Q&A for Eckerd ITN-EC-ITSMMSPO

1. Service Desk: Please provide the average number of inbound contacts per month for each of the following: (Please see below: Data provided is specific to Service Desk for a single month, based on a 6-month running average).
   a. Phone: 1400 inbound, 500 outbound
   b. Email: 450
   c. Web Ticket Submit: <50
   d. Web Chat: NA
   e. Other: 400 (Alerts & Events)

2. Page 4 of ITN: This section mentions Community Based Care (CBC) Child Welfare Programs in Hillsborough, Pinellas, and Pasco Counties (Florida) which need an onsite presence.
   a. Can you please provide the actual site addresses of the facilities which need this onsite presence?
      i. Hillsborough (ECA-C13)
         1. ECA-C13 Lead Agency; 9393 N. Florida Ave., Suite 1100, Tampa, FL
         2. ECA-C13 The Family Place; 9391 N. Florida Ave., Tampa, FL
         3. ECA- C13 Devereux CMO Office; Busch Blvd., Tampa, FL
         4. ECA-C13 GCJFCS Office; 501 Busch Blvd., Tampa, FL
         5. ECA-C13 LSB & EC-CMO Office; 4747 W. Waters Ave., Tampa, FL
      ii. Pasco/Pinellas (ECA-C6)
         1. ECA-C6 Lead Agency; 8550 Ulmerton Rd., Largo, FL
         2. ECA-C6 YFA; 36739 State Road 52, Dade City, FL
         3. ECA-C6 YFA; 7916 Evolutions Way, Trinity, FL
      iii. Clearwater Support Center (CSC); 100 Starcrest Dr., Clearwater, FL
      iv. Odle Support Center; 9937 E. Bell Rd., Scottsdale AZ

   b. What hours of operation and days of the week is the onsite presence needed?
      i. Typically, 8a-5p, M-F, however we require support 24/7/365 when needed.
   c. Is all of this support provided via walkup?
      i. It can be; however it is preferred that the support is provided based on Open Service Requests

3. Can you please provide the average number of Incidents/Requests handled per month by this in-person service? (Please see below: Data provided is for single month, based on a 6-month running average).
   a. A monthly average of 300 Incidents/Requests are handled by the Onsite engineer(s).

4. Page 5 of the ITN, there is a request for both an Electronic Copy (in D and E), but then in section F. Reply Format, it mentions paper. Please confirm that an Electronic response is the desired format.
   a. An electronic response, formatted as detailed in the ITN, Section III.F is required.

5. Pricing: The ITN says "Provide any markup, above supplier quoted pricing, that vendor proposes for procurement support." Please detail what is being suggested as procurement support.
   a. Markup is in reference to vendor added markup above the purchase price for commodity goods and hardware not purchased through an existing Eckerd Connects Contract/Agreement. If you purchase it for us, what % markup do you add to arrive at the price provided to us?

6. Can you please confirm if the Vendor is to provide the ITSM toolset for ticket tracking? If so, please provide what modules would be needed such as, Incident Management, Service Request, Knowledgebase, Asset Management, Change Management, Problem Management, etc.
   a. Yes the vendor is to provide any/all ITSM tools to meet the requirements detailed throughout Section III.H.1-6 in the ITN and minimally Incident/Problem Management, Service Request Tracking & Management, Knowledgebase, Request Fulfillment, MAC Management, Change Management, Asset Management and Configuration Management.

7. Desktop Support: Please provide the average monthly number of the following that are escalated to Desktop Support Team: (Please see below: Data provided is specific to Desktop Support for a single month, based on a 6-month running average).
   a. Incidents per month: 1240
      i. # of Incidents that are escalated: about 25% or 310
   b. Service Request per month: 300
      i. # of Service Requests that are escalated: 0
   c. What percentage of the Service Requests are for iMACs?
      i. <1%. We only support a handful of iOS laptops.

8. Desktop Support: Of the number of Incidents/Requests sent to Desktop Support monthly: (Please see below: Data provided is specific to Desktop Support for a single month, based on a 6-month running average.
   a. What percentage need to be performed onsite at the user's facility?
      i. <2% actually *need* to be.
   b. Please provide a breakdown of the number of Desktop Support Incidents/Service Requests at each site.

        i. This information is not available, however 60-70% of Support Incidents are related to the programs located in the greater Tampa Bay area.

