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RESPONSES TO QUESTIONS FOR IT MANAGED SERVICES 2024 REQUEST FOR PROPOSALS (RFP)

January 26, 2024

NOTE: **Questions 1-6** were submitted via email prior to the scheduled IT Job Walk held on 1/18/2024.

1. Are you able to provide us a Network Diagram?

   Response: A network diagram is not available at this time. Rather, an overview of the City's network infrastructure was provided at the 1/18/2024 IT Job walk.

2. Can you provide us a floor plan for the locations that require WiFi access points?

   Response: Due to the sensitivity of this information, the plan will be shared with the RFP-awarded firm only.

3. We can support the Network Appliances section of the RFP but not the other sections like Workstations or Software and Desktop Applications. Is this acceptable?

   Response: Unfortunately, the RFP requires that we partner with a full-service MSP that can manage not only the Network Infrastructure, but also Servers, Clients, and all types of IT assets.

4. Can you provide the devices needed and quantities per each location for Network Appliances?

   Response: We currently have a mix of Ubiquiti/Cisco Meraki & Cisco ASA equipment in our ecosystem across our core 3 locations: City Hall, PD, and Public Works Operations Center. We are planning to consolidate our L2/L3 network infrastructure into a single solution for better management and security. Additional setup was demonstrated at the 1/18/2024 IT Job walk.

5. In the RFP it states, "Prime firm must be responsible for at least half the annual value of the proposed work consistent with the scope of work as noted in the proposal." -Can you please provide clarification?

    Response: We understand that priorities of projects/tasks may shift based on fiscal/budget implications. We expect that some proposed projects may not be successfully delivered or implemented as a result of the constraints that we may encounter. However, we do expect an optimal level of service deliverables as we establish a relationship with the selected IT firm. The IT firm must deliver satisfactory quality of service to the City to maintain a positive relationship, transparency, and open communication.

6. Can you provide a 2-week extension of the RFP due date to 2/15/24?

    Response: Unfortunately, we are unable to extend the RFP due date.

7. How much is your current monthly spend with existing IT provider agreement?

    Response: Average spend for FY2022-2023 under the existing IT provider agreement was approximately $12,100/month, which was inclusive of additional project hours and backup services (Veeam Cloud).

8. It was discussed that the City desires to have a provider highly skilled in security to assist with DR planning, IR planning, security road mapping & policy review/creation. Is it the City's desire to include time for these services in the cost proposal as an optional service or to have these skillsets available for outside projects?

    Response: The City expects the IT firm to have a good understanding of disaster planning (DR) and incident response (IR). It is highly preferred that we work in close coordination with the IT firm to develop an Action/Response Plan and Governance Policies around Cybersecurity and Incident Response so that our IT Division has a working and proven plan in place that is properly aligned with how other similar Local Government Agencies function.

9. It was mentioned that there are some "notable gaps" with the current provider. What are the current gaps the City desires to overcome with the new provider?

    Response: The gaps mentioned are strictly focused on the technical software provided to the City. The City desires the MSP ticketing and RMM/asset management system to provide shared full oversight for the IT Systems Administrator to oversee the City's IT assets and infrastructure.

10. How many estimated hours per month are used outside the 5 day weekly onsite?

    Response: Average hours outside of the normal schedule for FY2022-2023 under the existing IT provider were approximately 4-5 hours. However, this was primarily due to large-scale projects requiring additional services (e.g. Police HVAC replacement project necessitating mobilizing police technology).

11. It was mentioned that cabling services would be outside of the scope of the required services for this RFP. Are there any other services that would be excluded from the RFP?

    Response: Cabling (e.g. running/installing data drops, terminating, crimping cables), will need to be excluded from the RFP, as we work in coordination with the Public Works Department to procure licensed electricians and general contractors on an as-needed basis. However, the IT contractor and firm should have an understanding of troubleshooting network incidents to identify the root cause of various network-related incidents.

12. Are there any services outside of after-hours support that the City would like to be specifically included that are not mentioned in the RFP? Examples would be assessments, project engineering/scoping, etc.

    Response: Additional services may also include assistance with performing various IT audits/assessments, as well as IT policy and procedure development.

13. It was mentioned that the current provider provides Connectwise ticketing, ITAM, RMM & Blackpoint SOC. Are there any other software licenses provided by the current provider such as EDR/XDR, SIEM, MDM, mail security, backup licenses, offsite storage, etc that is desired by the City to be provided as part of this RFP? If so, what are the server/workstation/user quantities?

    Response: Blackpoint is the EDR. We currently do not have an MDM solution. Veeam is currently utilized for local and offsite storage.

