

Questions received at RFP@yourhealthidaho.org by 5:00 MDT on 10/7/14 for the IT Support Service RFP

1) Q1: Does YHI prefer these resources to be on-site or off-site in our Idaho office?

A1: With the exception of some help desk functions that could be remote, this work will need to be in our office, typically during normal business hours (but some deadlines and operations require work after hours and/or weekends).

2) Q2: For the responsibilities of Network Administrator and Help Desk Support – can you provide us with the types of hardware and operating systems to be supported?

A2: The majority of admin work will be MS 365 in the cloud, relying upon Windows AD (also hosted in the cloud). Hardware falls into two main buckets: we have a standard laptop and desktop we deploy, although some loaner machines predate these standards.