9. Can you please the number of users at each site listed in Attachment A?
    a. Please refer to *Attachment F - Q&A EC FTEs Per Location MAR '21 for the number of Eckerd Connects FTE's per location.*
    b. Please refer to *Attachment G – Q&A non-Eckerd Supported FTEs Per Location MAR '21*

10. Please provide a list of the sites that need dedicated onsite Desktop Support Resources.
    a. Sites that primarily need some level of onsite support consistently are the ECA-C6 and ECA-C13 locations located in the greater Tampa Bay are and as noted on our website, **www.eckerd.org**. Additionally, the Clearwater Support Center also requires onsite support and starting in July 2021 we will need a dedicated onsite resource at a new location in Scottsdale, Arizona.
    Currently there are 3 dedicated Support Engineers who provide onsite support to the Tampa Bay area and CSC sites on a daily, rotating basis. Typically, the CSC is staffed (dedicated resource) Mon-Fri during normal business hours and we would utilize (2) additional resources to support the other Tampa Bay Area locations on a daily, rotating basis. This level of service has been reduced by the current Covid, work remote solutions, in-place across our Enterprise and is currently being facilitated by (2) dedicated Support engineers.

11. Would the Vendor's onsite Desktop Support Resources be required to transport any hardware between sites?
    a. Eckerd Connects has a full-time courier that travels between the CSC, Depot, and all primary locations in the Tampa Bay area, daily. The courier is utilized, when appropriate, to deliver assets to/from the Depot and to/from program/office locations. There are situations that warrant assets being deployed/delivered quicker and thus would require the Vendor to transport hardware between Depot and Customer site.

12. Does Eckerd want the Vendor to provide Dispatch Deskside support for locations without an onsite presence or would all support be remote and via shipping to a centralized depot?
    a. Desktop support is required onsite, when remote support is insufficient to deliver service based on agreed upon SLA's for all Incidents and Service Requests.

13. Does Eckerd have a centralized Depot for the Vendor to utilize or would the Vendor be responsible for providing the depot facility? I assume the Depot will be the responsibility of the vendor?

    a. Eckerd Connects does not currently maintain a centralized Depot; that service is provided by our current MSP. The concept of the IT Depot with respect to this ITN is dependent on your proposed strategy and solution. The goal and our objective are to achieve "zero downtime" for staff. If a physical Depot is required as part of your proposed strategy/ and solution, then it will be the responsibility of the Vendor.

14. Physical and Virtual Server Infrastructure: Please provide full environment details including server types, operating system, function, storage, network devices, etc.

    a. As per *Attachment C – Server Quantities*, provided with the ITN at posting, there are currently **31** Physical and **111** Virtual servers in the Enterprise. Refer to Question #15 below for additional requested information.

15. From RFI Questions / Response: Physical and Virtual Server Infrastructure

    a. How many servers do you have and what OS are they running?

        i. 100+, OS varies from Windows Server 2003 R2, 2008 R2, 2012R2 to 2016. Provide services such as Local F&P, Domain functions, Network Services (DHCP, DNS), network F&P, Printer Management, hosting of requisite internal and network applications and DB's and support of hybrid Exchange deployment with O365.

        ii. Exchange 2016

        iii. MSSQL 2005, 2008, 2008R2, 2012, 2016 & 2017

    b. How many physical and virtual servers do you have?

        i. 100+, combination of physical and virtual. Refer to *Attachment C – Server Quantities* that was provided with the ITN release.

    c. Are you servers in on premise or in the cloud? If cloud, which cloud service?

        i. Servers are dispersed on-prem at some remote program locations, on-prem in our CoLo and Azure.

16. Physical and Virtual Server Infrastructure: Please provide additional details regarding the current Active Directory environment, complexity of GPOs, OU structure, etc.

    a. Current AD consists of a single Domain and (1) child domain. OU structure is primarily configured based on Business Unit\Program\User Accounts. We currently have 72 Active GPO's in-use.

