

# Frequently Asked Questions for RFP-AM-2024-002

1. DeepFreeze
  - a. Will PGCMLS have an active support contract with Deep Freeze for the length of this managed services contract? **Yes**
  - b. What level of vendor support will PGCMLS have for DeepFreeze? For example, 8x5xNBD, 24/7, etc.
    - i. **24/7**
2. Firewall Monitoring
  - a. Can you please provide the Make/models and age of the firewalls under scope? **Six Cisco firewalls**
  - b. Can you provide additional monitoring requirements for monitoring?
    - i. **Monitoring is required for firewalls, switches, access points, servers, and server services.**
3. Asset Management & Inventory Reporting -MSP
  - a. What is the required detail level in the reporting and what specific assets do you need reporting on?
  - b. **Reports required:**
    - i. **Active devices on the network**
    - ii. **Patch management reports for servers, laptops, and desktops**
    - iii. **Maintenance reports for laptops and desktops**
    - iv. **Monthly report on open and closed helpdesk tickets**
4. Server infrastructure
  - a. Can you please provide the number of servers and the OS type/versions, hardware age and make/ models? We have standardized on Dell servers. **All are under support and maintenance plans and managed by the PGCMLS IT Department. Sixteen physical and forty-eight virtual.**
5. Workstation/PC/User laptops
  - a. Can you please provide the quantity of workstations and users?
  - b. **PGCMLS has approximately 370 employees across twenty locations.**
    - i. **824 public computers**
    - ii. **318 staff computers**
    - iii. **527 – laptops**
  - c. Can you please provide which workstations are desktops vs laptops? **See the previous question.**

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- d. Can you please provide the OS type/versions, hardware age and make/ models?  
All Windows 10 OS
    - i. Various HP, LENOVO and Dell laptops that are five years old or less.
    - ii. Various Macbooks, iMACs, HP, and Dell desktops that are five years old or less.
  - e. When it comes to PC cleanup, can you provide any more details on what's required?
    - i. Disk cleanup
    - ii. Empty temporary files
    - iii. Clear cache
  - f. Is PGCMCL comfortable with remote engineers and scripted? Yes
6. Wi-Fi Access Points Monitoring
- a. Can you please provide additional detail around the motoring is required?  
Monitoring for access points, controllers, and associated servers for the wireless network. See the addendum which lists all wireless equipment to monitor.
  - b. Can you please provide the quantities and locations of the AP's? 272 APs across twenty locations across the County.
7. Third-Party Application Patching - Staff and Public PCs
- a. Can you please provide a complete list of third party applications that require patching?
    - i. Adobe Acrobat
    - ii. Adobe Reader
    - iii. Chrome
    - iv. Microsoft Edge
    - v. Firefox
    - vi. Microsoft Office

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