

RFP for Information Technology Services

Issued: September 2, 2016

Proposals due: October 4, 2016

Questions due: 9 a.m. September 16, 2016

Please note that several questions were asked regarding specific equipment, software, warranties or similar data. Supplemental documents issued with this response provide the information will be provided to vendors (indicated by responses that state "See Attached Documents"). Further detailed information will be provided to the selected vendor. To receive the supplemental data, please request it by e-mailing cburns@oswegoil.org.

- Is the village looking for one vendor for all the services? Can we respond only for 'Account/Project Management' and 'System Recovery and Project Support'?
Answer: The municipalities would prefer one company to provide all services. A comprehensive proposal that includes subcontractors established for specific portions of the services would be considered.
- How many associates are you anticipating for these services. One associate (40hrs a week) for each of the services?
Answer: The firm will be responsible for determine the appropriate number of staff to provide support for the project. Oswego has requested 32 hours of on-site support, while Yorkville has requested 8 hours.
- Can any of the services (except onsite support) be performed offsite?
Answer: Yes. Offsite support is acceptable where appropriate.
- Who is currently providing the IT support?
Answer: The Village of Oswego has an interim contract with Baxter & Woodman to provide IT services to Police Department. The GIS/IT Coordinator support Village Hall and Public Works staff. The United City of Yorkville contracts with Olive Jar for IT services.
- How many support personnel are engaged on this project?
Answer: The firm will be responsible for determining the appropriate number of staff to provide support for the project. Oswego has requested 32 hours of on-site support, while Yorkville has requested 8 hours.
- Provide a list of applications that are currently supported.
Answer: See Attached Standard Application List.
- What is the expected number of resources to be on-site to perform the work?
Answer: Oswego has requested 32 hours of on-site support, while Yorkville has requested 8 hours.

- What Cisco devices are in-use?
 - Answer: Oswego utilizes, Two ASA 5510's, One ASA 5505, Five Cisco Meraki MS350's, Two Cisco Meraki MS220's, Two Cisco Meraki MR 16's, Seven Cisco Meraki MR42's, Three Cisco 1941 Router's, One Cisco 2900 Router, Two Cisco 1921 Router's. Yorkville uses Cisco SG 102-24, other switches and network equipment.

- Provide details on any storage unit is present in the environment.

Answer: Oswego utilizes a Buffalo NAS 8 terabyte Terrastation Yorkville has implemented an HP P4000 SAN with 12 terabytes of total capacity and a HP StorageWorks MSA60 direct attached storage with 6 terabytes of total capacity. For backup, Yorkville is utilizing CA ArcServe. A recent assessment revealed that there is a HP StorageWorks MSL2024 Tape Library for backup, but it could not be verified if it is still in use. Off-site backups are being stored in a safe deposit box monthly. There is no formal Backup and Recovery or Disaster Recovery Plan that is adhered to by the City.

- How long is the contract?

Answer: The Village of Oswego anticipates a two-year contract with the ability to renew for two additional years. Yorkville requests a month-to-month contract.

- How are backups currently being performed?

Answer: The Village of Oswego uses a cloud-based backup service from TeamViewer called AirBackup. The Village also utilizes Symantec BackupExec at our Police Facility. Yorkville is utilizing CA ArcServe. The onsite assessment revealed that there is a HP StorageWorks MSL2024 Tape Library for backup, but it could not be verified if it is still in use. Off-site backups are being stored in a safe deposit box monthly.

- This was discussed in the walk through the other day, but we wanted to make sure a device list would be supplied?

Answer: See attached report.

- Also, we would like further clarification, if possible, on the total end user count who would have access to work stations and/or require help desk services.

Answer: The Village of Oswego has approximately 105 full-time employees, and approximately 15 part-time or seasonal employees. Yorkville has approximately 75 full-time employees and another several dozen part-time employees.

- Do you have an inventory spreadsheet listing manufacturer and model number of:
 - PC?
 - Servers?
 - Networking gear(routers, switches, firewalls, access points, etc.)?

Answer: See attached report.

