

## Q&A - City of Rollingwood RFP for IT Services

**Date Posted:** September 5, 2023

As described in the RFP, the city currently has two vendors, one for Administration/Public Works and one for the Police Department. The questions below were answered by staff and/or the respective current provider(s).

1. How many users are on Office 365? What license do they have? Provide a license count.

Office365 E1 - 20

Office365 E3 - 12

Exchange Online Plan 1 – 2

These licenses are dependent upon server environment (City vs. Police Station) and were chosen due to the City's required retention policies.

2. Are the licenses being purchased directly with Microsoft or through a Microsoft Partner?

Through a Microsoft Partner.

3. Is there a software in place currently to manage endpoints remotely? If so, what product(s) are being used?

**Admin/Public Works:** There is an RMM tool in place.

**Police Department:** Endpoints are currently managed through ConnectWise Automate v220.102.

4. How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis?

**Admin/Public Works:** They are updated as requested by the City and are currently performed weekly.

**Police Department:** Devices – quarterly (network), monthly (servers) & Endpoints – weekly (workstations)

5. Is there a Mobile Device Management (MDM) solution deployed?

Currently no.

6. Are user devices being backed up? If so, how often, and do you have retention policies in place?

**Admin/Public Works:** Users RDS accounts are backed up once a day at night. Local computer files are not. The retention policies are dictated by the customer.

**Police Department:** No.

7. Are the servers on-site or on the cloud? Hybrid?

**Admin/Public Works:** City servers are cloud-based.

**Police Department:** Currently the servers are on-site.

8. If you have a cloud environment, is it Azure/AWS/other?

**Hosted Multi-Tenant RDS environment.**

9. How many servers do you have? What operating system are they on?

**Admin/Public Works:** 2 Virtual RDS Servers – Windows Server 2019, 1 Virtual Application Server – Windows Server 2016

**Police Department:** 1 Hypervisor running 4 VMs. All servers are running Windows Server 2016 Standard OS.

10. Do you have any Windows Server 2012/2012R2? Any Linux Servers?

**No.**

11. Is there a Disaster Recovery plan in place? What is the infrastructure at the failover location?

**Admin/Public Works:** Current MSP has a disaster recovery plan. The customer may have their own. Each system has its own back-up protocol and location.

**Police Department:** PD will have documented plan if exists. Failover infrastructure includes nightly offsite synchronization with Agreement-provided Veeam Cloud Connect infrastructure, Dell Hyper-V server capable of providing DR runtime of VMs with site-to-site and client dial-in VPN options to access DR VM replicas.

12. How many databases are you using? Please specify which ones.

**Admin/Public Works:** Incode Central & MIP Fund Accounting

**Police Department:** Microsoft SQL Server 2012 (RW-PD-VIDEO) & Microsoft SQL Server 2017 (RW-PD-RMS)

13. What are some of the critical applications being used today? Any ERP applications?

**Admin/Public Works:** Incode Central, MIP Fund Accounting, Office apps, Adobe Acrobat Standard & Professional

**Police Department:** PD has Tyler technologies RMS application that communicates back with the Tyler INCODE hosted on the city side. COBAN camera software and hardware.

14. Microsoft is sunsetting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers? Please provide details.

There are no 2012 servers.

15. What is the network topology currently used, and how are these locations communicating to each other?

**Admin/Public Works:** The City offices currently have 2 ISP circuits utilizing a third-party SD-WAN service for high availability. They use a Sophos router and Ubiquiti Switches and Access Points. There is a cross-connect from the SD-WAN modem to the Police Station, which hosts its own network equipment.

**Police Department:**

1. UniFi PoE switch & VoIP phones on separate drops managed by Current Admin/Public Works Provider
2. Sonicwall TZ400, Cisco SG350-10P, Cisco SG350-28P, UniFi Access Points, Dell Hyper-V with Windows VMs, Synology RS1221 (backup storage), PD Car Video uploads via Cisco Aeronet (COBAN Technologies)
3. PD Car MDCs using NetMotion Mobility VPN managed and supported by Travis County Sheriff's Office
4. No site-to-site infrastructure

16. What is the speed of the network connection to the internet?

**Admin/Public Works:** The City offices currently have 2 ISP circuits utilizing a third-party SD-WAN service for high availability. The combined bandwidth is 700 x135.

