



BOARD OF DIRECTORS:

Hari Jayaram, Chair
Applied Materials

Alice Starr, Vice Chair

Kathleen Farlow, Treasurer
Deloitte LLP

Shaun Cranston, Secretary
Halff Associates, Inc.

Jen Alessandra
Frontdoor

Estrellita J. Doolin, JD, MBA
Ascension Health

Kelli Green
St. Edward's University

Jeff Hahn
Hahn Public

Monica Hernandez
H-E-B

Pete Inman
Camino Real Financial Strategies

Pat Massey
IBM Corporation

Laura Mendoza
Motiva

Stephen Portner

Frank Reid
Austin Community College

John Sanchez
Capital One Bank

Anneliese Tanner

Mark J. Williams

Shayne Woodard
Waterloo Lobby & Advocacy, Inc.

RFP IT Managed Services

Clarification List

Updated 7/27/22

RE: Clarification of Question Submissions

The following is a list of questions received in regards to RFP for IT Managed Services. This document will periodically be updated to include responses and additional questions.

1. Could you describe what “tier 1” tickets are being handled in-house?
2. Is there an MDM being used to manage the tablets/phones/mobile devices? If yes, what MDM is being used?
3. Could you expand on service pack deployment being a required service?
4. Are any devices on Windows 7 or earlier versions?
5. Are the employee phones to be supported owned by CTFB? **Yes**
6. Are they mobile phones or desk phones?
7. Servers...
8. How many physical servers do you own? **15**
9. What applications are being hosted on the servers?
10. How much data total is being held on the servers?
11. Is your email hosted on-site, in Office 365, or GSuite?
12. Are there future plans to decommission any of the servers?
13. ‘Vehicle Mounted Technology’: What vehicle mounted technology is in use?
14. ‘Managed Cloud Services (currently moving to the cloud)’: Please elaborate here. Are you moving all your 15 servers to the cloud? If so, which Cloud (e.g. Azure, AWS). Will this project be completed prior to a Proposal being accepted? Is CTFB’s email already in the Cloud?
15. The RFP specifies 15 servers? Can you provide specs on the servicers and what they are used for?
16. The RFP specifies 130 computers but how many employee/ users are there? Are any computers shared by more than one employee?
17. Are all 130 computers running Windows 10 or greater?
18. The RFP specifies ‘internal IT activities.’ Does CTFB have any dedicated IT Staff? If so, how many?





 6500 Metropolis Dr. • Austin, TX 78744

 *main* 512.282.2111 *fax* 512.282.6606

 centraltexasfoodbank.org