- How many "support tickets are opened daily"- in other words help desk tickets?
  - Monthly is between 100-200.
- How many tickets are closed daily?
  - Monthly is between 100-200.
- What is your ticketing system- "Splice"?
  - We use the MSP's ticketing system as we do not have an IT ticketing system.
- Is there a current RMM tool- identifies all your networked devices? Desktops? Servers? Firewall, router, etc.....
  - Our current MSP uses their tool as we do not own one.
- On the Resume of Companies? Owners? Meaning Our CEO/CTO?- Or does every employee need to provide a resume? Not Contractors, correct?
  - Is this #12 under Staffing?-- We're asking for the resume of the people who would be our main point of contact as we may get into decision-making discussions. For example, if there were talks to move away from Exchange to Google, what insight and experience would they provide to the decision-making process?
- Under Baseline Requirements-HIPAA-covered entities must have a business associate agreement (BAA) in place is this required to quote? Please explain the BAA.
  - It's not for the quote. We have PII in our file system and the firm needs to understand what that means for HIPAA compliance.
- If onsite services were needed, we would be able to provide these services through sub-contractors versus full time employees. Would that exclude us from consideration?
  - No. It's put in as more of optional services and if a firm did offer it, what it would be or cost.
- Will <firm> be able to get the current contract pricing, and if so what will I need to complete or is that an area you can direct me to.
  - See linked item: https://legistarweb-production.s3.amazonaws.com/uploads/attachment/pdf/2281102/4._BCHD_BOD_Netrix_IT_Managed_Services_SOW_and_Contract_Approval_Memo_Nov2023.pdf
- Of those 100 tickets opened- how many of them are after hours – meaning after 5pm, and before 9AM?
  - I don't have the metrics on this. I'm going to say a 90%+ during banker hours.
- Of those 150 Users- are there 150 desktops – or just 97- 110 desktops/laptops?- are users sharing devices- mailboxes-shared? Every 365 mailbox= 150 users.
  - Yes. We have maybe 70 full time staff and the rest are rotating volunteers/part timers. We're split across G3 and F3 licenses where the majority F3 are mainly just for mailbox/webapp access.
  - We have ~110 computers and not everyone uses a computer.
- How many 365 licenses are there now- fully assigned?
  - Yes, we license anyone that needs one.
- Can you provide the break down now of your full stack (What is provided to you now MFA, EDR, DNS, MDR, MDM, etc.) Example- your current tools provided.
  - Standard stuff for small business. Specifics are not exposed to the public. Antivirus, firewalls, IDR, MDM, backups, full disk encryption, and etc...
- Since you are currently fully remote now? What is your hourly rate now for an onsite visit? For Example, $175.00 per hour?

- o We get pricing per project and as needed.
- Before the activation of this contract, would the Awarded Vendor be able to assess your current environment? Pre-On-Board notice for new Vendor? Pre-Assessment (For Example An Inspection)
  - o It's possible but there would probably need to be other legal agreements in place to prevent bait-and-switch pricing.
- Is there a current report on your Network now or Audit or Vulscan (Scanning your network) that is available for us to review
  - o This is not public information.
- When was the last time the District performed a "Penetration Test"- Are the results available to view?
  - o This is not public information.
- Under 3.4- Insurance Requirements- Do you need copies when I submit our bid on all policies (named)?
  - o We would like to see proof of your current coverage for now. If selected, we will then require proof that Beach Cities Health District named as additional insured. If you do not have any coverage currently, you should write: "If selected, we will provide <coverage details> with Beach Cities Health District as Additional Insured".