

Illinois State Board of Investment (“ISBI”)
IT Service Provider RFP
Request of Clarification and Responses

January 23, 2023

1. Q. Is ISBI expecting a proposal for all model types of the RFP?

A. ISBI is seeking a proposal for all three model types (Endpoint Only Support, Server and Network Only Support, and Total IT Support) as outlined in the scope of services on page 4 - Section VI of the RFP.

2. Q. Who is the provider of the Cloud VoIP phone system and what are the number, age, make and model of the devices? What kind of existing support contract does ISBI have on these devices? What specific support assistance does ISBI require beyond network connectivity for these devices?

A. Telitech hosts ISBI’s VoIP phones consisting of 16 Grandstream GXP2140 which are approximately 4 years old. ISBI has a monthly support subscription with Telitech for any required changes and repairs. The Managed Service Provider (“MSP”) only supports network connectivity for the phones.

3. Q. Should we count both employees and trustees as users that will require support? What devices will employees and trustees have that require support?

A. Trustees do connect to ISBI systems, but only the employees are considered users in this RFP. Employees will need hardware and software support on their laptops and mobile devices from the office and their home.

4. Q. What models are the iPads/iPhones and does ISBI have an Apple Business Manager account? What level and type of support is required by ISBI for these devices? Do these devices connect to the network through a guest network or production network? How are these devices used by ISBI?

A. ISBI uses various models of iPhones/iPads for e-mails, browsing, texts, and phone calls. They will only need to be supported in this capacity but are connected to the production network. ISBI recently created an Apple Business Manager account.

5. Q. How are you handling smartphone/tablet management today? What MDM solution are you currently using?

A. ISBI does not have a management solution in place yet and are planning to deploy Apple’s MDM this year.

6. Q. What types of ad hoc IT projects does ISBI have planned or are being contemplated for 2023-2024?

A. Contemplated projects include, but are not limited to: annual disaster recovery testing, UPS replacement, access point replacement, penetration testing rollout, and potentially server replacement.

7. Q. What is your current vulnerability scanning frequency? Are you interested in increasing or decreasing the frequency of scans? Are you scanning both internally and externally?

A. The current MSP provides real time protection but ISBI is looking to implement vulnerability scanning this year.

8. Q. Will the selected vendor be asked to provide vulnerability scanning as a complimentary service?

A. This would be ideal.

9. Q. When was the last penetration test?

A. This is something ISBI is looking to implement this year.

10. Q. How many work tickets have been submitted in the last 60 days?

A. 8 tickets were submitted in the last 60 days.

11. Q. Which Microsoft Office licenses are currently being used by employees and trustees?

A. ISBI has 14 E1 and 17 E3 Office 365 licenses distributed among the employees and trustees.

12. Q. Are data backups administered by Datto?

A. Yes, ISBI's data backups are administered by Datto and managed by our MSP.

13. Q. Does ISBI have an established Disaster Recovery Plan?

A. Yes, this was developed with the Chief Information Officer and the MSP.

14. Q. Will ISBI require scheduled on-site assistance?

A. Yes, this is mainly for emergencies and equipment replacement/servicing.

15. Q. What is ISBI's current topology/systems?

A. ISBI has two virtual servers running on one physical server, 2 switches, 2 access points, 13 laptops, and 22 mobile devices as outlined in the overview of current technical environment section on pages 3 and 4 of the RFP.

16. Q. Are any systems hosted by the MSP that needs to be migrated?

A. No, all hosted systems are administered by third parties.

17. Q. Are questions #20 and #21 in the RFP?

A. The RFP did not include questions #20 and #21.