ADDENDUM #003

Date: 12/07/20

Solicitation Number: RFI-EC-ITMSPO

Solicitation Title: Information Technology Managed Services Outsourcing

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Please be advised that the changes below are applicable to the original specifications of the above referenced solicitation.

This Addendum includes the following information:

Final answers to written questions.

A summary of questions received are listed below. Answers are indicated in blue text.

1. End User / Desktop Service & Support
   a. What are the majority of issues you currently handle or would like to handle through a self-service portal? Currently we only utilize a self-service portal for password resets.
   b. Can you provide a list/report of the last 12 months of tickets by type, sub-type, etc.? Not Available/Not Applicable. Monthly support requests vary and intent of RFI is to determine how *Best of Class* providers would be able to dynamically adjust to meet the varied service & support needs of our organization and that are common to most.
   c. How many new users did you process in the last 12 months? Definition of "*process*" is unclear; however we typically see 100% turnover in some of our supported roles and thus we support creation or processing of approximately 600 users/annually.
   d. How many users had to be removed from the environment in the last 12 months? Approximately 500 - 600
   e. Do you currently have a lifecycle plan for replacing/updating workstations? Best effort is made to refresh on a 20-25% refresh rate/annually, however that is limited by budget, and varies by program model and/or funder.
   f. What percentage of your devices are out of warranty? Approximately 20%
   g. Do you have a laptop/desktop standard defined for end user hardware? If so, what is it. Yes, we are partnered with Dell and have defined standard laptop, desktop and 2-in-1 hardware platform. All platforms are business, non-consumer, based, where applicable.
2. End user Device Break-fix
   a. What manufacturer hardware is currently being repaired? Dell
   b. Are there existing guidelines defining when to repair and when to replace? Yes – all assets have a 4-year ProSupport Plus warranty. If asset is out of warranty, then repair or replace is dictated based on age of asset and cost of repair.
   c. Does the current process for break-fix have stock of certain items that are frequently replaced? Yes, when budget and/or funder permits.

d. You reference an existing 'PC Vendor-Partner', who is that partner and what interactions occur between that partner and the existing partner? Dell. Current IT MSP is the vendor relation manager for all IT vendor relationships.

e. Will the provider for this scope be required to store hardware on behalf of Eckerd Connects? If so, can you provide how much inventory this currently reflects (types of devices and quantities). Yes, specific quantity is unknown however Depot will need to accommodate several hundred assets minimally, plus dispositioned assets until they can be properly disposed of.

f. How may end user device break-fix incidents occurred over the last 12 months? How many resulted in a fix? Unknown at this time

3. End User PC Imaging
   a. What solution are you using for remote imaging today? We do not currently we have a remote imaging solution in place.

4. Physical and Virtual Server Infrastructure
   a. How many servers do you have and what OS are they running? 100+, OS varies from 2008 to 2016.
   b. How many physical and virtual servers do you have? 100+, combination of physical and virtual.
   c. Are you servers in on premise or in the cloud? If cloud, which cloud service? On-prem at some remote program locations, on-prem in our CoLo and Azure.

5. Technology Asset & Inventory
   a. Can you provide examples of all of the requirements of the multiple funder report formats? All reports are not readily available, but reporting consists of minimally the fields on the Sample Report provided with this Amendment.

6. Cloud Database (DB) Solution Management
   a. What cloud-based services is currently hosting your databases? Azure
   b. Are you looking for someone to maintain the data in these or just the health of the database? Health, backup and maintenance of the DBs

7. End User Application Support
   a. Can we get a list of the applications which are used in your environment which you would require support for? Minimally, OKTA, WebEx, MS Teams, SharePoint, O365, and numerous custom and state mandated systems.
   b. What type of support is being requested for these applications? Access issues? Application functionality issues? Varies depending on the application. Funder provided and mandated solutions are typically supported by the funder.

