**GJ26 – 1: Town of Alta Managed IT Support Services for a Municipal Government, Police Department, and Justice Court**

# Q & A

1. **Current Technical Environment**
   Could you please share details on the number of servers and workstations currently in use? Are there any other systems, platforms, or technologies we should plan to support?

   1 server
   Approximately 28 workstations
   We sometimes require IT to liaise with some of our other vendors that manage our phone systems, accounting software, etc.

2. **Primary Objectives & Challenges**
   What are the main IT challenges or operational pain points the Council is experiencing today? What outcomes would you like a new provider to help you achieve?

   We currently operate on a server-based model. We would like to explore the options and possibilities of transitioning to a cloud-based model. We are not IT experts. We are looking proactive partner to manager our IT environment to keep us secure and up-to-date.

3. **On-Site Support Expectations**
   How often is on-site support typically required? What generally triggers a site visit, and are there preferred days or times for on-site work?

   We require on-site support sporadically for tasks like setting up new employee workstations or accessory devices, server maintenance, troubleshooting, special projects. Preferred days/times vary but are generally within normal business hours. We operate a 24/7/365 dispatch center, so there are times when we may need support urgently and outside of normal business hours.

4. **Remote vs. On-Site Service**
   Is it acceptable for the majority of services to be delivered remotely, with on-site visits as needed?

   Yes

5. **Current Provider & Desired Improvements**
   Are these services currently managed by an incumbent provider? If so, what specific improvements or changes are you hoping to see with a new partnership?

   Yes, these services are currently managed by a provider. With a new partnership, we are looking for a consistent and reliable service model, cooperation of service staff in meeting BCI requirements, a shared platform that is easy to use for us to keep track of our assets and open tickets, proactive engagement on maintaining our asset inventory, and reliable response times.

6. **Budgetary Guidance**
   Is there any available guidance on anticipated budget or historical spending for these services?

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We spent $20,907.43 in FY25

7. **Future-State & Cloud Strategy**
   What are the Town's long-term goals for cloud adoption? Do you have preferred platforms (e.g., Azure, AWS)? Would you prefer a fully managed or co-managed model?
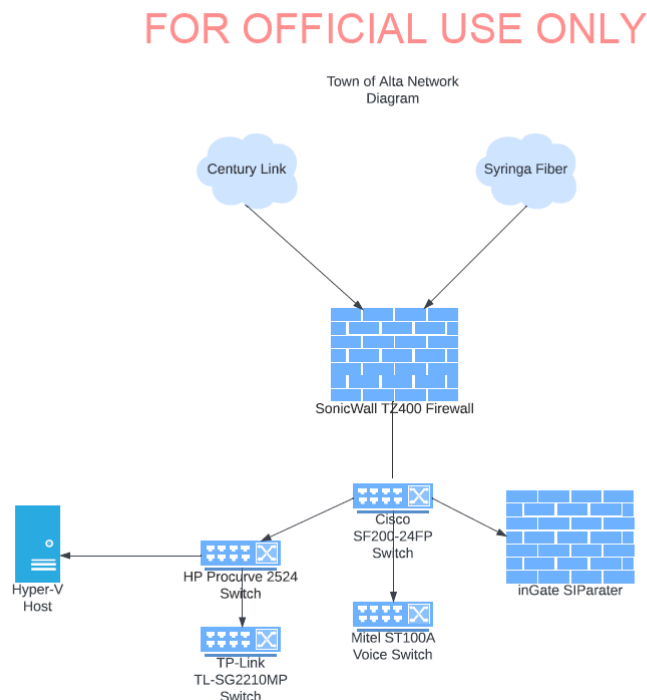
   To be determined.

8. **Local Provider Preference**
   Is there a local provider preference we should be aware of when developing our proposal?

   N/A

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1. Can you provide a detailed network diagram and complete equipment inventory?

