

**Information Technology Services**  
**FMPA RFP 2024-210**  
**Questions & Answers – Revision 4 (1/15/24)**

**Q1:** Wanted to check regarding if this work requires onsite presence OR can it be done offshore with just coordination from onshore?

**A1:** Yes, some instances will require onsite presence, but with offshore assistance, we would like the members to be aware of what will be offshore due to security concerns.

**Q2:** The name of the incumbent vendor currently responsible for the project.

**A2:** None, this is a new solicitation.

**Q3:** The current budget allocated for the solicitation.

**A3:** Budgeting will be determined by each Member in accordance with their needs.

**Q4:** We would like to know the spend amount of last year under this contract.

**A4:** None, this is a new solicitation.

**Q5:** Is the intention of this RFP to include help desk as well as monitoring and management for the IT infrastructure? If so, may you please provide the following:

**Managed Services** - Device inventory (quantity, makes and models) - such as network routers, switches, firewalls, data center servers, etc.

**Help Desk**

Ticket report data for the last 3 months  
Number of employees  
Current ticketing system (if applicable)

**A5:** The purpose of the RFP helpdesk is to provide options to our Members; this can include a managed solution.

**Managed Services** - The devices and models will vary per Member.

**Helpdesk**

Tickets will vary per Member.  
Staff will vary per Member.  
Most Members will not have a ticketing system.

**Q6:** How many incidents/calls per month does your IT staff receive to date?

**A6:** Every member is different.

**Q7:** How many incidents/calls per month are afterhours vs business hours?

**A7:** Every member is different.

**Q8:** Can you provide the volumes of tickets separated by incident/change/request?

**A8:** Every member is different.

**Q9:** Do you have any estimates for average talk time/handle time per call?

**A9:** Every member is different.

**Q10:** How many incidents per year require onsite dispatch for smart hands, or troubleshooting, issue resolution?

**A10:** Every member is different.

**Q11:** What hours of coverage are required for onsite dispatch?

**A11:** Every member is different.

**Q12:** What ticketing system are you using today?

**A12:** Every member is different.

**Q13:** Can we integrate with your ticketing system?

**A13:** Yes if a member has one and they approved the integration.

**Q14:** Are we required to leverage existing your existing ticketing system, or can we provide our own?

**A14:** Every member is different.

**Q15:** Do you have any standard SLAs, or may we use our own?

**A15:** If a member does not then I would recommend using your SLAs.

**Q16:** Do you have existing documentation, runbooks, templates or use cases that will be provided during onboarding and knowledge sharing phase?

**A16:** Every member is different.

**Q17:** Is the preferred solution inclusive of a Tier1 Helpdesk for end users, or Tier1 Helpdesk plus Tier2-3 advanced engineering resources for remediation of more complex network, workstation or application issues?

**A17:** We are looking for all tiers per member needs.

**Q18:** Is on-shore is a requirement, or can we provide a hybrid offering that would include offshore support?

**A18:** Offshore is fine as long as the members are aware of the offshore part and what is used by them.

**Q19:** Are there any language requirements other than English?

**A19:** English primary and Spanish would be secondary

**Q20:** Would Member entities have separate contractual Helpdesk agreements, or will all entities be included in one engagement?

**A20:** Each member will be their own customer.

**Q21:** Will there be one strategic point of contact to represent all Member entities, or will we have a point of contact at every entity?

**A21:** Each member will be their own customer.

**Q22:** Is service management reporting required for individual Member entities, or is rollup reporting acceptable?

**A22:** Depends on the other Member

**Q23:** When routing to appropriate teams for remediation, who will the Tier2-3 escalation resolver groups be? In other words, if a Tier1 Helpdesk incident requires escalation or assignment for Tier2-3 for network, workstation, application, security, etc, who will be assigned? Someone from a Member entity, or our NOC?

**A23:** Each member will provide their own point of contact.

**Q24:** To provide inventory control via automated tools and/or management agents, are we required to use your tools, or can we utilize ours?