8. 8. Data Management to include Backup, Archival & Storage Management
   a. What backup and storage solutions are in use today? Multiple, Dell Data Domain, Veeam, Avamar

9. Vendor Management
   a. What vendors would you need managed? All other IT MSP's.

10. Technology Procurement
    a. What are your major technology vendors? Dell, Microsoft, Cisco, FortiGate, FortiNet
    b. Can you outline the Statutory and Contractual requirements for this and all aspects of the RFI? Not at this time.

11. Disaster Recovery (DR) and Business Continuity (BC)
    a. Do you have a current DR/BC policy? If so, can we review it? Not required for RFI response/participation.
    b. How often do you test your BC plan? Is there a desire to test it a certain number of times per year? Quarterly
    c. When you do your BC exercise, it is a full or partial test? Partial
12. Operational Readiness responsibilities
    a. Do you currently have a dedicated resource from your provider to manage your support and ensure success? A single person in charge of this contract from the existing provider? No
    b. You reference 'pivot, dynamic and fluid' in this section? Is IT the 'last to find out' on organization changes and frequently behind the desired organizational timeline? Not typically, however when we do find out, it may be very "last minute" or short notice.
13. Other
    a. If any, what are the current challenges you are experiencing in the current delivery model? Numerous and they can be *determined* by the information we are seeking in response to the RFI.
    b. With regards to the existing services being provided within this RFI, would Eckerd Connect leadership believe that this function/delivery model is proactive or reactive in the following categories:
        i. Managing incidents? Reactive
        ii. Managing problems? Reactive
        iii. Handling strategic projects? Both
        iv. Leveraging new technologies? Reactive
        v. Making recommendations to leadership on ideas to improve operations? Reactive to CIO inquiry
    c. How many people currently provide the support that is outlined in this RFP? Unknown, two (2) dedicated and then a "dynamic" Service Desk; best guess would be approximately eight (8) at any given time.
    d. Are there regular meetings? Conferences? Gatherings? Of the Eckerd Connects technology leadership and the existing vendors in use to understand alignment on priorities, resolve cross functional issues, etc.? Yes, weekly standing and cadence calls, QBR's, Annual budget meetings.
    e. IT is referenced that there are 170+ locations and 4 different delivery models; are these locations similar from an infrastructure perspective? Does Eckerd Connects have the ability dictate what the infrastructure will be? When and where we manage the infrastructure, we standardize to the extent practical across all programs.
    f. Can we get a list of all 'Partner-Vendors' and what their respective areas are? Can you provide an understanding of how the 'Partner-Vendors' currently interact with one another? We currently have a VoIP Partner, Network MSP, IT MSP, MDM MSP, Dell, and several data providers. Intent is the primary IT MSP will be responsible for vendor management; it is expected that all partners work together to provide the highest quality service to Eckerd Connects.

g. From your perspective, is the Eckerd Connect IT delivery model efficient or do you believe with some investment in time/tools/thought leadership the model could be greatly streamlined? Improvement can be made to the current model.

h. Are there certain KPI's that you manage vendors with? What are the KPI's that would be used to manage the scope of this RFI? Minimally, Industry Standard IT Service, Support and Uptime Related SLA's, CSAT

i. When cross functional and/or vendor projects exist, is there a centralized project manager? Who does this person report to or what 'Partner-Vendor' is responsible for supplying this? Partner who is responsible for the project is responsible for PM.

j. Is there a current list of existing projects or future technology roadmap that has been defined and being executed on? Yes

k. Are all infrastructure (outside of some workstations/laptops) items have licenses that are current or properly updated as to maintain the manufacturers support when/if needed? If not, what are the major items that a vendor should be mindful of? Yes, all hardware and software licenses are kept under support agreements.

l. Is there currently any single sign on/access control in place that streamlines user setup? Does Eckerd Connect have documented standards of when a certain type of user is added that they get access to certain technology assets? We have Okta deployed but it is not fully utilized by all staff at this time

m. When new hardware is required does Eckerd Connect 'batch' those requests into a single large purchase and deployment or is hardware replaced on an as needed basis? Both and depends on the funding source and budget.

