

## City of Springfield TN Network Services RFQ Question Addendum

- Does the City of Springfield wish to engage in a 12-month, 24-month, or 36-month contract? Please indicate the desired preference. **The City operates on a July 1<sup>st</sup> to June 30<sup>th</sup> fiscal year. The first-year contract will be for 13 months, June 1<sup>st</sup>, 2017 to July 1<sup>st</sup>, 2018 to provide a one month overlap of vendors. After that it should be a 12-month contract, July 1<sup>st</sup> to June 30<sup>th</sup> of the fiscal year.**
- Once all responses are received, what is the City's decision-making process? Who is involved in the decision-making process? **The first review will be done by the standing City wide IT team. This team is made up of a representative from each department that are key IT users within their department. They will review all the submitted bids and select from three to five for further consideration. Those recommendations are then submitted to the department heads and executive staff for final consideration. From there, one vendor will be selected and presented to the City Board of Aldermen for contract approval.**
- What are the most important considerations for the City? Does the City typically select the lowest-priced provider? **1. Network support 2. Help desk support 3. DR 4. Price/performance The City is funded by taxpayers, we select the most economical that can do the job required.**
- How many companies are responding to the RFQ? **14**
- Once all responses are received, if there is anything in the proposals that come up during the decision-making process that are unclear, will the City allow the vendor the opportunity to address with the City prior to making your final decision? **Yes**
- The RFQ indicates that there are several departments associated with the City of Springfield, specifically mentioning Springfield Police Department, Springfield Fire Department, Engineering Department, Public Works Department, and City Hall.
  - What are the physical locations and/or addresses of each department?
    - **City Hall – Admin (City Mgr., Assistant City Mgr., CFO/Recorder, City Clerk, IT, BOA) 405 N. Main**
    - **Finance/Utility Billing Dept. – 405 N. Main**
    - **Codes and Planning – 405 N. Main**
    - **Park and Recreation – 401 N. Main**
    - **Fire – 203 Central Ave.**
    - **Police – 802 Willow St.**
    - **Animal Control – 507 Industrial Dr.**
    - **Electric – 718 Central Ave.**
    - **Gas – 1311 R.W. Gordon Dr.**
    - **Public Works – 2809 Clinard Dr.**
    - **Water/Waste Water - 924 Central Ave.**
    - **Engineering – 1315 R, W, Gordon Dr.**
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- Are there any other departments that should be included? Please include the name of the department and its physical location and/or address. **No**
- What network infrastructure and/or network hardware and components are located at each site? **With the exception of Animal Control which has no connections, each location has pretty much the same network configuration: Comcast modem, Netgear firewall, Netgear 5 or 24 port switch. City Hall has an Edge firewall and several 24 port Netgear switches.**
- What is the ISP and the connection speeds for each site? Is there ISP redundancy and/or failover enabled? **Comcast is the vendor for our ISP. All locations except for Animal control have a 75/25 circuit. Electric Department recently put in a fiber circuit. Also, they have a VOIP phone system and their switch is managed by their telecom provider. There is no redundancy.**

- The RFP, as it relates to Total Number of City Employees including PD and Fire, states that there are 242 full-time and 10 part-time employees. An end-user is defined as the person or individual that a software program or hardware device is designed for.
  - With that said, what is the total number of users that will need to be included in the RFQ for Information Technology Services? **IT inventory shows 165 units. Some of these are spares. A detailed list will be presented on your pre-assessment visit.**
  - In addition to total number of users, what is the total number of users for each department? **Detailed list will show users by department.**
  
- The RFQ, as it relates to Departments, indicates that each department will still have the ability to determine its own needs, evaluate potential solutions, and implement software or hardware.
  - Will each department have a primary point of contact to serve as its department's IT liaison and coordinate IT support, submit trouble tickets, contacting the vendor's help desk? Or will each department and its end-user contact the vendor for direct support? Or will each department and its end-user contact the City's IT specialist first, for assistance? **The user will contact the City's IT specialist first for issue resolution. The IT specialist will quickly determine if they can solve the issue with the user, or if not, will open a ticket with the support vendor listing all details and direct contact information possible with an emailed copy to the user.**
  - If each department has an IT liaison, would their information be provided to the new vendor? **Yes**
  
