

Request for Proposals

Information Technology (IT) Services Contract

Solicitation No. 2021-002RFP IT

Addendum 1

Questions Submitted to Town of Horizon City with Responses

Sealed bids will be received until
2:00 p.m. MDT on March 31, 2021

Return Bid to:

Gerardo "Efisio" Setzu
Town of Horizon City
14999 Darrington Road
Horizon City, Texas 79928

**Last Day for Offerors to Submit Written Questions
03/23/2021 12:00 p.m. MDT**

Document Available at: <https://www.horizoncity.org/wp-content/uploads/RFP-2021-002-IT-Services-Final.pdf>

#	Question	Answer
1	Is there an incumbent already providing these services and if you require on site resources?	<p>Yes, there is an incumbent providing these services.</p> <p>Please refer to the RFP page 17 (Remote Support Center)/On-site Tier 1 support for up to 12 days per year when city Tier 1 staff is not available.</p>
2	<p>Hardware:</p> <ul style="list-style-type: none"> • Our techs are trained to use Cisco and Unifi. Our RMM platform and additional monitoring software is programmed to monitor Cisco and Unifi. Is the City open to changing out gear we don't normally support with supported equipment? If not, are we able to change the SLA terms for that equipment? • OS versions for Servers and Endpoints. Would you please share the versions of these the city is currently on? 	<p>The City is not receptive to changing hardware to suit another vendor.</p> <p>We do not have an answer to the question regarding SLA terms at this time.</p> <p>Our base cloud server's OS version consist of:</p> <ul style="list-style-type: none"> • Windows Server 2019 • Windows Server 2016 • Windows Server 2012 R2 <p>Our onsite server's OS version consist of:</p> <ul style="list-style-type: none"> • Windows Server 2016 • Windows Server 2012 R2 • Windows Server Enterprise SP2 <p>For our endpoints, it consists of:</p> <ul style="list-style-type: none"> • Windows 10 Pro • Windows 10 Enterprise 2016 LTSC • Windows 8.1 Pro
3	<p>Software:</p> <ul style="list-style-type: none"> • Does the city have current Vendor agreements and subscriptions for all software they use so that your IT services partner has access to an escalation path as needed? • Is the city open to using other endpoint solutions (other than Sentinel One)? 	<p>The city has a current agreement with some software that could access to escalate path to include:</p> <ul style="list-style-type: none"> • WatchGuard • Tyler Tech Technology • Laserfiche • Avaya IP Office • Dude Solutions, Inc.

		The city could be open to another antivirus program provided it is as robust as our current software and is monitored.
4	<p>Category A Proactive Services:</p> <ul style="list-style-type: none"> • Everything under Category A Proactive Services we provide currently, however under End User Computer Support the maintenance and monitoring of the city's website is listed. • What is the web platform? • Who hosts the website currently? • Does the city have web content management already or are they looking for the IT provider to patch the web code, provide content updates and code improvements? 	<p>Our web hosting is provided by GoDaddy.</p> <p>The selected vendor will not be providing any support for the website.</p>
5	<p>Category B Support Services, regarding On-Site Support:</p> <ul style="list-style-type: none"> • We cannot guarantee the same person each time but we do try and use the same tech for reoccurring onsite services. Will this be OK with the city? • All after hours support requests and emergencies call into our office or submit a ticket online. We are not able to give out personal cell numbers for employees. • We are based in San Antonio and we would subcontract any onsite support to local IT organizations. All other support will be provided by our internal staff. 	<p>The city prefers someone from the vendor team who is familiar with our systems. It is preferable that this be the same individual.</p>

