

IT NETWORK RFP MEETING QUESTIONS

1/28/2025

1. Will there be a transition period and overlap between the current company and the new company? **Yes, it should be a few months until the new IT vendor can assess everything.**
2. What is the current budget? **Between \$35,000 - \$60,000.**
3. Is the listed budget what you are currently spending or the proposed budget for this contract? **It is what we are currently spending.**
4. Is there a secondary budget? **Not at this time.**
5. Is everything listed in the equipment list what you currently have or what you will need to get? **It is what we currently have.**
6. Would the vendor oversee ordering and installing new equipment and hardware? **Yes.**
7. Is there anything that the current vendor is falling short on that you wish to upgrade? **Reporting.**
8. Are you in charge of all funding or will you be getting grants to help fund any IT service? **Yes.**
9. Does the budget include hardware or just IT services? **Just IT services.**
10. If there is an outage, what is the ideal response time? **Routine outage – Same Day; Complete failure – 2 Hours.**
11. Regarding the physical infrastructure, what are the total gigs and when was the last time you had a refresh of the systems? **Total Gigs – 50MB at the terminal; 50MB at the General Aviation Building.**
12. Confirming that you all have just one network with two domains. **Yes.**
13. What is the average number of requests and tickets per month to the help desk? **~25 tickets per month.**
14. How large is the current help desk? **Current Vendor has 3-6 techs manning their help desk.**
15. Is the network shared with any other entity at the airport? **No.**
16. Are mobile devices provided by the airport? If so, are they under the IT service? **They are provided by the airport, but they are not under the IT service.**
17. Do you have any current IT support staff? **No.**
18. Are you going to require anyone to be on-site at all times? **No.**
19. Has the current IT vendor had anyone on site for a long period of time outside of an issue? **No.**
20. Are most requests/tickets funneled through one person at the airport or does everyone call with their own questions/problems? **Each person calls with their own questions/problems.**
21. Is anyone on your team a tech expert? **No.**
22. Why are you putting out bids for a new IT service? **Our current contract is up at the end of this month.**
23. Is PIN testing annual or how often are you all doing it? **PIN testing is performed annually.**
24. Are there any major products that you all are working on regarding IT? **No.**
25. Are you all looking to do any construction, infrastructure, or upgrades to your IT system? **In the near future (6 months to a year).**
26. Are there any critical applications that need to stay on-site or can everything be on the cloud? **No.**

27. How many employees use their computers every day versus the number of employees that just check their email a couple of times a week? ~20-25 employees.
28. Is everything on the premise cloud or domain? Hybrid.
29. Is the current IT vendor able to bid? Yes.
30. Is the airport subject to any audits or have you had any done? We do a yearly audit with a third-party company.
31. Are there any old servers that run applications that cannot be updated, so they would have to be maintained? No.
32. Is there a ceiling on bids? No.
33. Do you require any certifications or requirements? No.
34. Are your cameras on the network? No.
35. Do you all have an internal phone system, and would the vendor oversee that? Yes, and Yes.
36. Since this is a mandatory meeting, for those of us that join on zoom, are we already registered or do we need to register again somehow? You are already registered.
37. Are you keeping a record of who attended the meeting? Yes.
38. If we are planning on using subcontractors/partner, can we use their past performance within the response? Yes.
39. Are there any requirements to provide connections to airlines? No.
40. When can we expect responses to the questions that were submitted? Questions are due by Friday, January 31st, so I hope to have the answers to all questions by Tuesday or Wednesday.
41. The systems or resources being migrated and secured that the vendors will manage will they process or store any card holder data? No.
42. Is the intent to have all current infrastructure and tech stack remain? Yes.
43. When will we have the attendee list? We will not provide this list as of now.
44. So, the requirement to be PCI compliant, is that an absolute requirement since the systems being managed or secured don't handle any card holder data? Or is it just nice to have the item? No, just nice to have support if needed.
45. Do you own the tech stack or the current provider? Current Vendor owns tech stack.
46. Are there penalties for not meeting SLAs? Penalties would be discussed with the winning bidder.

Below is an inventory listing:

6 Servers (5- 2012 Model 1- 2008 Model)
3-6 Laptop Computers (varying Makes and Models)
19-21 Desktop Computers (varying Makes and Models)
2 SonicWall Firewalls
Wireless – Grandstream
Email – Microsoft 365 Tenant for Email and office applications
Internet – Fiber with local internet provider Coax
PBX Phone System
Cyber Security – Anti Virus, Malware Protection, Advanced Phishing Protection,
Ransomware Protection, Managed MDR, Spam Filter, DNS Filtering, Dark Web Monitoring,

Cyber Awareness Training Platform, Security Operations Center for E-mail Monitoring,
Secure Remote Access, Remote Monitoring – Patch Management
Backup – Cloud back up with Data Center BCDR; SAAS back up O365
Switches – Cisco & Grandstream