

# Attachment B

## RFP Response Form: Questions

Please provide the following information about your company with short, concise answers, using "NA" for Not Applicable if appropriate. Respond directly in the table provided.

<b>1.0 General</b>	
<b>1.1</b>	<b>Q. What are the general types of organizations your clients represent?</b> A.
<b>1.2</b>	<b>Q. Why do you believe that you are a good fit with our organization?</b> A.
<b>1.3</b>	<b>Q. Do you conduct quarterly or semi-annual business reviews with your clients and what is the nature of those meetings?</b> A.
<b>1.4</b>	<b>Q. How do you typically work with IT Management at clients who have staff members and ones that don't?</b> A.
<b>1.5</b>	<b>Q. What do you feel your overall strengths and differentiators are?</b> A.
<b>1.6</b>	<b>Q. Do you serve clients with 24x7 requirements?</b> A.
<b>1.7</b>	<b>Q. What services do you offer besides the core services of a Managed Service Provider?</b> A.
<b>1.8</b>	<b>Q. What type of staff training or resources do you offer either during onboarding or ongoing?</b> A.
<b>1.9</b>	<b>Q. What type of expertise can you provide in key technology areas with a proactive CTO vision?</b> A.
<b>1.10</b>	<b>Q. What is your approach to transitioning office-based organizations to effective remote work?</b> A.
<b>1.11</b>	<b>Q. What is your approach/process for monitoring evolving security threats and ensuring that clients are protected?</b> A.

<b>2.0 Processes</b>	
2.1	<p><b>Q. Do you use in-house or contracted resources for services?</b></p> <p>A.</p>
2.2	<p><b>Q. Describe your process for migrating NEEP to your organization. Detail your onboarding/implementation process and approach if you were selected.</b></p> <p>A.</p>
2.3	<p><b>Q. What NEEP resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?</b></p> <p>A.</p>
2.4	<p><b>Q. Outline the methods by which clients can access you (i.e., online, by phone, etc.).</b></p> <p>A.</p>
2.5	<p><b>Q. Describe the escalation and account management process.</b></p> <p>A.</p>
2.6	<p><b>Q. Where is/are your support center(s) located?</b></p> <p>A.</p>
2.7	<p><b>Q. What processes, drills, or tests do you undergo for industry standards or disaster recovery?</b></p> <p>A.</p>
2.8	<p><b>Q. How do you notify users of maintenance windows or system outages?</b></p> <p>A.</p>
2.9	<p><b>Q. What types of diagrams would you typically create/maintain?</b></p> <p>A.</p>
2.10	<p><b>Q. What is your ability to support the security systems, phone systems, audio/visual systems?</b></p> <p>A.</p>

<b>3.0 Technology</b>	
3.1	<p><b>Q. What types of monitoring agents would you use for end user devices?</b></p> <p>A.</p>
3.2	<p><b>Q. Do you offer managed firewalls or other managed technology?</b></p> <p>A.</p>
3.3	<p><b>Q. Do you offer MDM or other mobile management technology?</b></p> <p>A.</p>

3.4	<b>Q. Do you offer a Security Information and Event Management (SIEM) or other security-based technology?</b>
	A.
3.5	<b>Q. Do you have tools to provide system uptime metrics?</b>
	A.
3.6	<b>Q. What tools do you use for network monitoring?</b>
	A.
3.7	<b>Q. What tools do you use for system monitoring or general health level of end user devices?</b>
	A.
3.8	<b>Q. Do you offer or partner for laptop encryption?</b>
	A.
3.9	<b>Q. If hosting/co-location is an option please describe details of option (i.e., services, vendor partners, etc.).</b>
	A.

<b>4.0 Support</b>	
4.1	<b>Q. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.</b>
	A.
4.2	<b>Q. Please provide details on your standard reporting capabilities.</b>
	A.
4.3	<b>Q. Describe any documentation, support, and training (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from a technical and end user perspective.</b>
	A.
4.4	<b>Q. How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?</b>
	A.
4.5	<b>Q. NEEP's user base varies in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.</b>
	A.

## **5.0 Pricing & Contracts**

<b>5.1</b>	<b>Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.</b>
<b>5.2</b>	<b>Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.</b>

## **6.0 References**

<b>6.1</b>	<b>Please provide as an attachment at least three references for clients with similar operations to the proposed solution. Please include at least two references who are/will be continuing to have employees working remotely. Include contact names, phone numbers, email addresses, and industry.</b>
<b>6.2</b>	<b>Please provide as an attachment a Certificate of Insurance.</b>

Please provide any other information you feel should be considered in our evaluation.