

Q & A's for IT Services RFP

Q. Would you be able to expose the expense structure to accurately evaluate what services/licensing are actually needed if a cloud solution or other alternative can be utilized to save money?

A. We would not release the current expense structure. You can give us pricing on what you are proposing and the evaluation will be done when all responses are received.

Q. What is your current internet Speed/bandwidth?

A. 50/10 – Dunkirk & Jamestown.

Q. What does the state require for Cyber Security? NYS Shield Act?

A. The core document issued by New York State explicitly structured as a Technical Advisory addressing PII is the [Workforce Development System Technical Advisory #18-05](#)

Key Frameworks Outlined in Technical Advisory #18-05

- **Scope of Coverage:** Applies to all Local Workforce Development Boards (LWDBs), Career Centers, partner agency staff, and contracted service providers handling data in any hard copy or electronic format.
- **System Restrictions:** Governs strict data-handling practices for state-level data networks, specifically pointing to the *One-Stop Operating System (OSOS)* and the *Re-Employment Operating System (REOS)*.
- **Accessing & Sharing:** PII/PPSI obtained via federal (USDOL) or state (NYSDOL) requests is heavily restricted. It cannot be disclosed to external parties unless authorized explicitly by the requesting agency. Freedom of Information Law (FOIL) requests must be formally routed through official state portals.

- **Maintaining a Secure Environment:** Standard physical and technical safeguards must be actively deployed to reduce risk across collection, storage, and data disposal cycles.
- **Breach Protocols:** Dictates immediate internal reporting chains and alignment with the **New York State SHIELD Act** for data breach notification and remediation if a compromise occurs. [, [2](#), [3](#)]

Q. Clarify number of laptops/desktops. RFP Page #7 indicates 21 Staff. There are 52 Desktops and 15 Laptops in Jamestown and 18 Desktops and 4 laptops in Dunkirk for a total of 89 devices. Does that mean there are 68 devices that are for customer use?

A. Yes. The devices are utilized in the Resource Rooms, Conference Rooms, and Training Rooms.

Q. Are the devices used in the Resource Rooms, Conference Rooms, and Training Rooms all covered under the current Help Desk contract?

A. Yes

Q. What resides on the CW App Server?

A. The CW App Server is no longer used. The Abilia MIP Accounting software resides on the cw-dc02 Server.

Q. Do you have an Abila Rep or Support agreement for your instance? If so, do you think we can talk to them?

A. This is our contact person for MIP Fund Accounting. I do not have a phone number, only email address.

Charles Turnbow

Charles.Turnbow@MomentiveSoftware.com

Please cc me on any emails to them so that I know what you are looking for. I am not willing to give our account number to a potential vendor at this time, as that may give access to our financial data and information. Our current version is MIP Fund Accounting 2021 (Version 21.2.0.0).

We know that we are a couple versions behind, but will be installing the updates soon.

Q. In the RFP, you reference Lanier Scanner/Fax/Printers; 4 in Jamestown and 2 in Dunkirk. Can you confirm the printer models and the associated services you are looking for with these?

A. These are all networked printers. In the past they have been set up like any other printer on our network and that is all we are looking for. We currently have support contracts with a local company for maintenance, toner, etc.

Lanier MP4054SPF

Lanier MP4054SPF

Ricoh MP C3004EX

Ricoh IM 3500

Ricoh IM 2500

Q. We are proposing a series of new IT Initiatives for Chautauqua Works, and one of the items is to move the current Abila application and database up to a cloud server environment. We are actually engaged with moving another client's Abila instance and DB up to this same environment, and they will be using SQL Express. We wanted to know if CW is using full SQL or SQL Express and if we did a migration and they are using full SQL, could they convert to SQL Express as well for cost containment?

A. MIP has a cloud version with additional features, and we partner with Microsoft Azure. It would be a huge mistake to take our classic older version of MIP and install it in a 3rd party cloud. (per email from Charles Turnbow at Momentive Software who has taken over the MIP contract with Abilia)

