



**LISLE-WOODRIDGE FIRE PROTECTION DISTRICT**

**REQUEST FOR PROPOSAL OF MANAGED SERVICE PROVIDER**

**July 1, 2017**

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LISLE -WOODRIDGE FIRE PROTECTION DISTRICT

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# 1 STATEMENT OF WORK

## 1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply a Managed Service Provider (MSP) to Lisle-Woodridge Fire Protection District. The RFP provides vendors with the relevant organizational, operational, service and performance, system, and architectural requirements of services to be managed, as well as an opportunity to respond to criteria that Lisle-Woodridge Fire Protection District considers significant in the process to award this contract.

## 1.2 Coverage & Participation

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of the Fire District. Lisle-Woodridge Fire Protection District reserves the right to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount. Lisle-Woodridge Fire Protection District further reserves the right to negotiate with any vendor on the basis of their proposal, and to accept or reject any proposal, or modification thereto, in Lisle-Woodridge Fire Protection District's sole and absolute discretion.

## 1.3 Description of Systems

Appendix 1 contains an outline of the reference information about Lisle-Woodridge Fire Protection District IT services. While accurate in its current state, this list is subject to change and will need to be validated prior to full engagement by an MSP.

## 2 GENERAL INFORMATION

### 2.1 Original RFP Document

Lisle-Woodridge Fire Protection District shall retain the RFP, and all related terms and conditions, exhibits, and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

### 2.2 The Enterprise

Lisle-Woodridge Fire Protection District is looking for an Managed Service Provider as a way to better serve the Fire District's non-IP (intellectual property) IT needs, including but not limited to: maintaining server and computer networks; network equipment, cloud solutions, responding to helpdesk requests from internal Lisle-Woodridge Fire Protection District IT; and planning for future growth, security, and resiliency.

Lisle-Woodridge Fire Protection District is required to respond to requirements for documentation and maintenance of many related processes and requirements. These are generally implementations for requirements from the fire service. The winning vendor would be responsible for adhering to and in some cases responding to these requirements and requests.

### 2.3 Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances:

Issuance of RFP	July 3, 2017
Technical Questions/Inquiries Due	July 17, 2017
RFP Closes	July 31, 2017
Complete Initial Evaluation	August 8, 2017
Final Award Notification	August 22, 2017
Commencement of Services	TBD (Begin any initial evaluation testing)
Contract Definition and Acceptance	TBD

# 3 PROPOSAL PREPARATION INSTRUCTIONS

## 3.1 Vendor's Understanding of the RFP

In responding to this RFP, the vendor fully accepts the responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to Lisle-Woodridge Fire Protection District as necessary to gain such understanding. Lisle-Woodridge Fire Protection District reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, Lisle-Woodridge Fire Protection District reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Lisle- Woodridge Fire Protection District . The vendor must enter into a Business Associate Agreement with Lisle-Woodridge Fire Protection District

## 3.2 Good Faith Statement

All information provided by Lisle-Woodridge Fire Protection District in this RFP is offered in good faith. Individual items are subject to change at any time. Lisle-Woodridge Fire Protection District makes no certification that any item is without error. Lisle-Woodridge Fire Protection District is not responsible or liable for any use of the information or for any claims asserted therefrom.

## 3.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by the specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

*Vendors' inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:*

Attn: Fire Chief Keith Krestan  
Lisle-Woodridge Fire Protection District  
1005 School St. Lisle, IL 60532  
kkrestan@lwfd.org

Applicable terms and conditions herein shall govern communications and inquiries between Lisle Woodridge Fire Protection District and vendors as they relate to this RFP.

**Informal Communications** shall include, but are not limited to: requests from/to vendors or vendors' representatives in any capacity, to/from any Lisle-Woodridge Fire Protection District employee or representative of any kind or capacity, with the exception of RFP Coordinator Fire Chief Keith Krestan for information, comments, speculation, etc.

Inquiries for clarifications and information that will not require addenda may be submitted verbally to the party named above at any time.

**Formal Communications** shall include, but are not limited to:

- Questions concerning this RFP: Questions must be submitted in writing and be received prior to July 17, 2017 end of day.
- Errors and omissions in this RFP and enhancements: Vendors shall bring to Lisle-Woodridge Fire Protection District any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to Lisle Woodridge Fire Protection District any enhancements that might be in the best interests of Lisle Woodridge Fire Protection District. These recommendations must be submitted in writing and be received prior to July 24, 2017, end of day.

