

FY25 IT Management Q&A

1. How does/has Family League plan(ned) on budgeting for year-to-year IT Spends?

IT budgeting is based on the needs of the organization in alignment with the Strategic Plan and Strategic IT Roadmap.

2. What has been the average professional services spent in previous years?

We have budgeted \$80,000 for MSP services in previous years.

3. Are independently audited financial statements required?

Audited Financial Statements dated within the past 12 months are required for all agreements of \$50,000 or more. For agreements under \$50,000, a Form 990 within the same date range is acceptable.

4. From whom are you looking for a certificate of good standing?

All applicants must provide a Certificate of Good Standing with the State of Maryland to receive consideration. They can be accessed on the State Department of Assessments and Taxation: <https://dat.maryland.gov/businesses/Pages/Internet-Certificate-of-Status.aspx>

5. What is the contract length you are looking to engage in?

Family League agreements are one year with flexibility to renew annually.

6. Is Month-to-Month of more or less interest?

While there is flexibility in payment structure, which can be included in scope negotiations for the selected vendor, our standard agreements are typically for one year.

7. Does funding dictate renewal of services?

As these services are fundamental to our operations, they are included in all annual budgets.

8. Please describe the process for renewal of services between the selected MSP and Family League.

Should both parties agree to renew, a Renewal Letter, including any updates in scope/cost, will be issued prior to the end of the current contract term. A new contract is not typically required.

9. Can you give a total license count of your Microsoft M365 licenses?

50

10. Can you give us an idea of the build out from a resource perspective of your cloud infrastructure?

Entra ID with 1 virtual server.

11. How many VMs? What services are you utilizing in Azure?

1 virtual SQL server.

12. How many servers do you have on-premises? Are you looking to migrate all of them to the cloud? Where are you in this process?

We have no on-premise servers.

13. Are you using on-premise backup solutions and if so, what is the vendor?

Yes, and it's currently handled by our current MSP. Vendor-specific information will not be publicly shared.

14. Are you using cloud to cloud backup solutions and if so, what is the vendor?

Yes, and it's currently handled by our current MSP. Vendor specific information will not be publicly shared.

15. What endpoint protection solutions are you using?

Microsoft ATP.

16. What type of SharePoint customization do you have?

Microsoft lookbook templates only. No customization or code.

17. Are there any 3rd party integrations?

Not with SharePoint.

18. Related to Website support can you elaborate on what you are looking for related to content management?

The scope, which will be finalized in collaboration with the selected vendor, includes general site maintenance (e.g., plug-in updates and work with WordPress support on troubleshooting related site issues).

19. Are you looking for someone to update your site with content on a regular basis as well as design?

No.

20. Can you give us a breakdown on count of laptops, desktops, Macs in the environment and an idea of their age?

An annual refresh keeps laptops within 6-years-old. 50 laptops, no desktops and no MACs

21. Are there any plans for replacement of these devices in the near future or are they all current?

See question 20.

22. Can you give us a count of network switches, access points and firewalls in the environment?

4 switches, 5 APs

23. Do you own your DUO solutions or does your current MSP own it?

MSP provided.

24. Beyond endpoint protection and utilization of the Microsoft 365 Security and Compliance Center, are you using any other 3rd party security solutions such as a SIEM or managed SOC?

No.

25. Do you need a 24x7 security operations center?

No.

26. Do you have compliance frameworks you need to comply with?

HIPAA & FERPA

27. Can you provide more details on the needs and scope of work for website support?

The scope, which will be finalized in collaboration with the selected vendor, includes general site maintenance (e.g., plug-in updates and work with WordPress support on troubleshooting related site issues).

28. How many maintenance hours per month do you anticipate?

We anticipate 1-2 hours at most, but it will average less than 1 hour per month.

29. Does the \$80,000 annual budget include all support items listed in the RFP, in traditional IT/network support (e.g., website support, AV, etc.)?

Yes, we anticipate little work needed on traditional IT/network support given the current environment and internal support.

30. Does the \$80,000 annual budget cover potential projects that may need to be implemented?

No. Items outside the scope for this opportunity would have to be procured and contracted separately.

