**Clarifying Questions/Additional Information For**

**RFP Managed Network Services #20-03**

1. **3.1.6- IT Planning. Disaster Recover (B)**

Please clarify what equipment would be covered under the disaster recovery services.

Disaster recovery would include backup of all active servers on the campus. WCCC has a series of IBM/Lenovo servers that are currently backed up in a remote location managed by its current IT provider.

The College no longer supporting its prior AS400. The ERP software was upgraded in 2015 to Jenzabar EX and no longer uses the AS400.

1. **Under section 3.1.7- Mandatory Certifications (B)**

Is there a need for any certifications to assist with LMS support?

No, the College does not need any certification related to Blackboard (prior LMS) or Jenzabar JICS (current LMS).

1. **What relationship/responsibilities would the contractor have with either the LMS or the ERP systems?**

WCCC uses Jenzabar EX for its ERP system and Jenzabar JICS (e-Learning) for its Learning Management Software. The College has a System Administrator to manage the these databases.

There is a limited relationship between the Contractor and the ERP and JICS systems. The Contractor maintains the servers for these software systems. The Contractor also is responsible for managing the College’s email system (currently through Outlook) and student demographic data are transmitted to the Contractor to provide information and authenticate the student directory information.

WCCC is a very small college organization. The Contractor is expected to work collaboratively with college staff to provide general technical advice and assistance, which may include assisting with “brainstorming” or sitting in on the Technology/Learning/Teaching Roundtable. However, ERP and LMS configuration, system troubleshooting, report writing or information-gathering is outside of the scope of this contract.

1. **Can a contractor provide services to the College remotely, rather than provide on-site staffing?**

Certainly WCCC welcomes any Contractor that can provide additional support to the campus for emergencies, etc. in off-hours. However, an on-campus presence is mandatory. As a learning environment, both our students and employees often need basic support that, in the opinion of the College, cannot be effectively delivered exclusively through remote services.