

CHCA REQUEST FOR PROPOSALS (RFP):  
IT MANAGED SERVICES  
Questions and Answers  
September 3, 2024

Question: Any mobile device management needed? Such as for iPads, tablets, phones, etc.

Response: Currently, a few tablets require device management; however, there are no iPads and/or cell phones that require device management. We are in the process of transition to Zoom office phones, which will requirement management.

Question: Any 3<sup>rd</sup> party vendors we should know about or would be working with?

Response: The current 3<sup>rd</sup> party vendors are Zoom, Comcast and Network Solutions.

Question: Want to confirm this RFP is just for the NLR HQ and not the other 230 sites you oversee in Arkansas.

Response: This RFP is for CHCA, which is located in North Little Rock, Arkansas.

Question: Any potential IT opportunities for the additional 230 sites in Arkansas?

Response: The health centers can decide based on a recommendation from CHCA to seek potential IT opportunities with the chosen vendor.

Question: Is this an outline of how you are supported TODAY? Do you have internal IT staff or is this being provided by the current MSP? Is the intention to keep any CHCA IT personnel?

Response: The RFP outlines the current CHCA IT support. IT staff are being provided by the MSP. Dr. Howe has a supervisor role to manage the IT MSP vendor and will continue in this capacity.

Question: Where does this phone option reside? Would this be a configuration in your phone system where they can choose "option 1"? Or are you just saying this is the preferred option? Is the intention to make this "option 1" come to the MSP for support?

Response: We are currently working transition the phone system to Zoom VoIP Phone System. The main phone number will be confirmed with an option 1.

Question: We will propose our own monitoring agent for support. Will CHCA require access to this ticketing system and how many users will need to administer tickets?

Response: CHCA will require access to the ticketing system. CHCA currently has 11 staff members and will be expanding its employee count. Each staff member should be able to submit tickets with at least 2 administrators.

Question: You state in the CHCA Assumptions that CHCA has 2 firewalls, but then list 3 manufacturers (Cisco, Fortinet, Checkpoint) Do you have more than 2? Where do these reside?

Response: CHCA will work with the selected vendor to select firewall and vendor. CHCA has an onsite firewall and a cloud firewall for redundancy, which resides on the MSP cloud.

Question: What product or products are you using for endpoint security? Are you ok with swapping this out with our approved endpoint solutions?

Response: CHCA is currently using Fortinet and will consider recommendations to switch endpoint users.

Question: Is full 24x7x365 end user support required in that a user can call at 3am and get a live answer? Or would an on call engineer or leave a message for early morning remediation?

Response: End user support is specified in the RFP and the expectation is to received support after hours.

Question: Where is the offsite failover today? Is it active-active? Or recoverable in the cloud?

Response: The offsite failover is on the MSP cloud. It is active.

Question: Do you have VMware AND Microsoft Hyper-V in place today?

Response: VMware is currently in place.

Question: On the Submission requirements section on Page 11: C. says the responses are due Friday Sept 9<sup>th</sup> (which is a Monday) while F. says Sept 6<sup>th</sup>. We are assuming the September 6<sup>th</sup> date is the correct date for submission? However, the September 9<sup>th</sup> date is also stated in the "KEY DATES" section (and the cover page). Of course, with the requirement that you receive a PRINTED copy of the RFP response, the real due date to receive the response in time is September 5<sup>th</sup>. Is that a hard and fast requirement?

Response: The submission RFP response submission deadline is Monday, September 9<sup>th</sup>. This is a hard deadline. No RFP response will be accepted after September 9<sup>th</sup>.