**A24:** Most members will not have tools; will depend on the members' needs.

**Q25:** What tools are in place today for remote control, inventory and software distribution?

**A25:** Every member is different.

**Q26:** What tools are in place today for device monitoring, OS patching?

**A26:** Every member is different.

**Q27:** Is device and operating system patching in scope?

**A27:** Yes, that would be part of the support and need.

**Q28:** Can you provide a list of all makes/models/quantities of all devices in scope for remediation, software installation and inventory control? This includes everything in scope for "Next-Level support" (firewalls, switches, routers, WIFI, servers, etc).

**A28:** Every member is different.

**Q29:** Is the equipment type and scope similar at all Member entities, or do they vary?

**A29:** They will vary by member.

**Q30:** Can a remote NOC route to all Member entities from one central network, or all they all separate?

**A30:** They all be separate.

**Q31:** Do Member entities have separate and unique user authentication protocols and security polices, such as IAM and MFA, or other third-party tools?

**A31:** Many do not have anything in place, and some do.

**Q32:** Are there any compliance requirements or background checks such as CJIS or similar required for a remote NOC or onsite staff?

**A32:** NERC / CIP/ NIST

**Q33:** Is pricing required to adhere to any state contract, such as NASPO or similar?

**A33:** We want to have a round pricing, we know pricing will vary per client and per site due to size and complexity.

**Q34:** What is the Operating System and what version? (x86 or x86-64?)

**A34:** could be both.

**Q35:** Number of Virtual(HyperV, VMware Cloud) vs Physical Servers.

**A35:** Could be a mix.

**Q36:** What Antivirus being used(Is it centralized)

**A36:** Every member is different.

**Q37:** Number of Laptop/Desktop/Printers/Tablets/Phone

**A37:** Every member is different.

**Q38:** Number of Network devices(Switches/Wifi Routers/Firewall)

**A38:** Every member is different.

**Q39:** Are we targeting any Network devices/Hardware firmware as well ?

**A39:** yes that might be part of the ask for the members

**Q40:** What virtualization solutions are you using?

**A40:** Every member is different.

**Q41:** What is the plan for Application/OS Migration from lower version to higher version.

**A41:** Every member is different.

**Q42:** What is current Patching Plan and how they are executed. Is support services is limited to only bug fixes and problem resolutions or support limited to OS only (application)?

**A42:** Every member is different.

**Q43:** Peak hours for tickets or ticketing Volume(L1/L2/L3)

**A43:** M-F 7- 5pm

**Q44:** List the number of Sev1 Issues you had since last 6 months, if any.

**A44:** Every member is different

**Q45:** What is the ITSM(Ticketing and Monitoring) system currently in use?

**A45:** Every member is different

**Q46:** Number of DB's(MS Sql/My SQL/Oracle)

**A46:** Every member is different.

**Q47:** Is the database repository on the same machine or different machine from the DB Binaries.

**A47:** Every member is different.

**Q48:** Are you using any clustering solutions?

**A48:** Every member is different.

**Q49:** Are you using any load balancing solutions?

**A49:** Every member is different.

**Q50:** Is the Production Server used on the weekends?

**A50:** Not really it is normally M – F

**Q51:** What is your backup policy and the retention period for the backups?

**A51:** The cities are required to keep for sunshine laws.

**Q52:** Are you ok with the current system architecture?(any possible changes/re-sizing)

**A52:** Every member is different.

**Q53:** Is the capacity planning exercise done for the relevant growth? Please share any details around capacity planning.