6	Printers	Printers are not part of this contract as they are supported through another vendor.
7	Is there an estimated cost OR budget available for this project?	Estimated cost/budget is not available at this time.
8	Will the Town of Horizon City require or consider a Post Implementation Review (PIR) to evaluate and tweak the initial implementation results of the Offeror's IT infrastructure solution and transformation? If so, can you add this requirement as an addendum to the solicitation/RFP and provide a target date for this event, or allow for this as a value-add option?	No. The Town of Horizon City wants to fully utilize its current IT infrastructure in order to gain its return on investment. We will consider possible upgrades as we see the need, but we are hesitant to make any changes without fully understanding the technical implications of the change.
9	Would the Town of Horizon City please clarify and consider adding the dates for the above events in gray to the Events Table?	No. The Town of Horizon City wants to fully utilize its current IT infrastructure in order to gain its return on investment. We will consider possible upgrades as we see the need, but we are hesitant to make any changes without fully understanding the technical implications of the change.
10	If Offeror can demonstrate an innovative, all-inclusive, and cost-effective IT infrastructure solution, inclusive of a cloud server(s) provision, is the Town of Horizon City open to an alternative to its existing cloud servers & services?	No. The Town of Horizon City wants to fully utilize its current IT infrastructure in order to gain its return on investment. We will consider possible upgrades as we see the need, but we are hesitant to make any changes without fully understanding the technical implications of the change.
11	If Offeror can demonstrate an innovative, all-inclusive, and cost-effective replacement of all the City's existing on-premise infrastructure hardware, software and applications, including all the	No. The Town of Horizon City wants to fully utilize its current IT infrastructure in order to gain its return on investment. We will consider possible upgrades as we see the need, but we are hesitant to make any changes without fully

	<p>bulleted items above, is the Town of Horizon City open to a complete refresh of all pertinent hardware, software and applications, including the direct management of the licensing and compliance for such infrastructure hardware, software and applications, providing recycling return value for the City's existing infrastructure hardware through an Offeror's structured asset management program?</p>	<p>understanding the technical implications of the change.</p>
12	<p>Is the Town of Horizon City open to having the Offeror/Consultant completely arrange, take over, and manage its Internet Connection(s) in an all-inclusive infrastructure manner, to be included in the Offeror's innovative and cost-effective pricing structure?</p>	<p>No. The Town of Horizon City wants to fully utilize its current IT infrastructure in order to gain its return on investment. We will consider possible upgrades as we see the need, but we are hesitant to make any changes without fully understanding the technical implications of the change.</p>
13	<p>If Offeror can demonstrate an innovative, all-inclusive, and cost-effective cloud-based VoIP system and services, is the Town of Horizon City open to including an optional value-add VoIP requirement as an addendum to Solicitation No. 2021-002RFP IT? This question also relates to Section D, Category C, Special Projects, Paragraphs 1, 2 and 3 (bulleted items) on Page 19 of the solicitation/RFP, to allow for a more thorough, comprehensive and competitive solicitation/RFP response from Offerors?</p>	<p>No. The Town of Horizon City wants to fully utilize its current IT infrastructure in order to gain its return on investment. We will consider possible upgrades as we see the need, but we are hesitant to make any changes without fully understanding the technical implications of the change.</p>

14	How many Esri System ArcGIS users does the Town of Horizon City support (internal users and external entity users)?	1 desktop user license and 5 online user licenses with a spatial analyst extension.
15	Do the City's Esri System ArcGIS internal users interact/collaborate, or would they like to, with other internal or external ArcGIS users, and do they use file sharing capabilities?	<p>Not yet, but it is an option to be utilized in the future.</p> <p>We are wanting to set up a REST API for Dude Solutions, one of our planners is in the process of learning how to do such a task, but she is currently not capable.</p> <p>We are given a new parcel update weekly from Howard Johnson's EPCAD GIS manager.</p> <p>We do not have an automated way of file sharing; given our lack of ability to set up REST API.</p> <p>We currently share data internally via ArcGIS online and as needed via a shared external hard drive. We also have a series of maps in the process of being shared via our city website; however, the public would not have the ability to comment on or share data with the city using said series of maps.</p>
16	What deficiencies, or pain points, do the Town of Horizon City's ArcGIS users experience that they could benefit from, in terms of accessibility (local or remote), functionality/capability, performance (local or remote) and productivity, if the Offeror to the solicitation/RFP can provide solutions to, while still supporting ArcGIS?	This is still a developing division in the Development Services Department, so we have not identified any deficiencies as of yet.

