1. How many total end-users will need Service Desk support?
   ANSWER: 6 people

2. Please confirm, how many total desktops/laptops will need support and management (patch management and antivirus)?
   ANSWER: All devices listed in the RFP will need support – refer to exhibit 2, page 18

3. Is printer service (break/fix, hardware support, toner replacement, etc) a part of this RFP?
   ANSWER: The break/fix and hardware support is. MSFA does its own toner replacement.

4. Are you open to moving email to Microsoft Office 365?
   ANSWER: We would consider it.

5. Are all network, server, and end-user computing hardware kept under manufacturer warranty and/or active support agreements?
   ANSWER: Yes.

6. Further, is all software kept up to date with current versions and under active support agreements?
   ANSWER: Yes.

6. Seeking clarity on existing server infrastructure – are the VMs listed in exhibit 3 the same servers that make up the monthly virtual server line items within Exhibit 2 under "Microsoft Exchange" and "Virtual Machine Environment"?

   ANSWER: Yes, the Exhibit 3 lists all the current VMs in the environment.

7. Is it possible to provide more detail on the current server infrastructure, calling out what is currently hosted in the cloud vs what is on-premise, and including the roles of each server?

   ANSWER: Here are the requested details. Servers not called out as "on-premise" are hosted in the cloud.

Name	Type	OS	CPU	RAM	Disk (drive letter/free space/drive size)	Role
AD01	Virtual	2008R2	1	2GB	C:14/50GB	Active Directory Server.
ADFS01	Virtual	2012R2	1	4GB	C:20/50GB E:46/570GB	On-premise. Primary Domain Controller, Print and File Server
Archive1	Virtual	2008R2	4	16GB	C:27/50GB D:12/175GB F:56/75GB	Exchange Archive server
AS03	Virtual	2012R2	2	8GB	C:16/50GB E:64/150GB	On-premise. Accounting Server (Running Great Plains)
EX2016	Virtual	2016	2	8GB	C:8/50GB D:23/50GB L:20/20GB M:132/300GB	**Microsoft Exchange server**
PROD-obft	Virtual	2012R2	#	12GB	C:24/50GB D:73/81GB	Document Management System – Production instance
PROD-oba01	Virtual	2012R2	6	8GB	C:27/50GB D:46/50GB	Document Management System – Production instance
PROD-obsql01	Virtual	2012R2	6	6GB	C:19/50GB D:43/50GB	Document Management System – Production instance - SQL Server
TEST-oba01	Virtual	2012R2	4	8GB	C:28/50GB D:47/50GB	Document Management System – Test instance
TEST-obft	Virtual	2012R2	8	8GB	C:30/50GB D:62/65GB	Document Management System – Test instance
TEST-obsql	Virtual	2012R2	4	4GB	C:18/50GB	Document Management System – Test instance - SQL Server

8. What is the proposed contract length in years?

    ANSWER: The MSFA anticipates a contractual term of three years.

9. Does the Authority currently own MS Exchange and Archive infrastructure? If so is it on premise?

    ANSWER: Neither of them are owned, and they are located off-site.

10. Does the Authority have a preference on the type of VM environment?

    ANSWER: We will entertain recommendations

11. What business activities are driving the 24x7x365 need for a NOC?

    ANSWER: We oversee the stadium all day and night and need to be available 24x7

12. Please provide a list of applications running in the environment discussed in the RFP and their business purpose?

    ANSWER Microsoft office, Microsoft exchange, Microsoft dynamics, and OneBase document management system

13. What are the existing SLA's for the in scope services?

    ANSWER: It does not need to match what we have, so we need a quote.

14. What telecommunications line capacity and redundancy will be provided by the agency for the purpose of backup and recovery?

    ANSWER: Authority's / Stadium's internet connectivity can be used for connectivity to Proposer's network. Stadium has multiple 10Gig connectivity with redundant paths.

6. Who are the outside providers currently performing the contracted services for the Authority?

    ANSWER: The authority currently contracts with atomic data.

7. Please provide a complete inventory of the equipment currently in use for the requested services and its locations?

    ANSWER: All devices are listed in Exhibit 2 on page 18.