Questions and Responses: Managed Information Technology, Systems and Security Services
Updated: January 28, 2022 at 4:00 p.m.

In our site visit we were told that there are 23 Computers and 25 Users. In the information received yesterday there was 14 Users (employees and 18 Computers referenced? What is correct please?
User = emails for Office 365
Computers = the laptop or PC for each workstation
Human Resources – (2 users) 2 laptops (one is not in use yet and will replace a PC currently being used), 2 desktops: 1 utilized as a server, 1 scheduled for replacement with laptop
Commissioners – (3 users) 3 laptops, Zoom Room (Poly Studio X50 system with 2021 HP 15.6" touchscreen laptop)
County Clerk – (3 users) 4 laptops, 2 desktops (Point of Sale and Commissioner's office)
Voter Registration – (7 users – one currently not used and available for reassignment) 4 laptops, 3 desktops (one of the desktops will be going away when we convert it over to a laptop workstation – possibly not until 2023.

Is the Mitel System on a manufacturer support agreement? Are the phones covered? How many users are on the system? 14 or 25 please? Of the users listed above there are currently 14 active accounts on Mitel.
What is the Mitel Product Name that you have installed please and what is left on the hosted term? i.e. MiCloud Flex, MiCloud Connect, Mitel Sky ? MiCloud Connect with service started August 31, 2020 for a 36 month term with a total 32 profiles at 2 locations (1310 S Maguire and 300 N Holden). An additional MiCloud Connect service agreement for the EMA, Circuit Clerk and Juvenile Offices was entered into on April 10, 2019 for 36 months term of service with 51 profiles (this request does not include the offices at the EMA, Circuit Clerk or Juvenile offices, the information is included to describe the Mitel use in county offices).

During our walk through we saw more than the two Netgear Network Switches and also some other smaller switches. We will respond based on your two twenty-four port units.
Yes just the two twenty-four port units.

Might it be possible to get a copy of the "Cyber Security Assessment" from 2020?
We are working to obtain this.

With regards to the voting booths/machines/records/Registration, what is needed in regards to these?

•   Code Review
•   Vulnerability Scanning
•   Pen-Testing – Trying to get into the system
•   Network segregation
•   Recommendations to harden
•   Looking for monitoring of the equipment
•   Are there any county/state/local specific concerns that we need to address
•   Is there wifi/Bluetooth enabled on these devices?

No needs are needed for the voting equipment. Anything with them will be done through the vendor.

Can you please provide the name of the managed service provider that is currently in use? The previous managed service provider was Heartland IT Services, the owner has retired effective December 31, 2021 and there is no successor for the business.

What is John's contact information? John Bulluck | 660-262-4103 (Direct) | jbulluck@jococourthouse.com

Do you know if your office participated in the Cyber Security assessment paid for by the Missouri Secretary of State's office in 2020? Yes, Johnson County Clerk and Voter Registration offices participated in an evaluation of the network, firewall, emails, social media accounts and storage/security/programming of electronic voting equipment in 2020. Heartland IT also participated in the assessment.

I was reviewing your RFP and noticed in the "Services:" section #3, refers to section "Structure and Scope of Services " but don't see anywhere in rest of the RFP. Can you please send me the missing section? The "services" section refers to that section being "below" and it should say "above". We apologize for the confusion.

What impact does IT have on your business? If you lost access to technology for 4 hours, what would be the result? Loss of phones and MCVR could be catastrophic on election day or during peak absentee voting periods in larger elections. We also utilize Zoom for Commission meetings. If the loss occurred during a Commission meeting day, that would be more urgent than a Wednesday or Friday.

Do you manage your own infrastructure (servers, storage, network)? User support?   no

How many total employees does your IT Team support?   14 employees

How many in-house IT people do you currently have?   1

What challenges has the IT Team faced?   loss of network, sporadic internet outage

What type of projects do your internal IT people work on? website for county, remote access to network or workstations.

Are you using any third-party MSPs for any support? If yes, in what ways? no

What changes, if any, have you incorporated since the pandemic? (# remote employees, Citrix, Remote Desktop, VPN etc) purchased laptops to replace PCs (allow for remote work if needed). Purchased a point of sale to allow for credit cards to be used for purchase, upgraded our server and purchased zoom subscriptions for virtual meetings. Commission has a Zoom Room

Do you have any compliance requirements (PCI/HIPAA/etc) and if so, what type of challenges in meeting those requirements? HR has compliance requirements with HIPAA to include Work Comp. We will have PCI requirements when the credit card machine is fully implemented.

What types of projects or services are you looking for assistance with? network, pc upgrades, website upgrade/improvement, trouble shoot issue with fax line in County Clerk office

Can you describe your most important line of business applications you use today (eg: Accounting software, Email provider, cloud software)?   Office 365, MCVR (Citrix Based Software), Quick Books, CIC (cloud-based accounting and payroll program), Open Eye (security cameras), Mitel for phones, Connect One (mag lock door system)

Can you please describe your current IT infrastructure? Windows 2019 Server, QNAP NAS, Switches

Can you please describe your backup and disaster recovery plan for your organization? QNAP NAS

What is the size of your current backup? See attached HR uses a PC with Windows as a server on premise

What data is mission-critical to your business? some databases - network connectivity – VOIP phones

What data is sensitive? Payroll/personnel records, Voter records

How much downtime can your organization withstand? Minimal

Who will be involved in recovery and communication when your DR plan is in action? Diane Thompson, John Bulluck, or Troy Plummer

Inventory
- 2 Physical Servers - Dell PowerEdge R440 Windows 2019 Server (not sure of OS used in HR)
- 1 QNAP NAS Storage (not sure of raid config)
- 3 Wireless AP (tplink - microtik routerboard – cisco)
- 1 Cisco Umbrella Firewall
- 2 Network Switches netgear 24 port PoE+ Gigabit Managed Switch
- 3 Routers Charter and Century Link
- 18 Computers (Desktop and Laptops)
- 15 Microsoft Office 365 Business Premium and Security and Archiving purchased 4/22/2020 through godaddy.com valid for two years