**Police Department:** 10/100/1000 Switches with current Admin/Public Works provider's AT&T / Spectrum bonded service.

17. Do you have a backup connection?

Yes.

18. How many Routers, Switches, and Firewalls are in your network?

**Admin/Public Works:** The City has one onsite SD-WAN Modem, 1 Firewall, 4 Switches. The Police Department has their own network equipment.

**Police Department:** PD has 2 Switches and 1 Firewall utilizing the city's Router.

19. Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers?

Yes. Current MSP provides VOIP. Desktop phones are Grandstream. 24 Extensions/6 DIDs.

20. Do you have ticketing system in place? Estimate of tickets per month/quarter?

**Admin/Public Works:** Yes, through current MSP. Estimated of 25 Tickets/Month

**Police Department:** ConnectWise Manage is in place. May, June, July 2023 averaged 24.67 tickets per month.

21. Is there Change Management system in place?

**Admin/Public Works:** Change Request tickets can be opened from MSP ticketing system.

**Police Department:** Yes.

22. Is there an Information Technology Asset Management (ITAM) solution in place?

**Admin/Public Works:** Yes, through current MSP.

**Police Department:** Workstation and Servers are listed and maintained within ConnectWise Manage that provides an automated Quarterly report as well as any report can be supplied upon request.

23. Does the City of Rollingwood expect the new contract team to pay for licenses for existing software applications?

Currently, Admin/Public Works provider will help source Adobe, Office365, Microsoft Windows, Server, RDS & SQL Licenses.

Microsoft Sharepoint server license, CMS applications?

None.

24. What CMS applications are currently used?

None.

25. Please provide the brand for the switches, network devices, laptops, desktops, and printers.

**Admin/Public Works:** Current IT Provider managed SD-WAN Modem, Sophos firewall, Ubiquiti Switches and WAPs, Dell and Lenovo laptops & desktops, Dell Wyse Thin Clients, HP, Sharp, Xerox and Brother printers.

**Police Department:** Cisco SG350-28P and 10P switches. SonicWall TZ-400 firewall. UniFi APs. Dell laptops and desktops. Printer needs are contracted through the city.

26. Can you send a current system inventory for all workstations, thin client, and printers you would like us to support? What is current operating system or firmware for each device?

Dell and Lenovo desktops -6, Dell and Lenovo Laptops – 15, Dell Wyse Thin Clients – 6. There is a mix of Windows 10/11, Windows IoT and Ubuntu.

27. Is there a network map for the administrative and public works? Please provide.

The City offices currently have 2 ISP circuits utilizing a third-party SD-WAN service for high availability. They use a Sophos router and Ubiquiti Switches and Access Points. There is a cross-connect from the SD-WAN modem to the Police Station, which hosts its own network equipment.

28. What manufacturer and model are the thin client laptops? Can we get the specifications on the devices, specifically processor, RAM and storage?

Dell and Lenovo desktops -6, Dell and Lenovo Laptops – 15, Dell Wyse Thin Clients – 6. There is a mix of Windows 10/11, Windows IoT and Ubuntu. Most of the thin client machines would need to be replaced if they were to be used as Full clients.

29. What is the current warranty status on network equipment?

The Sophos Firewall is the only device currently with an active warranty.

30. What is the current licensing on network devices?

**Admin/Public Works:** The Sophos firewall license has recently been renewed. The Ubiquiti devices would need to be adopted to a new controller.

**Police Department:** SonicWall TZ400 firewall license expires 02/2024. Only device that is managed by MSP that requires licensing renewal.

31. Do you have end of life dates for network equipment listed or are there expected plans for replacement?

**Admin/Public Works:** The Sophos Firewall has just been replaced. The remaining network devices are not scheduled for replacement this coming year.

**Police Department:**

1. TZ-400 – EOL April 2026
2. SG-350 switches – EOL October 2026
3. UAP-AC-PRO – EOL not announced.
4. Expected plans are to move the infrastructure over to Cisco Meraki product line.

32. Will the contractor winner receive all configuration files from installed servers/hardware?

**Admin/Public Works:** Yes, to whatever extent we can share them. Each system will have different migration requirements.

