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555 Lakeshore Blvd. Painesville Twp., OH 44077

**RFP Managed IT Services
Pre-Proposal Meeting Minutes
8/19/2020**

In attendance

Tony Melaragno, Director of Information Technology at Laketrans

Andrea Aaby, Procurement and Grants Specialist at Laketrans

Nikita Lele, TechnoGen, Inc.

Dan Russell, ComDoc

Timothy Serafino, QualityIP

Ryan LaGanke, Monreal IT

Bill Monreal, Monreal IT

Pete Gasparro, Lake Business Products

Jason Parker, Lake Business Products

Mark Schneider, Main Sail

Craig Allison, Networking Technologies

Dan Parra, Networking Technologies

Kimberley Kosar, All Covered

August 25, 2020 at 5:00 p.m.	Last Day for Questions
August 27, 2020 at 5:00 p.m.	Final Day for Laketrans's response to questions
August 31st at 12:00 p.m..	Proposals Due

Laketrans is looking for a hybrid approach with the MSP where the MSP will do the work they do best – manage Microsoft and Microsoft suite of products. Laketrans's Internal IT Director will be responsible for the proprietary software and technology that manages Laketrans's day to day transit applications. The MSP is expected to have an understanding of the transit applications but not act as the expert. Laketrans is looking for a partnership between the MSP and our organization.

The contract award will be approved by Laketrans's Board of Trustees at the September 28, 2020 Board meeting. The new contractor is expected to onboard and take ownership no later than 10/31/2020.



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Offsite locations are transit centers that have card access and camera access which are a layer 2 network and a firewall in front of the cable modem.

Laketrans is in the process of upgrading older hardware that operates on Windows 7 and 8 to Windows 10 by the end of 2020. Windows 2008 servers are also slowly being decommissioned to 2016 and 2019 servers.

Commercially reasonable warranty and liability limitations may be accepted. Please put questions in writing for Laketrans's Legal Counsel to review.

Current MSP

- The current MSP provides onsite and offsite back-up solutions. The new proposal requires the same.
- Antivirus is webroot – which works well.
- Please be aware that the current/past MSP service is not necessarily what this RFP is asking for. Past performance may not be helpful to understand what is needed for this contract. Proposals will be evaluated on the criteria listed in the RFP.

Internet

- Laketrans HQ uses 100x100 provided by OARnet
- Remote sites use Spectrum 100x10 for cameras and card access

Wireless Platform

- Laketrans HQ uses Sonic Wall/ Sonic Point and is in the middle of an upgrade to Xtreme Networks. This upgrade will begin in the bus garage and will be implemented in a phased approach through the rest of HQ. The SonicWall firewall will stay in service.
- Buses use 4G Cradlepoint dual sim/dual modem with Verizon network
- Public Wifi on buses will be piloted by T-mobile and/or ATT.

3 physical servers and 27 virtual servers

8 Cisco network switches – 6 of 2960 and 2 of 9300

Phone System

- VOIP Shoretel/Mitel system was installed in October 2014.
- Laketrans is an offshoot of the Lake County phone system.
- Shoretel/Mitel system works well and there are no plans to upgrade anytime soon.

Remote Users



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- Laketrans utilizes a SSL/VPN solution through Sonicwall.

Clarification on 15 minute service level for mission critical software (Section 3.5)

- For example, if there is a major service outage such as a service down (which takes 6-8 virtual servers along with it), Laketrans expects to hear from the MSP within 15 minutes to say that the outage has been detected and there is something being done such as a person being dispatched to the site, information regarding the outage. The MSP is expected to contact Laketrans within 15 minutes. Laketrans's mission critical software is responsible for booking, scheduling, and dispatching trips for medical appointments which includes life saving measures like dialysis care.

Laketrans will accept equivalent certification to CCENT, Cisco CCNA Routing & Switching, Cisco CCNA Wireless or CWNA. Please be sure to identify the equivalent certifications in your proposal.

Section 1.18

"Alternate proposals may be submitted by the Proposer - at his/her discretion and risk - to achieve the essential purpose and intent of these specifications at a lower cost, without increasing LAKETRAN's risk or exposure. Such alternate proposals must be clearly identified and prominently labeled as such. LAKETRAN is not obligated to accept or review any alternate proposal."

- What Section 1.18 says is that Laketrans is under no obligation to accept an alternate proposal. You submit alternates at your own risk. The proposals will be evaluated based upon the evaluation criteria listed in 3.11.

All forms must be completed signed and notarized as required. This is a condition of responsiveness for your proposal to be evaluated.

Addendum #1 is forthcoming.