

RFP Questions 44 – 19

March 1 – 8, 2019

Question and Answers in Red

1. What is the estimated start date for services? **July 1, 2019**

2. How are you handling backup now and how much data is currently being backed up? **20-30 TB – Cloud / Tape - Currently using "RapidRecovery" for hourly snapshots that are stored on a backup server in house. Legacy systems also use tape backup drives.**

3. Will servers owned by third parties be managed and monitored by IT vendor? **Yes that are on premise - If not, how many servers will vendor be responsible to manage? n/a**

4. Can you provide a list of the network infrastructure? Switches, firewalls , routers. – **We will provide a full list and map once contract is negotiated a quick overview is there are 30 switches and 10 firewalls/routers in place in various locations.**

5. What are you currently using for log management? **Currently working on a solution**

6. Do you have a breakdown of Computer/Desktops v Tablets? **Yes**

7. What are you using for MDM and Encryption today? **MAAS360 - Jamf**

8. The budget listed and the spent for last year - Did that include the entire scope of this RFP? , if not please specify which areas of the scope did it cover. **Yes**

9. Whether the city already has a Help Desk Application/System (ticketing system) or would the vendor need to procure one? **Vendor should procure one**

10. The Current Phone system – Is that legacy or VoIP. Is this already in place or is the vendor expected to procure one? **VoIP managed Phone system (on a separate network and own VLAN) which is NOT part of this RFP**
11. How many offsite resources were assigned to the project? **n/a**
12. If any AMC (Annual Maintenance Contract) running for the Servers, hardware, database, network, endpoints? **Yes - This will made available at the time a contract is negotiated.**
13. What is the city currently using for weekly Server /Data backup? **Cloud / Tape (see Question 2)**
14. Does the city already have an Inventory/Asset Management system? **Currently working on updating this.**
15. How is the city currently handling security Policy Management? **All user access is secured by AD**
16. Attached is a excel document with tabs for each type of device. – **See question 4 for your answer**
17. What technology does the city have in place today for backing up your data? **See question 2**
18. What solution is in place for Monitoring & Management for DNS security and content filtering? **OpenDNS, sonic walls and endpoint agents**
19. What date does the city plan on selecting a new IT partner? **See Question 1**
20. Are there are any addendums that should be attached? **See Bid page**
21. Also, do we have the full package to respond? **Yes**
22. Lastly, what is the due date? On cover page it says March 20 but on page 9 it says March 10. **March 20 – noted in Addendum 1**
23. Do you have an exact end user count? **Yes - A full list will be made available at the time a contract is negotiated.** How many of these end users are part time? **This number fluctuates but can be anywhere from 10 – 30, the IT would have to support**

24. Can you provide address for the 13 locations referenced in your previous response? **A full list will be made available at the time a contract is negotiated.**
25. On average, how many help desk tickets per week is the current vendor handling via remote support? **100-150**
26. Who manages the MAN dark fiber? **firstlight for cables, msp for switches , network person not related to msp**
27. What vendors do you work with for printers? **konica minolta / msp**
28. Do you have an inventory of all printers? **Yes**
29. UPS inventory? **Yes**
30. How are your servers and workstations patched? **endpoint management / manual**
31. What Mobile Device Management tool is in place? **maas360 jamf**
32. What Monitoring tool is in place? **supplied by the msp**
33. What Endpoint Encryption solution does the City have? **This will made available at the time a contract is negotiated.**
34. How is your data being backed up today? **See Question 3**
35. What DR strategy does the City have in place today? **Currently working on an improved solution.**
36. What servers are owned by 3rd parties and what applications live on them? **Here are some examples, Central Square (formerly Superior) One Solution Finance; Stone Hill Municipal Solutions Payment Center, Vision, Arcview, PublicEye, Rec Pro, Armano /McGann Parking, Tiba parking , Integrapark - Paris parking. A full list will be made available at the time a contract is negotiated.**
37. What is your workstation refresh cycle like? **4 years**
38. Who is responsible for application vendor relationships today? **msp / inhouse**
39. What do you have for a phone system? **outsourced solution -firstlight - not part of the RFP**
40. Does the City have a SIEMs tool in place? **Work in Progress and working towards to a centralized system.**

41. Learning Management System, share your thoughts on this. What would you like this to look like?
Currently using a system citywide for security (Cyberhoot) and would like to improve general training for other applications. This can always be improved and we are more than happy to hear your solutions.
42. What is your existing DNS Security & Content Filtering System? Opendns / Sonicwalls
43. What is your existing Anti-Malware System? Malwarebytes Cloud Solution, OpenDNS, Webroot (MSP end point Management),