

1. On page 5 of the RFP, it states proposers must “Be registered and maintain proper business licenses and remain in good standing within the State of California and the City of Rancho Cordova”.
  - a. Does a responder need to possess a current Business License for the City of Rancho Cordova during the RFP process? Or, if selected, can the responder purchase the business license at that time? **Responder can purchase business license for City of Rancho Cordova if selected.**
2. On Page 8 of the RFP, it asks for the proposer to “Specify all fees associated with maintenance of our “cloud” file service and backup services of those files.”
  - a. What cloud file service is in use? **Office 365 Services including SharePoint and OneDrive**
  - b. Are you wanting the subscription cost for the service included in our cost proposal or just the cost of maintaining and supporting the service? **Just cost of maintaining and supporting the service.**
  - c. What system is currently being used for your backups? **Synology NAS running Active Backup for Microsoft 365. NAS Device runs on-premise at the District Office**
  - d. Are there local (on-premises) copies and a cloud copies of your backup data? **No cloud copies of any backups. All backups are currently on-premise on a stand-alone non-domain joined or user accessible Synology NAS.**
  - e. What is the size of these backups? **Total backup size is currently 7.3TB however daily backups are capturing differential data from Office 365. Backups include OneDrive, Exchange Mail, SharePoint**
  - f. What is the frequency of these backups? **Daily backups run nightly at 1am PST**
  - g. Has the District completed a restorability test in the last year? **Restore of objects have been tested and verified from the backup software.**
3. Page Count
  - a. On Page 13 of the RFP, it states that a proposal must “consist of no more than ten pages”. The RFP also requests on page 7 that proposers must supply a minimum of “3 letters of recommendation,” and the “last 3 annual financial statements”.
    - i. Do the letters of recommendation and financial statements count toward the 10-page count? **no**
    - ii. Are there any documents that DO NOT count toward the 10-page count? This can include title pages, table of contents, reference sheets, pricing pages, etc. **Title Page, Table of Contents, Reference Sheets, and Pricing Pages will NOT count toward 10 page limit.**
    - iii. Would the Cordova Recreation & Park District consider removing, or extending the 10-page count? **No**
4. Mobile Devices
  - a. The RFP lists 7 iPads, 4 Galaxy Tablets, and 6 iPhones.
    - i. Is an MDM (mobile device management) application used to manage the mobile devices? Which one? **Mosyle Business software is used to manage the Apple devices.**
    - ii. Are the managed mobile devices owned by the organization or are they personal devices? **Only District owned devices are managed.**
5. Servers
  - a. The RFP lists 4 servers Running Windows Server 2012
    - i. Is server virtualization used? If yes: **Yes. Servers are running VMWare ESX stand alone.**
      1. How many physical hosts are in use? **2 physical hosts. One at the District Office that hosts the Domain Controller and Terminal Services Server. One at the Golf Course that hosts the Point of Sale server.**
      2. How many virtual servers are running on each physical host? **Windows Servers on the ESX Server at the District Office and 1 Windows Server on the ESX Server at the Golf Course. All servers have since been upgraded to Windows 2016 Standard or greater. There is currently 1 Windows 2012 R2 physical domain controller which is being decommissioned.**
      3. What server virtualization software is in use? (VMware, Hyper-V etc) **VMWare ESX 7.0 Update 3**
      4. What is the general age of the physical servers? **The physical server at the District Office is a Supermicro E300-D9 server with 32GB RAM, 2TB SSD Storage and Xeon D-2146NT Processor which is less than 1 year old. The physical server at the Golf Course is a Dell T110 II server with 32GB RAM, 1TB SSD Storage and single Xeon E3-1230V2 processor which is several years old and out of warranty.**

5. Workstations

- a. The RFP lists 56 Desktops, 29 Notebooks / laptops, and 2 Microsoft Surface Tablets
  - i. Are all of these devices running Windows 10 or Windows 11? **Nearly all are running Windows 10, two are running Windows 11**
  - ii. What is the general age of the workstations? **Approximately 3 years old, PCs are being replaced or upgraded to extend life continuously.**

6. Locations

- a. The RFP lists 7 main locations plus 3 part time locations on page 4 of the RFP.
  - i. Can you please provide a breakdown of how many workstations, servers, and staff are located at each site? **Approximately 16 workstations at the District Office, 22 at Hagan (including the Corp Yard), 6 at NOSAC, 6 at Mather, 6 at the Golf Course. One server at the District Office, and one at the Golf Course**

7. Physical Security:

- a. Is there any kind of Surveillance Camera system in use? If so:
  - i. Will the selected provider be responsible for maintenance and support? **IT consultant will be responsible for Golf Course cameras only (we use Sonitrol at other locations)**
  - ii. If yes:
    1. How many cameras are in use? **6, growing to 12 in 2023**
    2. What is the current size of the video recordings? **1TB, growing to 8 TB in 2023**
    3. How long are recordings retained, and how are they stored and backed up? **30 days, local backup only**
- b. Is there any kind of facility access control system in use? If so:
  - i. Will the selected provider be responsible for maintenance and support? **IT consultant will not be responsible for access control.**
  - ii. What brand / system is being used? **Sonitrol provides access control and video at other locations**

8. Staff

- a. How many employees will be supported under the RFP contract?
  - i. How many of these staff are Full Time / Part Time? **65 Full Time, 7 part time staff**
  - ii. How many of the staff are fully remote? **none**
  - iii. How many are partially remote? **none permanently, but a few by need or accomodation**

9. Remote access

- a. When staff work remote, what VPN software or remote access software is currently in use? **Limited clients are allowed remote access to their Desktop using RDP services through a Microsoft RD Gateway.**

10. What email system is currently in use? (ex: Microsoft 365 or Microsoft Exchange)

- a. If on Microsoft 365, which subscription package is used? **91 Microsoft 365 Business Premium licenses, 3 Microsoft 365 Business Basic, and 3 Microsoft 365 Business Standard licenses.**

11. Firewalls

- a. How Many firewalls are in use by the district? **7 firewalls in total.**
  - i. Where are the firewalls located? **1 at each of the 7 locations. District Office, Golf Course, Hagan Community Center, Hagan Corporate Yard, Mather sports complex, Neil Orchard Senior Center, and WhiteRock Community Park**
  - ii. What brand are the firewalls? **Ubiquiti USG and UDM-Pro**

12. What SPAM filtering solution is in use? **Office 365**

13. Multi-factor Authentication:

- a. Does the District currently use MFA for securing access to systems and/or services? **Yes. Used to secure access to Office 365 Services. Working to implement MFA for Remote access through RD Gateway Services on-premise**
- b. Which MFA solution is in use? **Office 365 / Azure Conditional Access Policies.**
- c. Will all staff have cell phones for an MFA app or would the District purchase tokens or other access devices? **All staff are either using the Microsoft Authenticator App already or using SMS.**