- Inquiries about technical interpretations must be submitted in writing and be received prior to July 24, 2017, end of day.
- Inquiries for clarifications/information that will not require addenda may be submitted verbally to the person named above at any time during this process.
- Verbal and/or written presentations and pre-award negotiations under this RFP.
- Addenda to this RFP.

**Addenda:** Lisle-Woodridge Fire Protection District will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within three business days. Lisle-Woodridge Fire Protection District will respond by email to any request.

Lisle-Woodridge Fire Protection District will not respond to any questions/requests for clarification that require addenda, if received by Lisle-Woodridge Fire Protection District after July 30, 2017, end of day.

### 3.4 Proposal Submission

*Proposals must be emailed directly to or delivered sealed to:*

Attn: Fire Chief Keith Krestan  
 Lisle-Woodridge Fire Protection District  
 1005 School St. Lisle, IL 60532  
 kkrestan@lwfd.org

On or prior to July 31, 2017, end of day.

Lisle-Woodridge Fire Protection District shall not accept proposals received by fax.

Vendors are to submit response in PDF file format or printed if mailing the proposal.. Please submit 2 copies of your proposal.

### 3.5 Sales Presentation and Vendor Site Visit

After the RFP Close date and during the Initial Evaluation period, Lisle-Woodridge Fire Protection District will invite successfully submitted vendors to our facilities to make a sales presentation and to answer questions by the evaluation committee. Lisle-Woodridge Fire Protection District will also schedule an onsite visit to the vendor's primary site during this period.

### 3.6 Method of Award

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, economics and enterprise. The purpose of this RFP is to identify those vendors that have the interest, capability, and financial strength to supply Lisle-Woodridge Fire Protection District with MSP identified in the Scope of Work.

*Evaluation Criteria:*

1. Capability of vendor to meet or exceed requirements set forth in Scope of Work.
2. Expressed interest in working with Lisle Woodridge Fire Protection District and ability of vendor to communicate its vision and capacity for establishing a relationship that addresses current and future needs and trends in the industry.
3. Cost to the Company, affordability of product(s), and support available from the vendor.
4. Financial stability of vendor.
5. Satisfactory responses to the information requested in this RFP.

### 3.7 Selection and Notification

Vendors determined by Lisle-Woodridge Fire Protection District to possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to all vendors via mail and/or confirmed email notifying them if they will move forward to the negotiation stage.

## 4 SCOPE OF WORK, SPECIFICATIONS & REQUIREMENTS

### 4.1 Service Management

#### 1. SLA Management

- If you have an established SLA schedule, provide a copy of your SLA
- Describe the process by which formal SLA for managed services is being established.
- Describe the process by which SLA is being monitored and evaluated.
- Describe the process by which SLA is being reviewed and improved.
- For comparison purposes, what is the SLA, and describe the response for these particular items:
  - Beeping in server room
  - Email server stops working
  - Non-critical, server problem
  - Firewall won't boot
  - Workstation gets a virus
  - Customer desktop won't boot.

#### 2. Service Report

- Indicate the types of service reports that are provided.
- Describe the process by which service reports are being generated and submitted.
- Indicate the types of communication channels that are provided, such as onsite meeting and conference meeting.
- How are metrics used in your organization as tools to improve overall service?

#### 3. Added Service / Equipment process

- Indicate the process you use when added service and/or equipment is required.

#### 4. Network Operations Center (NOC) description

- Describe your NOC center organization as it would apply to this proposal.
  - Include the staffing numbers and hours
  - Describe the level of training and experience that is typical of the first responders
- Describe your ticket management process
  - Describe how tickets are triaged
  - Describe the levels of support provided, and what are the criteria for moving a ticket from one level to the next?
  - Describe all the ways that issues can be raised to the NOC.
  - Describe how tickets received outside of normal hours are handled.
- What is the internal escalation process to Alert the next level when an issue is taking longer than expected (approaching or exceeding SLA when they exist)
- Describe your normal operating hours and available services.
- Describe your process for managing requests received during off-hours, including the triage process employed to know when to deal with issues, when needed, during off-hours.

### 4.2 Service Features

#### 1. Capability of Real-Time Monitoring and Analysis

- Describe the capabilities of your real-time event and log monitoring and analysis.
- Describe the process/factor by which the capability is provided.

