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**TOWN OF HILLSBOROUGH**  
*California*

**IT Managed Services RFP Questions and Answers - General Questions**

1. Will the Town be doing walkthroughs?

**Town Response:** As stated in the RFP, due to COVID-19, walkthroughs are not being done. Depending on the overall ratings top rated vendors (1-2) will be provided a walkthrough to submit a best and final offer to the Town. If a vendor has an issue with submitting a bid without a walkthrough it must be stated clearly in proposals response.

2. Is there a list of applications to be supported which are hosted on the outlined servers not already mentioned in the RFP?

**Town Response:** No.

3. Is there a list of cloud-based apps to be supported not already mentioned in the RFP?

**Town Response:** No.

4. Is the Deadline for Proposal Due will be extended beyond Sept 16?

**Town Response:** The proposal deadline was extended in Addendum No. 1 to September 22<sup>nd</sup>. The new deadline will not be extended unless another Addendum is issued.

5. Does the Town have service agreement for any office equipment (Sharp, Ricoh, other)?

**Town Response:** Office equipment like copiers and phones are maintained by service contracts. The IT provider is expected to assist with any connectivity, server and network issues if necessary.

6. **Per item Town Technology Environment 2b7**, does the Town have a vendor providing support for this (Video Surveillance of Town facilities)?

**Town Response:** The IT provider is expected to monitor and maintain the Town's video surveillance systems for IT related issues only. Hardware malfunctions and other non-IT related issues will be directed to the manufacturer and distributors.

7. **Appendix B:** Regarding the proposed project in the Appendix B spreadsheet, we can include hourly rates for each line item listed. Still, we are unable to accurately scope a total project cost without additional discovery for each project listed. What is the Town looking for in regard to the total cost of the projects?

**Town Response:** Please see Attachment A for more detailed information on the listed projects.

8. What are the three most pervasive issues that the Town of Hillsborough need solved by the new IT company?

**Town Response:** The Town's priority projects are listed on the cost proposal sheet. Please see Attachment A for expanded descriptions. The Town adopted an IT Strategic Plan in 2017 that defines six main IT goals for the Town. The Strategic Plan can be viewed here:

[https://www.hillsborough.net/DocumentCenter/View/4181/Hillsborough\\_IT\\_Strategic\\_Plan\\_Final\\_2016](https://www.hillsborough.net/DocumentCenter/View/4181/Hillsborough_IT_Strategic_Plan_Final_2016)

9. Is the Town of Hillsborough going from internal IT staff to outsourced IT, or are you hiring to possibly replace your current outsourced IT staff?

**Town Response:** The Town currently uses an outsourced IT staff model.

10. Does the Town have any current Pain Points that need to be addressed?

**Town Response:** The list of projects in the cost proposal sheet are the areas the Town has identified as priorities (see Attachment A for details).

## **Technical Questions**

11. Are there any specific requirements for vendor remote access tools?

**Town Response:** No, only a requirement to use a tool.

12. Are there existing standardized builds for workstations and mobile computing? And if so, are there any inventory management systems in place?

**Town Response:** No, there are none currently in place.

13. Are there published/network printers documented with locations and IP addresses? Does the Town of Hillsborough have a Managed Printing Service Vendor?

**Town Response:** No, the Town does not have these.

14. What is the manufacturer and model of the SAN?

**Town Response:** Dell EMC R620, VSAN HCI 3 Host Cluster.

15. Is any 3<sup>rd</sup>-party software integrated with the SAN?

**Town Response:** No 3<sup>rd</sup> party software.

16. What hardware/software is used for the tape backup system?

**Town Response:** Veeam software backs up to a local NAS.

17. Section 3.8.3.2 states that the vendor is to perform backups and snapshots. Are these automated now?

**Town Response:** Yes, these are currently automated.

18. Section 3.6.2.3 Please provide a list of peripherals to be supported.

**Town Response:** A list is provided as examples.

19. What version of VMware is in use?

**Town Response:** 6.0.

20. Section 3.8.2.2 Does the Town have a current VMware Production or Basic Support agreement?

**Town Response:** The Town has a Production Support agreement.

21. **Per item 2a2**, will windows 10 upgrades be fully complete before services from the RFP begin?

**Town Response:** No.

22. How many of the 9 physical servers and 44 virtual servers use a Microsoft Server 2008 or earlier operating system?

**Town Response:** 8 servers.

23. **Appendix A 3.6.3.2:** Image management, please clarify what this means and the related support requirements? What types are these images and what is the total storage size if known?

**Town Response:** The selected vendor will be responsible for implementing an imaging/cloning system to ensure uniformity and consistency with desktop operating system and applications.

24. **Appendix A 3.6.3.7:** Does the Town currently license any software for mobile device management?

**Town Response:** No, only Exchange built-in ECP.

25. **Appendix A 3.8.3.2:** Does the Town currently use a tape system for backups, or do they use the AWS for this?

**Town Response:** No tape, offload to local NAS, then to AWS.

26. **Appendix B:** Does the Town currently have a vendor supporting the Crestron Audio Video System located in the city council chambers?