- The RFQ, as it relates to Servers, indicates that the City currently deploys nine servers. There are four (4) servers identified as City Hall SFDCI, City Hall Springfield, City Hall LGSERVER, City Hall SFTEMP, all of which are listed as Custom Platform Mfg.
  - Who is the manufacturer for each of these servers? **Local Government Corp**
  - Are they currently under an active support and/or warranty agreement? If so, who is the provider? **Yes, Local Government**
  - If so, in the event of a hardware failure that requires a hardware component to be replaced, is the provider able to assist in replacement parts and is that covered under the support agreement? **Yes**
  - If not, in the event of a hardware failure that requires a hardware component to be replaced, what is the City's expectations for support? **Goal is to replace servers with Dell units in future**
  
- The RFQ as it relates to Servers, indicates four (4) additional servers, identified as Police Department T110 server, Police Department T310 server, Police Department PE2900, and Fire Department T110 server.
  - Are each of these servers currently under an active support/and or warranty agreement? If so, are you able to provide the service tags for each? **No, they are not.**
  - Who would provide support in the event of a hardware failure that requires a hardware component to be replaced? **Need to be part of contract.**
  
- The RFQ, as it relates to Disaster Recovery/backup schema's, indicates that a unified plan needs to be formulated across all departments and implemented.
  - Can you provide either the exact size or an estimate of the total backups for each department? Please be sure to include all data from individual pc backups, external hard drives and/or devices, USB's, etc. that would need to be included in the Disaster Recovery/backup schema. **Since the initiation of this project, all city departments except for Animal Control, Police, and Fire has installed a Carbonite pc backup system by department. The Engineering Server also uses a 2TB cartridge for a weekend back up now which is stored at City Hall. The shared folder on the Codes/Planning main pc is also backed up to a 1.5TB cartridge and keep in bank vault off-site and rotated on a weekly basis. The IT Department has backups of all internal servers via Carbonite, an internal 6TB network storage device, and daily backup to an WD external drive which is taking off-site daily.**
  - Can you provide the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for your server infrastructure? **We have not established a RPO or a RTO. The financial system would be the most critical.**

- The RFQ, as it relates to Desktops and Laptops, indicates as of January 2016, the City had 94 workstations which included the Fire Department. The Police Department recorded a total of 32 desktops and 37 laptops/MOT's for a City-wide total of 163. It also stated that there are several laptops, iPads, and Surface tablets that may have not been identified during the assessment.
  - Can you provide the number of desktops and/or laptops broken out for each department? If unknown or unable to verify at this time, please provide an estimate per department. **A detailed unit list will be provided during your pre-assessment showing all units in the IT City-wide inventory. It will list the type of device.**
  - Will the additional laptops, iPads, and Surface tablets need to be covered under support for the IT Services Contract? If so, please provide the number of each and what department they are associated with. Also, what are these mobile devices and/or tablets used for? Specifically, what applications are they accessing? **We have undertaken a three-year replacement plan on our desktop and laptop units. Give this rotation, all desktops and laptops should be under Dell three-year maintenance. If the unit is not replaced, there is no hardware maintenance. The surface and IPAD units have only the mfg. warranty available and are not supported by the network vendor.**
  
- The RFQ, as it relates to Software Usage Summary, outlines not all but majority of critical/common applications used amongst each department.
  - Are all the applications listed covered under an active support agreement? If so, will the City be able to provide the contact information, including the City's account number for each provider to the vendor once contract is awarded to assist with vendor coordination? **Yes**
  - If there are any applications listed that are not covered under an active support agreement, which are no longer covered and what is the City's expectations for support? **Possible, don't know of any at this time.**
  
- The RFQ, as it relates to Initial Assessment, it states to compile/update inventory of all information technology related assets.
  - Will the City allow for vendors to perform a pre-assessment of its current network infrastructure and complete a Readiness Assessment Technical Questionnaire, prior to the proposal submission deadline? **Yes**
  - If no pre-assessment can be performed, does the City expect for the initial assessment to be conducted and completed immediately following the contract award? If so, what is the timeframe for the expected completion and delivery of the findings and recommendations?
  - What is the expected timeframe for completion of the Scope of Services outlined in the RFQ? **3 months**
  