   This is the most current network diagram available:



FOR OFFICIAL USE ONLY

Town of Alta Network Diagram

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<span style="color:blue">Current equipment Inventory:</span>

| PC Name | OS | Proc |
|---|---|---|
| USPS | Microsoft Windows 10 Pro | Intel(R) Core(TM) i5-4590 CPU |
| ALTAPD-MARSHALS | Microsoft Windows 11 Pro | Intel(R) Core(TM) i5-10400 CPU |
| ALTAPD-TED | Microsoft Windows 11 Pro | 11th Gen Intel(R) Core(TM) i5-11320H |
| JOHN-LAPTOP | Microsoft Windows 10 Pro | 11th Gen Intel(R) Core(TM) i7-1185G7 |
| MARSHAL-TOA-PC1 | Microsoft Windows 11 Pro | Intel(R) Core(TM) i5-9400 CPU |
| TOA-DT-JEN | Microsoft Windows 11 Pro | Intel(R) Core(TM) i5-10400 CPU |
| TOA-DT-MOLLY | Microsoft Windows 11 Pro | Intel(R) Core(TM) i5-10400 CPU |
| ALTAPD-8RNWLT2 | Microsoft Windows 11 Pro | ntel(R) Core(TM) i5-8265U CPU |
| ALTAPD-DSPTCH | Microsoft Windows 11 Pro | 12th Gen Intel(R) Core(TM) i5-12400 |
| TOA-DT-BROOKE | Microsoft Windows 11 Pro | 11th Gen Intel(R) Core(TM) i5-11400 |
| TOA-DT-CHRIS | Microsoft Windows 11 Pro | 11th Gen Intel(R) Core(TM) i5-11400 |
| TOA-LT-BROOKE | Microsoft Windows 11 Pro | 13th Gen Intel(R) Core(TM) i7-1365U |
| TOA-LT-MOLLY | Microsoft Windows 11 Pro | 11th Gen Intel(R) Core(TM) i5-1135G7 |
| LT-NEW1 | Microsoft Windows 11 Pro | 13th Gen Intel(R) Core(TM) i7-1355U |
| TOA-LT-NEW2 | Microsoft Windows 11 Pro | 13th Gen Intel(R) Core(TM) i7-1355U |
| PIPER-LT | Microsoft Windows 11 Pro | Intel(R) Core(TM) i5-10210U CPU |
| SERVER1 | Microsoft Windows Server 2012 R2 | Intel(R) Xeon(R) CPU E3-1231 v3 |
| TOA-VM-DC02 | Windows Server 2019 | Intel(R) Xeon(R) Silver 4208 CPU |
| TOA-VM-MITEL | Windows Server 2019 | Intel(R) Xeon(R) Silver 4208 CPU |
| TOA-VM-HOST01 | Windows Server 2019 | Intel(R) Xeon(R) Silver 4208 CPU @ 2.10GHz |

