



**REQUEST FOR PROPOSAL  
INFORMATION TECHNOLOGY MANAGED NETWORK SERVICES  
QUESTIONS AND ANSWERS**

RFP No. S15-015

Q&A No. 1

Date of Q&A: March 18, 2015

Please note the clarification and/or additional information for the solicitation referenced above.

- 1. Q: What current refreshment plan is in place?**

A: The City is migrating from Windows 2003 to 2012.
- 2. Q: What is the timeline on in-house staff?**

A: Currently the City is seeking to hire an in house network manager for the public safety divisions. City anticipates requiring full-time outsourced services for a minimum of two more years.
- 3. Q: What brand of firewall and switchgear does the City use?**

A: The City uses Cisco and the firewall is provided by the telecommunications provider.
- 4. Q: What is the timeline to replace the City's phone system?**

A: There is no plan to replace the City's phone system at this time.
- 5. Q: Does the City's phone system link all City departments?**

A: Yes.
- 6. Q: What financial software does the City utilize?**

A: Incode. Incode is a Tyler Technologies product.
- 7. Q: What SCADA is used at the Water and Wastewater plant?**

A: N/A, contracted through a different source.
- 8. Q: What is the radio network for the lift, pump and well stations?**

A: N/A, contracted through a different source.
- 9. Q: Did the City's circuit audit go well?**

A: Yes.
- 10. Q: Is the City going to do the 911 upgrade?**

A: No. All 911 operations are handled through CAPCOG.
- 11. Q: What is the level of redundancy at the Police Department?**

A: Currently the Police Department has redundant power, servers and CAD.

12. **Q: What CAD system is being used?**  
A: The City is currently migrating to Sunguard.
13. **Q: Are driver's license checks currently run in the police cars?**  
A: Yes.
14. **Q: Is LPR software used?**  
A: No.
15. **Q: Does the City provide a public Wifi area?**  
A: Yes, at the library.
16. **Q: Are there MDC's in the police cars?**  
A: Yes.
17. **Q: What video system is used in the police cars?**  
A: L3.
18. **Q: How many desktop users does the City currently have?**  
A: 150-175.
19. **Q: Are there any new buildings or facilities scheduled for construction?**  
A: Yes. Fire Station #4 will soon be in the architectural phase with an anticipated completion of fall of 2016.
20. **Q: What is the City's type of Exchange server?**  
A: 2010.
21. **Q: Is the library on a separate network?**  
A: Yes.
22. **Q: Do the Police Department and City Hall have separate server rooms?**  
A: Yes.
23. **Q: ESXI and Citrix**  
A: ESXI (5.1 and 5.5); Citrix (MetaFrame v4.0 build 2198).
24. **Q: If 24/7/365 service is included in the 40 hour per week rate would the remote and emergency rate be \$0.00?**  
A: Yes.
25. **Q: Who is the City's existing service provider?**  
A: Lightspeed Consulting.
26. **Q: How many after-hours calls does the City typically incur?**  
A: On average the City requires two after hours service calls per month.

27. **Q: Does the City use SAN?**  
A: City is exploring a future SAN solution for the Police Department.
28. **Q: What are the City's main pain points?**  
A: The construction on Municipal Drive near the Parks and Recreation Department building and the Public Works building causes some network interruptions.
29. **Q: Are there wireless links between any locations?**  
A: Only the Police Department.
30. **Q: What percentage of City computers run Windows XP?**  
A: Approximately 10%.
31. **Q: Can the City provide an asset inventory per location?**  
A: Yes. Inventory attached herein.
32. **Q: Does the City have an onsite monitoring solution in place such as Spiceworks or Manage Engine for monitoring of the network and devices?**  
A: The current monitor solution is provided by the City's current service provider, Lightspeed Consulting.



Approved by \_\_\_\_\_

Joy Simonton, Purchasing Agent



Dlink	DES 1108 Switch	Parks	
Cisco	WAP54G	Various	x5
Cisco	Pix515e	Library	
Cisco	2800 Series	Library	
Cisco	2960 series	Library	x2
Cisco	Catalyst 2960	Library	
iPrism	20h	Library	
Cisco	800 series	Station 2	
Cisco	SR2024c	Station 2	
Cisco	Catalyst 2960 24p PoE	Public Works	x2
Linksys	EZXX16w	Golf Course	
Various	unmanaged 8 port switch	various	x8