



RFP IT Managed Services

Updated 08/11/2022

RE: PAUSE NOTICE

CTFB has issued a pause in the timeline for IT Managed Services. Proposals are under review by senior staff and will be carefully considered. Currently, there is no set time frame to which interviews will be conducted. Additional updates will be made to this document available at:
www.centraltexasfoodbank.org/bids

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7. Servers...15 Virtual Servers range from 2012R2 to Server 2019
8. How many physical servers do you own? Only 1 production server with 2 CPU dual blades each CPU with 12 Cores and total of 382 GB RAM and 12 TB storage.
9. What applications are being hosted on the servers? SQL for data analytics, domain controllers (3 but could decommission 1), print server, network file server, PowerPlan, Veeam, ESHA The Food Processor, Avaya management tools, Jet Analytics, PDQ Inventory and Deploy, Bitdefender Relay, Azure AD Connect and email relay to cloud, Exchange 2016, and vCenter.
10. How much data total is being held on the servers? 8.5 TB
11. Is your email hosted on-site, in Office 365, or GSuite? On Premise Exchange 2016 server moving to O365 in fall 2022.
12. Are there future plans to decommission any of the servers? One DC can be decommissioned any time. On premise Exchange will go away. Others could be examined but there are no current plans.
13. 'Vehicle Mounted Technology': What vehicle mounted technology is in use? Samsara
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? There is no plan to move general servers to the cloud at this time. Moving email over the summer and early fall has started with an outside consultant under contract. Then CTFB will determine when to move shared network drive to SharePoint and personal network drives to One Drive and finally enable Teams. At that point can evaluate a new phone system that could be incorporated with Teams.
15. The RFP specifies 15 servers? Can you provide specs on the servicers and what they are used for? See #7 and #9. All are virtual servers. There are 6 servers with 2012R2 OS that will need to upgraded or retired before their 10/10/23 end of life.
16. The RFP specifies 130 computers but how many employee/ users are there? Are any computers shared by more than one employee? There are roughly 165 staff with email access. On average 5 (or fewer) kiosk-type



computers are shared. There are approximately 25 drivers that typically only have cell phones, soon to be replaced with iPads.

17. Are all 130 computers running Windows 10 or greater? There are probably 3 Windows 8.1 All in One computers used for Volunteer check in. Other computers are all Windows 10.
18. The RFP specifies 'internal IT activities.' Does CTFB have any dedicated IT Staff? If so, how many? The internal IT staff has moved from 2.5 FTEs to 1.5 over the last few months but the intent is to have 1 internal staff member and the MSP.
19. How many full-time employees are computer users? Where are they located? See #16.
20. How many part-time employees are computer users? Where are they located? No part-time employee computer users.
21. I wanted to verify the date of proposal submission as your email states August 3rd but the last page in the RFP mentions August 5th. The correct date is August 3rd.

