City of Fairbanks   *City Mayor's Office-Risk/Purchasing*

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MANAGED IT SERVICES

RFP 23-13

ADDENDUM NO. 1

October 10, 2023

Request for Proposal No.:   RFP 23-13
Opening Date and Time: 2:00 PM, October 23, 2023

The City of Fairbanks (City) is responding to questions regarding RFP #23-13 Managed IT Services as follows:

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

   There are 192 users on Microsoft 365. There are 200 license of Microsoft 365 G3 GCC and 200 licenses of Microsoft 365 G5 eDiscovery and Audit for GCC

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

   Microsoft Partner.

3. **Do you currently use Microsoft Teams and/or Microsoft SharePoint?**

   The city uses Microsoft Teams and SharePoint.

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

   The remote endpoint management software is provided by the current IT Service Provider.

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

   City policy states that endpoint devices be updated at minimum monthly.

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

   Yes.

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

   No.

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

   Yes.

9. **How many desktops/laptops/mobile devices are you supporting?**

   A breakdown of devices can be found in Appendix C of the RFP.

10. **Which version of Windows are the desktops/laptops running on?**

    Windows 10 and Windows 11

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

    Desktop, Documents, and pictures folders are backed up for every user on a daily basis. The minimum retention policy is 30 days. Whole image backups of endpoint devices are not conducted.

12. **Are the servers on-site or on the cloud? Hybrid?**

    All servers are on-site.

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

    N/A

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

    There are 65 virtual servers. They are all on Windows Server 2012R2 or higher.

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

    Yes, there are VM's with Server 2012R2. Yes, there are Linux Servers.

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

    There is no Disaster Recovery Plan in place although infrastructure is DR capable.

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

    There are servers running SQL Server 2016, 2017, 2019 and 2022.

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

    A breakdown of critical applications can be found in Appendix D of the RFP.

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

Yes.

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

A combination of dedicated Metro-E and VPN tunnels over business internet.

21. **Is there a VPN in place for remote access? Is there a firewall?**

Yes. There is remote access via SSLVPN configured on a firewall.

22. **What is the speed of the network connection to the internet?**

All the sites share a 1Gbps internet connection over the Metro-E.

23. **Do you have a backup connection?**

There is no secondary ISP connection. Redundancy is provided by the ISP.

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

A breakdown of devices can be found in Appendix C of the RFP.

25. **How many buildings/locations?**

A table of sites/locations can be found on page 16 of the RFP.

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

Yes, the city does have a current vendor that supports the City. This new contract will be different than the current contract and will not reflect our needs going forward.

27. **Do you have any major projects in progress?**

Yes.

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

There is no in-house IT department.

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

Cisco, Fortinet, Barracuda, Dell, HP, Xerox and Konica Minolta.

30. **Do you have any cameras to support?**

N/A. The city contracts with an AV vendor and primary support of the cameras is out of scope for this RFP.

31. **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?**

N/A. The city contracts with a carrier and primary support of those systems are out of scope of this RFP.

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

The ticketing system is provided by the current Managed Service Provider. An estimated of 275 tickets per quarter.

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

The city requires a dedicated Systems Technician to provide on-site support for City Hall, Police Department, Fire Department and Pubic Works locations.

34. **Is this a multi-vendor or single vendor award?**

A single vendor award.

35. **Is there Change Management system in place?**

Change Management is handled by the current provider.

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

Yes.

37. **What applications are currently in use?**

A breakdown of applications can be found in Appendix D of the RFP.

38. **Is the CJIS Clearance an absolute requirement for responders, are there alternatives?**

It is an absolute requirement.

39. **Will the City consider a subset of services to be provided by more than one Service Provider?**

Item 20 on page 6 of the RFP instructions allows the use of subcontractors. A single bidder may use sub-contractors to form one proposal that will be awarded to a single bidder.

40. **Is the City currently receiving a 30 minute onsite response SLO, and if so is that currently performed by internal IT staff or an outside Service Provider?**

The city is currently receiving 45min on-stie SLO. It is perfomed by an outside service provider.

41. **Is there a 3 year budget total for the managed services?**

The budget is submitted and approved on a yearly basis by the City Council. The allocation of funding for a three-year budget is not possible.

42. Will you accept responses from bidders that do not meet all the requirements listed on page 15, section C, since the city can supplement and award from other bidder responses?

This is a single award and will not be awarded in parts.

This amendment must be acknowledged by manually signing this amendment sheet and submitting it with the sealed bid documents.

All other terms, conditions, and specifications of the original Request for Proposal remain unchanged.

CITY OF FAIRBANKS

Christina Rowlett

Christina Rowlett
Risk Manager/Purchasing Agent

ACKNOWLEDGEMENT

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Signature	Date