17. Physical and Virtual Server Infrastructure: Please provide additional details regarding the Azure environment including size, authentication, usage patterns, etc.

a. Currently Eckerd Connects utilizes Azure to house a number of MSSQL Db's in support of our Data Warehouse. EckerdCCP PROD Virtual Servers also reside in Azure. Authentication is provided via sync with AD. Usage of the Data Warehouse is limited to primarily our Data and reporting Team. EckerdCCP is accessed and utilized by approximately 450 users. Both the Data Warehouse and EckerdCCp are accessed on a regular and consistent basis.

18. Physical and Virtual Server Infrastructure: Please provide details around what hosting, if any, is required by the bidder, as "Data Center Hosting" is listed in the Weighted Scoring Criteria Matrix. If no hosting is required, please provide insights as to what is being scored for "Data Center Hosting"
    a. As specified in the ITN, Section III.H.2.d, the desire is to replace on premise servers with hosted virtual solutions, as budget permits. The ability to perform migrations in support of this desire and the ability to manage existing hosted solutions will be evaluated.

19. Technology and End-User Asset Procurement, Management and Inventory Management & Reporting: Please describe the process, tools used, and average task times for imaging, profiling, configuration, and deployment.
    a. The current average imaging process is manual and time to complete is 4 hours based upon machine age and OS. All processes are documented to each service request. We are transitioning to Intune which will drastically reduce the provisioning time.

20. Technology and End-User Asset Procurement, Management and Inventory Management & Reporting: Please provide historic workload data regarding incidents, requests, and standard install/move/add/change/deinstall activities.
    a. (Please see below: Data provided is for single month, based on a 6-month running average).
        i. Incidents - refer to Question #7 above.
        ii. Service Requests - refer to Question #7 above.
        iii. MAC's – All Mac's are considered as standard Service Requests as detailed in Question #7 above.
        iv. All other items would be service (break fix) or projects.

21. Technology and End-User Asset Procurement, Management and Inventory Management & Reporting: Within the Procurement subsection, are the bidders expected to be hardware/software resellers, or would we utilize Eckerd Connects' existing relationships? If the latter, with whom do you work today?
    a. Refer to Section III.H.3.b of the ITN. Eckerd Connects seeks a vendor to provide a complete Procurement Process, which will include utilization of existing relationships where applicable and establishment of other relationships, as required to meet Eckerd Connects procurement needs.

> Eckerd Connects currently has an established procurement relationship with Dell, Microsoft, GoDaddy, Azure, Mitel and Okta.

22. Technology and End-User Asset Procurement, Management and Inventory Management & Reporting: What tools are in use today to manage these functions/reporting?

   a. Eckerd Connects and our current IT MSP utilize Multiple RMM and inventory tools. Solutions necessary to meet requirement of Section III.H.3.b of the ITN are at the discretion of the Vendor.

23. Operational Readiness responsibilities: Please provide commentary as to the efficacy of your current DR/BC plans and what your expectations are for how the bidder would provide assistance (e.g. build, refine, manage, etc.). Refer to Section III.H.5.d of the ITN for DR/BC requirements. Eckerd Connects expects the vendor to assist in developing, refining, managing and testing any implemented DR/BC solution. Referenced solution needs to provide BC for Critical LoB applications within (2) business days

24. Operational Readiness responsibilities: Please provide details surrounding your current data backup and archival solutions including process and tools/technology used.

   a. Eckerd Connects utilizes a variety of backup and archival solutions, Veeam, Avamar, Azure Backup, to meet the Daily, Weekly, Monthly, Annual backup strategies in place to support required archival, recovery and retention requirements. Backup solutions reside in our CoLo, Flexential, in Tampa FL.

25. Operational Readiness responsibilities: If bidder is not providing data center hosting, please provide reason for SOC 2 designation.

   a. Eckerd Connects interested in vendors SOC-2 designation status as a relates to vendors internal systems and controls that might pertain to this contract.

26. Performance, Analytics, and Monitoring: What tool is Eckerd Connects using today?

   a. All tools currently utilized are provided as part of the existing services and are owned by the current MSP.

27. Performance, Analytics, and Monitoring: What expectations does Eckerd Connects have with respect to data migration from the current tool set to new?

   a. Eckerd Connects would like to have access to legacy Performance & Analytics data for the prior 12-months as a weekly, monthly, quarterly and annual view for Performance Comparison.

