



## **IT Services RFP**

Last Updated June 27, 2025

1. **Question submitted:**

- Could you please confirm whether your organization currently utilizes any on-premise servers?
- If so, how many servers are in operation?
- Approximate size of data storage used?

**Response from Golden LEAF:**

We perform incremental backups every 2 hours; incremental data is first stored locally on a NAS then replicated offsite to secured storage. On site server is about 100 GB.

2. **Question submitted:**

What types of end-user devices are predominantly in use within your organization (e.g., Windows PCs, macOS devices, or a mix of both)?

**Response from Golden LEAF:**

Golden LEAF uses Windows PCS, specifically Dell laptops.

3. **Question submitted:**

- Is your organization currently using Microsoft 365 or Google Workspace (Gmail)?
- Do you have any employees, contractors, volunteers, or Board Members who are provided an organization email address outside of your state employee count?

**Response from Golden LEAF:**

We currently use Microsoft 365 and have a few contractors outside our full and part time staff who are provided a Golden LEAF email address.

4. **Question submitted:**

Regarding the line item requesting support for remote access/VPN, what is the current solution in place (i.e. via a firewall appliance or software)?

**Response from Golden LEAF:**

We currently use AnyConnect VPN.

5. **Question submitted:**

Do you have a separate cybersecurity team involved alongside your current managed services provider? Is the hope to consolidate everything under one provider?

**Response from Golden LEAF:**

We have a separate cybersecurity team involved alongside our current managed services provider. It would be ideal to consolidate under one provider.

6. **Question submitted:**

Has this RFP been published on any platforms aside from your organization's website? Or is this a limited/bid-invitation-only process

**Response from Golden LEAF:**

We published this RFP on our website and shared it with a few companies via email.

7. **Question submitted:**

How many Microsoft licenses does your organization currently hold, and what types are they?

**Response from Golden LEAF:**

We currently hold about 40 Microsoft 365 Business Premium licenses.

8. **Question submitted:**

Are you utilizing SharePoint or any other software platforms for collaboration or document management?

**Response from Golden LEAF:**

We are not currently but would be interested in learning more about cloud based solutions.

9. **Question submitted:**

How many servers are in use, and how much total data needs to be backed up?

**Response from Golden LEAF:**

We currently have one on site server and four off site backing up ~3110 GB of data.

10. **Question submitted:**

How much of that data is currently being backed up?

**Response from Golden LEAF:**

We are currently backing up ~3110 GB of data.

11. **Question submitted:**

Are you also backing up individual workstations?

**Response from Golden LEAF:**

Yes we are currently backing up individual workstations.

12. **Question submitted:**

What backup solution do you currently have in place?

**Response from Golden LEAF:**

We currently use Axcient x360 Recover and Unitrends C2C.

**13. Question submitted:**

Will we be responsible for replacing the existing backup solution?

**Response from Golden LEAF:**

The Managed Service Provider we select will manage all aspects of our IT environment, including our backup solution. We would be willing to consider another solution or stay with our current solution at the advice of our MSP.

**14. Question submitted:**

What are you currently using for VPN access?

**Response from Golden LEAF:**

We currently use AnyConnect VPN.

**15. Question submitted:**

Will we be responsible for replacing the existing VPN solution?

**Response from Golden LEAF:**

The Managed Service Provider we select will manage all aspects of our IT environment, including our VPN solution. We would be willing to consider another solution or stay with our current solution at the advice of our MSP.

**16. Question submitted:**

Do you prefer a fixed fee help desk model, or would you rather be billed by the hour for services?

**Response from Golden LEAF:**

We prefer the most cost-effective option.

**17. Question submitted:**

For the 4 servers reported as offsite, are they hosted in a cloud environment, like Amazon Web Services or Azure, which facilitates the backing up of data, or are they in a physical location managed by Golden LEAF?

**Response from Golden LEAF:**

They are hosted on VMs running Windows Server 2019.

**18. Question submitted:**

Should we include implementing Identity and Access Management Services ("IDAM") in our response? Or did you mean MFA (Multi factor Authentication)?

**Response from Golden LEAF:**

Include both identity validation (MFA) and tiered employee access to resources (IDAM).

**19. Question submitted:**

Would you like us to include our MDR solution in the proposal along with our services for management and remediation? Or show it as an option?

**Response from Golden LEAF:**

We have a separate MDR solution alongside our current managed services provider. It would be ideal to consolidate under one provider. If you have an MDR solution available, include it in your proposal.