17	<p>Besides the monitoring and management practices relative to its Network Devices, as described above, does the Town of Horizon City have a cybersecurity, identity protection and rule-based data access compliance & reporting requirement based on regulation or executive management strategy for internal controls? If so, can this be specified and added to Solicitation No. 2021-002RFP IT as an addendum?</p>	<p>No. The Town of Horizon City wants to fully utilize its current IT infrastructure in order to gain its return on investment. We will consider possible upgrades as we see the need, but we are hesitant to make any changes without fully understanding the technical implications of the change.</p>
18	<p>Is there a projected or intended approximate date for these special projects, and can these identified special projects be included as part of the mainline solicitation as an optional up-front requirement of Solicitation No. 2021-002RFP IT, allowing for a thorough and more comprehensive Offeror response to the solicitation/RFP?</p>	<p>The New facility is planned to begin construction in the spring of 2021 and occupied approximately 12 months thereafter.</p> <p>These special projects will likely occur during the contract period.</p>
19	<p>Is there a requirement for these presentations to be made on-site, or can they be done virtually, via GoogleMeet, Zoom or the like?</p>	<p>Vendors that have met the criteria listed in Section H will have the opportunity to present via Zoom/Webex as indicated in Section H.</p>
20	<p>Server Environment</p> <p><i>o Cloud Server :11</i> <i>o Onsite Server: 7</i></p> <p>1. Please indicate the make/model and approximate age of each on-site server, including the operating system version and patch level.</p>	<p>Server Environment</p> <p>1. See Comment Below</p>

	<p>2. Please indicate which applications are running on each server, including software name, version number and patch level.</p> <p>3. What cloud provider is hosting your cloud servers?</p> <p>a. Please list the operation system, version, and patch level of each cloud server, as well as the software running on each server, including name, version number and patch level.</p> <p>4. Is iLo in use?</p> <p>5. What is the current backup system in use?</p> <p>6. Is virtualization on servers being utilized on-premises?</p> <p>a. If so, what platform?</p> <p>7. Storage - on-prem or cloud storage?</p> <p>a. How is this being handled today?</p> <p>b. What platform is utilized?</p>	<p>2. See Comment Below</p> <p>3. Our Current Service provider is GNS</p> <p>3.a 4 Server 2019 Servers 5 Server 2016 Servers 2 Server 2012 R2 Servers</p> <p>4. No</p> <p>5. See Comment Below</p> <p>6. No</p> <p>6.a N/A</p> <p>7.a. On Premises</p> <p>7.b. Windows Server</p> <p>The Town of Horizon City is reluctant to release this and any other technical information in detail in order to protect its network from a security breach. This information may be disclosed but not guaranteed to be released, until it has been determined releasing this information will not</p>
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		<p>cause a security breach. This information is currently not available.</p>
<p>21.</p>	<p>Network <i>10 Datto Networking Switches</i> <i>o 7 Datto Access Point (AP)</i></p> <ol style="list-style-type: none"> 1. Please list all firewalls that will be in scope, including the make/model/approximate age, operating system version and patch level. 2. Please list all routers that will be in scope, including the make/model/approximate age, operating system version and patch level. 3. Please list all switches that will be in scope, including the make/model/approximate age, operating system version and patch level. 4. Please list all wireless access points that will be in scope, including the make/model/approximate age, operating system version and patch level. 5. VoIP in scope? <ol style="list-style-type: none"> a. What VoIP system is currently in place? Please indicate make/model/approximate age, software version and patch level. 	<p>Network</p> <ol style="list-style-type: none"> 1. See Comment Below 2. See Comment Below 3. Datto Cloud Managed Switches 4. Datto Cloud Managed Access Points 5. Yes <ol style="list-style-type: none"> 5a. Avaya On premise phone system.

	<p>6. What are the internet connectivity specifications that supports the on-site infrastructure and applications?</p> <p>a. What are the existing contract terms?</p> <p>7. Is there MPLS/Internet connectivity to both buildings listed? Or just one? If just one, how is connectivity handled between the two buildings?</p> <p>8. Is remote access utilized? VPN?</p> <p>a. If so, what method is used and what platform?</p>	<p>6. 250/250 Fiber Connection</p> <p>6a. 3 years remaining AT&T</p> <p>7. All buildings are linked via fiber or electrical hand off.</p> <p>8. No</p> <p>8a. See Comment Below</p> <p>The Town of Horizon City is reluctant to release this and any other technical information in detail in order to protect its network from a security breach. This information may be disclosed but not guaranteed to be released, until it has been determined releasing this information will not cause a security breach. This information is currently not available.</p>
22.	<p>End-Users</p> <p><i>15 Network Printers</i></p> <p><i>o 62 Computer working Stations</i></p> <p><i>o 25 Remote Laptops</i></p> <p>1. What RMM (Remote Management) software is used, if any?</p> <p>a. Can we provide our own monitoring software for each device and server, both on-site and cloud based? If yes, where should that cost be</p>	<p>End-Users</p> <p>1. Kaseya</p> <p>1a. No</p>

