

## Assistance with the Management of OKI's Information Technology System

### RFQ Questions and Answers

Q. What model of Cisco switches are on the network?

A. 4506(Chassis), 4648(Blades), 3500, 3850. (2 Dell S4128F switches will be added to the network in May 2021)

Q. How many managed network switches are on the network?

A. 7

Q. How old are your current physical servers and SANs?

A. Current SAN is 5 years old and will be replaced in May 2021, physical servers are between 2-5 years old.

Q. Do you currently have an on-prem Exchange server?

A. No

Q. What tier of Microsoft 365 do you have?

A. Microsoft 365 Business Premium

Q. Do you rely on your current IT provider to supply your Microsoft 365 licenses, or do you go through a third-party?

A. We purchase Microsoft 365 licensing directly from Microsoft.

Q. Do your employees utilize their own mobile devices to access organization information, or do you issue devices to your employees?

A. Employees are issued laptops, which are utilized for most work activities. Employees also utilize personal cell phones to access e-mail.

Q. Do you currently have a mobile device/application management solution? If yes, what is it?

A. No

Q. On average, how many hours of IT support (either remote or on-site) do your employees require per month?

A. This can vary greatly from month to month. Assuming no large IT projects, an average would be approximately 65 hours a month.