



Victor Valley Community College
18422 Bear Valley Road
Victorville, CA 92392

Addendum 1

REQUESTS FOR INFORMATION AND RESPONSES

RFP Information Technology Managed Services

May 4, 2022

Answer to RFI's are in bold italics.

1. What are the 3 top things that you wish the current vendor providing these services could improve on?

Answer: This RFP process was not initiated to evaluate our current vendors' performance. We are completing this process because our current contract has expired.

2. What are the 3 top things that are of most importance to you from your future IT Managed Services partner?

Answer: 1. Manage IT department efficiently and effectively. 2. Lead the college in it's' efforts to become a technologically cutting edge institution. 3. Work collaboratively within the colleges' participatory governance environment.

3. Could you kindly share VVC's IT Asset Inventory details?

Answer: General asset numbers include the following:

- ***2000+ Windows PCs***
- ***200+ servers***
 - ***20 Physical servers HP and Dell VxRail***
 - ***200+ Virtual Servers***
 - ***Windows server 2008, 2008r2, 2012 and 2012r2, 2016 and 2019***
 - ***Active Directory with approximately 30k users***
 - ***SQL with over 50 databases***
 - ***Exchange Online with 1700 mailboxes***
- ***Nimble SAN***
- ***165 Aruba Access layer switches***
- ***2 core Aruba 5412r switches***

- **2 firewalled networks (Palo Alto 5220 & 220)**
- **Redundant 10GB internet service (CENIC)**
- **NetFortris UCaaS w/Polycom VX411 phones at all locations**
- **Rubrik Backup system for all VVC servers**

4. What are your expectations of On Demand Resource Engagement, specifically regarding ETA and timeline?

Answer: This topic can be introduced and addressed in RFP response.

5. Could you share how you currently apply SLAs to the existing vendor?

Answer: SLAs have not been fully implemented at VVC.

6. May the vendor subcontract work under the contract with VCC's prior approval?

Answer: No subcontracting will be allowed for on-site staffing. Subcontracting for short-term projects and other off-site work would need prior college approval on a case by case basis.

7. What are the VVC's policy and guidelines if we were to use sub-contracting firms for specific projects?

Answer: Subject to prior approval.

8. If you have a legacy Data Center, what are the timelines to upgrade it?

Answer: The College is moving in the direction of off-site resources for computing and software. Anticipating minimal upgrades of on-site computing equipment.