**A53:** Every member is different.

**Q54:** Is there any expectation that the current system architecture may need to be upgraded or expanded?

**A54:** Every member is different.

**Q55:** What is the Disaster recovery process followed?

**A55:** Every member is different.

**Q56:** What is the version of the servers on both linux and windows.

**A56:** Every member is different.

**Q57:** What databases are supported including versions (SQL, Oracle, etc.)?

**A57:** Every member is different.

**Q58:** Are all Servers using automatic patching or Manual intervention required.

**A58:** Every member is different.

**Q59:** How the zones are managed and connected.

**A59:** Every member is different.

**Q60:** What is the release schedule for patches, fixes, updates and upgrades.

**A60:** Every member is different.

**Q61:** What is the count of telephonic system to support

**A61:** Every member is different.

**Q62:** What is the hardware of telephonic system being used.

**A62:** Every member is different.

**Q63:** Could you provide details on the previous cost incurred for this project?

**A63:** Every member is different.

**Q64:** Could you please furnish the budget details if this is a newly initiated contract?

**A64:** Every member is different.

**Q65:** Would you classify this as an IDIQ (indefinite delivery/indefinite quantity) RFP?

**A65:** We will have your company approved by FMPA to be used by our members as they see fit.

**Q66:** Are there any area of services that are general across all members of FMPA? If so, please provide details.

**A66:** We will not be linking members together for service; each member operates and budgets are done separately.

**Q67:** If possible, please provide the end-user head count for each member organization.

**A67:** We have some members as small as 10 – 100+

**Q68:** Are typical business hours 8am-5pm M-F EST for each member organization? If not, please describe if any afterhours, weekends, or holiday support is needed.

**A68:** This would depend on the projects but most support will occur between M – F 7am – 5pm.

**Q69:** Is Related Experience of having a minimum of 3 reference with Florida utilities companies a firm requirement? Would non-FL and/or non-utility company references suffice? If so, how much will that impact the scoring of a proposal?

**A69:** We would like to see utility experience but would also be ok with Government experience for support.

**Q70:** Do you plan on awarding this RFP to multiple vendors? We may.

**A70:** Please see Section 2 below. Yes this will be awarded to multiple vendors that we feel are the best fit for our members they will choose which vendors fit their needs the best

## **2. Introduction - General Description of Services Sought**

With this RFP, FMPA is seeking one or more vendors to provide Information Technology services for one or more FMPA member utilities, as defined in more detail below. Several FMPA Member utilities are seeking assistance with Information Technology support and Help Desk services. Additional information can be found in the Scope of Work section of this document.

FMPA is issuing this joint solicitation on behalf of multiple member utilities.

**Q71:** Instead of leveraging a master services agreement with FMPA, will it be possible to leverage a state-approved co-op purchasing agreement (i.e. 43210000-23-OMNIA-ACS)

**A71:** FMPA's preference is to use our services agreement provided in the RFP. If a respondent takes exceptions to FMPA's terms and conditions, we suggest you state as such in your response with details and proposed alternative language. If you do not take exception, but have suggested language or contractual terms for our consideration, then we also suggest you note them as such. Acceptance or rejection of FMPA's terms and conditions is a factor that may play into FMPA's RFP evaluation, and any final negotiation of terms and conditions is within FMPA's legal department discretion.

**Q72:** On an average, how many end users would be requiring the Help Desk support services per FMPA member utilities. We have per user based pricing model and it is important for us to know the count of end users under each FMPA Member Utilities.

**A72:** These will vary per member.

**Q73:** Please list any custom mission critical or business specific applications that are under the scope of this Help Desk Services RFP.

**A73:** Microsoft, specific utility software support, server support, switch support

**Q74:** Our expectations is the scope is to provide business hours and after hours help desk services remotely and ON SITE services are not part of the scope of this RFP. Please confirm.

**A74:** Most members are M-F 6am - 6pm hours vary per member. Some members need onsite support as well.

**Q75:** Does each FMPA member has a local IT staff for onsite interventions, if needed?

**A75:** Most members do not have any IT onsite at all.

**Q76:** We anticipate that FMPA member utilities will use our ticketing system since managing multiple members with distinct ticketing systems is not feasible for us. Please confirm.

**A76:** Most members do not have any ticketing systems.

**Q77:** What is the anticipated average ticket volume per month per FMPA member utility?

**A77:** Varies per member

**Q78:** If any of the FMPA member already has a ticketing system can we request for a sample 2 months ticket data dump.

**A78:** info not available.

**Q79:** What channels would you require for the help desk support. (Phone, email, Ticket, Self service portal, etc.)

**A79:** This would depend per member.

**Q80:** Please add any other information that you consider significant and would want us to consider in the proposal.

**A80:** Some members need onsite support as well.

**Q81:** We provide Help Desk Services with a mix of off-shore and on-shore model. Please do let us know if this works for you.

**A81:** we are ok with both we just ask that is offshore is used please let the members be aware of who has access to systems and how they are being protected for Nerc / CIP standards.

**Q82:** We do not provide White Label help desk support and we provide all our services as VENDOR NAME. Will this be acceptable?

**A82:** Yes that is acceptable as long as the members know