

ACAM RFP IT Support Services (RFP No. IT-10-2024)  
Answers to Questions  
Posted 10/30/24

**1. Can a Washington state-based OMWBE certified IT Services company qualify for successful submission?**

Yes, but ACAM will require support from local personnel.

**2. How do we verify that ACAM received the RFP?**

Select read receipt on the submission email.

**3. If we resell Microsoft licenses, do you want us to include that as option?**

Please refer to Pg 7 (IV)(B)(1-7) of the RFP.

**4. How many hours of assistance has ACAM requested in the last month/year?**

ACAM recently changed systems and does not have the following information available at this time

**5. If we have a large supporting staff would a list of certifications vs resumes suffice?**

Please refer to Pg 8 (V. Content of Submission) of the RFP.

*“Certifications held, and résumés of the staff to be assigned.”*

**6. Could you clarify the expected response times for technical issues outside of normal business hours, considering staff working remotely and on weekends?**

This is part of the proposal.

**7. Was the Optional Conference recorded?**

No, the optional conference was not recorded or transcribed.

**8. Can you provide more detail on the level of HIPAA compliance required for ACAM’s systems and what role the IT provider would play in maintaining this compliance? Annual audits, certifications, BAA, etc.**

Please refer to Pg 7 of RFP Scope of Work.

*“5. IT Projects and Audits: Assist with the planning, executing, and managing IT projects and audits as needed, such as system upgrades, data migrations, or compliance assessments, ensuring that they are completed on time, within budget, and with minimal disruption to our operations. “*

**9. How often would you like scheduled IT training?**

A schedule has not been developed.

**10. What is the size of the organization that supports ACAM's IT today?**

This is irrelevant to the RFP.

**11. Does ACAM currently use an IT helpdesk ticketing system?**

No.

**12. What type of phone system solution are you currently using today?**

Internet-based phone systems, providing features such as call routing, voicemail, and conferencing.

**13. Have you performed any penetration & vulnerability tests within the past year?**

Yes.

**14. Is there a list of requirements for cybersecurity insurance, and who provides the coverage today?**

ACAM carries cyber security insurance.

**15. What is the budget and funding plan for IT?**

This is part of the proposal. Please refer to Pg 6 of RFP Scope of Services.

**16. Can you please let us know if we can provide a fixed-price quote instead of an hourly price as we have to engage dedicated resources to support the project needs.**

This is not a question.

**17. Referring to item 1) in Fees, are you looking for on-call or on-need basis support? Is that why the hourly rate is needed?**

Yes.

**18. What rate are you expecting for Item 2) for in-kind or pro bono services. is it hourly rate or daily rate that we should provide.**

Hourly rate.

**19. Is there network organizations of ACMA, is the scope of support for ACMA located in Harris County or for other ACAM Network organizations also?**

ACAM only.

**20. Are the firewall, switches, and other hardware under warranty? Is the vendor responsible to manage Datto and Kaseya security tools? Will new security tools be needed?**

Our firewall, switches and other hardware are under warranty from the manufacturers. New data security tools may be needed upon assessment.

**21. What are the expectations for disaster recovery testing? What is the frequency of DR tests?**

As stated in the RFP, ACAM recently restructured all systems to be better prepared to respond in case of disasters. A DR test schedule has not yet been developed.

**22. Is the vendor responsible to manage cloud services like SharePoint and Dropbox? Are there any new cloud services ACAM plans to use?**

Yes. This is not known at this time.

**23. Are there specific IT tools ACAM prefers for non-profit organizations that the vendor should consider?**

Not at this time.