- Do you know the age of these devices?
Answer: See the attached report.
- Are any of these devices covered under warranty? What type of warranty?
Answer: See the attached report.
- What tech issues have required onsite support in the past?
Answer: Oswego has utilized an On-site coordinator for all IT needs from end user support to physical installation of networking equipment. Remote support is acceptable to both communities to the extent possible.
- Do you have any other projects, outside of what is discussed in the RFP, being planned?
Answer: Major initiatives of the Village of Oswego include the opening of a new police facility in 2018, implement a new ERP system over the next two years, migrating our exchange environment to MS O365, and a refresh on new hardware (workstations, laptops, MDT's). Yorkville does not have an immediate project needs.
- Can you please provide a network diagram of the Yorkville environment?
Answer: See attached documents.
- Outside what's stated in the RFP, can you please give more clarity regarding the interconnectivity of the multi-site networks?
Answer: Oswego facilities utilizes Comcast Metro Ethernet fiber for site to site connectivity. Currently the speed of this connection is 50 megabytes. Yorkville's three other facilities (Public Works Tower Lane, Recreation Office W Hydraulic, and Parks Building Wolf St are all connected into City Hall/Police Station with a VPN./
- Should responding vendor assume that there are no existing assessments, project plans, recommendations or compliance deficiency reports that can be used to bound scope, reduce the time and costs?
Answer: No additional reports outside of what is provided in this addendum will be provided.
- If there are such materials, in what specific areas of the RFP can these assessment, plans, recommendations and reports be relied upon as comprehensive and sufficient?
Answer: The information presented in this addendum is accurate and should provide a sufficient basis for proposing professional services as defined in the scope.
- Are the materials accessible during the RFP response phase?
Answer: No additional reports outside of what is provided in this addendum will be provided.

- How is technology related information currently shared?
Answer: No technology sharing is currently in place. This reference was included in the RFP because we are requesting the technology firm provide up-to-date technology trend insights to the Village and City. The municipalities also have an interest in resource sharing where it is appropriate and fits the needs of both municipalities.
- What types of processes are in place at this time?
Answer: No processes currently in place.
- How do you assess your current IT environment versus other municipalities?
Answer: The municipalities compare IT environments through professional publications, vendor insights and professional networks.
- Do you have any existing plans around achieving / maintaining best practices?
Answer: The municipalities make efforts to stay up to date on best practices. It is expected that the selected firm will continue to support this.
- To what regulatory bodies do you currently report? Do you have any known opportunities for improvement with regard to compliance?
Answer: Oswego currently reports to state and federal regulatory agencies. Regulatory compliance is particularly important with regard to security of human resources, clerk's office and police department access and data security.
- Do you have a compliance plan in place?
Answer: It is the Village effort to stay current on CJIS and FIPS compliancy.
- Do you have prior audits available for review and analysis?
Answer: Oswego currently does not.
- Are there any known business needs development plans in place?
Answer: Oswego intends to hire a consultant to assist with ERP implementation. No further plans are currently in place.
- Do you have any known projects of business initiatives that your selected IT firm would be responsible for delivering?
Answer: See answer above.
- Is there a project plan in place?
Answer: There is no current project plan regarding IT for the Village.
- Are there long term goals that exist already?
Answer: No clearly defined long-term goals exist at this time.

- Is there a current reporting system that will be used and managed by the IT firm selected?
Answer: Oswego currently uses TeamViewer for remote assistance and asset tracking. No ticket tracking system is currently in place.
- Who is the audience for the weekly and monthly meetings referenced?
Answer: The Village of Oswego's IT/GIS Manager will be the primary contact for regular meetings. Oswego meetings may occasionally include the Assistant Village Administrator and Village Administrator. Yorkville requests updates as needed (approximately monthly) with the City Administrator and/or Assistant City Administrator.
- What are the deliverables for these meetings?
Answer: Meeting should include updates on ongoing issues and project status updates.
- Who is expected to attend?
Answer: The on-site staff should be available to attend, with other project personnel to attend on an as-needed basis.
- For customer satisfaction determination, is it sufficient to survey Village / City employees or should yearly sampling surveys be conducted of all the constituents of the Village / City?
Answer: An employee satisfaction survey is sufficient to determine satisfaction. This level of detail will further be discussed with the selected vendor.
- What project template(s) are already in use?
Answer: The Village has an online survey tool, but no project templates are currently in use.
- Would the city / village be interested in the IT firm selecting such a tool?
Answer: Yes.
- How many staff or project personnel would be reviewed in this process?
Answer: The firm will be responsible for determining the appropriate number of staff to provide support for the project. Oswego has requested 32 hours of on-site support, while Yorkville has requested 8 hours.
- Can you expand upon the idea of transition management related to staff?
Answer: The selected firm should have sufficient capacity and adequate processes in place to manage any transition that should occur in the firm's staff during the course of the contract. The municipalities expect that a transition of the firm's staff shall not have a significant impact on our operations or the ability to achieve project timelines.
- What type of compliance reports are you required to maintain? (HIPAA, ISO, DOD, etc.)
Answer: The Village is required to maintain all CJIS compliance related reporting.

