

Questions for Solicitation Number DCRB-15-036

1. Can you provide a device and user count by type and location?

<i>Devise Type</i>	<i>DC count</i>	<i>Ashburn count</i>
<i>Desk Phone</i>	<i>79</i>	<i>0</i>
<i>Laptops</i>	<i>60</i>	<i>0</i>
<i>Desktop</i>	<i>110</i>	<i>0</i>
<i>Servers</i>	<i>260</i>	<i>40</i>
<i>Switches</i>	<i>26</i>	<i>10</i>
<i>Router</i>	<i>2</i>	<i>1</i>
<i>Users</i>	<i>60</i>	<i>0</i>

Location is at DCRB in D.C. and Ashburn Va. DCRB; a cloud environment (AWS) will use used in the future.

2. Please list all Symantec software owned or in consideration of purchase.

- *Symantec Netbackup*
- *Symantec Endpoint Protection*
- *Symantec Endpoint Encryption*
- *Symantec DLP*
- *Symantec Altiris*

3. How many hardware models, both virtual and physical, will be managed by the new system? Will the build process of these hardware models be managed by the new system?

- *Dell Power Edge Servers R710*
- *Dell Power Edge Servers R720*
- *Dell Power Edge Servers R310*
- *Dell Power Edge Servers R910*
- *Dell Power Edge Servers M620*
- *Dell Equallogic Storage*
- *EMC VNX Storage*

No. The build process of these hardware models will not be managed by the new system. We have a VM template that is being used or server deployment. For desktops and laptops, an image is being sent to dell and the systems will be delivered to DCRB pre-configured.

4. Can you provide information on the WAN bandwidth available at each location?

DCRB has two WAN connections; one with 200 Mbps and the other with 50 Mbps

5. How many concurrent support engineers would be using remote connectivity to support end users?

5

6. How many technicians will need formal training on the proposed solution?

10

7. How many technicians would be using the solution provided with the proposal?

10

8. What Operating Systems are used in the environment currently?

- *Windows 2008 Standard R2*
- *Windows 2008 Enterprise R2*
- *Windows 2012 Standard R2*
- *Windows 2012 Datacenter R2*
- *Windows 7 Professional SP1*
- *Linux*

9. How many network connected devices including printers, scanners, routers, and switches will be in scope? Please break that down by type and managed vs unmanaged?

<i>Network Devise type</i>	<i>Managed</i>
<i>printers</i>	<i>12</i>
<i>scanners</i>	<i>2</i>
<i>routers</i>	<i>3</i>
<i>Switches</i>	<i>36</i>

10. How many Active Directory structures exist in the environment?

- *Production domain*
- *Test domain*

11. Can you share any additional information on the current data source for software licensing and contracts? Will any existing data need to be imported from the current data base?

Asset management will need to be imported. But some of the configurations that are built in the new DEV environment will need to be imported into the PROD environment so work is not done twice.

12. How many software packages will need to be configured for deployment in the new system?

There are various software packages DCRB needs to roll out to desktops and servers.

13. How many Asset Managers will need Administrative access to the new system?

5

14. Is DCRB intent to have an engineer onsite for the entire 1-year base period?

Support will be on an as per needed basis driven by task order. After the requirements stated in the SOW are met, subsequent tasks will consist of Altiris upgrades, user interface customization, and functionality enhancements.

15. In general, what type of Administration Model best describes your IT organization? i.e Centralized, De-Centralized or Hybrid

Centralized

16. What is the total number of major sites (a.k.a. datacenters, Headquarters, etc...) and minor (remote) sites?

- ***DC Headquarters***
- ***Ashburn datacenter***

17. What is the MINIMUM and TYPICAL network bandwidth (WAN Speed)?

300 Mbps at Ashburn and 50 Mbps at DC

18. What ITMS Version is currently installed?

7.1

19. How many notification servers are installed?

2

20. What is the total number of servers on your network that are in scope for this project?

300

21. What is the total number of desktop or laptops on your network that are in scope for this project?

- **Laptops** **60**
- **Desktop** **110**

22. Do you use standard system build images for your client systems? If so, how many images exist?

- **1 for servers**
- **1 for desktops**

23. Does the system upgrade include agent upgrade on the workstation?

Yes

24. Please provide detail for the required customized interface specified in the RFP?

The vendor should propose a customized and friendly use interface to manage DCRB assets.

25. Are enhancements and upgrade services part of the 1st & 2nd year? Or just 2nd year?

First year and second year on an as needed basis.

26. Will this be an in-place upgrade or ITMS system will be installed on new hardware?

This will not be an in-place upgrade; it will be installed on new hardware requiring a clean install. Custom configuration on the existing system needs to be migrated to the new system.

27. Which IT Management Suite features are currently installed and utilized?

Solution	Y / N	Comments
Inventory / Reporting	Y	Installed and utilized
Software Management / Distribution	Y	Installed but not much utilized
Patch Management	Y	Installed and utilized
Imaging and Operating System deployment	Y	Installed but not in use

Solution	Y / N	Comments
PC Anywhere	Y	Installed but not in use
Server Management	Y	Installed but not in use
Server Monitoring	Y	Installed and utilized
Contract Management	Y	Installed and utilized
Barcoding	Y	Installed and utilized