

ATTACHMENT B
REQUEST FOR CHANGE OR APPROVED EQUAL

Submission Number:		Proposer: Dynetics, Inc.
RFP Number: #18-05	Page: 5	Section: Scope of Services
Questions/Clarification or Approved Equal:		
What are the operating systems in use? Workstations? Servers? Please provide quantity of each.		
What software applications are in use?		
What server resources are required? What is the typical workstation build?		
Is any of the network virtualized? If so, using which products and what level of licensing?		
Is there a NAS/SAN in use today? If so, what is the make/model/current support agreement status?		
What backup products are in use today? How much data needs to be backed up? What type of retention policy needs to be met?		
What kind of directory services is in use?		
BJCTA: The operating system in use is Windows Server 2012 in a virtual enviroment 18 servers		
Software applications are TrendMicro, Malwarebytes, Office 2016 Pro, FleetNet (GL,AP,AR,PR		
Workstation Build Win 8.1 and win 10 with Office Pro 2013 and 2016, trend Micro and Malwarebytes		
All Virtual Version 6.0 with two ESI Host		
Yes a SAN device with xxTB running on HP Proliant DL360 Gen9		
Veeam is used to backup the servers. Amount od data 8 TB using a 30 mday Day retention		
Directory Service used is DNS or Lightweight directory access protocol.		

<p>BJCTA</p> <p>_____</p> <p>Company</p> <p>_____</p> <p>Street Address</p> <p>_____</p> <p>City / State / ZIP</p> <p>_____</p> <p>Phone</p> <p>_____</p> <p>Email Address</p> <p>_____</p>	<p>_____</p> <p>Authorized Signature</p> <p>_____</p> <p>Printed Name of Signer</p> <p>_____</p> <p>Title of Signer</p> <p>_____</p> <p>Date</p> <p>_____</p>
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Who will be providing the "white-listed" patches?		
How is the hardware and software inventory maintained currently? How will this list be provided to the vendor?		
Please describe the requirement for geo-fencing. How does it relate to web usage?		
Are the buses networked? Please describe the application and metrics gathered for buses.		
BJCTA: white-listed patches will be provided by the selected vendor		
Hardware and software maintained currently by 3 Full-time IT individuals. The list is in VMware Visphere		
Geo-fencing as it relates to web usage online to offline conversions, Target event locations, etc.		
The buses are networked with Avail System and wifi using CradlePoint ibr11x0		
Application on buses Avail, RouteMatch and wifi CradlePoint		

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Questions/Clarification or Approved Equal:		
"...remote support allows our support desk team" -How many personnel are on your current support		
team? Will your support team interface with the vendor or will clients interface directly? Does		
the current team track support tickets? What software is used to track tickets? How many		
tickets are worked per day / week?		
Please describe the role of your support team.		
BJCTA: Current support team is 3 people		
Client will interface directly		
Current team uses ServicoPro to track tickets		
Tickets per day 12		
Role of support team NetAdmin and IT Specialist		

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Questions/Clarification or Approved Equal:		
"Annual external security analysis." - Is the BJCTA required to meet any compliance requirements?		
How often should the environment be assessed? Who is responsible for implementing the		
recommended changes?		
BJCTA: No but we have had test conducted once a year. A third party is hired to conduct this		
analysis.		

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Submission Number:		Proposer: Dynetics, Inc.
RFP Number: #18-05	Page: 6	Section: Company Requirements
Questions/Clarification or Approved Equal:		
How many physical locations are in scope? What is the address where equipment is located?		
What are the internet connection speeds from each location? How are the sites interconnected?		
Bullet 6: "services provided must include server infrastructure, etc." - Is BJCTA requesting		
a complete hardware refresh? What are the current brands of networking equipment? What is		
the typical hardware refresh policy? If RFP intent is to completely refresh infrastructure, please		
provide diagram and list of needs for infrastructure performance and application support.		
OR Is BJCTA looking to outsource all network and desktop services to the cloud?		
BJCTA: There are 3 physical locations. Equipment is at each location		
Internet speeds are 1 TB sites are interconnected via Metro-E		
Hardware refresh only if needed		
Current brands HP Proliant DL360 Gen9 with SAN MSA-2040		
Outsource to the cloud is an interesting concept and is open.		

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