



# MID SHORE BEHAVIORAL HEALTH

RESOURCES, GUIDANCE, WHOLENESS, & HOPE

28578 Mary's Court, Suite 1  
Easton, MD 21601  
410-770-4801

## **REQUEST FOR PROPOSALS**

### **IT & Cybersecurity**

#### **Pre-bid Conference Call Follow-up questions**

**1. Do all MSBH staff have devices, and do any staff members use more than one device?**

Yes, all staff members have at least one device, and three staff members have multiple devices, including HP EliteBooks and Microsoft Surface laptops. The total user device count is 39.

**2. Does MSBH lease any hardware currently being used by staff?**

No, none of the hardware is leased and all staff devices are purchased outright.

**3. Does MSBH utilize any on-premise servers?**

MSBH does not use any on-premise servers. All data storage is cloud-based in SharePoint, and staff are instructed not to save documents locally.

**4. How many network hardware devices such as firewalls, switches, and access points are currently in use?**

There is one firewall, two switches (one 24, one 48) and three access points.

**5. What applications are expected to fall under the first-hour response requirement, and does MSBH maintain any software support contracts?**

MSBH does not maintain software-specific support contracts, such as with Adobe. The first-hour response requirement applies to any applications used by staff, with the expectation that the vendor would be able to provide assistance regarding it within one hour of being contacted. MSBH will provide a complete list of applications for the selected IT vendor to manage.

**6. Are there any critical devices that would require complete system backups?**

No devices require individual backups because all user data is stored in SharePoint, preventing data loss from local device failure.

**7. Does MSBH operate on a 24/7 basis, and what are the expectations for IT vendor support availability?**

MSBH's standard operating hours are Monday through Friday from 8:00 a.m. to 4:30

p.m., staff frequently work outside these hours. MSBH therefore requires 24/7 emergency support availability from the IT vendor.

**8. What information does MSBH expect to be available in a client portal provided by the IT vendor?**

MSBH would like the client portal to include visibility into submitted tickets, device information, connectivity, patching status, and any additional relevant information the vendor can provide.