Chinatown Community Development Center
Information Technology Assessment and Strategic Plan Request for Proposals (RFP)
Questions and Answers
Date Posted: March 6, 2023

1. Is there currently an IT Governance/IT Investment Committee?

   Response: No.

2. Is there a current refresh plan and/or identified replacement schedule of hardware in place and what is the expectation of going forward to reduction of the physical IT footprint and physical office dependencies over the next 5 years?

   Response: We have a current refresh plan as well as a list of scheduled hardware to be replaced. We project that after moving our storage and applications to the cloud, we will continue that route and move our infrastructure to the cloud as well. And if working-remotely continues to gain traction permanently, the need for physical office space should decrease, along with internal physical IT (no server room, decreased number of machines, etc.).

3. Are there other file storage applications or servers in use, either cloud, web-based or on premises?

   Response: In addition to Office 365 (Sharepoint/One Drive), we also use cloud-based storage such as Dropbox, Amazon Web Services and on-premises file storage appliances such as networked attached storage (NAS) devices.

4. Is the organization happy/satisfied with its backup and disaster recovery solutions How long can you be down and how much data can you afford to lose?

   Response: They are currently satisfactory; however, we continue strive and take advantage of new technologies best practices, both to increase reliability and decrease downtime. As our systems become more complex and internet service offers increasingly higher speeds, it makes sense to offload on-premises systems to cloud-based systems of 3rd party providers and take advantage of their specialized and up-scaled backups.

5. Is the organization happy/satisfied with its remote access solution in place today and how it being used today?

   Response: Yes, however access to our on-premises data is balanced with necessary security while remote access to our cloud service providers is intuitive and relatively trouble-free.

6. How many accounts do you currently have?

   Response: We have approximately 500 active and archive accounts.

7. What Email security solutions and products in use today?

   Response: We outsource our security solutions to a Managed Services Provider and the products/services they use to protect their clients. While our needs are not unique, our Manage Services Provider focus their services solely to non-profits and challenges that such organizations face. As such, they provide enterprise best-of-class security and training, and backup.

8. How is your website hosted currently? Do you have a 3rd-party vendor who manages the website.

   Response: Our website is hosted through an external hosting company. The website is managed internally.

9. Which applications are hosted internally on the servers? Which applications are cloud-hosted?

   Response: No applications are hosted internally. We have moved all our applications to their cloud-based counterparts (financial, property management, payroll, etc.).

10. What database applications are in use today?

    Response: The database applications that are utilized by the applications we run are mainly SQL and Salesforce.

11. Does the organization have any up-to-date network documentation & reporting?

    Response: We moved our headquarters in January and are in the process of completing the network and WAN configuration. Once the network is complete, we will update our documentation with the new equipment and topology (however we do not use a reporting application).

12. Any recent security breaches / notable events?

    Response: No.

13. Does the organization perform any formal annual penetration tests or internal vulnerability testing? Are there any specific compliance standards/audit requirements?

    Response: We are working with our managed services provider regarding network security and penetration/vulnerability testing. There has not been a formal annual penetration testing. No specific compliance standards/audit requirements.

14. When will the answers to all the submitted questions be posted? March 6, 2023

    Response: Where are the Appendices referenced in the RFP guidance located?

    Coversheet, Appendix A, B, and D are located on the RFP page. There is no Appendix C.

15. We assume there will be notifications to proposers for each level of down select. Please confirm. How many proposers will be selected at each level, including final down select that go into the negotiation process?

    Response: Yes. Proposers that meet the minimum score will be selected to proceed. Only one applicant will be selected to enter into contract negotiations.