



## OFFICE OF PUBLIC ACCOUNTABILITY

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August 28, 2024

To: Interested Offerors

Re.: Responses to Written Questions  
OPA-RFP-24-006 IT Support Services

Hafa Adai! The Office of Public Accountability (OPA) is in receipt of written questions submitted by Quantum Technology Group and Dimension Systems on August 23, 2024. The OPA's responses are noted below.

1. Are the servers referenced in the RFP configured as bare metal, VMware, Hyper-V, or other?

**OPA Response:** Our main server, procured in 2022, is configured as using Hyper-V. The other two servers both configured as bare metal. One serves as an active directory server, while the third functions as a backup server.

2. What brand and model are the server and network equipment referenced in the RFP?

**OPA Response:** The 2022 (main) server is a Hewlett-Packard Enterprise (HPE) ProLiant Microserver Gen10 Plus. Our active directory server is a Dell PowerEdge, while the backup server is a Lenovo ThinkServer. The network is supported by a Netgear ProSafe GS752TP switch with power over Ethernet (POE) capability. Our internet services are currently provided by IT&E, which may be subject to change every fiscal year.

3. What software and hardware are used to provide security, firewall, access control, and compliance on the OPA LAN?

**OPA Response:** Our main security line is centered on a SonicWall firewall appliance, configured with different access rules, including SSL-VPN. Additionally, we utilize SonicWall Net Extender for secure VPN access to network resources. Our current IT support provider manually monitors the firewall logs.

4. What software and hardware are used for backup and recovery infrastructure?

**OPA Response:** Hardware-wise, we use a QNAP TR-004U for backup storage recovery, and is coupled with the backup server, the Lenovo ThinkServer. For software, we utilize Windows Server Backup as well as VEEAM Backup and Replication.

5. Is there a current plan to address EOL (End of Life) for Server 2019 / Windows 10 / Office 2016?



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**OPA Response:** Yes. We are currently in the process of upgrading our current equipment to Windows 11, with plans in place for potential software upgrades for Microsoft Office and Server 2019.

6. What type of licensing is used for Microsoft products referenced in the RFP (stand-alone, MS VLC, other)?

**OPA Response:** The licensing for our Microsoft products is stand-alone. They were either one-time purchases, or included with the hardware.

7. What type of licensing is used for TeamMate+, Adobe, and Intuit products referenced in the RFP (stand-alone, subscription, other)?

**OPA Response:** The licensing for our Adobe products are stand-alone. TeamMate+ and Intuit are subscription-based.

8. Is there a current plan to use cloud offerings for any software referenced in the RFP?

**OPA Response:** The only cloud offerings we utilize are via Google Workspace for our emails. Other than Google Workspace, all our other systems run on-premise. We do not have any immediate plans for any cloud migration.

9. Are email and website maintenance and support outside of the scope of this RFP?

**OPA Response:** Yes, they are outside the scope of the RFP. Support services related to the email transition are included in the scope of services. However, email maintenance and support is managed in-house, and website maintenance and support is managed by our Website and Mobile Application services provider.

10. What type, brand, and model of telephone/communication devices require support (VOIP, Key System, Cell, Other)?

**OPA Response:** Our office has each room/desk equipped with a Yealink IP telephone device and utilizes 3CX communication software (VOIP). We have a third-party provider managing our VOIP system. The IT support provider will continue to assist with any modifications and/or setup in regards to the server as needed to maintain the telephone system.

11. Are additional hardware and software to be provided via separate purchase order or do these need to be included in our proposal for acquisition, support and maintenance?

**OPA Response:** The OPA may procure, or the IT support provider may procure, with approval from the OPA, additional hardware and software required for the maintenance and/or needs of the office.



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12. Does OPA currently have any targeted cyber security or other compliance standards or frameworks (PCI, HIPAA, CMMC, NIST CSF, Other)?

**OPA Response:** No, we do not have any targeted cyber security or other compliance standards or frameworks at this time.

13. Will the OPA staff's primary responsibility be IT support, maintenance, and system administration?

**OPA Response:** The IT support provider will hold the main responsibility of IT support, maintenance, and system administration throughout the contract period. The OPA staff will need to be trained by the IT support provider to handle any conditions that arise, enabling them to be self-sufficient in supporting hardware and addressing issues.

14. Do designated OPA staff currently have technical / IT support qualifications?

**OPA Response:** The OPA has a designated IT committee; however, the OPA staff does not have technical / IT support qualifications and/or certificates.

15. How is email currently configured for OPA (M365, On-Prem Exchange, Other)?

**OPA Response:** We are currently using Gmail, under the Google Workspace Business Starter plan.

16. How many mailboxes, and what is the average size of mailboxes slated for transition?

**OPA Response:** We utilize 22 licenses/users at \$7.20 USD per user, which allows us 30 GBs of storage per user shared across Google applications.

17. Could you please confirm whether the Office of the Public Accountability will provide the necessary hardware for quarterly backup testing and system restoration?

**OPA Response:** The OPA's current server capability should have the capacity to conduct quarterly backup testing and system restoration. If additional hardware is needed, due to unforeseen circumstances, the OPA will procure or the IT support provider may procure it, with approval from the OPA, to ensure the server's capability for these tasks.

18. We seek clarification on the specific types of training the Office of Public Accountability anticipates will be required throughout the terms of this RFP.

**OPA Response:** The Office of Public Accountability (OPA) anticipates that the training required throughout the terms of this RFP will include, but may not be limited to, the following:



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1. **System Operation and Maintenance:** Training for OPA staff on the operation and maintenance of IT systems, including server management, backup procedures, and system restoration processes.
2. **Hardware Management:** Instruction on the proper use and troubleshooting of hardware, including equipment, servers, and backup storage devices.
3. **Security Practices:** Basic training on cybersecurity practices relevant to maintaining the security of IT systems and data.

The exact scope and schedule of the training will be determined based on the needs identified during the contract period and in consultation with the IT support provider.

19. To effectively address this requirement, could you please provide the following details:
- a. Current email provider
  - b. Potential new email provider
  - c. Number of email accounts to be transferred to the new provider
  - d. Mailbox sizes per user and total number of users

**OPA Response:** Our current email provider is Google. We currently have no plans to switch over, however, it may be a possibility. As of August 28, 2024, we currently have 22 licenses/users. Our mailbox size is 30 GBs per user shared between Google applications. We are under the Google Workspace Business Starter plan, which currently charges us \$7.20 USD per user.

20. Please confirm if the Office of the Public Accountability is referring to TeamMate+ software for this requirement.

**OPA Response:** Yes, this is referring to TeamMate+. Our TeamMate+ software has occasional updates and may require communication with Wolters Kluwer regarding any changes or major software upgrades.

This response does not revise any part of the Request for Proposals. The deadline for proposals remains at **no later than 3:00 p.m. Chamorro Standard Time, on Friday, September 6, 2024.**

*Senseramente,*

Benjamin J.F. Cruz

Public Auditor