28. Sec 6-A-VI, 6-A-VII: Do you have specific requirements around these? Typically a managed services situation involves a fixed fee per user or device. SLA's and other metrics are tracked to ensure that speed, quality, etc. are achieved. However these reference productivity and efficiency. Can you elaborate on what you want to see here? I'm not sure that seeing a utilization rate of an engineer is helpful but perhaps this is referencing typical speed to resolution by agent or something along those lines. We just want to be clear on the ask for this one.
    a. With respect to *Efficiency*, Eckerd Connects is interested in understanding how vendor measure Help Desk Efficiency as it relates to tickets closed correctly, the first time, CSAT to provide a positive user Experience and full & final resolution.
    b. With respect to *Productivity*, Eckerd Connects is interested in understanding how vendor measure Help Desk Productivity utilizing service *efficiency*, response time, resolution time, and Resolution Accuracy to drive high, positive CSAT Experience and full & final resolution.

29. What is the hardware lifespan for deployed Endpoints and servers? 3 or 5 years?
    a. Typical lifespan of hardware, endpoints & servers is 5-7 years depending on performance and vendor EOL/EOS. Service & Support agreements with hardware provider are maintained for in-use lifecycle

30. Are hardware assets warrantied through the manufacturer or a 3rd party?
    a. Manufacturer

31. Where are the 31 physical servers located?
    a. Majority of servers are located in our CoLo, Flexential, in Tampa FL. Others are located at a handful of remote program locations and the CSC in Clearwater

32. Can you provide a full list of applications we would be responsible for supporting?
    a. This is a list of most common Applications requiring support but is not intended be 100% inclusive of all applications. IE, Chrome and Firefox browsers, Remote Desktop Connection Client, Microsoft Remote Desktop Services, MSSQL, MS Exchange, FTP/SFTP, Active Directory, O365 (All Apps), SharePoint, Cisco WebEx, MS Teams, Zoom, Okta, Industry Standard Utilities, Eckerd CCP (MS Dynamics platform), Funder mandated Child Welfare, Juvenile Justice, and Workforce Development Client Management Systems access, Empyra.

33. Support Ticket Accuracy - Can you comment on the accuracy of your ticket statistics? How many support incidents or requests are acted upon without a corresponding ticket?

a. Our current MSP indicates that all tickets are documented in our IT support systems with 100% accuracy.

34. Process Documentation – Can you provide us with samples of your existing process documentation? Do you have a list of process and policy documents?
    a. Eckerd Connects currently has over 220 process documents that are housed in ITGlue. Key examples are: Common ITIL Based processes aligned to Eckerd's policies, Employee On-boarding; Employee Termination; Password Reset; Key Application KBs & Processes; Support KBs.

35. Ticket Type/ Severity - Do you have any additional information about tickets volumes by type of ticket or severity? (Please see below: Data provided is specific to Service Desk for a single month, based on a 6-month running average).
    a. P1 – 350
    b. P2 – 50
    c. P3 – 1200
    d. P4 – 140

36. Audit Requests - Can you provide examples of typical audit requests that we might be required to support, including asset management audit requests?
    a. Eckerd Connects is required to report to Funders on a quarterly, Semi-annual and annual basis as well as when requested.   Typical Audit requests are related to **Asset Management** (location, user, program, make, model, asset tag, OS, date purchased etc.), **Procurement** (asset serial number matches serial number on invoice for a given asset or assets) and **Asset Disposition** (location, user, program, make, model, asset tag, OS, date purchased etc.). Additionally, Eckerd connects is required to verify and report certain criteria (make, model, purchase date, serial number, asset tag #, encryption status, etc.) for every asset reported as lost or stolen.

37. Staffing - Would you consider allowing the vendor who is selected for this engagement to re-badge some of your staff?
    a. Yes, we have (2) IT Developers on staff that will need to be re-badged to whichever vendor we choose to partner with. All other "IT" staff are employees of our current MSP

38. Response Format - Is it your intent to limit the "Scope of Services" section to 40 pages, or should the entire response be limited to 40 pages?
    a. As indicated in the ITN, limit the written response to the *Scope of Work* to a maximum of 40 pages.

39. Would it be possible to identify the specific application loads running on the servers that will require updating and patching?
    a. All servers across our enterprise environment require regular updating and patching.