



# Rio Arriba County

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Procurement: Bonnie Brown Cordova

July 27, 2023

## TO ALL HOLDERS OF SOLICITATION DOCUMENTS FOR:

### Request for Proposals No. 23-10

**RFP Name: Information Technology Managed Services**

### Pre-Bid Proposal Questions

1. How many users are on Office 365? What license do they have? Provide a license count.  
**Rio Arriba County does not have Office 365. The County has 2016 Pro.**
2. Are the licenses being purchased directly with Microsoft or through a Microsoft Partner?  
**N/A**
3. Do you currently use Microsoft Teams and/or Microsoft SharePoint?  
**No.**
4. Is there a software in place currently to manage endpoints remotely? If so, what product(s) are being used?  
**Yes, ESET.**
5. How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis?  
**Three to Five Years.**
6. Do you have employees working remotely that use a company device?  
**Yes.**
7. Do you offer Bring Your Own Device (BYOD) to employees?  
**No.**
8. Is there a Mobile Device Management (MDM) solution deployed?  
**No.**
9. How many desktops/laptops/mobile devices are you supporting?  
**Around 300.**
10. Which version of Windows are the desktops/laptops running on?  
**Windows 10 and Windows 11.**
11. Are user devices being backed up? If so, how often, and do you have retention policies in place?  
**No.**

12. Are the servers on-site or on the cloud? Hybrid?  
**All on-site, No Hybrid.**
13. If you have a cloud environment, is it Azure/AWS/other?  
**N/A**
14. How many servers do you have? What operating system are they on?  
**12 servers and they are on Server 2012, 2016 and 2019.**
15. Do you have any Windows Server 2012/2012R2? Any Linux Servers?  
**Yes, but no Linux Servers.**
16. Is there a Disaster Recovery plan in place? What is the infrastructure at the failover location?  
**No.**
17. How many databases are you using? Please specify which ones.  
**Three. Tyler Technologies, Executime and ARC GIS.**
18. What are some of the critical applications being used today? Any ERP applications?  
**Tyler-School ERP, Assessor Eagle, Eagle Recorder, Incode, RTA, Eagle Treasurer, QNAP, Comvault.**
19. Microsoft is sun setting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers? Please provide details.  
**Yes – Upgrade EOL Servers.**
20. What is the network topology currently used, and how are these locations communicating to each other?  
**Star Network.**
21. Is there a VPN in place for remote access? Is there a firewall?  
**Yes, Rio Arriba County has both.**
22. What is the speed of the network connection to the internet?  
**300 mb.**
23. Do you have a backup connection?  
**Yes.**
24. How many Routers, Switches, and Firewalls are in your network?  
**Routers – 4; Switches – around 20; Firewall – 1 with 10 subs**
25. How many buildings/locations?  
**2 main locations (Tierra Amarilla, NM and Espanola, NM) 72 miles apart; 4 in Espanola, NM and 10 outlined locations county wide.**
26. Is there a current vendor now supporting the County? If so, what is the monthly spend with them? How many hours are being utilized per month or year?  
**The County does not have an IT provider, but an open purchase order with Ortiz System Integration, Inc. for emergency IT services is in place to ensure the County has coverage for critical issues.**
27. Do you have any major projects in progress?  
**Yes. Executime, Tyler Technologies and Spillmen.**
28. How big is your current IT department, if any?  
**No IT Department as of today.**

29. Please provide the brand for the switches, network devices, laptops, desktops, and printers.  
Ubiquiti, Fortinet, Dell, HP, Canon and QNAP
30. Do you have any cameras to support?  
Yes. Surveillance.
31. Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers?  
Yes - Windstream, Mitel and around 250 and around 20 DIDs
32. Do you have ticketing system in place? Estimate of tickets per month/quarter?  
Zendesk
33. Do you require someone to be on-site all the time?  
Yes
34. Is this a multi-vendor or single vendor award?  
A single vendor will be awarded
35. Is there Change Management system in place?  
Not at this time.
36. Is there an Information Technology Assets Management (ITAM) solution in place?  
Not at this time.
37. What applications are currently in use?  
Tyler Apps, Teamviewer, WeConnect, Laserfiche, QNAP, Comvault, ESRI, Office Pro 2016 and Microsoft Exchange 2016.
38. Can we get some clarification on the subcontractor part of this RFP?  
Rio Arriba County would like the award vendor to have full responsibility for the work and does not want any of the work subbed out to contractors.
39. What is the Budget?  
Rio Arriba County will not be releasing the budget.
40. Who is the incumbent? If any, please provide the winning vendor's response.  
This RFP is a sealed proposal and there is no award as the proposals are not due until August 9, 2023.
41. Can you please provide a detailed description of the infrastructure?  
The detailed description is what is listed in the scope of work in the RFP.
42. Are there any current providers or vendors?  
The County has recently hired an IT Director, also an open purchase order with Ortiz System Integration, Inc. for emergency IT services is in place to ensure that the County has coverage for critical issues.
43. How many staff members?  
Around 250
44. What type of email system you are currently on?  
Exchange 2016
45. Any info on your current disaster recovery systems?  
Comvault off-site backup systems