As of March 27, 2024

RESPONSES TO QUESTIONS SUBMITTED IN RESPONSE TO:

**REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLGY SYSTEMS
MANAGED SERVICES CONTRACTORS**

We thank the contractors who submitted questions as part of the IT Systems Managed Services RFP. We appreciate your interest in working with the Connecticut Green Bank.

Point of Clarification: The Connecticut Green Bank uses Microsoft Teams as its telephone source. We do not have any separate telephone ports. We also use a web-based fax service. Printer/scanners are managed by a separate vendor, though the IT partner may need to assist with managing print drivers.

The answers provided in this document cover the broad variety of questions we received and have been condensed for clarity.

Details regarding inventory:

- **Total number of users**: approximately 65 (3 part-time, 5 summer interns)
- **Total number of workstations**: approximately 65
- **Total number of endpoints**: approximately 65
- **Microsoft Office365 user counts**: approximately 65
- **Firewall count and their locations**: two firewalls, one in the Hartford office and one in the Stamford office
- **Server count and their locations**: two servers in Azure
- **Applications hosted on servers**: SQL, custom C# ETL application, and related applications
- **Server backup storage solutions**: provided through Azure
- **Backup locations**: cloud-based

Is it a requirement that the master service provider be SOC2 compliant or that the actual data center where your data resides be compliant?

Both the master service provider and data center must be SOC2 compliant.

Additional information on the CT Green Bank's SQL environment:

Our SQL environment consists of two Windows Server virtual machines (AZ01 and AZ02) hosted in Microsoft Azure. Both servers run Microsoft SQL Server 2019 Standard (64-bit) version 15.0.2104.1. AZ01 serves as our main SQL Server instance, hosting five active databases, including the database for SQL Server Reporting Services (SSRS). It also runs our custom ETL application developed in C#. AZ02 is a secondary SQL Server instance, hosting two databases, including another SSRS database. The separation of these instances is due to

compliance and regulatory requirements. We heavily utilize SSRS (version 15.0.8115.18148) for reporting purposes and occasionally employ SQL Server Integration Services (SSIS) for data integration tasks.

Is the SQL all internal, hybrid with cloud, all cloud, backups, redundancy, etc.?

All cloud (Azure)

What is CT Green Bank's (disaster recovery) DR strategy/solution?

All data and servers are cloud-based, so employees can access their data from anywhere. We have backups for servers in the cloud. We have a disaster recovery / business continuity plan that is updated annually.

Were any disaster recovery tests completed recently?

Green Bank will discuss this during the interview phase of this solicitation.

What is CT Green Bank's business continuity plan strategy/solution?

We have a plan in place that is updated annually. Green Bank will discuss this process during the interview phase of this solicitation.

What are CT Green Bank's current SLAs for SQL events and the expectations to respond to SQL events?

This depends on the event. The prospective vendor should include a breakdown of their response times based on the severity of the event.

What is considered an urgent request?

Urgent requests are any security issues or major interruptions to business operations. The prospective vendor should include a breakdown of their response times based on the severity of the event.

Can a list of recent SQL service requests and/or issues for the last 6 months be shared?

Green Bank will discuss this during the interview phase of this solicitation.

Does your current IT provider have an automated process for provisioning new workstations?

Yes, we provide our IT partner with an onboarding checklist for the set-up of both new and repurposed workstations.

Can you share a recent copy of your Information Security Policies/Procedures including disaster recovery / business continuity plan, new user onboarding, employee offboarding, and any other items that you would be willing to share?

We have a disaster recovery / business continuity plan and can discuss specifics during the interview phase of this solicitation.

To accurately calculate the expected Hosting costs, we would need to know what resources are currently provisioned in Azure.

We have Microsoft Enterprise licensing through our current IT vendor. It is OK to assume the pricing from Microsoft's publicly available calculator.

Can you provide a scope of what you would like covered by a penetration test and/or vulnerability scan?

Most recently, our IT security partner completed a comprehensive Security Risk Assessment based on the National Institute of Standard and Technology Guide for Conducting Risk Assessments. We can discuss our current needs further during the interview phase of this solicitation.

Are files stored in Microsoft SharePoint or on a file server?

All files are stored in Microsoft SharePoint. The Green Bank also maintains a data warehouse through SQL.

Do you have a list of current line of business applications that you would need your IT vendor to support and how they are currently hosted?

In addition to full support for the Microsoft Office365 suite, we would need nominal support for Intacct, Salesforce, NGEN, PowerClerk, and possibly other web-based applications.