

### Bidders Questions and Answers Form

RFP Reference:	IPA/RFQ/MIST/004/2025
Questions Due:	28/05/2025
IPA Response Due:	06/06/2025

<b>Question 1:</b>	<p><i>Operating System &amp; Upgrade Readiness</i></p> <ul style="list-style-type: none"> <li>- What operating systems and versions are currently deployed on all managed devices (laptops and mobile)?</li> <li>- If Windows is in use, does IPA plan to upgrade all machines to Windows 11 before Windows 10 reaches EOL in September 2025?</li> </ul>
Answer:	We have W11 on 92% , Windows 10 is on 42 laptop which we are updating. Only scope is on Windows 11. Yes will complete W10 update by 7/7/2025
<b>Question 2:</b>	<p><i>Endpoint Environment</i></p> <ul style="list-style-type: none"> <li>- Are all devices domain-joined, hybrid Azure AD, or standalone?</li> <li>Is there a mix of operating systems (e.g., macOS, Linux), or are all machines standardized?</li> <li>- Is an antivirus solution currently deployed, and will it remain alongside the new agent?</li> </ul>
Answer:	All devices in this RFQ is for windows 11. Yes we have Kaseya agent on devices now and once the new agent is on we will delete Kaseya old agent.
<b>Question 3:</b>	<p><i>Remote Access and Connectivity</i></p> <ul style="list-style-type: none"> <li>- Will endpoint devices be consistently connected to internal networks or VPNs?</li> <li>- What is the typical network environment for users in remote or global locations (e.g., bandwidth limitations, intermittent access)?</li> </ul>
Answer:	Internal office networks for remote access directly no VPN. Meraki 100GB
<b>Question 4:</b>	<p><i>Integration &amp; Data Reporting</i></p> <ul style="list-style-type: none"> <li>- Does IPA currently use an RMM or MDM platform that the new agent must integrate with?</li> <li>- Will the solution require integration with existing SSO or directory services?</li> </ul>
Answer:	No RMM or MDM yet, Yes we use MS Entra SSO.
<b>Question 5:</b>	<i>Security &amp; Compliance</i>

	<ul style="list-style-type: none"> <li>- Are there specific compliance standards the solution must meet (e.g., SOC2 Type II, HIPAA, GDPR)?</li> </ul> <p>What policies does IPA have in place for vendor remote access and credential handling?</p>
Answer:	Yes on the REG three listed.
<b>Question 6:</b>	<p><i>Training &amp; Support</i></p> <ul style="list-style-type: none"> <li>- How many admin users will require training during deployment, and will refresher training be needed annually?</li> <li>- Are there specific language, regional, or scheduling considerations for global admin support?</li> <li>- What SLA expectations are in place for technical support response and resolution?</li> </ul>
Answer:	We have 7 admins that will all be trained, no language issues, 5x7 H,M,L
<b>Question 7:</b>	<p><i>Device Lifecycle</i></p> <ul style="list-style-type: none"> <li>- What is the estimated annual device turnover (e.g., replacements, lost/stolen)?</li> <li>- What is the standard protocol for device decommissioning?</li> </ul>
Answer:	Policy is 4 yr refresh laptops, Replacement 1-2 a month, lost/stolen 1 - per quarter. yes standard decom and out of Warranty scraping
<b>Question 8:</b>	<p><i>Asset Management</i></p> <ul style="list-style-type: none"> <li>- Do you require just tooling, or a fully managed service?</li> <li>- Do you require tracking of basic asset metadata (e.g. location, last check-in time, patch/update status), or are deeper insights like hardware health or usage history also desired?</li> <li>- Is automated discovery of assets expected, or will IPA provide the initial asset inventory?</li> <li>- Will integration with IPA's internal systems (e.g. for reporting or data warehouse sync) be required for asset data?</li> </ul>
Answer:	<ul style="list-style-type: none"> <li>- We requested both items on line item quote -prefer Manage service</li> <li>- Standard is required as list here, we need name of login person and systems level data to the list.</li> <li>- We do have inventory asset list, however automated discovery is preferred to match Asset List</li> <li>- Yes, we use Manage Engine, SQL DB DW Table too</li> </ul>
<b>Question 9:</b>	<p><i>Software Deployment</i></p> <ul style="list-style-type: none"> <li>- Specifically, are you referring to remote installation of applications, uninstall capability, deployment scheduling, rollback support, or other specific functions?</li> <li>- Does the vendor need to provide patching tools and support for the product itself, or do you want the vendor to be the actual "hands on keys" patching support team who is physically handling the patching?</li> <li>- Do you accept NIST 800-171 / CMMC compliance in place of SOC2 for vendor requirements?</li> <li>- How much backup may be required for the devices?</li> </ul>
Answer:	<ul style="list-style-type: none"> <li>- Only your agent delivery and setup launch</li> <li>- IPA expects that the automations of Windows patching will take place and reports will drive the need to have triage. Vendor will not need hands on keys.</li> </ul>

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|  | <ul style="list-style-type: none"><li>- IPA expects that the automations of Windows patching will take place and reports will drive the need to have triage. Vendor will not need hands on keys.</li><li>- No backup at this time.</li></ul> |
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**END**