Q&A 2022-24 IT Support Services

1. Is this an onsite support contract or managed services?
   a. If managed services (non-dedicated staff) are acceptable what are the appropriate response times?

   ONSITE SUPPORT. Remote support tools can be utilized while working from within the county. No daily offsite managed service in place of onsite, dedicated technicians.

2. Are the onsite support technicians allowed to support other organizations besides Franklin County during normal business hours?

   NO, Onsite assigned staff will only work in support of Franklin County.

3. Is travel between county locations included in this RFP or are costs to be expensed?

   No. Travel between locations within the county are to be covered within this contract. No expensing of miles/fuel/vehicle for traveling from Government Center to other locations.

4. Are there in-house custom applications that will require a programmer\developer and\or DBA to maintain, patch, enhance, and develop further?

   YES. Page 4 – 5 line item 9.

5. Is there an opportunity to take a tour of Franklin County Facilities before the deadline to submit a response?

   NO. The Health Department, Judicial Court, Municipal Court, Child Support, EMA/911, Sheriff's Department, and Jail require full background checks to access locations in the facilities that house technology required for support.

6. What is the current operating system and patch status of all servers? including:
   a. Nine Host servers,
   b. 3 physical domain controllers,
   c. three backup servers,
   d. two standalone web servers,
   e. 27 virtual machines (servers or otherwise).

   The county is a Microsoft environment. Page 5 point 9 i in RFP.

7. What is the current backup solution? Please provide details on this solution including:
   a. Solution/software used,
   b. backup frequency,
   c. cloud solution (if utilized, please specify if not),
   d. retention policies,
   e. validation procedures,
   f. last good backup of all protected devices

   A variety of backup mechanisms are utilized. Commission Order 2021-418 *(See attached)* defines third party backup vendor. Please reference for specifics.

8. What is the current lifecycle management solution and policy? And can you please provide a detailed Asset list (managed devices, mobile device management)

Each department and/or elected official manages the lifecycle of devices with recommendations from IT Staff. The RFP describes in broad terms the total number devices within the county requiring support. This can change daily due to the staffing needs of the county.

9. What is OS versions of all desktops\laptops? i.e. Windows 7, 8.1, 10, or 11

Defined in RFP page 4 - 5 item 9 i.

10. What is the current Patch management solution and schedule for workstations and servers?
    a. Are success/failures automatically alerted and tickets created?
    b. What is the current percentage of fully patched devices?
    c. Are Third-party software suites patched regularly?

Routine maintenance of workstation(s) and server(s) is performed. The schedule varies based on Departmental needs.

11. Please provide a detailed network map, including:
    a. DHCP Servers
    b. DNS Servers
    c. ISP Information
    d. Subnet information

For security purposes a detailed network map cannot be provide for public consumption. Yes, there are DHCP servers, DNS servers, static IP addressing (internal and external) within the counties Enterprise Network. Several subnets area in use.

12. What is the manufacturer, model number, and the installed firmware versions of all managed switches?

For security purposes specific model numbers and specific firmware cannot be provided for public consumption. Please reference Commission Order 2021-541 *(See attached)* for specifics on the prevalent model(s).

13. What is the manufacturer, model number, and the installed firmware versions of all managed access points?

Sonic Point Access Points models N2 and 432i.

14. What devices perform WAN routing?
    a. Are these configured for dynamic, static, and/or redundant routes?
    b. What routing protocols are used?

WAN endpoint information cannot be provided for security purposes. WAN routing requires static routes.

15. What custom in-house applications are in use? Please include the full list of 23 applications and the following details:
    a. What departments utilize them,
    b. How often they are used,
    c. General use case of each application,
    d. Where each is hosted,
    e. The development language,
    f. Versioning documentation practices,
    g. Current stable version,
        i. Beta or development versions,
    h. The number of dedicated developers for each application.

    For security purposes specifics cannot be provided on custom in house applications. Skills required for these applications are defined on page 4 – 5 point 9 i of the RFP.

16. What software is used in each department. Please include the following details:
    a. Local hosted or cloud   This is a combination
        i. If hosted locally, which servers are dedicated to the software/application
    b. Software versions
    c. Use-case of each software

    Please reference commission order 2021-22*(see attached)*, 2021-25*(see attached)*, and several department specific applications. Departmentally due to security this cannot be published for public consumption.

17. What email service does the county utilize? Local exchange, hosted email, hosted exchange, Microsoft 365, Google Gsuite?

    Hosted email. No Google, MS 365, or Exchange.

18. What hosted VoIP solution is utilized for offices? How many numbers, lines, physical phones, and automated attendants are configured on this system?
    a. Is regular patching documented for this PBX?

    This is referenced on page 7 of the RFP. Appropriate VLAN's need to be maintained for this infrastructure within the County's Distributed network.

19. Did Franklin County participate in the Cyber Security assessment paid for by the Missouri Secretary of State's office in 2020?
    a. If so, what was the result of that assessment? Please provide the report.

    Yes, the details of this report are not available for public consumption. The county followed all recommendations from the State assessment.

20. Are any security automation and controls used currently? If there are not any, please explain the current security practices in place.

> As stated the question asks if a sole automation of security is performed. No not fully automated, all security is managed daily within the county.

21. How many users are remote users and/or have the ability to work remotely?
    a. Are these users required to use Multi-Factor Authentication to gain remote access to the County infrastructure?
    b. What remote access solution is in place?

> Specifics on number of users accessing resources remotely cannot be provided BUT several departments have the ability to grant remote access. This is all managed through a variety of VPN's.