

**INFORMATION TECHNOLOGY (IT) SERVICES  
REQUEST FOR PROPOSALS  
QUESTIONS**

*as of 04/21/2023*

**Q:** In the Request for Proposals document, remote support is mentioned. Is this during working hours Eastern Time Zone?

**A:** Yes, the expectation is that most, if not all, work would be completed during working hours, Eastern Standard Time.

**Q:** What is the contract period requested?

**A:** Proposers may submit proposals based upon one-, two-, and/or three-year contracts and provide pricing accordingly.

**Q:** There does not appear to be an actual server listed on the inventory. Are you using a workstation as a server to host TRIO? Or does TRIO host this in their cloud for you?

**A:** We contract with TRIO to provide us cloud-based service

**Q:** Do you have any other critical business applications besides TRIO? (Vision, QuickBooks as examples)

**A:** We have QuickBooks on one device that is used to manage our accounting of one separate fund.

**Q:** What is the current backup solution being used, and how much data is backed up in gigabytes (GB)?

**A:** Presently, there is very little in the way of backup solutions. For the most essential data, flash drives are used.

**Q:** What is the current firewall make and model?

**A:** Sophos XG 115.

**Q:** What is your internet type (cable, fiber, DSL) and speed?

**A:** We currently have TDS-provided MIP virtual data connection 100M.

**Q:** Do you have people working remote?

**A:** In the past, we have not, but we would like to be able to offer this as an option for a limited number of employees.