Page 2 Questions & Answers for QSP 26-01, Managed IT Services:

26. May proposing contractors submit the complete quotation and proposal response electronically via email to procurement@gdpm.org by the ~~September 8, 2026, 10:00 AM deadline?~~

Bid due date has been extended to Tues Sept 22nd, 2026. Bids must be submitted by 10am to ebid@dmha.com

27. Does GDPM currently acquire its Microsoft 365 and Azure licenses through a Direct Enterprise Agreement (EA) or a Cloud Solution Provider (CSP), and will the awarded vendor be executing a CSP subscription transfer?

Yes, GDPM gets their Microsoft 365 licensing through Emerge (CSP)

28. Where are the Cisco Unified Call Manager (CUCM), Unity Connection, and Emergency Responder servers currently hosted (e.g., on-premises hardware, vendor cloud, or public cloud), and is migration required or ongoing management of the existing virtualized infrastructure?

Hosted in Emerge's data center, private cloud.

29. Are the underlying SIP trunking and PSTN carrier services for the hosted Cisco VoIP system contracted directly by GDPM, or is the contractor expected to bundle carrier dial tone into the 'NU On-Premises Calling CLDS' line items?

Existing circuits are AT&T PRI trunks terminated to a HaaS Voice Gateway at GDPM. The PSTN is currently contracted directly with GDPM.

30. Are the 118 Cisco 8841 and 2 Cisco 8851 IP phones existing GDPM-owned physical assets currently deployed on desks, or is the contractor required to procure and deliver new physical hardware?

All phones are currently Hardware as a Service.

31. For the 'Hosted Firewall Services', does GDPM utilize vendor-managed physical/virtual appliances (e.g., Fortinet, Cisco, Palo Alto), and what specific management scope (patching, rule changes, UTM monitoring) is expected?

The hosted firewall is a ASAv which is hosted in Emerge's data center.

32. What is the total data capacity (in terabytes) requiring backup across GDPM's hosted email and file server environments, and what are the required retention policies?

Our mailboxes currently use 1.5TB of space, but to account for the potential maximum mailbox size of all of our users we would need up to 16TB available. We do not need any backups done for our file servers. For data retention, all incoming data should be held for a year.

33. Is there an incumbent vendor currently providing these managed IT, M365, and Cisco VoIP services, and what is the anticipated transition overlap window between award and October 1, 2026?

GDPM manages their own day to day IT operations including managing M365. Emerge purchases the Microsoft licensing but GDPM manages the environment. The only thing managed for GDPM is their phone system services.

34. What is GDPM's historical monthly support ticket volume for M365 and Cisco VoIP administration, broken down by user provisioning/deprovisioning and incident resolution?

    Not sure. Company hosting remotely is responsible.

35. Does GDPM require regular on-site technician presence at 400 Wayne Avenue or regional housing sites, or can all management, administration, and help desk support be delivered 100% remotely?

    Remotely

36. What are GDPM's standard business operating hours for help desk coverage, and what are the specific escalation criteria and response expectations for after-hours emergency support?

    8am-5pm, Monday - Friday

37. Regarding award preference categories on the bid form, does GDPM accept out-of-state regional MBE certifications (such as NCTRCA), or does preference scoring strictly require State of Ohio MBE/EDGE certification?

    To be discussed with awarded vendor if needed

38. Under Section 14 (AI restriction), does the prohibition against uploading data to AI tools apply to native built-in Microsoft 365 security automation and spam/malware filtering, or solely to unapproved third-party generative AI platforms?

    Microsoft 365

39. How will GDPM accommodate potential manufacturer-directed price increases (e.g., Microsoft commercial licensing adjustments) that may occur during Option Years 1 and 2 under the firm-fixed unit price structure?

Change Orders can be discussed if needed and documented

40. Does GDPM currently have a incumbent provider for these services? If yes, are there any pain points?

Provider Yes, No pain points

41. Cyber Security Insurance requirements?

To be discussed with awarded vendor if needed

42. Our firm is considering bidding on your RFP, however, we are not a Cisco UCAAS parter. Curious if GDPM would entertain moving to Microsoft Teams phones as it's UCAAS system?

Not interested

43. Is GDPM seeking a licensing and hosted-services management provider only, or a full managed services provider responsible for ongoing operational support and services beyond the 365 licenses and VOIP?

Fully Managed

44. Will the awarded vendor serve as GDPM's primary technology support provider (end user support, cybersecurity, and infrastructure support), or will support responsibilities be shared with internal IT staff or other third-party vendors?

Support with internal staff

45. Does GDPM have internal IT personnel responsible for infrastructure, cybersecurity, and user support, and if so, how are responsibilities expected to be divided between internal staff and the awarded vendor?

Internal staff will handle all infrastructure and cybersecurity

46. Please identify any cybersecurity monitoring, incident response, vulnerability management, security reporting, compliance, or risk-management responsibilities that are expected to be included in the awarded vendor's scope of services.

None for Bidder