Task#1, The selected Proposer must be available to assist on-site in CPAs downtown Los Angeles office as needed.
4	What is the expectation for on-site versus remote resources for this contract?	Please see CPA's response to Question #2.
5	How long has current MSP relationship been in place?	CPA does not currently have a comprehensive MSP provider that provides the full scope of services outlined in RFP Attachment A. IT Helpdesk services have been provided since 2018.

6	Will current MSP be considered for renewal or not?	All qualified firms are eligible to submit Proposals to this RFP.
7	Does current MSP outsource or subcontract any tasks/work on this contract? If so, which tasks/work?	Please see CPA's response to Question #5.
8	Does current MSP have local office with IT personnel in downtown Los Angeles area, within 50 miles?	Please see CPA's response to Question #5. The current IT Helpdesk support service provider does have a local office.
9	Are there requirements/preferences for winning MSP to have local office/IT personnel within 50 mile radius?	Please see CPA's response to Question #3.
10	How many computer workstations are in use, if different than 80 • Brands and model numbers in use, as well as age/warranty expiration dates, any virtual desktops in use?	There are approximately 80 mobile laptops/workstations in use. All devices are Lenovo except one MacBook. There are no desktops (physical or virtual). Serial numbers and warranty information will be provided to selected Proposer when a contract is executed.
11	Servers • Full details on AWS IaaS, PaaS, virtual machines in use (if any) – size/purpose/guest OS level, etc. • How many, physical or virtual, brand/model number/age of physical servers, warranty support expiration dates, Windows Server OS level and/or virtualization platform OS levels (VMware or Hyper-V), server roles(AD domain controller, file server, print server, application server, etc.) • How Backed up and how often (daily/weekly/monthly via external hard drive/offsite cloud sync, name of backup software/cloud service, etc.) • Remote Access/Methodology (RDS/RDP, Cisco AnyConnect, Citrix, etc.) • Security software installed (anti-virus, anti-malware, advanced security tools, etc.)	CPA currently has the following running Instances: Four (4) primary instances are running. The type/platform for each is noted below. The remaining requested information will be shared with the selected Proposer when a contract is executed. • Type/Platform: t2.small Linux/UNIX • Type/Platform: t3.xlarge Windows with SQL Server • Type/Platform: t3.xlarge Linux/UNIX • Type/Platform: t2.xlarge Linux/UNIX

| 12 | Network Devices/Services
• How many of each type (AWS VPC, routers, firewalls, switches, wireless access points), brand/model number/age, warranty support expiration dates, etc.
• Firmware update level and frequency of each device
• Any managed network devices by ISP, such as managed virtual firewall services, etc.
• SD-WAN or MPLS network diagrams/design showing VLANs for phones, workstations, servers, SCADA systems, etc.
• Security design for guest wireless, external 3rd-party vendor remote access, etc. | CPA currently has the following network devices/services:
AWS:
• Three (3) VPC
• Nine (9) subnets
• Five (5) routing tables
• Four (4) internet gateways
• One (1) DHCP option set(s)
• Two (2) endpoints
• One (1) Instance connect endpoint
• One (1) NAT Gateway
• Two (2) VPC peering Connections
• Three (3) Network ACLs
• Thirty-four (34) security groups
• Eight (8) instances
Firmware:
• AWS Systems Manager
    o Depends on the specific service and its infrastructure needs.
Miscellaneous:
• Wisenet Wave
• 2 Meraki Switches
• 2 ISP Routers (SD-WAN used for both internet pipes)
• Employee and Guest Wi-Fi on internal network
• Zero Outages Managed Firewall, VPN and 7 Wireless Access Points

Network/security design information will be shared with selected Proposer when a contract is executed. |

