

Washington Counties Building

IT Services/MSP RFP Bidders Conference Notes

Device details:

This is not a complete picture, only those devices with support software installed

Model	Processor Manufacturer	Processor Model	Purchased	Age (years)	Expires	Expires In	Memory	Total Storage	OS	OS Version
PowerEdge R440	Intel	Xeon Silver 4215R 3.20GHZ	2021-10-10	1.8	2026-10-12	In 3 yr 2 mo	51.1 GB	1.9 TB	Windows Server	2019
Virtual Machine	Intel	Xeon Silver 4215R 3.20GHZ					8.6 GB	128.2 GB	Windows Server	2019
Virtual Machine	Intel	Xeon Silver 4215R 3.20GHZ					17.2 GB	1.5 TB	Windows Server	2019
MacBook Pro (16-inch, 2019)	Intel	Corporation	2020-05-04	3.2	2021-05-03	Expired	72.1 GB	42.7 TB	macOS	13.2.68
HP EliteBook 850 G8 Notebook PC (1G1X7AV)	Intel	11th Gen Core i5-1135G7 2.40GHZ	2022-04-18	1.3	2025-04-17	In 1 yr 8 mo	16.8 GB	754.9 GB	Windows 11	22H2
Yoga 7-15ITL5 Laptop (ideapad) - Type 82BJ	Intel	11th Gen Core i7-1165G7 2.80GHZ	2021-06-10	2.1	2024-06-09	In 10 mo	17.0 GB	1.1 TB	Windows 11	21H2
HP EliteBook 840 G8 Notebook PC (19X35AV)	Intel	11th Gen Core i5-1135G7 2.40GHZ	2021-10-05	1.8	2024-10-04	In 1 yr 2 mo	16.8 GB	510.6 GB	Windows 11	22H2
HP ENVY x360 15.6 inch 2-in-1 Laptop PC 15-ew0000 (54	Intel	12th Gen Core i7-1260P	2022-10-26	0.7	2023-11-29	In 4 mo	16.9 GB	1.1 TB	Windows 11	22H2
HP EliteBook 850 G8 Notebook PC (1G1X7AV)	Intel	11th Gen Core i5-1135G7 2.40GHZ	2021-10-05	1.8	2024-10-04	In 1 yr 2 mo	16.8 GB	254.7 GB	Windows 11	22H2
OptiPlex 3070	Intel	Core i5-9500T 2.20GHZ	2018-06-13	5.1	2024-10-26	In 1 yr 3 mo	16.9 GB	510.8 GB	Windows 10	22H2
HP EliteBook 850 G8 Notebook PC (1G1Y0AV)	Intel	11th Gen Core i7-1165G7 2.80GHZ	2022-04-27	1.2	2025-04-26	In 1 yr 9 mo	16.8 GB	270.4 GB	Windows 11	22H2
HP EliteBook 850 G8 Notebook PC (1G1Y0AV)	Intel	11th Gen Core i7-1165G7 2.80GHZ	2022-04-27	1.2	2025-04-26	In 1 yr 9 mo	16.8 GB	270.5 GB	Windows 10	21H2
HP EliteBook 850 G8 Notebook PC (1G1Y0AV)	Intel	11th Gen Core i7-1165G7 2.80GHZ	2022-04-27	1.2	2025-04-26	In 1 yr 9 mo	16.8 GB	262.9 GB	Windows 10	21H2
HP EliteBook 840 G8 Notebook PC (19X35AV)	Intel	11th Gen Core i5-1135G7 2.40GHZ	2021-12-16	1.6	2024-12-15	In 1 yr 4 mo	16.8 GB	511.0 GB	Windows 10	21H2
HP EliteBook 850 G8 Notebook PC (1G1X7AV)	Intel	11th Gen Core i5-1135G7 2.40GHZ	2021-11-18	1.7	2022-11-17	Expired	16.8 GB	254.7 GB	Windows 10	22H2
HP EliteBook 850 G8 Notebook PC (1G1X7AV)	Intel	11th Gen Core i5-1135G7 2.40GHZ	2021-11-18	1.7	2022-11-17	Expired	16.8 GB	262.8 GB	Windows 10	21H2
HP EliteBook 840 G8 Notebook PC (19X35AV)	Intel	11th Gen Core i5-1135G7 2.40GHZ	2021-12-15	1.6	2024-12-14	In 1 yr 4 mo	16.8 GB	511.3 GB	Windows 10	21H2
HP EliteBook 850 G8 Notebook PC (1G1X7AV)	Intel	11th Gen Core i5-1135G7 2.40GHZ	2021-11-18	1.7	2022-11-17	Expired	16.8 GB	255.2 GB	Windows 10	22H2
HP EliteBook 840 G8 Notebook PC (19X35AV)	Intel	11th Gen Core i5-1135G7 2.40GHZ	2021-12-16	1.6	2024-12-15	In 1 yr 4 mo	16.8 GB	1.0 TB	Windows 10	21H2
HP EliteBook 840 G8 Notebook PC (19X35AV)	Intel	11th Gen Core i5-1135G7 2.40GHZ	2021-12-16	1.6	2024-12-15	In 1 yr 4 mo	16.8 GB	514.9 GB	Windows 10	21H2
Yoga 9-15IMH5 Laptop (Lenovo) - Type 82DE	Intel	Core i7-10750H 2.60GHZ	2022-02-21	1.4	2025-02-20	In 1 yr 7 mo	16.9 GB	1.0 TB	Windows 11	21H2
MacBook Pro (13-inch, 2019, 4 TBT3)	Intel	Corporation	2020-04-01	3.3	2023-04-01	Expired	9.0 GB	1.5 TB	macOS	11.7.3
HP EliteBook 850 G7 Notebook PC	Intel	Core i7-10510U 1.80GHZ	2020-12-03	2.6	2023-12-02	In 4 mo	16.9 GB	1.0 TB	Windows 10	21H2
Vostro 5581	Intel	Core i7-8565U 1.80GHZ	2019-03-08	4.4	2022-03-14	Expired	16.9 GB	559.0 GB	Windows 10	22H2
HP EliteBook 1040 G4 Notebook PC	Intel	Core i5-7300U 2.60GHZ	2018-06-13	5.1	2021-07-17	Expired	8.5 GB	253.7 GB	Windows 10	22H2
HP EliteBook 860 16 inch G9 Notebook PC (4C146AV)	Intel	12th Gen Core i5-1235U	2023-02-28	0.4	2024-02-27	In 7 mo	16.8 GB	1.5 TB	Windows 10	21H2
HP EliteBook 1040 G4 Notebook PC	Intel	Core i5-7300U 2.60GHZ	2018-08-13	4.9	2021-08-12	Expired	8.5 GB	254.5 GB	Windows 10	22H2
HP EliteBook 850 G8 Notebook PC (1G1X7AV)	Intel	11th Gen Core i5-1135G7 2.40GHZ	2021-10-05	1.8	2024-10-04	In 1 yr 2 mo	16.8 GB	270.9 GB	Windows 10	21H2

