



**2022 Request for Qualifications (RFQ) for
Managed IT Services**

QUESTIONS AND ANSWERS

August 15, 2022

Question 1: Do you currently have an MSP? If so, do they do both on-site and remote administration for all 10 sites?

Answer 1: Currently, C2 GPS has a contract established with an MSP. The requested service in this procurement is for the C2 GPS Corporate staff. Currently, C2 GPS does not have corporate offices and works out of the workforce centers in the 10 workforce regions. The MSP has not been required, through the duration of their contract to be on-site, all work has been remote.

Question 2: What applications will need to be managed?

Answer 2: Microsoft Office Products and Sharepoint.

Question 3: For what circumstances will an on-site visit be required? In the past year, how often has an on-site visit been needed?

Answer 3: There have been no on-site visits required in the past.

Question 4: Will procurement of devices/software be needed?

Answer 4: No, the selected vendor will not have to do procurement but may be asked to provide consultation.

Question 5: - Can you clarify Third Party Escalation Support? Does this mean support for third party applications?

Answer 5: An example would be a data breach where we would expect the selected vendor to work with other third-party vendors to resolve the breach.

Question 6: What types of hardware will need to be supported?

Answer 6: P.C. and Apple Laptops

Question 7: Do you already have a Backup/Restore system implemented?

Answer 7: No