

RFP 2021-03, IT Services

Proposer Questions and Answers

As of: July 23, 2021

1. How many total independent locations do you need support for?

A: City Hall, Dock, Harbor, Public Safety, Downtown Fire Hall, Lake Road Fire Hall, Public Works, Landfill, Senior Center, Library.

2. How many unique users do you need support for?

A: See *City of Dillingham IT Services Summary Updated 3-29-21*.

3. How many laptops/desktops/workstations do you currently have on your network and what is the average age?

A: See *City of Dillingham IT Services Summary Updated 3-29-21*.

4. How many servers do you have on your network and what age are they?

A: See *City of Dillingham IT Services Summary Updated 3-29-21*.

5. How many switch ports do you have on your network and are they PoE capable?

A:

Library – Dell Power Connect 3524 - No POE Ports

City Hall Server Room -- HP ProCurve 2510G-48 – No POE Ports

City Hall Server Room – Netgear Switch Fs726TP – 12 POE Ports

City Hall Server Room -- Netgear Switch GS748Tv3 - No POE Ports

Public Safety - HP Procurve 2620-48 - No POE Ports

6. What is your current backup program/procedure. (ie. on-site, off-site, Cloud, etc)

A: 3 Barracuda Units – Library, City Hall and Public Safety – they are all set up for onsite replication, not cloud.

7. Who is your current IT support provider?

A: ACS Communications.

8. Do you have any in-house IT staff, if so, how many?

A: No.

9. Who provides your internet and what bandwidth do you have currently at each location?

A: Nushagak for most locations, except the Library where it is provided by GCI.

Location	Connections/Bandwidth
City Hall	2: DSL; 6meg up, 3meg down - Static IP Address, Nushagak
Dock	1: DSL; 6meg up, 3meg down - Static IP Address, Nushagak
Harbor & Animal Shelter*	1: DSL; 6meg up, 2mg down - Static IP Address, Nushagak
Public Safety	2: Cable & DSL; 6meg up, 2 mg down, Nushagak
Downtown Fire Hall	1: Cable; 6meg up, 2meg down, Nushagak
Lake Road Fire Hall	1: DSL; 6meg up, 2meg down & 1 DSL; 4meg up, 1 meg down - Static IP Address, Nushagak
Public Works	2: DSL; 6meg up, 2meg down - Static IP address, Nushagak
Landfill	No internet at location
Senior Center	1: DSL; 4meg up, 1meg down, Nushagak
Library	2: 3meg up, 3meg down, GCI

***The Harbor Building contains the Harbor Office, as well as the Animal Shelter.**

10. Is any phone system support required as part of this RFP?

A: No.

11. Is any printer support required as part of this RFP?

A: Just printer networking.

12. Have you recently suffered any cyber security or ransomware attacks?

A: No.

13. What type and age of Firewall do you currently have in place?

A: See *City of Dillingham IT Services Summary Updated 3-29-21*.

14. Is the City of Dillingham looking to enter into a Master Services Agreement for support on an hourly time & materials basis + travel costs for on-site

visits, OR are you seeking a fixed-fee managed IT support service + travel costs for on-site visits.

A: Fixed-Fee managed IT support services, with reimbursed travel costs for any on-site visits.

15. Would the City be open to proposers sending a field technician out (at proposer cost) to perform a site survey/technical assessment of your IT infrastructure, system, and applications?

A: Yes.

16. Do you have an on-site IT manager or point of contact?

A: Kelsa Brandenburg, assistant@dillinghamak.us, (907) 842-5148.

17. Are the Correctional Facility and Emergency Dispatch included under the support of Public Safety?

A: Yes. Corrections has one computer, dispatch has 3 or 4 computers.

18. Is there need for IT support staff to be compliant with CJIS requirements?

A: Yes.

19. Regarding IT Security Audits, are there specific audits you are required to go through periodically?

A: No.

20. Can you provide addresses for CoD Facilities that will be supported?

A:

Location	Street Address
City Hall	141 Main Street
Dock	307 West Main Street
Harbor & Animal Shelter*	235 Harbor Road
Public Safety	404 West D Street
Downtown Fire Hall	514 West D Street
Lake Road Fire Hall	1335 Aleknagik Lake Road
Public Works	810 West 2 nd Avenue
Landfill	4900 Waskey Road
Senior Center	515 East 1 st Avenue
Library	306 West D Street

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21. Can you provide a list of applications that need to be supported?

A: Symantec, Frontier Business, ESRI, GCI (NOCC), Liserfiche – eDocs, Siemens, COMPanion aka Alexandria, Mobotix, Accufund, For the Record, Time Limit Manager (Fortres Grand), Trans and ARMS (APSIN via Web and local application, GCI (OWL Library), E911 (Articom), BlueZone – Rocket Software, Helm IDS Diagnostics, Barracuda Backup Support, ARC GIS Desktop, HID Global (Crossmatch/Livescan Support).

22. Does this include any 911 Call Taking hardware or software support?

A: Yes.

23. Will CoD provide access to manufacturer vendor support agreements, warranties, and replacement programs as needed?

A: Yes.

24. What is the existing service support model?

A: Help Desk Hours: Monday through Friday 7 am to 6 pm, after hours tech time is available upon request. Yearly maintenance visits, available upon request. Existing Service Support Model follows ITIL Standards. ITIL (formerly Information Technology Infrastructure Library) is a set of detailed practices for IT activities such as IT service management (ITSM) and IT asset management (ITAM) that focus on aligning IT services with the needs of business.

25. Can you provide additional detail on what you would like to see in your security audits?

A: We would like some recommendations compared to similarly situated municipalities of our size.

26. What is your current IT support budget?

A: We are not able to disclose our current IT support budget at this time.

27. Can you provide a template for your Cost of services page?

A: No template will be provided at this time. Proposers should base this information off of the services they will provide.

28. Will you permit proposals to be submitted via email to reduce the need for travel, at a time when there are still some Covid concerns?

A: No.

29. Will you consider extending the deadline for two additional weeks to allow vendors more time to develop a comprehensive response to your RFP request?

A: Yes. If the deadline is extended, an addendum will be issued.

30. Would the City of Dillingham consider changing a requirement in the RFP to allow electronic bids (email)?

A: No.

31. If not and we send it out via goldstreak would someone at the city be able to pick that up at the airport?

A: If the City has staff availability, we would be happy to pick up a goldstreak, but will not make any guarantees this can be arranged. Proposers should plan ahead for potential delays.