- Are you looking for predefined reports for security, compliance and auditing?
Answer: Yes. Regular reports shall be provided to the municipalities, similar to the FISMA reports. Reports should also indicate that system updates are occurring as needed and a current network map shall be maintained.
- What format would you like to generate the compliance reports? (HTML, PDF, or CSV)
Answer: Compliance report format will be determined between the selected vendor and the municipalities.
- Are you looking for reports that give top activities across the network?
Answer: Yes.
- Are you looking for reports that identify trends across your network?
Answer: Yes
- Are you looking for detailed reports which give the raw log information?
Answer: To be determined
- Are you looking for a service subscription or a stand-alone application?
Answer: The Village would like to evaluate multiple solutions before a decision has been made.
- What schedule are you expecting the reports to be ran? (Weekly, Monthly, etc.)
Answer: Will be determined between the selected vendor and the municipalities.
- Are you interested in User Account management that includes report capabilities to track user account creation/deletion/modification, password changes, password fails and resets, lockouts, etc.?
Answer: Yes - Per CJIS compliance.
- Are you concerned about sensitive data leaving your organization and need a valid security solution such as effective removable disk and/or print server auditing?
Answer: Currently –No. But solution can be explored with the selected vendor.
- What current hardware vendor for network equipment is the preferred vendor for your organization?
Answer: Currently Oswego utilizes Dell Direct. But other solution can be assessed. Yorkville has no current preferred vendor, but can evaluate with the selected vendor.
- Are you wanting to maintain network infrastructure backups (system configurations) onsite or off?
Answer: Yes. Both

- How much access is allowed to the network (switches, firewalls, routers, etc.) by the assigned IT personnel?
Answer: This will be determined between the municipalities and the vendor selected.
- What remote VPN is currently being used?
Answer: Oswego utilizes Cisco AnyConnect for VPN access.
- Are there any current work instructions in place that dictate your process to gain access to the network remotely for either real-time troubleshooting or system recovery?
Answer: Oswego utilizes Cisco AnyConnect for VPN access. Oswego also utilizes TeamViewer for remote assistance. Other solutions can be discussed with selected vendor. Yorkville does not have any processes in place.
- What current remote monitoring service is your organization using?
Answer: Oswego currently uses TeamViewer's ITbrain to monitor endpoints on the Village network. The Village also utilizes Dell's alert management software for Server monitoring. The Village utilizes Meraki's alerting for switches and access point monitoring. Yorkville does not have a remote monitoring service in place.
- Are you happy with the service provided?
Answer: Oswego – Yes, other solution can discussed with the selected vendor.
- If you are not happy, please explain what did not meet your expectations?
- Are you open to using another remote monitoring service, if your current service does not meet the expectations of your organization?
Answer: Oswego – Yes, other solution can discussed with the selected vendor.
- How do you want the notifications distributed (text, email and/or voicemail)?
Answer: Oswego – Text/Email. Yorkville – To be determined.
- Who should be the recipient of these notifications?
Answer: Oswego – GIS/IT Manager. Yorkville – To be determined.
- What notification escalation is required?
Answer: Oswego – unknown at this point. A discussion with the selected vendor will take place regarding this topic. Yorkville – To be determined.
- What level of alerts are you interested in receiving? Minor, Major and/or Critical alarms and conditions?
Answer: Oswego – All alerts. Yorkville – To be determined.
- Are you looking for a Swiss army knife concept to manage your sysadmin tools?

Answer: Oswego – not necessarily. Further discussion with the selected vendor will take place regarding this topic. Yorkville – no.

