



**SNYDERVILLE BASIN SPECIAL RECREATION DISTRICT
INFORMATION TECHNOLOGY MANAGED SERVICES RFP
Response to Questions**

Thank you for your interest in the Information Technology Managed Services Request for Proposals.

Below are Snyderville Basin Special Recreation District's ("Basin Recreation" or the "District") responses to questions submitted as of Friday, November 19, 2021. For ease of review, Basin Recreation has repeated the questions as submitted.

Question:

What is the reason behind this RFP? Are there challenges with your current solution? If there are challenges you're trying to solve, what are they? Is there an intention to change vendor? Is the incumbent vendor also invited to the RFP? Are you happy with your current solution, and this simply mandated by the state every so many years?

Answer:

The District has issued this RFP in accordance with *§63G-6a-1204 of the Utah Procurement Code which states that "a contract for supplies or services may be entered into for any period of time, up to five years."* While we won't comment on the performance of our current vendor, the District believes there is always value in soliciting proposals from multiple vendors particularly in the ever-changing world of information technology and cybersecurity to ensure we are utilizing tax dollars in the most responsible manner possible. The incumbent vendor, along with any qualified company, has the option to submit a proposal for this solicitation and all proposals will be scored based on the criteria set forth in the RFP.

Question:

What does your proprietary private cloud consist of? Hosted servers? If so, how many and what functions do they have?

Answer:

The proprietary private cloud consists of virtual machines with Server, Windows, and Linux, an active directory, file server, and VoIP. There are two hosted servers and a virtual Windows 10 machine for each user.

Question:

Is it a requirement to have live support 24/7, or does having a technician on call 24/7 satisfy this requirement?

Answer:

Staff would be satisfied with a technician on call 24/7.

Question:

You mention VDI in this RFP. To what extent are you using VDI, and what is the purpose of those VM's? Are all users leveraging a thin client to simply remote into a designated VDI instance?

Answer:

Users work solely from the cloud VDI, with a thin client to access.

Question:

HAAS – you mention this. Is all your current networking equipment HAAS? Do you own any of your equipment or simply pay a monthly lease price for it? If you do have it all on a lease, is it tied to your current IT provider? Will you be expecting any alternative provider to replace all networking equipment at all of your buildings? Do you wish to continue to use HAAS? If you do wish to continue HAAS is it possible to get a complete list of all current networking equipment that will need to be replaced?

Answer:

All IT infrastructure is leased from the current provider with the exception of printers and office phones, and access points at The Fieldhouse. A new IT provider would be responsible for replacing all of the infrastructure stated above and provide the District with a monthly lease price. Both locations have a firewall, WiFi access points, and PoE switches.

Question:

Are you saying your current provider currently pays for your internet? If so, why? What is the history behind that? It's a very unusual arrangement. Are you expecting any other providers to also pay for your internet? If so, what is the current connection speed, provider, and costs?

Answer:

Currently the District shares its ISP costs with its IT provider. The District wishes to change this set-up and cover its internet costs for both locations with the exception of a secondary ISP connection at its Fieldhouse location which is to be paid by the vendor. This is to ensure that the public facility is equipped with a failover process to guarantee operations are not negatively affected by connection disruption.

Question:

Are you requiring all support requests to route through a single individual on our team?

Answer:

Staff preference would be a dedicated single support representative but would be satisfied with a team of technicians with familiarity of District set-up and operations.

Question:

Will we have access to do an assessment? If so, do you have access to your servers where we could run a scan and gather data on the network to make this process easier? Can we come out and do a site survey to document all equipment currently in place?

Answer:

An initial assessment is limited in scope to current hardware and infrastructure, but does not include servers, internal networks, or software inspections.