n. How long have you currently been engaged with a partner that provides the list of services in this RFI? Did the existing provider implement this as a 'big-bang' or a transition over time? Current MSP contract has been in place for 4.5 years. Initial outsourcing took place over a 3-month timeframe.

o. How would you rate the satisfaction of the existing user base? Current CSAT is average.

p. Is it the intention of Eckerd Connects that the provider of this scope of services trains Eckerd Connect team members on technology when onboarding? If needed, however this can be accomplished via *How To* Documents and/or pre-recorded web sessions.

q. Is there existing network documentation that the future provider will be able to leverage? How accurate is it? Yes, it is also accurate and will be made available as part of any subsequent RFP process.

r. There are sometimes instances where an application/software issue affects a large portion of users; this can overload any provider of similar services. Does Eckerd Connect have a standard Mass Outage Policy of steps that can be taken to notify existing users of this outage? Yes

s. Do you have accurate counts of the existing infrastructure currently covered by this RFI? If so, please provide:
   i. Total number of end user devices - approximately 2500
   ii. Total number of physical servers - approximately 40-50
   iii. Total number of virtual servers - approximately 50
   iv. Total number of firewalls - approximately 75
   v. Total number of switches – several hundred

vi.   Total number of routers – approximately 70
vii. Total number of wireless access points – approximately 200-250
viii. Total number of storage devices – approximately 10

Under Goals

- 3: What (if any) endpoint deployment solution (SCCM, MDT, Autopilot, etc.) is currently in use? None currently
- 3.a: How many IT depots exist for re-imaging and re-deploying assets? Currently (1)
- 3.a: How many offices have onsite IT infrastructure to support an imaging solution? Numerous, can support, however currently all imaging is performed at (1) location in Tampa.
- 4.a: What operating systems are in use (windows, mac, ios, android)? Windows and a handful of iOS PC's, Android and IOS mobile devices (phones).

Under Written responses

- 8.a/10.a: What statutory or contractual requirements should we be aware of? Public Records, archival and retention requirements for same, varies by State. Contractual requirements as applicable to State Agency funder requirements in Child Welfare and Juvenile Justice environments.

General Questions

- For users outside of an office, does the current VPN solution allow for pre-login VPN connectivity Yes
- What is the current mix of remote/in office users? 98% of staff and supported entities are mobile and therefore by definition remote users. Currently approximately 95% of all staff work remote at some point throughout the week.
  - Please provide a list of all office and remote locations with estimated employee counts. Not readily available.   All locations are listed on **www.eckerd.org** website.
  - Are machines currently joined to an on prem active directory, workgroup joined, or pure AzureAD joined? Currently on-prem AD
- **End User Device Break-fix**
  - Who buys the spares? Eckerd Connects
  - Who dictates number of spares to be purchased? Eckerd Connects, based on budget, contract and funder
  - List of locations for ascertaining depot costs Previously asked and answered above Approximate number of devices supported at each site Not available
- **End User PC Imaging, Profiling, Configuration and Deployment**
  - Who owns image creation? IT MSP
  - Who owns image maintenance? IT MSP
  - What is the current H/W BOM for end-user devices?

- What is your definition of "zero down time"? Zero impact to Production during extended and normal business hours.
  - Is this the current standard and what is the process being utilized to achieve that? M&S takes place after-hours to minimize downtime to PROD environments.
- **Physical and Virtual Server Infrastructure:**
  - Assuming you're looking for a fully managed solution, is there anything specific that you're looking for from an engineering perspective? All ongoing M&S, including keeping all platforms on current supported OS, patches etc.
- **Azure Database (DB) Management:**
  - Are you looking for optimization of the database or standard database management? Both
- **End User Application Support:**
  - Are their current runbooks in place that can be provided and adopted? Unknown
  - Or is the expectation that those are built by the provider? Yes
- **Disaster Recovery (DR) and Business Continuity (BC):**
  - Does the organization currently conduct failover and run operations from the DR solution on an annual basis? Previously asked and answered above.
  - What is the expectation around frequency of testing Business Continuity? Previously asked and answered above.