- Are you looking to apply software patches, updates immediately or after extensive lab testing?

Answer: Oswego – not necessarily. Further discussion with the selected vendor will take place regarding this topic. Yorkville – To be determined.

- To provide remote technical support, is TeamViewer the only approved application? Can LogMeIn Rescue be used instead?

Answer: Oswego - Any remote support may be used. Although to save cost -the firm would be permitted to use the Village's TeamViewer solution which is already installed on the network fleet. Yorkville – To be determined.

- Can off-premise monitoring probes be allowed access to the network?

Answer: Yes.

- Are there currently systems in place for the following and if so, what tools are being used?

- Desktop, Laptop and Server deployments (OS Imaging):

Answer: Oswego – currently no OS imaging is in place. But the Village is looking to refresh all workstations/servers, and such imaging would will be in place at that time. Yorkville – no.

- Patch Management (WSUS, SCCM, Kasaya):

Answer: Oswego – WSUS Yorkville – Not sure (wasn't able to confirm by deadline)

- Deployment and Management of 3rd party applications (Adobe, Java, Firefox, etc...):

Answer: Oswego – currently no solution in place. But a solution would be welcomed. Yorkville – same.

- Backups (Physical and/or Virtual):

Answer: Oswego – Yes. Both physical and virtual via AirBackup. Yorkville – physical.

- Log Management (syslog server):

Answer: Oswego – Currently no syslog server. Yorkville – Not sure (wasn't able to confirm by deadline).

- Management of virtual environment (vCenter, SCVMM):

Answer: Oswego – No Yorkville – Not sure (wasn't able to confirm by deadline)

- Management of mobile devices (laptops, tablets, phones):

Answer: Oswego – Yes, via IBM's MaaS360 with non-corporate devices (BYOD) and Cisco Meraki's System Manager with Corporate owned devices. Yorkville – Not sure (wasn't able to confirm by deadline)

- Document Management (Doclink, Worldox):

Answer: Oswego – Laserfiche 9.0 Yorkville – Laserfiche 8.2

- File Transfer (FileZilla, CrushFTP):

Answer: Oswego – Citrix Sharefile Yorkville – None.

- Email Retention\Archiving (ArcMail, MailMeter):
Answer: Oswego – Internal Journaling via MS Exchange Server Yorkville – Barracuda Message Archiver 350, Firmware v5.0
- Accounting (Quickbooks, Microsoft Dynamics):
Answer: Oswego – No Yorkville – No.
- Network Monitoring (WhatsUp! Gold, PRTG):
Answer: Oswego – Cisco Meraki Cloud Yorkville – Not sure (wasn't able to confirm by deadline)
- Environmental Monitoring (AVTech, ITWatchDogs):
Answer: Oswego – AVTech Room Alerts 3E's Yorkville – Not sure (wasn't able to confirm by deadline)
- Web filtering (Cisco FirePower, Meraki, Barracuda)
Answer: Oswego – Barracuda R410; Yorkville – Barracuda Spam, WatchGuard web filtering
- Intrusion Detection and Prevention Systems (Cisco FirePower, HP TippingPoint):
Answer: Oswego – currently no – but the Cisco MX100 Advance Security license can be purchased to accommodate. Yorkville – Not sure (Wasn't able to confirm by deadline)
- Database Management (SQL SMS, Idera SQL Diagnostic Manager):
Answer: Oswego – no database management solution. Yorkville – Not sure (wasn't able to confirm by deadline)
- Web Server Management (IIS, Apache):
Answer: Oswego – nothing currently Yorkville - None
- Remote Access (Cisco AnyConnect, Clientless VPN):
Answer: Oswego – Cisco AnyConnect Yorkville – VPN through RDP
- IT Alert Management (SolarWinds Alert Central, LabTech)
Answer: Oswego – TeamViewer's ITbrain, Dell's OpenManage Alerts; Yorkville – None.

- What format types (PDF, Visio, CSV, WORD, etc.) are expected for system documentation (network designs, cable runs, etc.)?

Answer: Oswego – Visio and PDF. Yorkville – to be determined.

- Do you have a desire to create your own customized report which organizes the data you need in a better way?

Answer: Oswego - This would be explored with the selected vendor.

