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

**THIRD SET OF RESPONSES TO RFP QUESTIONS**
**March 16, 2017**

1.  Thank you for clarifying that the MSP will not be responsible for AD and Exchange administration. Similarly, are you expecting the administration of your on-premises wireless management system to move internally?

**Answer:** **No, the MSP is required to administer/manage the on-premises wireless management system. The wireless networks are mentioned on page 8, 9, 11, and 32.**

2.  Which of the following systems, if any, are you expecting the MSP to manage?
    a. Email archiver system
    b. VPN
    c. DDoS solution
    d. Email security software
    e. Antivirus software

**Answer:** **All of the above.**

**Email archiver system and email archiving are referenced on page 9 and 28.**

**The VPN is referenced on page 9 and 31.**

**While DDoS solution is not specifically mentioned in the RFP, we would require the MSP to manage it as well. Network security is mentioned on page 10 of the RFP. The section requires the MSP to ensure appropriate security is in place, protect users and the network from unauthorized access, prevent malicious attacks, and monitor for security breaches.**

**Email security is referenced on page 9 and 13.**

**Antivirus software is referenced on page 13.**

3.  Do you currently have SOP's in place today? If so, could you provide?

**Answer:** **No, we do not currently have SOP's in place for our network and server infrastructure.**

4.  Do you have a current DR plan in place today? If so, could you provide?

**Answer:** **No, we currently do not have a DR plan.**

5.  What services are you getting from Expedient today regarding Disaster Recovery as I know they have a number of different tiers of options? (ie: Rackspace Only - > Full Host Replication)……..Can you list the services currently provided by Expedient?

**Answer**: **Currently, Expedient provides PA Cyber with the following services:**

**Managed Backups (w/ a 4 week retention period at ACM); then the data is moved offsite to their data center in Cleveland (w/ a 24 month retention period)**

**Hosted Virtualization – VMWare**

**Colocation and Data Center Connectivity plus Dedicated Firewall**

**Other disaster recovery options and solutions have been discussed but never implemented.**

6. What type of software is being used to create the backups and what types of backups are they today (ie:  Imaged-Based, Snapshots, Volume-Based, etc)

**Answer**: **Expedient uses CommVault to perform file level backups on all of the servers.**

**Details include: Deduplicated Data to Data Protection Disk, OS Backup for Data Protection, Hot Database for Data Protection-Microsoft Exchange Server, Hot Database for Data Protection-Microsoft SQL Server, and Cloning to Tape Library**

**We cannot say whether or not image-based, snapshot, or volume-based backups are routinely performed by our current MSP or Expedient.**