14. What version of VMWare licensing is in place currently?

    Response: We have 2 licenses as follows:

    - VMware vSphere 6 Standard (**6 CPUs**) – **3 Licenses**
    - VMware vCenter Server 6 Standard (**1 Instance**) – **1 License**

a. Are all VM's running on a single ESX host?

Response: No, they are distributed across **3** ESX hosts

b. Is there a current VMWare maintenance/support agreement in place?

Response: We do not have an active maintenance or support agreement with VMWare. We currently co-manage our VMWare environment, both the physical hosts and the software with our existing MSP.

15. How are backups currently ran? RTO/RPO? Platform?

Response: Veeam is utilized for backups and offsite storage is at a colo SDDataCenter.

a. How often are backups currently tested?

Response: Offsite backups are monitored through SDDataCenter.

b. Are backups maintained locally?

Response: Yes.

c. Are backups maintained offsite?

Response: Yes.

d. Is there currently an ability to fail over to cloud backups with servers running in datacenter/cloud real estate? Is this desired?

Response: No, the offsite would have to be recovered to their local host.

e. Are o365 backups & pricing desired as part of this RFP?

Response: M365 backups are not required for this RFP, however, we would like to see this priced out as an option. We can provide all the details needed for proper pricing.

16. What are the expected hours of the onsite technician to be onsite?

Response: We would like to have onsite support coverage **Monday-Friday / 8:00 AM – 5:00 PM**.

17. Are there any hardware or software not owned by the district that will need to be replaced as part of the RFP?

Response: The City oversees all licensing/subscriptions for the majority of the software and hardware used by all departments. We may need to include Veeam Licensing, as well as cloud/colo storage for offsite backup archiving.

18. Are all existing workstations & servers under warranty?

    Response: We have an active warranty for most of our critical servers. Most servers have redundancy configured within its storage. Most workstations are out of warranty, and we replace them on an as-needed basis, as well as include a separate budget for refreshing workstations. An annual budget enhancement is requested and approved by City Council for any hardware replacements that are deemed as critical and non-compliant.

    a. What is the age of the workstations?

    Response: The average age of the workstation would be around 3-4 years. The age of the oldest workstation is currently at 7 years.

    b. Is there a currently followed life-cycle plan in place? Can you share this plan?

    Response: We do not have a life-cycle replacement plan for our workstations.

19. What services, if any are expected to be part of the RFP for projects?

    Response: We would like to have a co-managed process as it relates to project management. The City's IT Systems Administrator will have complete oversight over any/all projects and will work in close coordination with the IT MSP to achieve/implement any project in any capacity. Services would typically include helpdesk/service desk, desktop support, break-fix, network and security management, server administration/management, and other typical service deliverables that are required to maintain business continuity across all of the departments. We will also require assistance with including the IT MSP in project management for various City system/software implementations, and initiatives.

20. Is there currently a RACI Matrix in place to understand better accountabilities between District and supporting firm?

    Response: We do not currently have a defined RACI Matrix implemented. This would be ideal to establish moving forward.

    c. Can this be shared to help clarify scope?

    Response: Project management differs across departments as various stakeholders are involved with various roles. We foster and encourage partnerships with all of the departments for any software/system implementation and process enhancements as it relates to our IT division.

21. What is the current after-hours support process and expectation of the District?

    Response: Please refer to the response under **Question 12**.

22. Are there current vendor/software support contracts in place for all LoB applications?

    Response: The City maintains active support agreements with majority of the Line of Business applications and vendors. Some legacy applications are co-supported by the existing IT MSP, as well as the City's IT Systems Administrator, by using our internal support documentation and knowledge articles.

23. In the section titled, "Information Technology System Operations", can you give more detail on your expectations for "Preparation of Reports for distribution on next regular work day."

    Response: This section is related to having the MSP provide regular project status updates and have various methods to provide ad hoc reports as requested during regular project status update meetings. The City wants to measure metrics on service delivery, and how quickly various tickets are being resolved.

24. Is the City willing to reveal the value of the current MSP contract? (Monthly or Annual cost.)

    Response: Please refer to the response under **Question 7**.

25. The City expressed interest in retaining the current onsite tech; I believe his name is Aris. Do you know how much he is being paid so we can work that cost into our proposal?

    Response: During the 01/18/2024 Job Walk, the City expressed that we have a great relationship with the current onsite technician and appreciate his service as an employee of our current MSP. However, the City cannot engage or coordinate communication regarding the private hiring practices or compensation involving the current service provider.