Index	Question	Response
1	I noticed 83 network assets; do you know the total number of networks?	Town Network/VoIP/WiFi/Security/Backup
2	Can you provide a detailed breakdown of the 83 networking devices? (i.e., how many are firewalls, switches, etc.)	Backup Storage Appliance (2), Firewall (2), VPN Appliance (2), SAN (2), Switch/Router (22), UPS (11), WAP (42)
3	Could you provide a technology aging report?	Nearly all networking devices, host servers, etc are within supported lifecycles and covered by maintenance contracts
4	Could you provide an inventory of your software and hardware?	Nearly all computers are running supported versions of operating systems and productivity software
5	Could you provide a definition or examples of software in place?	Primary applications include M365, Sophos Endpoint Protection, RingCentral, MUNIS (ERP), NexGen LEAS, ESO (Health Records), OpenGov (Permitting), My Senior Center, AssessPro (CAMA), ArcGIS
6	Could you provide a two-month snapshot of tickets received?	Not Available
7	What was the lowest volume of tickets per month historically? What was the highest volume per month?	Ticketing system is informal tracking in-house
8	How many monitoring tickets are you generating?	Not Available
9	How many users are allowed to contact your service desk today?	Only IT Staff currently utilize service desk. Currently users utilize internal staff for help desk support.
10	What is your three-year strategy for the Information Technology division?	The strategy outlines 14 initiatives focusing on addressing system gaps, enhancing resiliency, developing MIS/GIS policies and procedures.
11	Can you disclose who your current MSP provider is?	The current MSP vendor is not being disclosed at this time.
12	When would services start?	Likely December, 2023
13	How long is the overlap with current vendor?	This is dependent on your transition plan.
14	Are current IT positions still being funded?	Yes - they will take on more project review/management and planning roles
15	Could you provide ticket breakdown amounts between prime hours and after hours?	Not Available
16	Could you provide ticket breakdown between SLA levels?	Not Available
17	Are there any School IT responsibilities?	None
18	How often do they want onsite Network and Systems Administrators?	1x/month
19	Would they prefer onsite helpdesk or remote and respond as needed?	Up to vendor to propose as it sees fit
20	Is the existing vendor providing any leased hardware?	None
21	Is the existing vendor providing any software or subscriptions?	Existing vendor is current reseller of various goods & services. Vendor awarded contract would assume this role
22	Could you provide a breakdown of quantity of firewalls and switches vs Access Points?	See #2
23	Could you provide any ticket reporting to review average volume / issues?	Not Available
24	What is the total number of physical sites being supported?	8 - See the information pack
25	Does the Town currently lease any hardware or other solutions from the current IT vendor? If yes, please provide details regarding any like services that should be provided as part of this RFP, including relevant data to properly provide pricing (i.e., data size, users, etc.).	No, however the Town will retain the right to procure hardware from other vendors.
26	Does the town procure its own software licensing? If so, what licenses does the town procure directly and who is responsible for managing procurement?	Yes - licenses are purchased according to state guidelines utilizing state contract purchasing vehicles where possible

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27	What is the current VPN solution deployed?	Sophos Firewalls/VPN
28	You outline 150 Active Directory accounts and 155 licenses assigned to users. Are these users all full-time staff? If not, can you identify the approximate number of part-time employees?	Approximately 20-25 part time. The remainder are full time
29	Do you have an inventory data sheet of the equipment with serial numbers that can be provided, or provide approximate ages of computers and other network equipment?	See #3 and #4
30	What are the responsibilities of your current IT staff? What is the scope of their duties? Do they overlap any of the outlined services mentioned? (MIS/GIS Director & Asst.Director)	The Town's two IT staff are currently primary help desk resource for end users in addition to project planning and GIS use and management. The intent of this RFP is to expand the MSP role to have a larger role in managing the technology environment, assume end user service desk support and serve as a resource to internal IT staff for longer range planning
31	Approximately what percentage of the 2700 yearly tickets are handled by the in-house IT staff?	Currently, all end user tickets are handled by internal IT staff. The number of tickets is somewhat elevated, reflecting a period of time during the pandemic whilst many tech changes were being implemented. It is anticipated that the number of tickets to be submitted by end users would be less going forward.
32	Can you provide an additional breakdown for the 2700 tickets? For example, how many of these tickets were generated by an RMM agent, or automatically remediated. How many were helpdesk v. other tasks.	See the word cloud in the info pack.
33	Is there an expectation to provide in-home support to remote employees?	Post-pandemic all users are back in the office and remote work has significantly scaled back. Staff are issued laptops and remote assistance is generally limited to VPN issues
34	Azure is also mentioned. Will some of these servers be decommissioned after transitioning to the cloud?	5 of the 6 current servers are soon to be replaced with new hardware and W2022Server. The 6th will be moved to the cloud.
35	What is the total size of the data set being backed up across all 8 sites?	~13TB
36	What are your expectations for 1 day per month with an Alignment Engineer or TAM? Is this expected to be in person or remote? What has been the approximate time commitment for this task?	Alignment Engineer on-site 1x/month to work in a supportive role directly with IT staff. TAM remotely 1x/month for ~1 hour meeting
37	What departments are in a work group and not part of the domain?	Nearly all participate in our domain. A handful of specific use cases remain as workgroup PCs.
38	What tasks are included in monitoring the town's web presence besides working with your web vendor civics plus?	Perhaps occasional troubleshooting to determine correct vendor for issue resolution
39	How much time was earmarked for strategic planning with stakeholders per year?	Not Available
40	What level of penetration testing is the town looking for? Would you be able to provide a sample report?	In line with industry practices to help ensure the Town's assets and protocols are not exposed to security risks
41	Are there any additional cloud-to-cloud components that the town is currently procuring for backups?	The Town has a storage appliance locally and also utilizes AWS for some off-site storage. Plans exist to migrate to a cloud-based backup solution.
42	In terms of patching, it states OS and software patches. What do they mean by software patches? What specific applications is the Town looking to be patched?	All Microsoft patches. Common third-party applications (Adobe, Google, etc). Vertical applications will have their own update mechanisms.
43	Can you provide a detailed asset inventory of all server, storage, backup, routing, switching, firewalls and wireless?	See #2, #3 and #4
44	What are the build numbers and Operating Systems are in use on the Workstations? What is the current backup solution?	Nearly all workstations are utilizing supported versions of Win10/11.
45	What is the total backup set size?	See #35
46	Are backups stored offsite?	Backup Appliances are on-site. Data gets archived to AWS.
47	How many Active Directory Domains are in use? Is the PD a separate domain from the town?	One domain
48	Is Multifactor authentication in use for remote access? VPN? O365?	MFA is currently being deployed. It is in anticipated to be fully rolled out in the near future.

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49	What is the reason for RFP? How long is your current MSP relationship and what is reason for changing?	See #30. Current MSP has been utilized in this capacity since 2019
50	What is the role of the Director and Assistant Director? What does their day to day look like?	See #30
51	The RFP references an audit done recently. Could you please share the output of that assessment and any roadmap built? An NDA can be provided ahead of time.	The RFP references an assessment of MIS/GIS to develop a 3-year strategy. See #10