**Police Department:** We will provide an export of all system credentials as well as available topology information and notes in PDF format. Plaintext / raw configuration files are not typically exported.

33. Who is the cloud hosted through (AWS, azure, google)?

The Cloud is hosted on current Admin/Public Works Provider's Cloud servers, a multi-tenant RDS environment.

34. If Office 365 is used, who pays for the licenses?

Office 365 licenses are sold through the current MSP.

35. Do you have any major projects in progress?

Not relating to IT services for the city.

36. How big is your current IT department, if any?

City does not currently have an IT department.

37. Do you have any cameras to support?

Yes, one meeting streaming camera.

38. Do you require someone to be on-site all the time?

No.

39. Is this a multi-vendor or single vendor award?

Single vendor.

40. Do you have employees working remotely that use a company device?

Yes.

41. Do you offer Bring Your Own Device (BYOD) to employees?

On a limited basis.

42. What provider currently supports presentation/teleconferencing?

Zoom and Swagit.

43. Do you need us to supply our insurance certificate with the response to the RFP or will that need to be submitted upon selection?

Upon selection.

44. Would you like us to submit a Certification of Non-Discrimination, Ethics Affidavit, and Drug Free Workplace Certification?

Yes, if available.

45. What is the current annual budget for this project?

The Budget for Fiscal Year 2023-2024, starting October 1, has not yet been approved by the City Council.

46. Can we bring in partners that we manage to supply some of the services that we do not currently offer? For instance, we do not currently resell internet services. If so, can those partners bill the city directly?

Yes. As long as provider is able to assist the city in procurement of those services and is available to answer questions regarding bills/services provided by partners. The cost for any ongoing services provided by partners should be included in the cost breakdown.

47. Should the 5 references mentioned be from cities?

The references should be for clients, whom similar services have been or are being provided.

48. Who is the VOIP/PBX provider?

Current Admin/Public Works provider provides the PBX Server and desk phone hardware.

49. Would you like your vendors to submit third party due diligence documentation, for example business continuity and security plans?

If this information fits within proposal content vendors may submit this information.

50. Is there a current vendor now supporting the City? If so, what is the monthly spend with them? How many hours are being utilized per month or year?

Yes, there are currently two vendors, one for the Administrative and Public Works departments and one for the Police Department. The City isn't providing information regarding the current spend, and hours being utilized per month/year aren't known.

51. Is this a re-bid? or a new contract opportunity?

The City currently has two vendors providing IT Services and the city has released this RFP to solicit proposals for IT Services.

52. How much space is needed for a storage drive? Clarification: According to the RFP, there was Share drive requirements and was inquiring on how much space would be needed.

**Admin/Public Works:** 256GB just for the shared drive.

53. What are the make/model of the MDC Police Devices?

Panasonic CF-33-1 models.

54. What OS do the Police servers run? Is it running HyperV or VMware Hypervisor?

The host is running Windows Server 2016 Standard 64 bit. HyperV 2016 hypervisor.

55. What email threat protection is used by PD if any outside of the Office365 environment?

As the current Police Department IT Provider doesn't currently manage the M365 accounts, only native M365 threat protection.

56. Do you need any special certifications to manage PD?

CJIS certification allows us to view sensitive data.

57. Who is the person on the PD side that can sponsor our CJIS enrollment?

City's Police Chief Kristal Muñoz should be able to sponsor.

58. Who owns the registered accounts, is it the city or the current vendor?

**Admin/Public Works:** This is dependent on the solution. For the most part, the current Admin/Public Works vendor has set up accounts so that we can hand off administrative rights to the city (example: Adobe and Office365). There are some systems that the city does not have admin access to: SD-WAN, the Cloud servers and the Voice portal. These are products of the current IT Vendor and it should be noted that any company outside of the current Admin/Public Works IT Vendor will not be given admin rights to the Cloud servers and access to Voice and Bonded Internet is limited.

**Police Department:** All accounts are created in the customer's name with an account @rollingwoodtx.gov except for our hosted backup and security services provided within the scope and terms of our agreement.



59. Could you kindly clarify whether proposals should be submitted in hard copy format or if electronic submissions through a designated portal or email are also acceptable?

To be considered, please submit six (6) sealed hard copies and one (1) electronic copy, on a USB drive.