- In the quarterly reviews of the network infrastructure, workstations and helpdesk what are your major focuses? Are you looking for opportunities to minimize outsourcing or eliminate unnecessary applications to make the processes more efficient?

Answer: The quarterly review should ensure patches and security is up to date and that there are no serious issues impacting the municipality's technology systems.

- What is the current age or expected refresh cycle of the hardware?
Answer: Oswego – The majority of the current hardware was purchase in 2012. The refresh cycle will be coming up in the next few months. Going forward, we expect a refresh cycle every 3-4 years. Yorkville – To be determined.
- What type of backup, image level, OS level is in place?
Answer: Oswego – Workstations: Predominantly Windows 7 but there are some lingering XP machines; Servers: 2008R2 standard. Yorkville – information not currently available.
- Is WSUS in place?
Answer: Oswego – Yes. Yorkville – information not currently available.
- Is there centralized AV/Malware software in place?
Answer: Oswego – Yes, Symantec .cloud. SEP
- What Anti-virus is currently being used?
Answer: Oswego – Yes, Symantec .cloud. SEP; Yorkville -- ESET
- Are you open to us suggesting something different?
Answer: Oswego – potentially. Yorkville – Yes.
- Is there a policy and procedures manual in place?
Answer: Not currently. Oswego and Yorkville each include a policy on employee IT usage and access in the employee personnel manual.
- Traps Do you have a SNMP server up and running currently? If so what platform is it running?
Answer: Oswego – No SNMP server. Yorkville – Information not currently available.
- Do you currently have a helpdesk?
Answer: Oswego/Yorkville – no existing solution in place.
- Is server and network access limited and secure?
Answer: Oswego/Yorkville – Yes.
- Is there an account services manual at this time?
Answer: No.
- Is this something the IT solutions provider would be responsible for creating and maintaining?
Answer: The selected firm and municipalities would work together to establish processes for resolving issues, defining service levels, and similar contract issues.

- Is there a preferred format?
Answer: No.
- What types of contracts are being referenced?
Answer: The selected firm and municipality shall mutually agree to escalation terms, resolution time frames and similar issues.
- Would the contracts between the IT firm and the city / village or third parties?
Answer: Between the firm and municipalities.
- What type of IT reference information is being referred to here and how would you like it documented?
Answer: Microsoft Best Practice standards for quality levels. Quality levels will be mutually established between firm and municipalities as reflected in the RFP.
- Has the Help Desk management database been chosen?
Answer: No.
- Does the IT Vendor have input into the Helpdesk Management Solution?
Answer: Yes.
- "Perform a complete IT Asset Inventory defining all systems, infrastructure devices, and applications; along with the risks associated with their failure, and costs associated with their replacement."
 - Do you have to be compliant to any specific security standard? (PCI, HIPAA, SAS 70)?
Answer: Currently requires compliance for CJIS.
 - Do you currently have a list of these critical devices?
Answer: No
- Do you have a disaster Recovery plan?
Answer: No DR plan currently in place
- Are there any computers running Windows 10?
Answer: Oswego - Yes. There are a few workstations at our Police Department and our Building and Zoning Dept. that have Windows 10 installed. But predominantly most of our workstations operate on Windows 7 at this time. Yorkville operates on Windows 7.
- Are you planning to upgrade to Windows 10?
Answer: Yes.
- How many workstations are operating on Windows 7?
Answer: See attached documents.

- Are there any MacBook's or Mac computers?
Answer: Neither community maintains Apple computers.
- Are there any workstations with a legacy OS? If so how many?
Answer: Oswego – Yes. There are a few workstations at our Police Facility that operate with XP. We also have a few MDT's that have windows XP. Yorkville does not have any legacy systems in place.
- Are there any legacy applications running on older OS? If so how many?
Answer: Oswego – not that we are aware of.
- Are there any projects on hold for PC refresh or OS upgrade?
Answer: Oswego – not really on hold, but Oswego is looking to be on the MS Volume Licensing subscription model with Microsoft. So, before we move forward with a PC refresh, we would like this to be completed first.
- Is there a Revenue Collection software from both towns that will be serviced by the new firm?
Answer: No
- How many major applications throughout the towns including Police Stations?
Answer: See attached documents.
- Is there a separate company that manages both City websites?
Answer: Yes.
- Any major applications for the mobile devices (IPads, iPhones, Android)?
Answer: The Village uses Maas360 for MDM on BYOD devices. For corporate owned devices, the Village uses Cisco Meraki's System Manager. The major applications on these devices are: Cisco AnyConnect, Microsoft's RDClient , Laserfiche Mobile, Granicus iLegislate. Yorkville does not use mobile device applications.
- Any file share applications for the mobile devices?
Answer: Oswego – Yes, Citrix Sharefile; Yorkville – No.
- What ERP system will be implemented?
Answer: The Village has selected Tyler's Munis software.
- How many Hyper-V hosts are in use at the Village?
Answer: Oswego has three VM hosts.
- Please confirm the facilities/building that are part of this RFP. (Village Hall, Police, Public Works, etc.)