## **2. Onsite Incident Response Support**

- Describe your onsite incident response capabilities.
- Describe the process/factor by which the capability is provided.

## **3. Services Support Multiple Vendors' Products**

- Indicate whether your service supports all items described in section 4.5 (Existing Services Requirements) with corresponding services availability.
- Describe the process/factor by which the capability is provided.

## **4. Support structure(s)**

- Provide a guide to the significant roles in the MSP relationship with Lisle Woodridge Fire Protection District; describe the team assigned, indicating roles for technical, account management, and executives, including escalation process.

## **5. 24x7x365, Redundant Data Centers with Disaster Recovery and Global Coverage**

- Indicate whether your organization has redundant data centers with disaster recovery.
- If the answer is "yes," describe the infrastructure/process/factor by which the capability is provided.

## **6. Additive Services and Fees**

- Indicate whether your organization has additional services not requested as part of the required services. If a fee schedule is available, please provide.
- Indicate fee schedule for additional requests or per diem charges for services required after expiry of the contract.

# **4.3 Service Operations**

## **1. Implementation and Configuration**

- Describe the process by which services (as described in section 4.5) will be transitioned, including documentation, project management, roles and responsibilities, training/transition, installation and configuration of applications and data upload.
- Where management services will include solutions integrated to our on-premise solutions, describe the process by which the management solution is deployed. Include any tasks that must be performed on systems or devices already deployed (such as network configuration and third-party solution integration).

## **2. On-Going Operations**

- Describe the process by which the initial configuration of your solution is updated and maintained. Include installations of patches, the update and/or modification of any rules, etc.
- Describe the process by which change requests are initiated, managed, and documented. Include request templates and process charts.
- Do you anticipate that there will be a need for any custom software development required to implement your services?
- If yes, describe the needed development effort(s) and the process by which requests, development, testing, and releases are managed.
- Describe your recommended solution for document retention, implementing legal holds, responding to discovery requests and responding to FOIA requests.

## **3. Auditing and Reporting**

- Describe methods for alerting and reporting on system status and methods of reporting service level agreements. If a real-time view is available through a client interface to monitor SLAs and availability, provide screenshots and describe the process by which the capability is provided.



## 4.4 Service Support

Describe how you work with clients to deliver services and/or solutions.

### 1. Customer Support

- Describe the various levels of direct end user customer service that you provide and the days of the week and times of day that each level is provided.
- What method(s) do end users contact your customer support?
- Please specify all paid support options.

### 2. Customer Engagement style

- Describe how you interact with the client company at various levels and the frequency of these encounters.

### 3. Geographic Support

- Other than your main location, do you have services rendered from other locations? If so, please list location and services that location offers.

## 4.5 Existing Services Requirements

The following is a list of the services and requirements requested through the RFP. Please identify any changes to the existing services required as part of a response. Appendix 1 contains a summary of existing infrastructure and factors that would impact engagement at Lisle-Woodridge Fire Protection District

### 1. Initial inspection of our systems and processes

- Describe the steps that you take during the Initial Inspection of our system and process, including timeline and any disruptions and probes.

### 2. Technology Vendor negotiations

As the MSP for Lisle-Woodridge Fire Protection District the vendor will also be the negotiator for related goods and services.

- Describe your policies and processes for these types of services.
- Describe your process(es) for vetting different product offerings and comparing pricing options.
- How does the vendor interact with Lisle-Woodridge Fire Protection District to assure low cost and budgetary policies are being maintained?
- Can you provide leasing options for capital equipment purchases? If yes, please describe.
- Describe what existing relationships you have that will benefit Lisle-Woodridge Fire Protection District in the procurement of goods and services.

### 3. Network infrastructure support

- Describe the ticketing system and its processes and procedures
- Describe your experience and maintenance plans and services for Microsoft and Linux type servers.
- Describe your experience working with integrations in the Cloud, such as those for DDOS protection, CDN, etc. (Platforms like Office365).
- Describe your capabilities and experience supporting network switches, firewalls and other infrastructure devices.
- Describe your capabilities with remote desktop connection tools
- Describe your desktop support capabilities.
- Describe your printer support capabilities

### 4. Microsoft stack experience

- Describe your company's competency in managing and supporting enterprises that use the Microsoft stack.
- Describe the level of experience that you have with the following Microsoft enterprise applications:
  - Microsoft SQL Server
  - Microsoft IIS

- Microsoft Hyper-V
- Microsoft SharePoint
- Lync/Skype for business
- Microsoft Exchange 2010-2016 (see item 9)
- Microsoft Office 2010-2016

**5. Provisioning of Servers**

Describe your general strategy for the maintenance, provisioning and retirement of fire district servers.

