

1. What are the scoped needs for maintenance and support? Network equipment and systems only.
  - a. How many hours per month of estimated support per user? N/A
2. Does Workforce Solutions currently use a helpdesk service? We have in-house system administrator. We do not have an outside helpdesk service for workstations, desktops, or laptops.
  - a. If so, is the helpdesk available during business hours, after hours, or both? N/A
3. Is remote support, onsite support, or both types of support requested? Both types of support
4. What key software products are expected to be supported? Network domain controller, Windows 2012 server(s), and various networking equipment
5. Does the onsite IT resource need the ability to escalate cases to us? Yes
6. Does Workforce Solutions Require Antivirus, Antimalware, or other security software? No
7. What is currently used for endpoint security software? NA
8. Does Workforce Solutions require Firewall or Router support? Yes
  - a. If so, what specific models of firewall and/or Routers? The firewall is Meraki.
9. What is the existing network architecture? Domain
10. What IT compliance laws is Workforce Solutions required to obey?
  - a. PCI
  - b. HIPAA
  - c. HITECH
  - d. HIPAA Omnibus
  - e. CIPA
  - f. SOX
  - g. Others: Please list: Department of Labor, Texas Workforce Commission
11. Does Workforce Solutions require annual vulnerability scans and remediation? Yes
12. What Operating Systems are used in the environment for servers, PC's and Laptops? Windows 2012 Server, Windows 10, Windows 7
13. Does Workforce Solutions run a domain environment or a peer to peer environment? Domain
  - a. What are the top software applications used at Workforce Solutions?
14. Are these solutions hosted in the cloud? Some backup services
15. Are these solutions hosted on local servers? Some backup services, file sharing, network printing
16. Does Workforce Solutions prefer an all in - everything covered monthly billable rate or IT support or a by the hour or by the project rate for IT support? Monthly or by the hour
17. What is the estimated monthly spend that Workforce Solutions would like to invest in IT support? We are unable to answer this question at this time.
18. Does Workforce Solutions require help with a disaster recovery and business continuity plan? Yes
19. Does Workforce Solutions require help with IT policies and procedures? Yes