2. What is the current backup solution? On-premise or cloud-based?

   <span style="color:blue">On-premise server</span>

3. Is there a current disaster recovery plan?

   <span style="color:blue">Not known</span>

4. Are servers virtualized? If so, what hypervisor and configuration?

   <span style="color:blue">Not known.</span>

5. Are there currently any cybersecurity measures in place? e.g: MFA, Whitelisting, etc.

   <span style="color:blue">MFA, Monthly cybersecurity training</span>

6. What cloud services are currently in use beyond M365?

   <span style="color:blue">N/A</span>

7. What are the SLAs currently established with incumbent MSP?

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- **Unlimited Service Desk Support**
- 24/7/365 Remote live end-user support for immediate issues such as computer problems, email problems, printer problems, specific software-related items, and other general IT needs not requiring escalation.
- Employee onboarding/offboarding.
- Prioritization of all user requests by requirement type for optimal resolution times.
- Support provided by a dedicated and ongoing trained staff of IT professionals.
- **Senior Engineering Escalation & Onsite Support**
- Proactive engineering support including IT consulting, network management and maintenance, server maintenance,
- firewall maintenance, backup maintenance, agreement usage, baseline cyber security risk level, project support (quoted separately), and defined vendor interactions.
- Technical escalation and onsite support as appropriate.
- Quality Assurance (QA) audits will also be performed as part of routine maintenance in partnership with our dedicated QA team.
- **Secured Onsite Backups & Offsite/Cloud Backups**
- Secure and encrypted cloud backup with 90-day retention. Data stored offsite in a certified datacenter.
- Backup of up 2 TB offsite/cloud. Additional server backup requirements will be quoted and charged separately.
- Monthly test and restore of backup data.
- Cloud Subscription Service backups of Office 365 and G-Suite applications
- **Managed Security Services**
- Using licensed, industry-best workstation and server anti-virus (AV), malware, and ransomware protection tools we actively watch for cyber security problems and then move quickly to address them.
- A dedicated security team to respond to incidents – contain, eradicate, and restore environment to a steady state.
- Regular checks on AV and malware alerts, and cleanup of all workstations and servers with AV installed including auditing and reconciling any changes.
- Regular checks on firewall – WAN to LAN rules and overview of logs.
- Phishing Campaigns & Annual Security Awareness Training
- Multi-Factor Authentication (MFA) on email access tools, and authentication that email is coming from you using email security filtering (Email Gateway licenses, and deliverability configurations for DKIM, DMARC, and SPF).
- Control what websites employees visit on company devices (Endpoint Web Content Filtering & Policy Enforced Security Settings).
- Dark Web Quarterly Reporting - report on all potentially compromised email addresses from your domain(s).
- Configure and manage Microsoft 365 security settings and conditional access policies.
- MDR Complete
- **Proactive Monitoring**
- 24/7/365 remote network monitoring with automated alerts. Daily monitoring of servers & firewalls (memory, storage, CPU, availability), switches, and access points (RMM and other network monitoring and alerting licenses). Other Client requested hardware monitoring may be available at an additional cost.
- **Proactive Reporting**
- IT Road Maps, Asset Lifecycle Management and Reporting, Executive Business Reports with IT Health Scores, and IT Network Mapping.
- **Additional Tools & Services**
- Regular System Updates - Patch management updates to anti-malware, Microsoft Windows, and any other Microsoft products as updates become available. Also, third-party updates (any 3rd party application in our repository).
- ConnectWise Remote Monitoring Management (RMM) tool with ticketing system.
- Online Customer Portal – visibility to open and closed tickets and reporting.
- Vendor Partnership Support.

8. What constitutes "critical issues" vs. standard support requests?

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A critical issue would generally be anything that compromises our communications systems. We operate a 24/7 dispatch center, and anything that would limit their ability to receive or transmit communications would be considered critical.

9. Are there specific uptime requirements or SLAs for Police/Dispatch systems?

   Yes – 24/7/365

10. Are there established maintenance windows?

    No

11. Who pays for the fingerprinting and background check costs?

    There is no cost – the Town will provide adequate paperwork to waive the fee.

12. Is the annual training provided by the Town or must the MSP arrange it?

    Annual BCI training is provided by the Town

13. Are there any escorted access options to reduce BCI requirements?

    It is assumed that any IT support staff would have the ability to access our computers at any time. *"Per Utah Administrative Rule R722-900, a "non-user" means a person working for or with an agency who does not have direct access to Utah Criminal Justice Information System (UCJIS) but has unescorted or unrestricted access to locations containing UCJIS records or a computer with UCJIS access."*

14. What is the anticipated annual contract value range?

    We spent $20,907.43 in FY25

15. Are there any planned technology initiatives or major upgrades?

    None

16. What is the current IT budget allocation?

    We spent $20,907.43 in FY25

17. Are there any specific pain points with the current provider?

    With a new partnership, we are looking for a consistent and reliable service model, cooperation of service staff in meeting BCI requirements, a shared platform that is easy to use for us to keep track of our assets and open tickets, proactive engagement in maintaining our asset inventory, and reliable response times.

18. Is the infrastructure hardware under vendor or third-party support contracts?

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No

19. Who is responsible for managing licensing across the IT environment?

The current MSP manages our licenses with direction from Town Staff.

20. What is the expectation for user home support requests?

It is expected that the same level of remote support is available whether an employee is working from home or in the office.

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**Questions**

1. **Cloud Adoption Exploration**

    o   Would you like us to include an assessment or roadmap for migrating your current server environment to the cloud as part of this proposal?

    This is not required/requested in the RFP, but cloud migration is something we are considering in the next 2 – 5 years.

    o   Do you have any regulatory, compliance, or data residency requirements we should consider for a potential cloud migration?

    Records retention as required by State Law.

2. **Backup and Disaster Recovery**

    o   What Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) are required for your systems, especially for the 24/7 Dispatch Center?

    Our Dispatch Center is our local emergency operations center that is open 24/7 – any downtime must be addressed immediately.

3. **Cybersecurity Requirements**

    o   Are there any formal cybersecurity frameworks (e.g., NIST, CIS Controls) or policies you'd like us to align with?

