



INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS

RFP-20-052 – Global IT Helpdesk

Questions and Answers

July 1, 2020

1. What are the number of Helpdesk tickets placed in last 12 months:
 - a. End user initiated approx.
 - b. Desktop Support Manager or equivalent initiated
 - c. Automated alerts
 - d. Total

IFES Response: ~900+20+20=940

2. What are the total number of servers?
 - a. Virtual
 - b. Physical

IFES Response: physical=5 VM=28 (+2 in Azure)

3. Is there an already developed patch management lifecycle that is documented that should be adhered to or is the MSP to develop the lifecycle?

IFES Response: Patch management is currently applied by GPO for workstations and not documented. MSP may be asked to be developed at some point

4. How many people are required onsite?

IFES Response: One person between 10am - 3pm; Mon-Thurs

5. Is there a full list of applications installed on the workstations available?

IFES Response: Yes. Primarily Office 364 apps, and some Foxit. A report can be generated with SCCM for Windows machines.

6. How are workstation imaged and managed today (SCCM/Intune/Other)?

IFES Response: we have SCCM, but most features are not used and may be retired at some point. Plans are to use Intune with a deployment in about a year.

7. Do the workstations currently have any multi-factor authentication?

IFES Response: no MFA on the workstations. We use Azure Conditional MFA. HQ IP's are excluded

8. What are the "core" business hours for the 32 hours on site?

IFES Response: Core hours are between 10am-3pm.

9. Do you have a Disaster Recovery Site or Plan in place?

IFES Response: Yes.

10. Who is the IT decision maker? When new systems are put in or needed, who makes those decisions?
Is the MSP involved in this process?
IFES Response: MSP can advise, but IT manager and then CFO will make decisions.
11. Is there on-site IT staff or is all support handled via MSP?
IFES Response: There is an IT Manager that will interface with, oversee the MSP. Other decisions and procurement will be handled by IT Manager. MSP will primarily handle day-to day helpdesk requests
12. Is there a current MSP? If so, is that current MSP included on this RFP? Who is the current MSP?
IFES Response: No. currently there is FTE and temp(s)
13. Is the current MSP also handling Microsoft O365 licensing?
IFES Response: This is a helpdesk function and will be handled by MSP during add, moves and deletes. Occasionally will be asked to audit VoIP, O365 E2, E3, E5 and EMS E3 and E5 licensing.
14. Is there a comprehensive software inventory available?
IFES Response: Yes, via SCCM
15. Is there a comprehensive hardware inventory available along with the software version(s) running on said hardware?
IFES Response: Yes, via SCCM and SharePoint list
16. What phone system is in use today? Is it on-prem or hosted or a hybrid?
IFES Response: MS Teams with Calltower (PSTN)
17. Is there a comprehensive list of servers in place today, their function and versions?
IFES Response: Yes.
18. Are there any physical or topology network diagrams that can be shared?
IFES Response: Network is Managed by the IT Manager, but yes diagrams can be provided.
19. Is all software under a current support agreement?
IFES Response: Yes
20. Are all hardware including hypervisor hosts, servers, workstations, laptops, firewalls, switches, access points, UPS devices, etc. under a current support agreement?
IFES Response: Yes to hypervisors, most workstations/laptops, firewalls. Ap's Some physical servers and switches are pay-as-we-go.
21. Are all hardware including hypervisor hosts, servers, workstations, laptops, firewalls, switches, access points, UPS devices, etc. under current on firmware?
IFES Response: Yes, for Hypervisors, firewalls, Access points, and most servers. Most Workstations/laptops are, but switches are as needed.
22. Is there a secure internet gateway in use today?
IFES Response: MS app proxy for apps, but most services are cloud based. SSL VPN or RDP Gateway available for remote access if needed

23. Is there a cloud access security broker in use today?
IFES Response: Azure P2/Cloud App Security
24. Is there a SIEM in use today
IFES Response: Azure Sentinel is available but not deployed
25. Do you have existing relationship with a Deltek consultant at this time?
IFES Response: we have a support contract, but no specific consultant currently. There may be a need for CER expertise at some point.
26. May we tour the facility?
IFES Response: Not at this time as the office is currently closed to visitors due to COVID-19.
27. The RFP does not mention server/cloud/SaaS applications or systems. Please describe the systems in use or outline whether they are in scope for support, patching, and vendor interaction.
IFES Response: Azure hybrid AAD, Office 365 services, Deltek Cloud. Helpdesk will work primarily in Azure and O365 admin, heavy in SharePoint/Teams and Exchange. Some Stream, Power Automate, MS Forms, etc. There will be occasional support requests for interfacing with Finance (Deltek), contracts and upcoming HR online systems.
28. Please provide additional details on Section 4, item 4f, “.and cyber security analysis of systems.” The requirement is not clear so we’re unsure what to scope for this topic. e.g. Is this something that is needed to support a regulatory or compliance effort? Is this part of a due diligence strategy?
IFES Response: Helpdesk responsibility for cyber security is a due diligence strategy. Ensure that users systems are secure, updated and protected. Helpdesk immediately responds to alerts and cyber security user question and problems. The helpdesk will report and advise IT manager of possible threats and security concerns.
29. Section 4 on pp5 describes “Onsite Tier 1 basic support; 32 hours...” Is this a specific request for 32 hours of engagement? What is the time period over which these hours are needed (weekly, monthly, or quarterly)?
- a. As a follow up to the above question, where does the 32-hour number come from? Our Managed Services Plans include unlimited onsite escalation as needed, so we don’t normally see the need for pre-scheduled onsite visits. If pre-scheduled onsite visits are a firm requirement, we will be happy to include that, but I wanted to get a better understanding of “the why”.
- IFES Response: 4 days a week, generally M-T, one helpdesk staff member must be onsite between core hours of 10am - 3pm and the max billed onsite hours will not exceed 32 per week. Currently, an individual is preferred on-site for quick response and a level of comfort, and support if something were to pop-up such as conference equipment malfunction or hardware issue.**
30. What are the differences between the onsite users and remote users? How do they consume IT differently?
IFES Response: Due to COVID-19, currently everyone is remote. Once we start occupying the office space, an onsite tech will assist with printer, hardware issues, conference room (AV) related requests. Occasionally they will assist with physical network/server request from IT manager.