**6. Support capabilities for existing software, hardware, and network equipment.**

Considering the list of items mentioned in Appendix 1, hardware and software, indicate any and all items that would be of concern to your taking on full server support, as well as those that may be handled, but would take out of your normal area of expertise.

**7. Site Monitoring and Alerting Systems**

Describe your strategy/strategies for monitoring and alerting as relates to production, central office servers and network infrastructure. Include a description of the key metrics being monitored and limits.

**8. Anti-Virus/Anti-Malware management**

Describe your recommended Anti-Virus/Anti-Malware solution(s).  
 How do you transition an organization that might have a different solution in place to your preferred system?  
 What are the significant benefits of the solution you are proposing?

**9. Email-related services**

Lisle-Woodridge Fire Protection District uses Exchange 2010 for its email platform.

- Describe your experience using and supporting this platform.
- Describe any backup strategy(s) that you have for this product
- Describe email archiving strategy(s) that you use/recommend
- Describe your experience and recommendations for e-mail encryption
- Describe your position and experience running Exchange 2016 in the cloud rather than a physical server as Lisle Woodridge Fire Protection District currently uses

**10. Business Continuity/Disaster Recovery (BCDR)**

Lisle-Woodridge Fire Protection District has implemented some BCDR, which may need to be reevaluated.

- Describe your recommended BCDR solution.

**11. On-Site support**

Describe how and at what level personnel will be on-site to respond to local issues. Include how issues requiring local intervention are addressed.

Describe if and how support for ancillary systems are handled:

- (a) Facilities alarm service
- (b) Access control fob (currently using shared building wide service) distribution and management
- (c) Security camera maintenance and servicing
- (d) Corporate Server room, heating, AC and UPS management.

**12. Expected Changes**

Identify any expected changes that will be required to be implemented if you are selected as the MSP.

# 5 VENDOR QUALIFICATIONS & REFERENCES

All vendors must provide the following information in order for their proposal to be considered:

## 5.1 Vendor Company Information

Provide a brief outline of the vendor company and services offered, including:

- Full legal name of the company
- Year business was established
- Number of people currently employed
  - How many part-time/how many fulltime?
  - How many people at main location, at client site, and on-call?
- Describe your ability to access credit or other banking relationships
- Describe your insurance coverage (provide certificates as appropriate)
  - Workers' Compensation
  - E&O
  - Technology
  - General Liability
  - Excess Liability
  - Crime
  - Cyber Crime

## 5.2 An outline of the managed security services currently supported, including:

- Any security certification reports that you have, such as Security Plus, Soc2 CISSP, describing all the Trusted Service Principles that it covers, or equivalent
- Description of vendor's experience working within a regulated industry, with particular emphasis on the financial services sector

## 5.3 Company Legal Organization

Provide information regarding your corporate structure including, without limitation, date and state of incorporation, type of organization, ownership of the company, states qualified to do business in, etc.

## 5.4 Corporate Strategies

Outline current and future strategies in the marketplace.

## **5.5 Information on current managed services clients, including:**

- Total number of current clients
- Number of clients with similar needs and managing the same security functions, and brief descriptions of those clients most similar to Lisle Woodridge Fire Protection District
- Distribution of client sizes and engagement level
- Evidence of successful completion of a project of a similar size and complexity.

## **5.6 References:**

Name and contact information for three (3) references from projects similar in industry, size, and scope, and a brief description of their implementation.

## **5.7 Employee Policies Information**

- Describe the standard process by which you hire and screen your employees (i.e., background checks, drug testing, or similar)
- If you provide training opportunities to your employees, please describe your program(s)
- Describe certifications and any certification processes that your staff maintains.
- What is your staffing level, and how has it been changing over last two years?
- What is turnover rate per year for service personnel?
- Provide the average tenure of your service personnel.

## **5.8 Describe your experience working for clients like us**

- Where would Lisle-Woodridge Fire Protection District fit in the distribution of companies that you service?
- How many years have you been servicing Fire Districts in our size range?
- Describe your experience working with clients in a regulated environment? (Specify if you have any Fire Service industry experience.)