Answer: Oswego - Village Hall, Police and Public Works.

- Please confirm there is 10Mb dark fiber connections between all buildings.
Answer: The Village uses Comcast Metro Ethernet fiber for building connectivity. The speed of this connectivity is currently 50 megabytes.
- What backup system is used?
Answer: Oswego utilizes TeamViewer's AirBackup along with Symantec BackupExec.
- We believe Joe is going to get more details on all IT equipment at PD and share with the group.
Answer: Please see attached document.
- Is the phone system under a support contract?
Answer: Yes.
- We heard the PD mail server will be moving to VH. Is this a physical or logical move? Is this mail server still part of the old PD Windows Domain or has it been consolidated with the Village?
Answer: The Village is currently conducting a domain migration between Village Hall and the Police Department. This migration will be completed before a vendor is selected from this RFP.

Yorkville:

- Please confirm you have 4 physical buildings/locations. And that these facilities are connected via site to site VPN connections.
Answer: Yes. The sites are connected by satellite to City Hall.
- What version(s) of Windows Servers are in use. What version of VMWare?
Answer: Yorkville has Windows 2003 servers and Windows 2008 servers. I believe we are phasing out the 2003s. We used VMWare Tools version 8.6.

- What ERP system is in use?
Answer: MSI

Both:

- Are Police MDTs part of this RFP or are they under contract with KenCom?
Answer: The MDTs will be part of this contract.
- Have you been CJIS audited yet?
Answer: Oswego – No.
- What wireless access systems are in use? (City/Village, Police specific, Public Works, etc.)

Answer: Oswego – Cisco Meraki at Village Hall and Public Works. Our Police Facility has a mixture of different equipment that ranges from Netgear, Cisco, and Motorola.

- Item III, Section 1 – Will the existing Regulatory and Compliance Planning details be handed over/shared with the new vendor?
Answer: Any available data will be shared with the selected vendor.
- Item III, Section 1 – Will the existing 1-3 year budget be shared with the new vendor?
Answer: Yes. The vendor will be required to provide input in the annual budgeting process.
- Item III, Section 1 – Can the weekly meetings be over the phone, if needed?
Answer: Yes, with agreement of the municipality.
- Item III, Section 2 – What databases are in use?
Answer: Oswego –a preparatory DB with MSI (Harris software) is currently in place. SQL is used for our Laserfiche application.
- Item III, Section 2 – Will the current auditing records be shared with the new vendor?
Answer: Yes. Any available documents will be shared with the selected vendor.
- Item III, Section 2 – What SNMP system is currently in use for monitoring?
Answer: Oswego – currently no SNMP system is in place.
- Item III, Section 2 - Can the onsite Helpdesk technician be level 2, with level 3 and higher level IT specialists being available by phone? (reducing onsite labor cost)
Answer: This proposal is reasonable so long as the Level 2 technician is aware and proactive in referring issues to higher-level technicians as needed.
- Item III, Section 3 - Will all existing documentation be shared with the new vendor?
Answer: Yes. Any available documents will be shared with the selected vendor.
- Item III, Section 3 – Any pain points in the area?
Answer: No particular pain point in this area. The municipalities desire to have clear service level expectations in place with the selected vendor.
- Item III, Section 4 - Is there an existing (old) DRP that can be used as a base? Or is this from the ground, including budgeting
Answer: Oswego – no DRP is currently in place.
- It is understood that the Village of Oswego has an internal IT/GIS Coordinator on staff. Does the Village have any contracted IT support provider delivering services in support of this staff person? If yes, who is that provider?