13	For RFP Section 3 Qualifications, it states "… agreed upon Service Level Agreements (SLAs)" What are the expected SLAs required for response time and resolution time, for non-critical and critical incidents? We offer 24x7 monitoring and support with Live Staff and 1-hour/4-hour for Critical/Non-Critical Incidents	CPA's expectations for the minimum acceptable SLA include: Critical Incidents: • Response time within thirty (30) minutes • Resolution time within four (4) hours Non-critical incidents: • Response time within two (2) hours • Resolution time within one (1) business day
14	For RFP Attachment A Task 3 Cloud Management: Windstream VOIP platform – is everything hosted or is there any physical equipment to monitor and support, such as phone system server/appliance, phone handsets, speakerphones, etc.?	CPA's Windstream VoIP platform is hosted, with: • Two (2) Meraki switches and approximately fifty (50) handsets on premise. • Five (5) Peerless Network SIP connections to support five (5) conference room Creston devices.
15	For RFP Attachment A Task 4 Information, Data, Records Management: What existing backup and disaster recovery solutions and services are in place for physical and/or hosted server infrastructure, hosted/cloud applications, etc.?	CPA currently utilizes Amazon Web Services and Microsoft O365 automated backups and snapshots.

16	For RFP Attachment A Task 6 Cyber Security:
	• What MFA solution is in place today, does it protect all user passwords for all logins (M365, AD domain, AWS, cloud apps, VPN, user workstation logins, etc.)?
	   o Brand name and model/level (e.g. Cisco Duo Essentials/Advantage/Premier, OKTA SSO, Symantec VIP, Microsoft Authenticator, Twilio, etc.)
	   o If limited, what assets are protected by MFA and what percentage of users?
	• What security awareness training is in place today, if any? (KnowBe4, Arctic Wolf, etc.)
	• What is the scope of quarterly risk assessment being performed by MSP currently (external IP scan, Dark Web compromised password report, internal network
		CPA's current cybersecurity measures include:
		• MFA exists for Microsoft Entra (Formerly Azure AD), Snowflake and AWS.
		• MFA is handled by Microsoft Authenticator (Entra), DUO (Snowflake) and FortiToken (AWS).
		• Approximately 99% of user accounts are protected with MFA. The other 1% of users belonging to serverless credentials, which are used for authorizing access to our services programmatically (i.e. serverless function and EC2 instances).
		• No security awareness training is in place today.

	vulnerability scan, multi-cloud security permissions review, etc.)	
17	For RFP Attachment A Task 7 Miscellaneous IT Services: • Does CPA have support agreements in place with all 3rd-party tech vendors such as copiers, fax machines, AV conference room equipment, security equipment including cameras, etc.? ○ If not, is current MSP considered subject matter expert or are there internal CPA employees who can help with escalation needs?	CPA currently has support agreements in place for AV equipment, security cameras, and copiers. CPA currently has support agreements in place for firewall, VPN and wireless access points.
18	For RFP Attachment A generic mention of onsite services needed in downtown Los Angeles office. • Does current MSP provide onsite service on as-needed basis, or scheduled weekly/monthly for certain number of hours within fixed fee agreement budget?	Please see CPA's response to Questions #2 and #5.
19	Not mentioned in RFP: SCADA equipment /networks: • Is there SCADA equipment/network in place separately from traditional office IT infrastructure? • If SCADA exists, what role does current MSP provide to support SCADA support vendors?	No.
20	Not mentioned in RFP: Compliance Requirements, GRC management platforms, Audits: • What compliance requirements does CPA need to meet, if any? NIST, CIS, PCI, SOC-2, etc.? • Is there a GRC management platform in place or being considered such as Drata? • Are there regular audits performed that the MSP would need to participate in? if so, how many, how often, etc.?	CPA currently meets the following compliance requirements: • CPUC requirements. • NIST. • Annual and triennial audits are conducted as mandated by the CPUC. • IT audit last conducted in 2021. The MSP would be required to participate in/assist with all future audits.
21	Not mentioned in RFP : Does CPA leverage free cyber security tools/consulting/resources from industry associations and peer groups such as APPA, CISA, E-ISAC, ICS CyberShield, OT Insight?	CPA currently leverages Sentinel One.

