

IT SERVICES PROPOSAL QUESTIONS

1. How did you hear about us?

We received suggested service providers from discussions with a member associated with our organization and the IT service industry.

2. To how many companies did you issue the RFP (is the incumbent included)?

We sent the RFP to three vendors and place the RFP on our website. Our current vendor was included.

3. What was the methodology used to select the companies?

See question 1.

4. Will you be looking to transition to Office 365.

Yes we have recently learned that Windows 16 and 19 will no longer be supported by Microsoft and would plan a transition in our budget no later our FY 2027 fiscal year which begins July 1, 2026.

5. Do you currently have multi-factor authentication for remote access?

Yes for managers using remote access.

6. Do you have antivirus Endpoint Detection and Response (EDR) and would you expect it to be provided by the selected vendor?

Yes we have antivirus EDR provided by our current vendor and would expect it to be provided through the selected vendor.

7. Is the plan to keep outlook email supported by Rock Island County and within in the on-premise server?

See question 4. The County is not planning to transition to Office 365. We are likely to seek that service through the selected vendor and with our transition to Office 365.

8. Can you clarify if you are looking for your IT provider to support current network and equipment or to quote the replacement and upgrade of firewalls, switches and wireless access points?

Initially to provide support for the current network and equipment and note upgrades that will be required especially with software that they will managing to provide our support. So if there will be ongoing costs on a monthly/annual basis we would need these to be predictable. However we budget separately for our computers, monitors, etc.

9. What are the fiber/internet speeds and can they be increased?

We are currently at 100 MG fiber but Rock Island County is at 1Gbps at hand off. Between the County and the selected vendor the bottleneck can be determined and addressed to increase speeds.

10. We were unable to locate the Q&A for the RFP as mentioned in the documentation. Could you provide the link to that information please?

<https://bistateonline.org/documents/administration/4991-it-rfp-questions-answers/file>