

**The Pennsylvania Cyber Charter School  
Managed Services – Network and Server Infrastructure**

**FIRST SET OF RESPONSES TO RFP QUESTIONS  
March 7, 2017**

1. What are your insurance requirements?

**Answer: Vendor must certify that it has Commercial General Liability Insurance for valid coverage required to perform services per Vendor proposal. Vendor must also certify that it will maintain this coverage throughout the term of the contract.**

2. How many people are bidding on this?

**Answer: PA Cyber has no knowledge of who may response to our request for proposal as it is an open and public process.**

3. Which location or locations are you talking about for onsite support Monday through Friday?

Referring to the following paragraph on page 12 and page 16 under the “MINIMUM AND OPTIMUM OPERATING HOURS” section

*The minimum on-site support in all Data Center locations will be based on a “lights-on” approach covering the extended working day (i.e. 9 hours from 7:30 to 4:30 Monday through Friday) at each location with on-call support outside these hours. Optimum on-site support would be for a full 24x7 service.*

*Remote support and maintenance may be possible outside of core hours or in locations where there is insufficient equipment to warrant a full on-site support service. This will need to be agreed and established in advance based on the service level agreements.*

**Answer: PA Cyber currently has two data centers: 1200 Midland Avenue, Midland, PA and the Expedient Pittsburgh ACM Data Center (1 Allegheny Center, Pittsburgh, PA 15212).**

**Remote support and system monitoring is required 24 x 7 for both PA Cyber data centers mentioned above and all facilities listed on page 4 of the RFP.**

**On-site support is required when a technical issue, outage, or project work (i.e. installation, upgrade, equipment reset) cannot be addressed remotely for all of the facilities listed on page 4 of the RFP between the 7:30am to 4:30pm, Monday through Friday.**

**24 x 7 On-site support is required when a technical issue, outage, or project work (i.e. installation, upgrade, equipment reset) cannot be addressed remotely for the data center housed in 1200 Midland Avenue, Midland, PA.**

**24 x 7 Remote support is required for PA Cyber systems and data resources contained at the Expedient Pittsburgh ACM Data Center (1 Allegheny Center, Pittsburgh, PA 15212). PA Cyber does not currently have any physical equipment there.**

4. To show our intent to submit a proposal, do I need to fill something out or send an official letter?

**Answer: An email communicating your intent is sufficient. A letter is not necessary.**