



Request for Proposals Managed Information Technology Services Questions and Answers – Update 1

Issued: August 6, 2026

The following information is provided to all prospective proposers. This update provides clarification only and does not change the scope, deadlines, evaluation criteria, or submission requirements contained in the Request for Proposals.

Environment and Scope

1. What is the City's current server environment?

The City has approximately five monitored server instances consisting of a combination of physical and virtual systems. They support general file storage, municipal applications, backup functions, and building operations. Detailed configurations will not be published and may be reviewed during a scheduled walkthrough or onboarding.

2. What is the age and warranty status of the servers?

The City's primary server infrastructure was updated in 2024. Exact equipment and warranty information will be verified during onboarding.

3. What network equipment is currently in use?

The City uses commercial-grade firewall, managed switching, wireless, and related network equipment. Specific models, configurations, licensing details, and network-security information will not be published. Relevant information may be reviewed during a scheduled walkthrough or onboarding.

4. What municipal and third-party software is currently in use?

The City uses BS&A municipal software, Pontem Cemetery Management, Guardian Alarm-supported camera and fire-alarm systems, and ControlNet building controls. Some systems are vendor-supported and may require coordination with third-party providers. Specific remote-access methods will not be published.

5. Is a floor plan or network diagram available?

The City does not have a current, validated technology floor plan or network diagram. The selected provider will be expected to document the supported environment during onboarding.

6. What internet service is available at each location?

City Hall receives fiber internet service. The Fire Station receives connectivity through the City's network. The park and splash-pad location has limited internet service primarily supporting an electronic sign. Detailed provider, routing, and network-topology information will not be published.

7. What is the age and operating system of the City's workstations?

The City has approximately 15 monitored workstations. Most were purchased or replaced in 2024 and operate on Windows 11 Pro. The City is not aware of any active Windows 10 end-of-life exposure.

Current Provider and Backup

8. Who is the current managed-service provider, and why is the service being competitively solicited?

The current provider is Rehmann Technology Solutions. The City is evaluating service coverage, responsiveness, proactive support, pricing, transparency, and overall value.

9. Who provides the current off-site backup service?

The City uses a Veeam-based off-site backup service through OffsiteDataSync/CyberFortress.

10. Is the backup agreement assignable or terminable without penalty?

The City's current OffsiteDataSync agreement runs through April 2027. The City intends to allow the agreement to expire at the end of its current term rather than terminate it early. Proposers should identify any transition, data-export, storage-transfer, or onboarding requirements associated with assuming responsibility for the City's backup services.

11. What is the current backup methodology?

The City uses Veeam for backup management and off-site backup services. Detailed backup configurations, schedules, retention settings, credentials, and network information will not be published.

12. What are the current storage utilization, expected annual growth, and retention requirements?

Complete and validated utilization, growth, and retention information is not currently available. Proposers should clearly identify their assumptions, proposed retention periods, included storage, growth allowances, pricing tiers, and minimum charges.

Cybersecurity and Compliance

13. Is the City subject to CJIS, LEIN, state cyber-grant, or similar requirements?

The City does not access CJIS, LEIN, or other law-enforcement information systems. The City is not aware of an active state cyber-grant requirement. Any applicable contractual or insurance requirements will be addressed with the selected provider.

14. Has the City experienced a cybersecurity incident, audit, or insurance-required remediation during the last three years?

The City is not aware of a cybersecurity incident or insurance-required remediation during the last three years.

15. Does the City have cyber-liability insurance?

Yes. The City carries cyber-liability insurance. Policy limits, security documentation, and detailed control requirements will not be published. The selected provider will be expected to comply with applicable insurance requirements.

16. Is KnowBe4 separately licensed?

KnowBe4 services are currently provided and billed through the City's existing provider. Proposers may include KnowBe4 or an equivalent cybersecurity-awareness and phishing-training service.

Service Levels and Staffing

17. Approximately how many support tickets does the City generate?

The City generally experiences approximately one to three substantive user-support needs per month. Automated monitoring alerts and duplicate status notifications are not representative of actual user-support volume.

18. What is the size of the City's in-house IT team?

The City does not have a dedicated in-house IT department. The City Manager and designated staff handle limited routine tasks and coordinate support with the managed-service provider.

Cost Structure

19. Has the City established a budget range or ceiling?

No budget range or ceiling will be provided. Proposers should submit competitive pricing based on the RFP requirements.

Transition and Process

20. What is the target go-live date?

The City intends to complete the transition and go live between March and May 2027.

21. Will the current provider cooperate with the transition?

The City expects an orderly and professional transition. Proposers should clearly identify their transition requirements, assumptions, and responsibilities.

22. May proposers submit contract exceptions or proposed revisions?

Yes. Proposers may clearly identify requested exceptions or proposed revisions. All contract terms remain subject to negotiation and final City approval. The City is not obligated to accept any proposed exception.

23. Will walkthroughs be conducted jointly or individually?

Walkthroughs are being scheduled individually by appointment.

City Clarifications

1. Equipment quantities stated in the RFP are approximate and may be verified during a scheduled walkthrough or onboarding.
2. Proposers should separate required recurring services from optional services, equipment replacements, and one-time projects.
3. Proposals should clearly disclose recurring charges, included support, additional hourly rates, licensing costs, storage charges, minimum fees, transition costs, and termination or data-export charges.
4. Participation in a walkthrough is optional. Oral statements and walkthrough discussions do not modify the RFP.
5. Sensitive infrastructure, access, configuration, network, backup, and cybersecurity details will not be publicly distributed. Appropriate information may be provided to the selected provider during contracting and onboarding.
6. No RFP deadlines, submission requirements, evaluation criteria, or scope requirements are changed by this update.