



**Response to the Inquiries to the  
Invitation to Negotiate  
For ITN-025-ITSS  
Advertising Number: ITN-025-ITSS**

Date: July 29, 2024

To: Respondents to ITN-025-ITSS

From: Chris Hughes, Manager, Contracts and Compliance

Subject: Response to the Inquiries

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1. **On page #5 of the ITN, both EDR and MDR are listed for security. Will this change based on the MSP or does Family Support Service procure these independently?**
  - a. These security systems will change with the MSP and are not procured by Family Support Services independently.
  
2. **In reference to Mobile Device Management (MDM), specifically Acuity, what is the MSP's responsibility to resolve issues with mobile devices.**
  - a. The Help Desk is recommended as the first place all employees contact with any technical issue. If the Help Desk is unable to resolve the mobile device issue, they are to refer the employee to:
    - i. C6 - Acuity with a phone number and email address.
    - ii. C4 - itsupport@fssnf.org.
  
3. **Will there be an opportunity for site walks to see infrastructure?**
  - a. This can occur during the negotiation process as requested by the MSP.
  
4. **Does the Dedicated Account Engineer for this contract need to be onsite full time or on an as needed basis?**
  - a. Family Support Services would like someone on site at the Largo office, **at least** once a week. The Jacksonville, Yulee, Trinity, and Dade locations would be on an as needed basis, within four (4) hours of a request to be onsite.
  
5. **In Section 10, item 10.1.2.a, the ITN states the expectation of "unlimited help desk..." Is the expectation of 24/7 support or an "after hours" support model?**
  - a. Please list the support model you follow with the associated pricing, if it is a full-staffed 24/7 model or an "after hours" model. If it is an "after hours" model, please list the specific hours associated with the pricing.
    - i. Our expectation is that we have direct access to help desk call-in services 7am to 7pm (12 hours per day).
    - ii. We would expect to be able to call in and receive emergency service after hours.
    - iii. We do not consider network monitoring and resolution to fall within the definition of helpdesk; therefore, we do expect the network to be monitored and issues resolved outside of normal hours.



- 6. Should we include additional security recommendations from a software perspective?**
  - a. Feel free to include any optional software recommendations with associated pricing.
  
- 7. Will the server backups change with the MSP?**
  - a. Yes, Jax is a local backup and a different virtual network in office and then backed up to Atlanta. There are limited servers in Largo/Dade/Trinity that backup to local servers, however the majority of these locations utilize cloud storage (Teams, one drive, SharePoint and barracuda cloud backup).
  
- 8. Would a special project with this contract be to move items from the server to Azure?**
  - a. Yes, Family Support Services would like to move file and print out to cloud for circuit 4 (Jacksonville/Yulee). We are also in the process of looking at accounting software to move to cloud, and may need support with technical details not implementation of software.
  
- 9. In Attachment VIII – Respondent Information Questionnaire, there is a mention of a SOC II certification. Is this a requirement?**

If you have a valid SOC II that you can provide, that would be sufficient but not having an active certification is not an automatic disqualifier.
  
- 10. Can you please clarify or elaborate on section 11.1.4: “Describe the linkages that your agency has with other industry agencies and what resources your agency will utilize to effectively meet the needs of the Family Support Services.”**

**Is this specific to 3rd party vendors, such as Tech Soup and 365 non-profit? Or geared towards similar type non-profits we already support?**

  - a. This would be 3<sup>rd</sup> party vendors such as Tech Soup and 365 non-profit, or other resources your agency may utilize to effectively meet the IT needs of FSS.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN S. 120.57(3), F.S., OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, F.S.