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REQUEST FOR PROPOSALS #2024-07
OMIC R&D IT SERVICES
RESPONSE TO CLARIFYING QUESTIONS I
October 8, 2024

Note that these are questions submitted by interested firms to this solicitation. The below answers are for clarification purposes only and in no way alter or amend the solicitation as published.

1. **QUESTION:** Will pricing be expected as a flat fixed fee or will costs be broken out (time & materials or otherwise)? Is travel to be accounted separately or as part of the total cost? (Exhibit A indicated either is possible)?

    ANSWER: We would expect a per user monthly cost. If there are one-off projects, we would expect a breakdown of rates. Travel can be included or itemized separately.

2. **QUESTION:** Is the "Indemnity, Responsibility for Damages" found in Section 9 of the contract (Exhibit A) available for negotiation?

    ANSWER: Yes, the final contract is subject to negotiation and agreement by Oregon Tech and the apparent successful proposer. However, if Oregon Tech and the apparent successful proposer are unable to negotiate and execute a contract containing terms and conditions acceptable to both parties, Oregon Tech may revoke the award and award the contract to the next highest ranked proposer.

3. **QUESTION:** As written, the definition of "Ownership of Work Product" in Section 14 (Exhibit A) is too broad. Is this section open to modifications?

    ANSWER: Please see response to Question 2.

4. **QUESTION:** Is the Termination provision found in Section 21 (Exhibit A) open for negotiation? Specifically, 21(B)(ii) and (C)(i). We would like to include a timeline for cure.

    ANSWER: Please see response to Question 2.

5. **QUESTION:** Are there any significant changes in scope between this RFP and the previous RFP for Managed IT Services?

    ANSWER: No major changes in scope from the last RFP and this RFP for IT Services.

6. **QUESTION:** What challenges, if any, currently exist with support of the IT environment?

ANSWER: It is a balance of help from our MSP and help from the host institution, Oregon Tech, who controls our MS365 tenant. We have found it very helpful to have support onsite for various projects such as new machines coming online, basic AV support for our conference rooms. Typically, OMIC has techs onsite once every 6-8 weeks.

7. **QUESTION:** In the last 12 months, approximately how many onsite visits has the existing MSP made to campus? Has this level of onsite support generally met the needs of the institution?

   ANSWER: Typically, OMIC has techs onsite once every 6-8 weeks. We try to build a small list of items to be handled during the tech onsite visit.

8. **QUESTION:** For onsite support, it was noted that the institution coordinates with the MSP to consolidate tickets and tasks for scheduled visits approximately every other month. For minor onsite needs that arise between these visits, such as power cycling network equipment, is there an available institutional resource onsite to assist with these tasks? How is this managed with the current MSP?

   ANSWER: OMIC R&D Facilities Manager is onsite if something needs power cycled or to help with initial troubleshooting. For minor things like this we would not expect someone to come onsite.

9. **QUESTION:** Aside from NIST 800-171, are there other security compliance frameworks that the institution must adhere to?

   ANSWER: Not at this time. We are in the process of working towards NIST 800-171 compliance today that is a combination of work from our Fractional CIO, MSP, and Facilities Manager working with a third part cyber company.

10. **QUESTION:** What is the manufacturer, model, and quantity of wireless network, including any controllers and access points?

    ANSWER: 15+ Fortinet AP and Controllers

11. **QUESTION:** What is the model and quantity of the Fortinet network switches?

    ANSWER: 10 Fortinet Switches

12. **QUESTION:** What is the model of the Fortinet firewall?

    ANSWER: FortiGate 200F – 2 years in age. Annual support and software maintained by MSP

13. **QUESTION:** What is the total number of virtual servers in addition to the single physical server?

    ANSWER: 2 virtual servers at this time

14. **QUESTION:** What is the total amount of production data stored and required to be backed up (TB)?

    ANSWER: Today our cloud backup is for up to 4TB

15. **QUESTION:** Are there any specific backup schedule requirements or standards from the institution to be followed?

    ANSWER: Daily backups to Synology devices with MSP provided cloud backup would be expected as a monthly fee, based on storage.

16. **QUESTION:** Regarding disaster recovery services - is the institution looking for the MSP to include any specific disaster recovery services such as cloud-based replication in the proposal or does this refer to more general DR planning and support?

    ANSWER: General DR planning and support with the proper backup strategy in place as mentioned above.

17. **QUESTION:** It was mentioned during the call that the existing MSP provides some mix of EDR, MDR, and/or SIEM services. If interested in SIEM – is there a specific retention duration the institution is targeting?

    ANSWER: We have both end point protection on the machines and monitoring of the network in the background. We would expect both services to come from the advice of the MSP and for the MSP to manage these solutions.

18. **QUESTION:** Would the institution value a Managed Detection and Response solution instead of a managed anti-virus program?

    ANSWER: Yes, we would like a proactive MDR for protecting the end points under the MSP management.

19. **QUESTION:** What level of Microsoft licensing does the institution have?

    ANSWER: MS365 A5 that is managed and controlled by Oregon Tech.

20. **QUESTION:** Other than Microsoft Teams, is there a telephony system in place requiring support from this RFP? If yes, please describe.

    ANSWER: This is done through Teams and is managed by Oregon Tech, no management of phone systems needed by MSP.

21. **QUESTION:** Other than the software and hardware listed in the Project Background and Scope of Work, are there any additional critical applications MSP would be expected to provide significant support of (E.g., ERP)?

    ANSWER: Only assistance of machine software installation used for R&D Projects, working with end user(s) on a ticket-by-ticket basis to help with the installation. All other administrative systems are run and supported by host, Oregon Tech. There is no ERP for MSP to manage.

22. **QUESTION:** Does the College have any active support contracts for any IT technologies (E.g., ERP, Fortinet)?

    ANSWER: We have annual support contract for our Fortinet Firewall. We also have an annual maintenance contract with SolutionzInc, the provider of our large conference room (boardroom) AV system.

<div align="center">End of Response to Clarifying Questions I</div>