	<p>indicated on the proposal?</p> <p>2. Will the City maintain hardware surplus to be used for end user hardware refresh and new users?</p> <ol style="list-style-type: none"> Workstations Laptops Printers Etc. <p>3. With respect to "PCs save directly to servers which are backed-up nightly as well," is backing up individual workstations in scope?</p>	<p>2. Yes</p> <p>3. No</p> <p>The Town of Horizon City is reluctant to release this and any other technical information in detail in order to protect its network from a security breach. This information may be disclosed but not guaranteed to be released, until it has been determined releasing this information will not cause a security breach. This information is currently not available.</p>
23.	<p>Website</p> <p>1. With respect to "Maintenance and monitoring of the Cityø website:"</p> <ol style="list-style-type: none"> What platform is the cityø website built upon? If the expectation that the winning vendor will update content, or is the winning vendor only responsible for keeping the software and underlying operating system up to date? <p>2. Where is the cityø website currently hosted?</p>	<p>1. Handled by a 3rd party company</p> <p>2. Go Daddy</p>

24.	<p>Security</p> <ol style="list-style-type: none"> 1. Will Sentinel One contract be renewed/extended? <ol style="list-style-type: none"> a. Options to use other products? Specifically, FortiEDR 2. Current backup system? 3. Current Storage environment? 4. Are Databases in scope? If so, what database platform? 5. Are all service/maintenance contracts up to date? 6. Has a Security Assessment been performed recently? <ol style="list-style-type: none"> a. If so, could those results please be provided? 	<ol style="list-style-type: none"> 1. Yes 1a. No 2. Acronis 3. Standard 4. Yes, SQL platform 5. Yes 6. See Comment Below 6a. See Comment Below <p>The Town of Horizon City is reluctant to release this and any other technical information in detail in order to protect its network from a security breach. This information may be disclosed but not guaranteed to be released, until it has been determined releasing this information will not cause a security breach. This information is currently not available.</p>
25.	<p>Monitoring/Patching</p> <ol style="list-style-type: none"> 1. What monitoring system is currently in place? <ol style="list-style-type: none"> a. If none, is it acceptable to implement monitoring 	<ol style="list-style-type: none"> 1. Kaseya 1a. N/A

	<p>system?; this will include installing agents on all monitored endpoints</p> <p>2. How is patching currently deployed?</p> <p>a. for Servers?</p> <p>b. For workstations?</p>	<p>2a. Kaseya Agents</p> <p>2b. Kaseya Agents</p>
26.	<p>Staffing</p> <p>1. Current IT Staff size?</p> <p>2. Will existing staff be maintained? If not, is re-badging an option?</p> <p>3. As-needed onsite, or Full-time?</p>	<p>1. 1 employee</p> <p>2. Yes staff will be maintained</p> <p>3. As needed onsite, one 8-hour block day onsite</p>
27.	<p>Misc.</p> <p>1. Are all vendor maintenance agreements current?</p> <p>2. Will the city continue to maintain all maintenance agreements?</p> <p>3. Is there an existing Security Policy?</p> <p>4. Is there a formal Change Management Policy in place?</p> <p>5. Office365 Premium in use - is this done directly through Microsoft or through a 3rd-Party?</p> <p>6. Is there an existing Service Desk being utilized?</p>	<p>1. Yes</p> <p>2. Yes</p> <p>3. Yes</p> <p>4. Yes</p> <p>5. 3rd Party</p> <p>6. Yes</p>

	<p>7. What request/incident ticket system is being utilized?</p>	<p>7. Spiceworks/Kaseya</p>
<p>27.</p>	<p>Business critical applications</p> <p>1. Is support of the above, listed, applications, in-scope?</p> <p>a. If so -</p> <p>i. Is there existing staff that maintains ownership?</p> <p>ii. Or is support provided via 3rd party only?</p> <p>b. Is development work in scope?</p>	<p>1. Yes</p> <p>1ai. No</p> <p>1a.iii. The Application support team</p> <p>1b. No</p> <p>The Town of Horizon City is reluctant to release this and any other technical information in detail in order to protect its network from a security breach. This information may be disclosed but not guaranteed to be released, until it has been determined releasing this information will not cause a security breach. This information is currently not available.</p>
<p>28.</p>	<p>Category C - Special Projects</p> <p>When is the move expected between the old and new police/court buildings?</p> <p>Has this work already started?</p> <p>Are these considered to be part of Steady State support? Or built out as separate projects with scoped and signed SOW's associated with each?</p>	<p>28a. The move will be Spring 2022</p> <p>28b. No</p> <p>28c. The new building IT needs are part of this RFP. We do not plan on creating an additional scope of work since the engineering and design of the building is already complete.</p>

