

ADDENDUM NO. 2

2022 – Information Technology (IT) Support Services RFP Questions:

City Hall:

- Firewall
 - What is the current internet bandwidth speed? 1 GIG
 - How many mobile VPNs? 0
- Wireless
 - How many access points exists? 2
 - What is the make/model of the access points? Ubiquiti
- Switches
 - How many switches and make/model? 1 Cisco 3750 switches 3 Ubiquiti USW Pro Switches
- Servers
 - What are the model and hardware specs of the current servers? N/A
 - What is the serial number of the server? N/A
 - Are there any virtual servers? NO If so,
 - What line of business applications are used? MUNIS / Tyler Technologies
- Workstations
 - How many workstations/laptops are there? Approx. 40
 - Are all the workstation's domain joined? Workstations are a hybrid of Local domain as well as Azure Domain Joined
 - Are there any Windows 7 and below? No

Police Department (Patrol Building):

- Firewall
 - What is the current internet bandwidth speed? 1GIG
 - How many mobile VPNs? Approx 40
- Wireless
 - How many access points exists? 1
 - What is the make/model of the access points? Ubiquiti
- Switches
 - How many switches and make/model? 1 Cisco 3750 switches 3 Ubiquiti USW Pro Switches 1 Cisco Nexus 9300
- Servers
 - What are the model and hardware specs of the current servers? Current Onsite server environment Consists of 2 Dell R450 Hosts
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 - Are the PD servers joined to the same domain as the City? YES
 - What is the serial number of the server?
 - Are there any virtual servers? Yes If so,
 - What is the hypervisor? Hyper-V or VMWare?
 - What is the server operating systems? Server 2019
 - What are the server roles for each virtual server? File / Print / SQL / DB / APP / PBX

- Storage for each virtual server? Dell External Storage Array
 - What line of business applications are used? Mobile Tech RMS
- Workstations
 - How many workstations/laptops are there, excluding patrol car laptops? Approx. 10
 - How many patrol care laptops are there? Approx. 30
 - Are they all the workstation's domain joined? Yes
 - Are there any Windows 7 and below? No

Police Department (Admin Building):

- Point-to-Point networking speed? Current Speed is 50MBPS order in place to upgrade all P2P connections to 1 GIG
- Wireless
 - How many access points exists? 2
 - What is the make/model of the access points? Ubiquiti
- Switches
 - How many switches and make/model? 1 Cisco 3750
- Workstations
 - How many workstations/laptops are there, excluding patrol car laptops? Approx. 10
 - Are they all the workstation's domain joined? YES
 - Are there any Windows 7 and below? NO

Public Works:

- Point-to-Point networking speed? Current Speed is 50MBPS order in place to upgrade all P2P connections to 1 GIG
- Wireless
 - How many access points exists? 0
 - What is the make/model of the access points? N/A
- Switches:
 - How many switches and make/model? 1 Cisco 3750
- Workstations:
 - How many workstations/laptops are there? Approx. 15
 - Are they domain joined? Yes
 - Are there any Windows 7 and below? No

Trailhead:

- Point-to-Point networking speed? Current Speed is 50MBPS order in place to upgrade all P2P connections to 1 GIG
- Wireless
 - How many access points exists? 0
 - What is the make/model of the access points? N/A

- Switches:
 - How many switches and make/model? 1 Cisco 3750
- Workstations:
 - How many workstations/laptops are there? Approx. 4
 - Are they domain joined? yes
 - Are there any Windows 7 and below? no

Fire Department:

- Point-to-Point networking speed? Current Speed is 50MBPS order in place to upgrade all P2P connections to 1 GIG
- Wireless
 - How many access points exists? 0
 - What is the make/model of the access points? N/A
- Switches:
 - How many switches and make/model? 1 Cisco 3750
- Workstations:
 - How many workstations/laptops are there? Approx. 15
 - Are they domain joined? yes
 - Are there any Windows 7 and below? no

Camera Surveillance:

- What kind of camera system is in place now? NON Functional
- How many cameras and its make/model?
- Location of cameras? All within the existing city buildings or also located throughout the city?
- Where is the video storage stored? How much storage?

Microsoft Office 365

- How many licenses of each type? 160 Office 365 G5 GCC
- Do you have Office 365 MFA setup for all users? Yes
- Are you doing email encryption? Yes
- Are you utilizing Microsoft Teams, OneDrive, or SharePoint? One Drive / Sharepoint

Telephone System

- Is telephone system cloud based or on-premises? On-Premise
- How old it is? 2 Years
- What type of connection to make calls? PRI, Analog, SIP? SIP
- How many handsets? Approx. 100
- Are the handsets connected via analog or ethernet? Ethernet
- What make/model are the handsets? Yealink T5X

Access Control System

- What make/model of the access control system? ISONAS

- Is the access control system centrally managed or it managed by each building? Centrally Managed
- Software used to manage the access control system? Web based

In regards to backing up these servers, generally how much data is housed on each server? 4TB

We need to know how much on-site backup will be required, as well as how much cloud backup will be required.

Will the City be requiring dedicated cloud backup solutions for each server, or will it be acceptable to have an aggregated backup solution on General Informatics' various cloud solutions? We would like to maintain the current Backup system consisting of our Barracuda Office 365 backup of Email, Teams, One Drive and Sharepoint, along with the Newly purchased Dell Data Domain product.

How many on-site staff augmentations are being requested in total? 1

We understand the RFP only requires a minimum of one person, but will additional on-site assets be required? Additional on-site assets could be required depending on workload and needs

What is the scope of the work these on-site individuals will be responsible for? Included in RFP

Is the City requesting level I technicians to handle break/fix and ticketing? YES
Or is more senior level II technicians going to be required? Both Level I and Level II will be required. We are expecting Helpdesk to assist in day to day operations along with more complex issues as the need arises

In what City offices will these on-site individuals be working? Primary location will be City Hall, but will need to travel to each location, as needed

What is the total number of physical locations, and can you please describe the connectivity between them? City Hall, Police Department, Fire Dept, Trailhead – All Sites are connected by 50MB Metro Ethernet

What is the total number of Servers? Virtual Vs. Physical? What Hypervisor is in use? 2 Physical Servers Running Hyper V Total of 9 VM's

What is the total number of Workstations? 160

What software, hardware, licensing, etc. is owned or provided by the existing vendor? All Hardware /Software is owned by the City

Can you describe your current security stack (antivirus, etc.)? Crowdstrike Falcon

What is the existing phone system? 3CX Onsite

What is the existing access control system? ISONAS

Can you provide a breakdown of 365 licensing (e.g., how many of each license type)? 160 Office 365 G5 GCC Lic.

What is the number of non-shared mailboxes from Exchange Online? 160

What is the current backup solution and is it owned by the city or existing vendor? We would like to maintain the current Backup system consisting of our Barracuda Office 365 backup of Email, Teams, One Drive and Sharepoint, along with the Newly purchased Dell Data Domain product.

Who is the manufacturer of the two firewalls in the network overview diagram? Palo Alto and Juniper

Can you please describe the network infrastructure by number, type of device and manufacturer? Current Network infrastructure consist of cisco 3750 Switches at each site along with Ubiquiti USW Pro Switches