Most laptops are updated every 3 to 5 years depending on the type and organization responsible. Currently we do our own research and procurement of devices. We would like this service to be coordinated with our MSP vendor.

Office 365 – Business Standard accounts

Firewall: Watchguard Firebox M270 – 01-2019

Switches: HP Aruba 2530 48 Port POE – 01-2019

Backup: Datto S4-X2 – 04-2022 (server backed up throughout the day then backed up to the cloud at the end of each day)

Phones: Yealink T48 VOIP Elevate UC Application ~20 users

Teams Phone ~4 users

We have 2 – 3 users that use a VPN to access the network.

Barracuda Email Protection is the email archive that we need for security and access to historical information for Public Records Requests.

Current IT Pain Points:

Frequent e-mail phishing scams – seems like too much junk gets through. Yearly instances where scammers get access to staff email profiles and send out mass emails.

Lack of security measures in place – ie no MFA for most users' O365 accounts

Recurring problems – tech support does not seem to reference historical notes on ongoing issues, each instance is handled as new and takes longer than necessary to resolve.

Phone system support – requests for name changes or extension transfers don't work well. Not updated when staff come and go.

Support for Office 365 issues – more technical inquiries such as database downloads or group configurations aren't well supported-lack of knowledge

Lack of account rep support, communication, and transparency.

Tech Support expectations: Monday through Friday 7am – 6pm

Current internet provider: Comcast

No HIPPA concerns

There are no remote offices. Staff can work remotely. Some staff travel across the country for business 2 to 3 times per year.