29.	<p>We did not notice any Cybersecurity requirements past updates and patching.</p> <p>Please advise on:</p> <ol style="list-style-type: none"> 1.) Interest in this or a separate RFP to include Vulnerability Assessments and Penetration Testing. 2.) How this requirement is currently being handled 	<ol style="list-style-type: none"> 1. See Comment Below 2. See Comment Below <p>The Town of Horizon City is reluctant to release this and any other technical information in detail in order to protect its network from a security breach. This information may be disclosed but not guaranteed to be released, until it has been determined releasing this information will not cause a security breach. This information is currently not available.</p>
30	<p>On Page 8 - Section C, Subsection 2, Paragraph (Bullet) 2(B), the city asks offerors to attach forms provided in Sections E through J. Will these forms count against the 15-page proposal limit?</p>	<p>No. Your company's documentation is to be no more than 15 pages. We will not count our forms that we have requested that you fill out.</p>
31	<p>The same section asks offerors to complete and sign the forms included in Section E through J. Section J includes the contract to be used when the Consultant is selected. Do we need to complete and sign this contract document?</p>	<p>Yes. By having these forms filled out and if you are selected, we are ahead in the process. This way, we don't have to start from scratch requesting signatures since the form is already signed.</p>
32	<p>On Page 8 - Section C, Subsection 2, Paragraphs (Bullet) 2(C&D), the city requests names of three clients and three references respectively. Can the city clarify what is the difference between the two requirements?</p>	<p>Section C is requesting for references that you have serviced that are similar in size and scope but not specifically in the past two years as requested in Section D. Section D is requesting references that are current within the past two years. Section C is not providing a time limit to when you serviced them.</p>

33	On Page 14 & 15 ó Section D, the City lists the facilities, systems, applications, etc. Can the City provide the total number of computer users in the City?	The city has an approximation of 80 user workstations.
34	On Page 14 ó Section D, under òFacilities, hardware, software, applicationsö, the City lists 11 Cloud Servers. What company/platform is providing the Cloud Servers? Are the Cloud subscription services provided to the Town of Horizon directly from the Cloud provider?	34a. See Comment Below 34b. No, the service provided are manage by a 3 rd party
35	On Page 19 ó Section D, under òCategory C ó Special Projectsö, the City asks the Consultant to take a lead position to ensure servers, network, VoIP services continue functioning before, during, and after the construction of the new Police facility. Can the City confirm the VoIP is within the day-to-day support activities as well? Or is this just for the move project?	35. The VoIP is with the day-to-day support and for the move project.
36	On Page 17 ó Section D, under òCategory B ó Support Servicesö, the City requests both regular and after-hour on-site support. Is the regular and after hour onsite support expected to be unlimited, i.e., òall-you-can-eatö? Will the City provide Tier 1 and Tier 2 support for after hours and weekend issues?	The vendor is expected to provide assistance when city IT staff are unable or unavailable to correct the problem. Tier 1 and Tier 2 is provided 24/7 by the city IT staff, both in person and remotely. Unless city IT staff is unavailable.
37	Per regulations you are now gathering quotes for IT management: was this also because the current contract is expiring and/or were you not satisfied with the current vendor?	The contract is expiring. No issues with the current vendor.

38	Will the current vendor submit pricing too? Since they know the environment and are known for their low pricing, I am afraid our cost scoring will be affected too much with their proposal?	The contract is expiring. No issues with the current vendor. The State and City municipality code requires us to place a Request for Proposal to insure best value is achieved and to foster competition amongst service providers.
39	Just to make sure: we need to include Anti-Virus software for your endpoints and servers?	The system currently has a manage Antivirus
40	Just to make sure: we will manage/maintain your current backup software/solution as-is?	Yes
41	Are you open to use our (included) ticketing system for a co-managed helpdesk?	We are open to the possibility of using another ticket system, however our city IT staff must have the capability to communicate directly with the vendor via telephone as needed.