

CareerSource Pasco Hernando – 2024 IT Services RFP Scope Questions

Page #	Section	Item	Question	Answer
6	Part IV: A-C	SCOPE OF WORK: Please confirm additional quantity details.	<b>What is the specific breakdown of the 300 nodes?</b> # of Full Technology Employee Users - # of Employee User Machines(desktops/laptops)- # of Servers( <b>20</b> ) (Physical) – (Virtual)- # of Networking Devices-(FW- <b>3</b> , Switch- , Access Pts- ) # of Lab/Kiosk machines- # of Printers- Name Backup solution in place?	~ <b>100</b> Employees and Partner ~ <b>38</b> Public Use in centers ~ <b>12</b> Public in the Mobile One Stop ~ <b>24</b> Lab use computers ~ <b>30</b> Testing Laptops ~ <b>14</b> Virtual Servers ~ <b>6</b> Physical Servers <b>6</b> Kiosks, <b>7</b> Access Points ~ <b>10</b> Printers <b>4</b> routers, ~ <b>8</b> Switches, <b>3</b> DVR, <b>6</b> Smart TVs. <b>Barracuda Backup. On-prem cloud hybrid and cloud to cloud.</b>
7	Part IV: D & G	SCOPE OF WORK: Other important procedures include daily data backup to comply with CSPHs’ policies for data retention, email archiving (each email internal and external must be logged and available for exportation via the State of Florida Sunshine Law), virus protection, spam protection, malware protection, and	<b>Can you please share your (CSPH) policies for data retention, email archiving, virus protection, spam protection, malware protection, and website monitoring and blocking?</b>  <b>Do any of the security products go away with the outgoing service provider?</b> <b>Antivirus/EDR-</b> <b>Backup Solution-</b> <b>Email Data Protection-</b> <b>Other-</b>	All emails are archived and kept 10 Years +. Spam protection is facilitated through Barracuda cloud-based SPAM Filtering.  Backup Retention: Keep All Revisions: 2 days Keep Daily Revisions: 5 days Keep Weekly Revisions: 1 month Keep Monthly Revisions: 6 months Keep Yearly Revisions: 3 years  Symantec Endpoint and Malware Bytes (Threatdown) on endpoints.  Specific website blocking is Ad-Hoc using Sonicwall.  Nothing leaves with current provider

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		website monitoring and blocking.		
8	Part IV: I	SCOPE OF WORK: The provider will be responsible for managing and maintaining firewall security along with intrusion detection, virus protection, and vulnerabilities.	<p><b>Do you have an Intrusion Detection and Vulnerability Management product in place today?</b></p> <p><b>If so what products are implemented?</b></p> <p><b>If Not can we assume you would like us to provide these security management products?</b></p>	<p>No</p> <p>Possibly, after successful contract award with additional bid.</p>
8	Part IV: I	The provider will be responsible for managing and maintaining firewall security along with intrusion detection, virus protection, and vulnerabilities.	<p><b>Do you have an Intrusion Detection and Vulnerability Management product in place today?</b></p> <p><b>If so what products are implemented?</b></p> <p><b>If Not can we assume you would like us to provide these security management products?</b></p>	<p><b>Duplicate of Above</b></p>