22	Are you willing to offer a contract for just one task or a subset of work within a task?	Proposers are expected to submit Proposals that respond to the full scope set forth in RFP Attachment A.
23	Task #4, Information, Data, and Records Management: a. What are the current challenges with records and data management?	The principal challenge that CPA has identified is data quality and integrity.
24	Task #4.1, Implementing and managing data backup and disaster recovery solutions to ensure data is protected and recoverable in the event of data loss or a disaster: a. Does CPA utilize SharePoint? b. What software is being utilized now for disaster recovery?	CPA currently utilizes SharePoint. CPA currently utilizes Business Continuity and Disaster Recovery (BCDR) provided by Microsoft's Business Application Platform (BAP).
25	Task #4.2, Data and storage and archival solutions: a. What application(s) or software(s) are currently being used to store records (i.e., Documentum, Shared Drive, SharePoint, etc)? b. Do you know how many records are stored that would be included in the evaluation? c. Please provide the file types you store (i.e., Word, Excel, DGN, etc.). d. Do you anticipate records and data will need to be migrated from one system to another?	CPA currently utilizes SharePoint, OneDrive, and S3. The number of records included in the evaluation will be shared when a contract is executed with the selected Proposer. CPA currently stores Word, Excel, PowerPoint, Images, PDFs, and Messages files. CPA does anticipate that records and data will need to be migrated from one system to another.
26	Task #4.4, Assisting with records retention management and enforcement: a. Is CPA currently required to meet any regulatory requirements related to management and storage of your records and data? b. Is there a current records management plan that outlines taxonomy, file naming conventions, and best practices? c. Are there hard copy records that need to be scanned? d. Do job aids or guidelines exist that provide specifics for how employees manage records and data? Are you looking for these to be created and/or updated? e. Are the records and data retention requirements meant to be for the entire company or for a specific department?	Yes, CPA must follow its Board approved Retention Policy/Schedule. CPA does not have a records management plan that outlines taxonomy, file naming conventions, and best practices; it follows the Retention Policy/Schedule noted above. There are no hard copy records that need to be scanned. Yes, some job aids exist; CPA expects that new ones will be created and/or updated. The records and data retention requirements are for the entire company and defined by specific departments. CPA open to enhanced efficiency and improved overall business process effectiveness.

	f. Is CPA open to enhanced efficiency and improved overall business process effectiveness for employee tasks related to records and data management (i.e., streamline and automate employee activities)? g. Is there a department that is responsible for implementing company records and data management practices?	Administration of the Retention Policy/Schedule is the responsibility of the CAO and General Counsel. Each department is responsible for the management of their data and compliance with the Board approved Retention Policy/Schedule.
27	Section 5.3. Proposer(s) should provide a pricing matrix that follows the format set forth in the table below: Can the supplier only bid on certain areas of the proposal as shown in page 3? OR are they required to bid to all areas?	Please see CPA's response to Question #22.
28	Section 7.1.1. Proposer's qualifications and experience with the elements specified in Section 3 (Qualifications and Experience). Proposer must provide qualifications for all team members, including the principal, company official(s), and other personnel who Proposer anticipates will be assigned to work on behalf of CPA: In order to maintain corporate knowledge and provide the best services to CPA, can the supplier hire or retain pre-existing employees from the incumbent service provider for this effort?	Per RFP Section 7 (Proposal Requirements) Proposer must provide qualifications for all team members, including the principal, company official(s), and other personnel who Proposer anticipates will be assigned to work on behalf of CPA. This requirement includes, but is not limited to, Proposer's anticipated subcontractors or teaming partners. Please review Attachment D (CPA Sample Contract) for further requirements regarding subcontracting.
29	Scope of Services – What are the hours of operation that the supplier is expected to provide support? Is this strictly business hours or is CPA looking for full around the clock support?	CPA expects that primary support will be provided Monday – Friday from 8:00am – 6:00pm (Pacific Time) unless an emergency event arises that may require support outside of normal business hours.
30	SOW Task #1: IT Service Management and Support – Does CPA have a pre-existing help desk ticketing system or is the supplier required to provide this to the CPA contract?	CPA does not have a pre-existing help desk ticketing system; the selected Proposer is expected provide this.