**IT RFP PLANNING QUESTIONS**

*The purpose of this questionnaire is to help you compile relevant information about your IT infrastructure so that you have it on hand as you begin interviewing candidates for your Managed Service Provider RFP.*

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| 1. | **What is the history, mission and overview of the organization?** |  |
| 2. | **How does technology support the mission of the organization today?** |  |
| 3. | **What are the expected immediate growth plans of the organization today?** |  |
| 4. | **What is the total number of offices & geography locations?** |  |
| 5. | **What are the expected/normal business hours of the organization?** |  |
| 6. | **How are the employees dispersed, how may work in the office(s) vs. how many work remote?** |  |
| 7. | **How do the remote users connect to the network to access the systems today?** |  |
| 8. | **What is the total number of computer users?** |  |
| 9. | **What is the total number of PCs & Workstations?** |  |
| 10. | **Are there any Apple/Macs in the environment?** |  |
| 11. | **How many Physical Servers in use?** |  |
| 12. | **How many Virtual Servers in use? VMware? Hyper-V?** |  |
| 13. | **Are there any Cloud Hosted Servers in use?** |  |
| 14. | **What is the organization's current backup and disaster recovery plan for its data and systems?** |  |
| 15. | **Is the organization happy/satisfied with its backup and disaster recovery solutions?** |  |
| 16. | **Does the organization do any annual disaster recovery testing?** |  |
| 17. | **What is the organization's wireless solution and how is it used today?** |  |
| 18. | **Where or how is email hosted today?** |  |
| 19. | **What email security solutions and products are in use today?** |  |
| 20. | **What is the current age (generally) of the PCs and laptops in the environment?** |  |
| 21. | **What PC operating systems are in use today?** |  |
| 22. | **What is the current age (generally) of the Servers in the environment?** |  |
| 23. | **What Server operating systems are in use today?** |  |
| 24. | **What applications are in use in the environment?** |  |
| 25. | **Which applications are hosted internally?** |  |
| 26. | **Which applications are hosted in the cloud?** |  |
| 27. | **What database applications are in use today?** |  |
| 28. | **What internet access circuits are in use today?** |  |
| 29. | **What firewall and/or internet perimeter security solutions are in use today?** |  |
| 30. | **Does the organization perform any formal annual penetration tests (performed by an independent 3rd party)?** |  |
| 31. | **Does the organization engage in any kind of annual vulnerability testing?** |  |
| 32. | **Are there any specific compliance standards/audit requirements?** |  |
| 33. | **How important is IT security to your organization today? (1 lowest -10 highest)** |  |
| 34. | **Does the organization have internal IT support staff today? (yes / no)**  **If yes, how many and what are their roles?** |  |
| 35. | **Has the organization worked with an outsourced IT services provider previously?** |  |
| 36. | **What has been the organizations IT service and support relationship experience?** |  |
| 37. | **What are the good/best parts of the organization's IT systems, service or support today?** |  |
| 38. | **What are the 3 biggest computer/network-related (known) challenges facing the organization today?** |  |
| 39. | **What are the organization's 3 biggest goals for the IT systems, service or support today?** |  |
| 40. | **How does the organization handle website hosting today?** |  |
| 41. | **What telephone systems are in use today?** |  |
| 42. | **Does the organization have a mobile device management strategy or solution?** |  |
| 43. | **Does the organization have up-to-date network documentation?** |  |