- The RFQ, as it relates to Help Desk Support, it states to remote and on-site support must be provided during business hours as requested.
  - What are the City's business hours? **7:30 A.M to 4:30 M-F**
  - What are the City's expectations of onsite support? Do you require a specific SLA? **On-site support should be within 4 hours of ticket open. We do not require an SLA.**
  - Are you able to provide a history or log of past trouble tickets for the City and its end users? **We have never had a formal ticketing process so the answer is no.**
  
- What issue classification types does the City require for ticketing? Are there certain departments that require special circumstances or SLAs that need to be accommodated? **Level 1 – immediate resolution in departments such as Finance and Police Dept. or loss of service to whole department such as VPN outage. Level 2- 1 hour response time Level 3 – 2-hour response**
  
- Experience – numerous statement suggests proven track record with regards to support government entities. Is this an absolute requirement or a preference? **It is a preference.**
  
- NCIC Certification – again, is this a requirement or a preference? **Our Police Department requires the vendor to have NCIC Certification.**

- In the case where the bidding company is not NCIC certified, would bringing in a partner that as this certification cover that requirement or a plan to become certified? **A partnership would not be entertained as only the certified vendor could work with Police and Fire and the non-certified could not be involved with those departments. A plan to become certified could be discussed for consideration.**
- The RFP states that there are 252 employees, but only 163 active workstations/laptops. Do the other 89 employees have log in credentials or email accounts? **No**
- How many hours of IT support do your 252 employees average per month? **40**
- Outside of the future need for a written DR plan, what DR/availability expectations exist today? **The City at this point has not committed in the past to a formalized DR strategy. Since City Departments have operated somewhat autonomously in the past, the expectation varies from no recovery of data to archiving critical local data to an external drive which is not removed from site. Recently, a process has been put in place for all departments except the Police and Fire to utilize Carbonite as one method of DR down to the pc level. We now also utilize Carbonite for all our servers. The servers also have a secondary and in some cases a third backup schema deployed. Although these measures bode well for the front end of DR, they do not establish a clear recovery process if one is needed. A written plan needs to be formulized, written and tested annually.**
- What are the recovery time objectives for these applications and does a secondary DR site exist today? If no set objectives, what are the thresholds for downtime on each application? **There are no set recovery objectives. No secondary DR site exists today. Given there are no manual Plan B's, uptime of the billing/financial systems is critical to serving the publish with utility billing, cutoff and adding service. It would be desirable to hold the financial applications to less than 4-hour downtime.**
- What applications are most critical? **Financial applications**
- Is all application access restricted to the network or do you have remote location or user access? **There is restricted remote access to applications. Remote department utilize VPN's on the network.**
- Are all devices city owned or are you a bring your own device shop? **City owned only. Some employees use their own smart phone to receive exchange email.**
- What is the storage schema today and total size of data set? **Storage schema DB is primarily SQL based for financial and exchange while Engineering data is file based. Engineering dataset is approximately 1.3TB . The Exchange mailbox is about 50GB, Financial is approximately 180GB and the domain is another 30GB. The Police/Fire Dept. storage requirement would be around 1 TB due to excessive video and pictures.**
- How long must you retain backups? **There is no formal requirement for retention in place. We do however archive all email for 10 years to a cloud service.**
- What level of redundancy/resiliency does your current infrastructure and network have in place? **None. Rely on current network support vendor to have parts and come on-site to install as needed.**
- Are you open to recommendations around mitigating risk and ensuring higher levels of resiliency and availability as part of local government best practices? **Yes**
- How many 0365 mailboxes does the Police Department have? **Approximately 40**
- Will the anti-virus go away; do we need to provide this? **No, this should be provided by the selected network support vendor.**
- Is the City interested in a hosted desktop solution? **Yes**
  - If so, would you like one proposal for an on-premises support model and a separate proposal for hosted desktop? **Yes, they should be separate proposals.**
- Does support for switches, routers and WAPs need to be included in this proposal? **Yes.**