    No

4. **Networking and Infrastructure**

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- o Do you have preferred vendors or brands for networking equipment that you want us to support or recommend?

  No

5. **Licensing and Software Inventory**

   - o Beyond Microsoft 365, are there any specialized applications in use (e.g., CAD/RMS, court management software) that require dedicated support or vendor coordination?

   We use several specialized applications that may require vendor coordination:

   Caselle (Accounting)
   CORIS (Court Management)
   Mitel/VLCM (Phone)
   iTouch Biometrics (Fingerprinting)
   Radio Systems
   Voice Recorder

6. **Asset Management**

   - o You mentioned a desire for a shared platform to track assets and tickets. Would you like the MSP to provide and manage this tool, or do you have a preferred platform in mind?

   MSP to provide and manage

7. **Access Control and Physical Security**

   - o Should we include access control systems, surveillance camera maintenance, and support for these as part of our proposal?

   No – that it currently managed separately

8. **User and Staff Profile**

   - o Approximately how many users require administrative privileges or specialized configurations?

   1 – 2

9. **Projects and Growth Plans**

   - o While you noted no major IT initiatives planned, is there any expected staff expansion or infrastructure growth we should be aware of during the term of this contract?

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The only thing that comes to mind is we are working on adding an additional office for our police department in a separate building and, when the time comes, we will need to connect that office to our network and set up a at least 1 new desktop and printer.

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**Clarification Questions**

1. **Microsoft 365 Licensing**

   o Does the Town currently have any Microsoft 365 licenses (e.g., O365/M365 G1, G3, or G5)?

   Yes – we currently have 25 Exchange Online licenses, 10 Microsoft Business Standard license, and 2 M365 Apps for Enterprise licenses.

   o If yes, how many licenses are active, and how are they allocated across user types?

   All of the above mentioned licenses are active. Generally, administrative Staff, the Town Marshal, full-time Deputy Marshals all have Business Standard licenses. Elected officials, part-time staff, and dispatch staff have online licenses.

2. **Costing Format**

   o Is there a preferred pricing model (e.g., per-user, per-device, or fixed monthly fee)?

   We don't have a preference for the pricing model

   o Should we include multi-year pricing or optional add-on services separately?

   Yes

3. **Device Inventory**

   o Could you kindly confirm the current number of:

   - Laptops/desktops (see above – page 3)

   - Printers (exact number is unknown – approximately 7)

   - Physical or virtual servers (1 physical server, virtual servers unknown)

   - Network devices such as switches, firewalls, and routers? (see network diagram above – page 2)

4. **Email Platform**

   o What is the Town's current email platform (e.g., Microsoft Exchange, Microsoft 365, Gmail)?

   Microsoft Exchange

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- o Will email migration or support be part of the vendor's responsibility?

  Yes

5. **Current IT Support Provider**

   - o Is there an incumbent IT support vendor currently under contract?

   Yes

   - o If so, could you share the current scope and expected transition timeline?

   Scope is shared above (page 4)
   Transition timeline is late September/early October 2025

6. **Network Documentation**

   - o The RFP references a network diagram available upon request. Could this please be shared for infrastructure planning purposes?

   See above – page 2

7. **BCI Compliance Scope**

   - o Is BCI clearance required for **all vendor personnel**, including remote help desk agents, or only those accessing Police/Justice systems?

   BCI compliance is required for any agent (on-site or remote) that will be supporting our court/police/dispatch teams (which comprise the majority of our staff). We have found that historically it is the most realistic that all of our staff/users use the same help desk, so our entire organization can be supported by the same team. We prefer that all vendor personnel meet the BCI compliance requirements.

8. **On-Site Support Expectations**

   - o What are the Town's expectations for **on-site support response time**?

   We generally try to schedule on-site support 1-2 weeks in advance, but if an emergent issue arises, we may require someone onsite within 24 hours.

   - o Is there a preferred SLA (e.g., same day, within 4 hours)?

   It is preferred to have a tiered system so critical needs can be prioritized and addressed within 2 – 4 hours and non-urgent requests responded to withing 24 – 48 hours.

9. **Project Start Date and Term**

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o   What is the anticipated start date for the new contract?

October 1, 2025

o   Can you confirm the contract term and any renewal options?

Contract terms and renewal options are at the discretion of the vendor