REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY SERVICES
CITY OF JOHNSON CITY, TX
RFQ NO. 01-2024

1. The RFP insurance requirements do not include cybersecurity coverage. Will the City require this coverage? Yes. $1 million per-occurrence limit and a $1 million aggregate limit.
2. Does the City use an MDM (Mobile Device Manager)? No
3. Does the City have a PC replacement cycle identified? No
4. What is the start date of the agreement? As soon as possible.
5. What is the City's fiscal year? 10/1 – 9/30
6. What is the age of the network equipment (Fortinet)? At least 5 years old.
7. Who is the Internet provider and what is the bandwidth provided? Spectrum / Charter Communications, 25 Mbps, 1-wire, no redundancy.
8. Are credit cards accepted for utility payments? The City accepts credit card payments through FundView and Granicus software. PCI compliance has been obtained by City representatives for Granicus software. PCI compliance for FundView applications is administered by FundView.
9. Can we get the serial numbers for all network devices, including the service tags for servers? Pictures of all server infrastructure will be emailed to all responding parties.
10. Who is the Police Department camera vendor? Digital Ally
11. Will a City Council presentation be required after selection? Yes, most likely.
12. Will we be required to assist with the maintenance of the SCADA network? Not as a part of normal business practice. Trac-n-Trol is the City's SCADA vendor and supports the SCADA network.
13. Experience and Expertise of Firm, page 9. "Provide resumes of the principals and key members of the firm." Does the City want actual resumes or will a chart and related information be sufficient? Chart and related information is sufficient.
14. Representative Projects, page 9. Since the services we will deliver to Johnson City are described on page 9 of the RFP as a project, is it safe to assume that the RFP is asking for examples of the successful provision of these services for up to five other cities that we support? Yes
15. Total Project Cost? Are you asking for an annual cost of support? The City prefers a monthly cost of support for all provided services.
16. Technical Audit Checklist. The technical checklist provided is what the examiner would send prior to a CJIS audit. As a result, we cannot offer everything on the list, as this is what they would ask the City. What information would you like us to supply? For instance, we can supply a list of each employee and their current CJIS status. Please provide a list of each employee that will support the City and their current CJIS status. It would also be helpful to include a narrative of prior experience with CJIS audits and their results.

17. Inventory. I did not see an inventory of current MDTs on the supplied inventory list. Is that something that you will be supplying? Yes. The City will email a list of MDTs to all responding parties.
18. Provide a network map. No network map provided.