Answer: The Village has an interim contract with Baxter & Woodman to provide IT support to the Police Department.

- Who is the City of Yorkville's current IT support provider?

Olive Jar

- What is the annual budget of the current IT arrangement for both the Village and City (in salary or fees)?

Answer: Yorkville's budget is around \$100,000 annually with our current vendor – for all consulting fees and hardware/software purchases. We would expect this number to increase in the future if we choose a new vendor, due to increase on-premise hours and investment in clearing up any outdated equipment. The Village of Oswego's IT budget for FY17 is \$537,000 inclusive of staff, contract expenses and licenses.

- What are the current hourly rates for the individuals or firm(s) providing IT support services to both the Village and City?

Answer: Oswego – has an on-site staff currently providing IT support to the Village. The Interim Contract with B&W for Police IT services includes hourly fees of \$100 to \$180 per hour. Yorkville currently pays \$120 per hour.

- What is/was the duration of any current/recent contract(s)?

Answer: The current contract will be phased out when a full-service IT firm is selected. A transition schedule will be worked out between the municipalities, IT firm and existing service providers.

- What are the overall IT budgets over the last 3 years for both the Village and City?

Answer: Yorkville's IT budget is approximately \$100,000 annually, with variance for specific projects. Oswego's IT budget for FY16 was \$429,420; FY15 was \$146,250 and FY14 was \$146,250. Staff was not included in IT budget calculations until FY17.

- How does each municipality handle the following:

- Backups/Offsite/Cloud/DR

Answer: Oswego – the Village uses a TeamViewer products called AirBackup for both, onsite and cloud storage. Yorkville – Backups are done through a tape system, stored offsite.

- Helpdesk/Break-Fix

Answer: Oswego – the Village has an on-site support staff member for helpdesk. Yorkville – The City has no dedicated on site help desk person. Current consultant remotes in or provides phone support as necessary.

- Inventory Management

Oswego – The Village uses a combination of applications: TeamViewer's ITbrain, and Cisco Meraki Systems Manager. Yorkville – None.

- Knowledge Base

- What software solution is in place for each municipality regarding the following:
 - Network/Server Monitoring
Answer: Oswego – Dell’s OpenManager Alert system, TeamViewer’s ITbrain, Cisco Meraki systems manager Yorkville – Not sure (wasn’t able to confirm by deadline).
 - Exchange
Answer: Oswego – Exchange 2010 Yorkville – Exchange 2007
 - Antivirus
Answer: Oswego – Symantec.cloud SEP – Yorkville – ESET Endpoint
- Are there any major projects either municipality currently has planned for the next 2 years that can be disclosed?
Answer: Question answered above.
 - WAN Speed?
Answer: Yorkville: The Parks and Recreation ARC Building at 201 W Hydraulic, Parks Maintenance Building at 185 Wolf St, and Public Works Facility at 610 Tower Lane are all connected to the City Hall network and servers through VPNs. The buildings are not connected by a WAN. Oswego: 50 Megabyte fiber connections though Comcast Private Cloud.
 - Name of the virtualization program?
Answer: Oswego: Hyper-V; Yorkville uses VMWare.
 - Breakdown of Number and Type of Equipment (Personal Computers – desktops and laptops, tablets, mobile devices, etc...)?
Answer: See attached document. Yorkville has 140 computers in total, with around 60 being used frequently. Most of the newer computers are Lenovos, the older are mix of a few different brands. Yorkville uses Windows 7.
 - Number of Squad Cars?
Answer: Yorkville: We have 10 squad cars with a video system that connect to the internet. We have three more squad cars coming on line shortly. Oswego: currently has 19 squads
 - #FTE = Number of Full Time Employees that require technical support
Answer: Oswego has 104 full-time employees. Yorkville has 75 full-time employees.
 - #PTE = Number of Part Time Employees that require technical support
Answer: Oswego has 15 part-time or seasonal employees. Yorkville has several dozen part-time employees that have varying but lesser needs.
 - # of Email = Total number of email boxes (do not include distribution lists or aliases)

Answer: Answer: Oswego – 165; Yorkville – Approximately 75.

