

Questions:

1. The RFP appears to be asking for 24/7 monitoring of the network with real time responses to network issues and security threats. Is the city asking for a "Security Operations Center" (SOC) as part of the RFP response?

No.

The City has three critical systems:

- 1. 911 PSAP Dispatch Center for Police, Fire, and Ambulance***
- 2. Waste Water Treatment Plant***
- 3. Water Treatment Plant***

All three need to be able to get emergency support 24/7. In most cases that would be handled by the IT Manager, however, redundancy is paramount in the event the IT Manager is not available.

2. Will there be an opportunity to for a walk through of the current IT setup and the different locations that are being supported? We know that this might not be possible with Covid-19 but it can be helpful in responding to the RFP.

Yes, during the interview process.

3. The RFP indicates that the selected MSP will be working under the direction of the IT manager. What work will the IT manager be responsible for beyond managing the selected MSP?

The IT Manager is responsible for the Enterprise Architecture, managing the resources for IT related projects, and addressing issues that are preventing an employee(s) from being able to complete their tasks. Depending on the urgency and the existing request load, these may be forwarded to the MSP for resolution as a means of expediting those requests.

4. The City of Florence is currently getting backup support from a local MSP. How many hours of support is the city currently requiring from this MSP?

This has varied depending on the current project load based on the Enterprise Architecture initiatives, however, it has averaged approximately 25hrs/month plus monthly monitoring agreement fees which includes...

Backup Server Agent & Support (monthly service)
Continuous Maintenance Activities (Network Monitoring)
Continuous Monitoring Service (per server)
Continuous Monitoring Services. (per workstation)
DNS Hosting Service (monthly)

5. Do you anticipate that the MSP selected will be providing a similar level of support of the level of support be increasing with the RFP?

25 hours per month on network

We anticipate 50 hours per month on user support either remotely or in person

6. How many of the 73 FTE's are working remotely from a home office?

1-3 users working from home

25 have the ability to work from home if needed

7. Does anyone use personal BYOB devices to access city networks?

Some – cell phones to remotely respond to SCADA alarms by Public Works and IT, via VPN

8. 102 PCs/30 laptops. Are these Windows devices? And if so, what version of Windows? Can you give approximate age of the devices?

Yes. The version varies. We've been rebuilding the network since 2018 and upgrading/replacing EOL equipment. Ages range from new to about 8 years

9. What are the 25 mobile devices and are you wanting them under Mobile Device Management (MDM) system?

iPads. There have been challenges with configuration for the Police Department. Ultimately, we will want all mobile devices under MDM

10. 58 Servers. This is a usually high number of servers for a city of this size. We are not here to judge though. 😊 When estimating managed services for server environments it is necessary to understand the age of the physical hardware, then number of virtual servers, and the operating systems involved for them. For example, if there are any 2008 servers, those are no longer support by Microsoft and would need written out of most managed server services. Also, we do not charge by the server, so to accurately quote for the server support section, we would rather estimate how many servers will be moving forward. We normally see a 15-25% reduction in needed servers as we consolidate new clients during onboarding.

Servers are defined here as...

- **Bare Metal (6-Node VxRail, 2-ESXi, 2-Backup, 2-non VM Domain Controllers, 2-Cisco VOIP/SIP devices)**
- **VCenter Servers 24 (Windows, Linux, VmWare)**
- **Miscellaneous Servers/Server Devices (28) as defined by DarkTrace Device Administration**

11. Are all 58 servers in a single location?

There are 2 locations – NOC and DR sites. They will be most likely using a stretched cluster (VM) once the architecture is complete.

12. What is the Cisco VOIP solution? How many devices?

**Cisco Call Manager
VOIP – 106 phones, most 7942/7962 model**

13. There is no mention of Active Directory, but we will assume it is in place and the end user devices are domain joined?

We have 2 Domains, 4 Active Director DC's. Both Domains have a PC and DC. Yes and Yes.

14. There is no mention of a backup system. Can you please identify what is used, how much data is required to be backed up and what, if any offsite DR solution is required?

Current Backup Solution: AppAssure, backed up to a bare metal server, replicated/deduped to another bare metal server at the DR location. Backups are continuous.

15. There is no mention of a Wifi system. What is in use at your locations?

Meraki Mesh across all City buildings

16. Will the management of the security cameras be in scope? **Yes** Do you have a 3rd party vendor for these systems? **Yes, for purchasing and installation only**

17. Mentions 14 copiers under lease with POA. Do you also have printer supply / per click / contracts with POA for those devices or with printer management, beyond networking, be in scope?

The MSP will be responsible for any network issues and for the initial setup when new copiers are received.

18. Do you accept credit cards in any of your systems?

Yes, we use third party processing.

19. Is your CMI/Justice system cloud based or on-prem?

On-Prem

20. What version of Caselle are you using and is it cloud based or on-prem?

"Caselle Connect", current release. Both on-prem and cloud (Connect Online)

21. Who is/are your Internet provider(s)? What are your up/down speeds at the various locations?

Century Link, Wave Broadband, and Hyak. Dual backbone with auto-failover in the event of failure. Both Intranet and Internet.

Backbone – 10gbs, Distributed 1gbs.

22. What do you have for firewalls?

Cisco ASA, Bitdefender

23. What A/V solution is employed?

Cisco Umbrella, Barracuda, and DarkTrace

24. Do you currently have 2FA/MFA deployed in your environment?

In the process of implementing OneLogin

25. Will the selected party also be expected to manage city websites or external DNS records?

The City currently contracts with a third party for website hosting and design.

26. Proposed change from quarterly security penetration assessments to an annual assessment

We are open to negotiation on this point

27. Regarding how to price 24/7 help desk support, holidays, and weekends

The City requires that assistance be available 24/7. The City is open to negotiation on how this service is included in the price proposal.

28. Proposed change to evaluation process and criteria

Section 5.10 addresses an optional interview process. The scoring for the interview is separate from the RFP evaluation process.