

City of Isle of Palms, SC
Request for Bids (RFB 2020.04)
Information Technology Services

Addendum #1 – Answers to Questions

Item #1:

Could you please provide the number of users?

Request:

Please provide additional information on the number of users the City has.

Answer:

Currently we have 93 employees almost all of which use some kind of technology ranging from iPads to Mobile Data Terminals to Desktop computers and laptops.

Item #2:

Could you please provide the amount of data currently being hosted?

Request:

Please provide information on the amount of data being hosted for the city.

Answer:

5 Terrabytes.

Item #3:

Are current IT services outsourced at this time? An invoice (without pricing) would be the best way to provide an accurate price

Request:

Provide information on current IT services.

Answer:

Yes, IT Services are currently being outsourced, the invoice that we have currently only provides a listing for "Managed Services" for "Unlimited Windows Devices".

Item #4:

Number of physical locations that require /use technology?

Request:

Provide information on the number of locations to be serviced.

Answer:

We have devices at all city owned buildings and in the police and fire vehicles which would need to be supported by the winning bidder. The buildings include City Hall, the Recreation Center, and the Public Safety Building. Additionally City Council members and some staff have take home devices for email and other work tasks.

Item #5:

What is the current backup system?

Request:

Provide information on the current backup system

Answer:

We have an on-site backup system as well as an off-site backup and a cloud backup.

Item #6:

how many end users? buildings? client devices such as PCs, laptops? servers, storage? current cloud presence?

Request:

Provide information on the current IT system.

Answer:

Please see the answers above.

Item #7:

details of all PCs, Apples, laptops, servers, storage?

Request:

Provide details of all PCs, Apples, laptops, servers, storage.

Answer:

There are too many devices to effectively detail in such time as to make this document relevant to respondents.

Item #8

details of all network devices - routers, switches, gateways, appliances, firewalls, WAPs?

Request:

Please provide details of all network devices.

Answer:

In order to protect our network security, we will be providing a network diagram by direct request only. Please email rhanna@iop.net to request a copy.

Item #9:

ISP connectivity - number, type, speed?

Request:

Please provide details on your ISP

Answer:

Our current ISP is SEGRA and we have two connections through them. Our internet speed is less than a 1000mb\s spread between all locations.

Item #10:

Network diagram or topology?

Request:

Can you provide a network diagram or topology?

Answer:

See the answer to item 9.

Item #11

OSs Deployed and Topology?

Request:

Provide information on Operating Systems used by the City.

Answer:

The City uses a variety of Operating Systems but most devices are Windows based. We do also have iPads and iPhones as well as Mobile Data Terminals used by Police and Fire.

Item #12

Policies on BYOD?

Request:

Does the city have a policy on BYOD?

Answer:

The City strongly discourages employees from using their own devices.

Item #13

Current cybersecurity products in use?

Request:

What cybersecurity products are currently in use by the City?

Answer:

The city has a number of cybersecurity products in use currently including Panda anti-virus and several sonicwall devices.

Item #14:

Warranty/support/license contracts in place for any hardware/software?

Request:

Please clarify the current setup for support on hardware/software.

Answer:

Our IT support company handles all warranty requests, support contracts, and license contracts for any hardware and software currently in use.

Item #15

Current asset tracking/management system in place?

Request:

Are there current asset tracking/management systems in place?

Answer:

The City currently has Panda systems management in place.

Item #16

Current DBs deployed?

Request:

What databases does the city currently have deployed?

Answer:

The city currently has a variety of different databases deployed ranging from Cognito forms which is a cloud based solution for handling inputs from the web, to BS&A which we use for finances, to police and fire specific programs.

Item #17

Current line of business applications in place?

Request:

What are the current applications used by the City?

Answer:

The city primarily uses Microsoft Office 365 products but also uses Apple products for mobile devices and a wide ranging variety of solutions such as BS&A for other specific applications.

Item #18

Current backup/restore/disaster recovery systems in place??

Request:

Are there any current backup/restore/disaster recovery systems in place?

Answer:

Please see the answer to item 5.

Item #19

How many networks?

Request:

How many networks does the City operate?

Answer:

The City has local networks for each building as well as mobile devices which operate on cellular networks.

Item #20

Support for the police force with any specialized hardware/software/applications?

Request:

Would the city need support for specialized hardware/software/applications for the police force?

Answer:

Yes, and any employees tasked to work with the police force would be required to be CJIS certified.

Item #21

How many end users require 24/7 support?

Request:

Provide information on the number of users that require 24/7 support?

Answer:

All users will require some level of 24/7 support.

Item #22

How large of a current IT Staff? Staff or Contract?

Request:

What solutions are currently in place for the City for IT Services?

Answer:

The city currently has a contract IT provider. The Assistant City Administrator sometimes helps out with smaller projects.

Item #23

Breakdown of Windows/Apple deployment?

Request:

How many of the devices utilized by the City are Windows/Apple?

Answer:

The city primarily uses Windows systems. Apple products are primarily used for mobile devices.

Item #24

What ticketing system is in place now?

Request:

Are there any current ticket tracking systems in place?

Answer:

The city currently has no IT Ticket tracking system in place.

Item #25

Growth trends for data & storage available?

Request:

Can the city provide information on growth trends relating to it's data?

Answer:

The City has not been tracking this information.

Item #26

Current open and planned IT Projects?

Request:

Does the City have any current open or planned IT Projects?

Answer:

Yes, This RFP. Outside of that the City plans to do a complete survey of its IT environment in conjunction with the winning bidder to develop a plan for upgrading and maintenance moving forward.

Item #27

Current phone system in place? who manages it now?

Request:

Provide information on the current phone system.

Answer:

The City's phone system is managed by Home Telecom.