

MEMORANDUM

TO: Interested Parties

FOM: Kimberly Gordon *KWG*
Director of Administration and Contracts

DATE: February 17, 2023

SUBJECT: Addendum No. 1 to Request for Proposals for Information Technology, Hardware, Software, Integration, Management and Support Services for the Northeast Maryland Waste Disposal Authority (Authority), dated February 1, 2023

Following are responses to questions, which were submitted to the Authority by interested vendors regarding the above referenced Request for Proposals.

1. Average ticket volumes per month – type of tickets?

Ticket volume is nominal for an office of 10 employees, fewer than 1 issue per employee, per week. Examples of ticket types: break-fix on software/hardware, questions regarding security or network configuration, to phone system setup.

2. Office 365 licenses – Are you receiving non-for-profit license pricing?

No.

3. Is Veeam backing up to an immutable offsite Cloud? How much data is being backed up/protected and what is the retention period?

The current backup solution is off site cloud. We are no longer using Veeam to provide this functionality. Backups are of the critical Windows folders (documents, desktop, etc.) and are retained for at least three years.

4. RFP says "Enterprise Class email with unlimited mailbox size is needed" The O 365 plans have up to 100 Gig mailbox size - does the unlimited mailbox size referred to here include archiving to get the unlimited size?

The unlimited mailbox size text should not have been noted in the RFP. The Office 365 plan, which includes 100 Gig mailbox size is what the Authority currently has and is sufficient for our needs.

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Comprehensive Waste Management Through Recycling, Reuse, Resource Recovery and Landfill

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Charles Glass, Maryland Environmental Service / Andrew Kays, Executive Director



5. What is Event Horizon Managed Endpoint etc?

“Event Horizon” trademark/branding language is used by the current IT vendor. It is used to describe managed services like those specified in the RFP. “Managed endpoint” refers to MSP services for endpoints (e.g., PC, phone, other mobile devices) that are provided on a per-user basis.

6. What are the Event Horizon Managed Endpoint/Cloud/Managed Infrastructure references and Cybersecurity Readiness Response? There are different quantities against each but there is no description to describe what these are and if they are from a particular vendor etc.

Please see response to question 5. ‘Managed cloud’ refers to MSP services in administrative and support capacity for Microsoft 365 and other cloud services. ‘Managed infrastructure’ refers to services for on-premises equipment other than personal endpoint devices (e.g., printers, wi-fi, switches, routers, and the like). ‘Cybersecurity Readiness & Response’ provides security related services for intrusion prevention and incident response.

7. How many users are supported within the M365 environment?

The Authority has 11 users.

8. How many TB of capacity would be an accurate representation of the entire data center environment?

All backups and stored data appear to be less than 10 TB. There is less than 2 TB of data in Microsoft 365. The Authority does not purchase extra storage from Microsoft and does not appear to be near the limits allocated based on the number of users and plans.

9. Are there any expectations of data growth within the environment over the next 3-5 years?

The Authority anticipates normal data growth over the next 3-5 years.

10. The RFP states that the Authority has 10 employees, and that there are current subscriptions to include qty. 11 Microsoft 365 E3 and qty. 5 Microsoft 365 F3. Where are these additional 6 licenses in use?

The Authority has 10 employees and 11 Microsoft 365 E3 licenses. The one additional E3 license is for a former employee who assists the Authority with production of the Authority’s quarterly newsletter.

The five additional F3 licenses are provided to cover cases such as contractor access, hotel / temporary users / devices not assigned to users, and the like. There are also extra plans for IT management capabilities and common area phones / conference rooms.

11. The RFP states that for antivirus/malware, the Authority uses Microsoft Defender. In your current subscriptions Event Horizon Managed Endpoint is listed as well as Cybersecurity Readiness and Response. Where are the additional software/services deployed?

Defender ATP is being deployed through MS365 E3 and E5. All security software in use is from Microsoft on the 365 platform, including Azure AD Premium (EMS). There is also an enterprise password management system provided through PassPortal.