**Town Response:** The Town uses Conti for any hardware and technical A/V support. The IT vendor is expected to assist with any connectivity, switch and other issues if necessary.

27. **Confidential Tech Environment Document:** The Police Substation Image shows a Cisco device. However, the lighting is too poor to be able to read the writing on the bottom to see what it is entirely. Would you be able to clarify what this Cisco device is and its' function?

**Town Response:** The device supports the law enforcement 911 operation and is supported by another vendor. It is not part of this RFP.

28. On Appendix B, Under Project cost – Replace 10 Pc's each year – Will this replacement require any onsite removal and installation of the new PC and Old PC ? Or is the replacement just an process of installing and configuring the new PC and end user will do the physical installation of the new device. The same for the ipads, Surface Devices and hardened tablets.

**Town Response:** Please refer to Attachment A for expanded project descriptions.

29. On Appendix B, Under Project cost – Implement Redundant Firewall. Do we know what Firewall Town of Hillsborough will be purchasing.

**Town Response:** The redundant firewall would be the same brand as the current firewall.

30. On Appendix B, Under Monthly Cost, Additional Onsite IT Support per hour – What skill set is TH looking for this support.

**Town Response:** Sometimes certain projects will require special IT support that is not listed in the regular monthly costs table. For example, the installation of the new Council Chamber A/V system required IT support to ensure connectivity and system functionality with the A/V system. Please treat the line item as the proposed rate for projects/maintenance not specified in the monthly costs.

31. Will all the current equipment (Desktops, Firewall, Switches, Servers) have maintenance contract.

**Town Response:** Systems and devices are purchased through vendors with applicable warranties.

32. Will all the products be current and in support by the manufacturer?

**Town Response:** The IT vendor is expected to assist software vendors with any connectivity, switch and other IT issues, when necessary. The Town will work directly with the third-party vendors on issues such as software specific glitches, licensing, updates, etc.

33. Appendix A – Base Services, 2.1.3 – vendor will provide mark up. Is there a minimum or maximum or any criteria we should know on the mark up?

**Town Response:** None.

34. How many physical and virtual servers does the Town of Hillsborough have?

**Town Response:** The Public Works Corporation Yard (CY) has 31 virtual servers, Town Hall (TH) has 27, Police (PD) has 13 VM. CY has 3 ESX, TH has 3 ESX and 1 DMZ, PD has 3 ESX.

35. Section 2b1. - How many current Segments/VLANs are configured?

**Town Response:** 9 VLANs

36. Section 2b3. - How many current Firewall rules on each of the two Palo Alto Firewalls?

**Town Response:** Main FW = 44 rules – CY = 17 rules

37. Section 2d. - Does the Town have support contracts with its third-party software vendors?

**Town Response:** The Town will typically work with third party software vendors on licenses, updates and software specific issues on programs such as Lucity, TrackIT, Financial Software, SIRE, ArcGIS and Sensus. The IT vendor is expected to assist software vendors with any connectivity, switch and other IT issues, when necessary.

38. Does the Town have a Vulnerability Scanner or utilize a third party for regular scans?

**Town Response:** No.

39. Does the Town have a Network Access Control appliance?

**Town Response:** No.

40. Section 1.6 - Does the Town have any ongoing or planned projects outside of the following projects?

- Workstation OS Upgrades
- Migration to O365 Active Directory
- Migrating Network Shares to O365
- Upgrading Servers to latest OS
- Replace 10 desktop computers

**Town Response:** Please see Attachment A for a full list of planned projects and upgrades. Project lists and priorities may change over time based on current IT environments and security.

41. Is the Barracuda Email Security Gateway and Barracuda Message Archiver 365 going to be decommissioned with the migration to O365 or will it be integrated to the O365 Services?

**Town Response:** Decommissioning will be evaluated once the 365 project is completed to ensure that e-mail storage remains in compliance with records retention policies.

42. Section 2.1.4 - Does the Town have a current updated Asset Database?

**Town Response:** The Town inventory is kept in spreadsheets and TrakIT updates its inventory when users log into a desktop

43. Section 2.3 - Does the Town currently have any of the following documented policies and procedures?

- Business Continuity Plan
- Disaster Recovery Plan
- Security Awareness Policy
- End User Security Training
- Acceptable Use Policy
- Incident Response Plan
- Remote Access Policy
- Change Management

**Town Response:** Yes, however, the format and availability of these policies and procedures vary. Some are included in the personnel policies posted on the Town's Human Resources page: <https://www.hillsborough.net/216/Personnel-Policies>, some are outlined in the IT Strategic Plan that is linked in Question 8 of the General Questions, and some are included in long term planning objects like business continuity and disaster recovery.

44. Section 3.6.3.7 - Does the Town have a Mobile Device Management?

**Town Response:** No, only Exchange built-in ECP.

45. Section 3.8.2.7 - Does the Town have a Syslog server or SIEM for log correlation and event detection?

**Town Response:** Yes, Solarwinds SIEM appliance.