- What make and model WAPs do you currently have? **Most are L-Com model wlan-lccpe28.1**
- Reference: Point 10 - Microsoft Server/User License passage
  - Please define "user license upgrades" Currently, **our servers are on WIN2008R2 and WIN2012R2. We also have calc's for terminal service users and remote users. It is our desire to upgrade all servers and user calc's to WIN2016R2 level in the near future to stay current.**
- Ensure security of data and compliance with State of Tennessee Record Retention requirements. – A bidder needs to review and ensure they meet this need. **Yes**
- **Does the City's desire to have all IT within one management structure include the current single IT technician on City staff? Yes**
- **Will the noted "outside vendor" be submitting a response to this RFP? It is assumed they will.**
- common Exchange email server hosted internally - **Hosted suggests that this is a service outside of network. Examination of RFP suggests Exchange is a VM on City Vmhosts. Is there a Vmhosts to manage? What other systems are not listed? The City Exchange is hosted internally at City Hall within the network except for the Police Department. The Police Department Exchange is hosted via a cloud based solution with a third party. There are no VM solutions employed otherwise. There are no other systems not listed.**
- exception of the Police Department, which utilizes a cloud based Office 365 solution... Police Department users maintain a pass-through mailbox. - **Do these dissimilar email systems communicate together? Does the PD group have multiple emails? Does this setup violate any separation rules for security listed by TBI? The City Exchange mailboxes for the Police Dept. are the results of the initial mailbox configuration when the Police Department was part of our Exchange schema. Once they established their own cloud based solution two years ago, it was decided to merely pass-through any email addressed to the Police on our Exchange to their cloud based solution to maintain continuity.**
- **This section describes current backup tools and storage. Are we supposed to develop a DR/Backup solution for this RFP? Or is the section stating we should be aware of a future need and expectation to develop a true (written and implemented) Disaster Recovery Back Up solution? No, creation of a DR plan is for long term planning with the vendor providing guidance. No written DR plan is required for submittal of the RFP.**
- RFP lists 6 Comcast VPN's, likely with 6 separate Internet connections at sites. RFP also lists PD has 3 additional VPN's. - **Are the additional PD lines Comcast as well? Is the client needing Failover service? Yes. Yes.**
- RFP lists 163 total computer workstations. There are also other laptops, iPads, and other Surface devices not included in count. - **Does the RFP want us to manage and monitor more than the 163 count? Yes, if required by the department owning the devices.**
- RFP lists 39 printers with other printers for Zortec. - **Is the total 39 including Zortec? Understand that Zortec is our financial and utility billing software system from Local Government. Due to its age, Zortec requires printer definitions to be created for some printers in order to print purchase orders and other financial reports at the department level across the City. The number 39 is the total number of network printers. Not all of them will print Zortec reports but due to connectivity, they are networked.**
- Count appears to be 12 Switches and 11 FWs from the description. - **Are we reading that correctly? There also is no count of WAPs in network. Yes, those numbers should be correct however we just added another switch and FW last week so bump it up by one. Offhand I can count 6 WAP's that I know of. Some departments have installed WAP's on their own and I don't know they exist.**
- Description of assessment tasks appears to be the onboarding discovery. Not a pre-sales assessment. - **Are we reading this correctly? We are open to you conducting a pre-sales assessment at your cost if you would like to prior to submitting your bid. Please request at your earliest convenience.**

- All items list expected tasks. - **Is there any expected SLA delivery attached to the items or does the City want the vendor to outline there SLAs around these items in its response? Outline you're SLA around the items.**
- RFP mentions 'the Vendor shall perform security audits as requested'. This is mentioned in same paragraph as reviewing City Anti-Virus software. - **Is the Security Audit request tied to AV or to full security service monitoring and remediation? A security audit is desired to make sure all devices are appropriately protected and secure. This includes sign on, password length, and current anti-virus definitions in place.**
- **Does the City have any past ticket history or support hours used? No ticketing history. Support hours per week vary but estimated as 10 hours.**
- **Does the City have an IT budget for the requested services? If so, how much budget is allocated? No**