- # Endpoints = An endpoint is a laptop, workstation or desktop (do not include servers)
Answer: Oswego: 100; Yorkville – around 150. Exact information to be provided to selected vendor.
- # Provided Smart Phones = The total number of organization owned smart phones provided to staff that require support
Answer: Oswego: 3 smartphones. Yorkville – Approximately 12, though current staff can provide smart phone support.
- # Employee Owned Smart Phones = The total number of employee owned smart phones that will require support
Answer: Oswego: Village IT does not support personal phones, we just create the policies in the MDM and push that to the BYOD's; Yorkville – vendor will not be expected to support employee-owned devices.
- Is there an established IT budget for hardware/software and if so can we see a copy?
Answer: See responses above.
- Is there an established IT Services budget and if so can we see a copy?
Answer: See responses above.
- Are their fully written and documented IT Policies currently in force (if so can we have a copy of each)?
Answer: Limited IT usage policies are included in both municipality's employee handbooks.
- Is there a fully documented disaster recovery plan for each location (if so can we have a copy of each plan for review)?
Answer: No DR plans currently exists.
- Who would be our main point of contact for each location?
Answer: Oswego's contact will be the IT/GIS Manager. Yorkville's contact will be the City Administrator or designee.
- Would all of the end users require access to our help desk for support or would we just be working with the Points of Contact at each location?
Answer: The selected vendor is expected to provide help desk services to all system users. For Oswego, the POC will have access to monitor all IT related support cases.
- Is there any custom software in either organization and if so is it currently being supported/updated by a 3rd party programmer?

Answer: The municipalities use typical municipal software that services the enterprise functions, including police department, finance and water systems. None of the systems are “custom.”

- How many physical buildings are there that will be covered by support?

Answer: The Village of Oswego will require services to three primary buildings. Yorkville will require services to four main buildings.

- Is there a library included in this support? If yes is there an expectation of supporting the patrons as well as the staff?

Answer: This contract does not involve support for library services.

- Is the park district included in this support?

Answer: The United City of Yorkville includes park activities. Support for park staff is consistent with support for other municipal employees. Oswego does not include park district services.

- How many days a week is expected to have a support engineer on site? What days/times outside of M-F 8 hour days is a support engineer expected on site?

Answer: The firm will be responsible for determine the appropriate number of staff to provide support for the project. Oswego has requested 32 hours of on-site support, while Yorkville has requested 8 hours.

- Inventory of the PC's to be managed containing operating system, brand, age.

Answer: See attached documents.

- Please provide an inventory of village owned tablets and mobile phones to be supported.

Answer: See attached document.

- Are user's personal devices part of this support agreement?

Answer: The municipalities each have bring-your-own-device programs. Support is limited to access of municipal networks for purpose of e-mail.

- Please provide an inventory of servers including brand, age, specs.

Answer: See attached document.

- Please list all software applications that have active software support from the vendor.

Answer: See attached document.

- Please list all software applications that do not have active software support from the vendor

Answer: See attached document.

- Is there a current technology plan in place?
Answer: No.
- How many printers are in the environment? How many different brand/models are there?
Answer: The Village of Oswego leases seven copiers through Toshiba. The Oswego PD has 5 HP printers that are currently not on any contract. The Village Hall has a Cannon Plotter/scanner that is under warranty. Yorkville has six copiers through Konica.
- Is there any off site backup?
Answer: Oswego and Yorkville conduct regular off-site backups.
- How is the Oswego site connected to the Yorkville site. Is there a site-to-site VPN?
Answer: Oswego and Yorkville are not connected.
- How many site-to-site VPNs are present?
Answer: Oswego – None.
- Is there a remote access to the environment? If yes, how many users?
Answer: Oswego provides remote access to management employees, or approximately 15 users, as well as remote e-mail access to additional users.
- What is the Internet bandwidth at each site location?
Answer: Oswego – 30 megabytes Upload/download out of Village Hall.
- Are the systems currently monitored for alerts?
Answer: Yes.
- Does VoIP system have a dedicated Internet connection or shared with data?
Answer: Oswego – The Village Hall and the Police Department each have separate PRI's. They both failover to each other site via the fiber lines provided by Comcast.
- Are there any wireless devices present? If yes, how many at each location and what is the make/model?
Answer: See attached document.