Request for Proposal – IT Infrastructure Questions Submitted to SERS

Question 1: **Who will be the primary point(s) of contact for this project, and what level of involvement is expected from internal teams?**

Answer: The Chief Audit Officer will be the primary point of contact. A contact person in the IT department will also be made available as we get closer to the start date. SERS IT team members will be available to provide information, documents, and access as appropriate.

Question 2: **Are there any third-party vendors or partners we need to coordinate with during this review?**

Answer: No

Question 3: **Can you elaborate on the responsibilities of the 34 IT professionals (# network, # application development, # help desk, etc.)?**

Answer: Additional details will be provided to the vendor selected to perform the review.

Question 4: **What are the critical business applications developed in-house, and how do they integrate with the overall infrastructure?**

Answer: Additional details will be provided to the vendor selected to perform the review.

Question 5: **Are there any key challenges you face with your hybrid work model, especially regarding network connectivity and security?**

Answer: No. Any challenges we may have had have been resolved since we have had the hybrid work model for several years.

Question 6: **Can you provide more details on the recent network gear refresh? What hardware and software were updated?**

Answer: All Network gear and wireless gear have been refreshed/updated.

Question 7:   **Are there any particular pain points or challenges you are currently facing with your IT infrastructure?**

Answer: No specific pain points or challenges.

Question 8:   **Are there any areas within the listed scope that require special attention or have higher priority?**

Answer: Nothing specific at this point. Additional discussion at the project kickoff meeting.

Question 9:   **What network management tools are currently in use?**

Answer: Network monitoring tool along with basic tools. Additional details will be provided to the vendor selected to perform the review.

Question 10:   **Are there any specific compliance or regulatory requirements that need to be addressed?**

Answer: HIPAA, PII requirements, and NIST.

Question 11:   **Are there any project blackout dates?**

Answer: No planned blackout periods.

Question 12:   **What are the expected deliverables and outcomes from this review? Is there a preferred format for the final report and recommendations?**

Answer: A written report with an executive summary and any recommendations to strengthen our internal controls or other weaknesses noted during the review. Positive comments on our network would also be appreciated where warranted. A PowerPoint presentation to be provided by to the SERS Audit Committee.

Question 13:   ***Can you provide a* list of all virtualized infrastructure hardware (servers, storage, storage networking "SAN or iSCSI") to be reviewed/included in the RFP including: Make, model, serial number, purchase date and maintenance status (covered/not covered, manufacturer or third party coverage)**

Answer: Additional details will be provided to the vendor selected to perform the review.

Question 14: **Can you provide a list of all used infrastructure software (hypervisor, operating system, security/access management, database) to be reviewed/included in the RFP. Examples: VMware Enterprise Plus, Active Directory, SQL server, management tools etc, version of each software package, quantity or number of users.**

Answer: Additional details will be provided to the vendor selected to perform the review.

Question 15: **Can you provide additional details related to the review of "Performance and capacity" mentioned in Section III?**

Answer: Thoroughly evaluate the current equipment, systems, and programs to see how they compare to industry standards.

Question 16: **Can you provide additional details related to the review of "Monitoring and management" mentioned in Section III?**

Answer: Check if the current technology being used is in line with what is currently considered best practice in the industry, help identify areas that may need improvement or updates.

Question 17: **For "Capacity plans" in Section III, are you referring to "capacity" in terms of current/existing usage compared against system capabilities (ie – "server 1 is currently running at 75% RAM utilization), or are you looking for a historical analysis and prediction of future usage (ie – "when will I run out of storage")?**

Answer: Yes. Analysis of current state capacity and ability to estimate future capacity requirements which includes all aspects of the audited infrastructure.

Question 18: **Do you have any industry specific standards you want to be used in the analysis (HIPPA, PCI DSS) or are you more interested in "best practices"?**

Answer: HIPAA, PII requirements, and NIST and any relevant best practices.

Question 19: **Can you expand on "Documentation of policies and procedures" in Section III? Are you evaluating the existence of documentation (ie – tell me what documentation I should have) or would you like an evaluation of existing documentation for accuracy/validation of documentation?**

Answer: An evaluation of our existing documentation/policies and recommendations for improvement where needed.

Question 20: **Can you expand on "Encryption keys" in Section III?**

Answer: Check if the current technology being used is in line with what is currently considered best practice in the industry, help identify areas that may need improvement or updates. This will be discussed with the selected vendor.