## 6 BUDGET & ESTIMATED PRICING

All vendors must fill out a cost breakdown for the implementation of their managed services for Lisle-Woodridge Fire Protection’s project as described in this RFP. Costs should be identified as either capital or non-capital in nature. The vendor must agree to keep these prices valid for 60 days as of August 22, 2017.

It is expected that vendor will do a comprehensive inspection of the existing systems and processes to determine areas of concern, solidify maintenance requirements, and finalize pricing model(s). Provide the cost for this inspection phase, if any, and an estimate of the ongoing pricing based on the information provided in Appendix 1. Pricing should be reasonably itemized for clarity and optional services clearly identified and priced.

Item	QTY	Price Per	Monthly Fee
Servers			
Networks			
Switch			
Router			
Firewall			
Desktop			
Printer			
Office license			
Monthly Support			
Internet			
Hosted Exchange			
Monthly Totals			

# 7 VENDOR CERTIFICATION

This certification attests to the vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to *Request for Proposal for Managed Service Provide (MSP)* issued by Lisle-Woodridge Fire Protection District. The undersigned is a duly authorized officer, and hereby certifies that:

---

*(Vendor Name, Officer Name, Officer Title)*

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of 90 calendar days as of the Due Date of the RFP.

The undersigned further certify that their firm (check one):

IS

IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify Lisle Woodridge Fire Protection District of any change in this status, should one occur, until such time as an award has been made under this procurement action.

*Person(s) authorized to negotiate on behalf of this firm for the purposes of this RFP are:*

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Signature of Authorized Officer:*

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# APPENDIX 1

Lisle Woodridge Fire Protection District Information for MSP consideration

The list below is a guide to the current level of usage of IT Systems at Lisle-Woodridge Fire Protection District. As in any active working environment, the data is subject to change without notice, but for the purpose of this RFP, it can be used as the benchmark.

**1) Number of end users**

- a. 105

**2) Number of locations**

- a. Headquarters :Station 51
- b. Plus 4 stations Station 52 Station 53 Station 54 Station 55
- c. 10

**3) Virtual and Physical Server counts**

Production Rackspace Headquarters Station 51

- 2 Physical Servers
- 4 Virtual Machines
- Headquarters Station 51

Disaster Recovery and Business Continuance: Station 52 Woodridge

- 1 Physical Server
- 1 Virtual

**4) Limited use of Cloud services due to customer audit considerations**

**5) Current IT Staffing**

- a. Help Desk—Level One support: Kris Dixon
- b. Network Admin: Kris Dixon
- c. Development Team: Kris Dixon

**6) Projected IT Staffing (after MSP engagement)**

- a. Help Desk—Level one/Two support current Onsite and Offsite
- b. Network Admin: MSP to provide or describe equivalent arrangement
- c. Development Team: current onsite.

**7) Current obvious pain points or end user issues**

- a. Aging servers and storage
- b. Aging network components
- c. Undocumented and possibly overly complex processes
- d. Lack of sufficient knowledge of modern systems and option

**8) Storage solutions**

- a. Main Office (Corp HQ)
  - i. \_\_\_\_ NAS storage Solution
  - ii. \_\_\_\_ SAN
  - iii. \_\_\_\_ Other
- b. Back-Up / Cloud
  - i. \_\_\_\_ NAS storage Solution
  - ii. \_\_\_\_ SAN
  - iii. \_\_\_\_ Other

**9) Servers**

- a. Active Directory
- b. Sharepoint
- c. Exchange 2010

**10) Third party components, anti-spam, archive, encryption, etc. for email**

- a. Anti-spam: Barracuda
- b. Encryption: None
- c. Advanced Threat Detection: Barracuda
- d. Archive: None

**11) Current backup solution and business continuity approach**

- a. CA Arcserv backup for file level
- b. No replication via NAS/SAN built in application
- c. Replicate some environments to DFS Share(Such as DFW and Databases, VoIP)

**12) Desktop and Laptop counts.**

- a. 35 desktops
- b. 5 laptops
- c. 15 MDT (vehicle laptops) toughbooks.

**13) What do you have for network infrastructure, switches, firewall, and wireless?**

- a. Main Office
  - i. Network Switch: HP Procurve Age 4 years
  - ii. Firewall(s): Fortinet 2 years
  - iii. Wireless Fortinet

**14) Current Software solutions**

- a. Office 2007 and 2010
- b. Adobe products
- c. Aladtec
- d. PMDC software
- e. ATM Mapping