1.   Can we do a network assessment (it requires admin credentials) we could sign an NDA ?

We appreciate the desire to have thorough inventory and understanding of the Bank's networking model for the purpose of generating a proposal. However, allowing administrative access to the network at this early stage is not possible. We ask that bidders base their proposals on the networking and services information provided on page 3 of the RFP, the bidder's current fee schedule as referenced in Section III on page 10, and experience in working with similar clients.

At a later stage, we may allow bidders access to the Bank's network in order to facilitate refining pricing before entering into a contract. We may also elect to release annotated copies of the IT audit for this purpose as well. In these cases, a Non-Disclosure Agreement (NDA) will be required.

2.   If we can't do an assessment than I need answers to some detailed information.
   a.   All physical servers-model, serial number, operating systems.
   b.   All virtual servers-role, operating systems
   c.   What types of remote access to you use?
   d.   Switches, Routers, Firewalls, Wireless-Models, serial number
   e.   SAN-Model Serial number
   f.   Backup-total data size to be backup up and number of VMS
   g.   NAS-Model number
   h.   Archiving appliance-model, serial number
   i.   Any major applications not list on RFP, do they have vendor support?
   j.   Any O365 users in the environment?

As noted on page 6 of the RFP, answers to bidder questions will be posted to the Bank's website. Revealing the level of detail requested would not be appropriate on a publicly accessible website. As outlined above, access to finer detail about the Bank's network infrastructure may be granted at a later time under private and confidential conditions.

3.   End user support (help desk), we see its not part of the RFP and wondered how you support end users today? If it was omitted by accident and you need help desk support I will just need QTY and operating system for those users.

End User Support/Help Desk Services were intentionally omitted from the RFP.