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

Term:

1. What is the anticipated term for this engagement? Staff expects an initial term of 3 – 5 years, with subsequent renewal opportunities.

Server:

1. What is the make/model of the physical server? Dell PowerEdge R250 Server
2. When was the physical server purchased? April 2024
3. What operating software is on the server? Windows Server 2022 Standard, 16 CORE, Digitally Fulfilled Recovery Image, Multi Language
4. Is the server virtualized? If so, what hypervisor is being used? No
5. What is the role of the server(s)? Domain Controller (DC), Files, Applications

Workstations:

1. How many workstations are located at City Hall, not including MDTs? 12 workstations; 3-5 laptops; 7 MDTs
2. What kind of network equipment is being used? Fortinet
3. How many physical locations do you have with computers? 1, all other offsite locations are related to the Utility Department and house SCADA equipment / computers
4. Do any users have more than 1 computer assigned to them? Yes. Several administrative employees have a workstation and laptop assigned to them; however, laptops are rarely used. Police Department personnel share workstations, and each vehicle has an assigned MDT.
5. Do you have any Apple computers? No

Networking:

1. What kind of networking equipment is being used? Fortinet

    a. Switches - FortiSwitch
    b. Firewalls - FortiGate
    c. Wireless Access Points - FortiAP

Business Continuity:

1. Does the City own a backup solution? No

2. Are workstations backed up? No
3. What is the current recovery time? 24 hours
4. What is the current recovery point? 24 hours

Other:

1. Is the City using Microsoft Office 365? Yes
2. Is the City hosting infrastructure in the cloud, i.e. Azure, AWS, GCP? No
3. Does the City have any compliance requirements? If so, what are they? Yes, please see CJIS Technical Audit Checklist for Police Department operations.
4. Is the City Following the NIST Framework? Yes
5. The City wants to see a lump sum price of $x/mth for the entire environment, not a per user or per device price, correct? Yes
6. Is IT support expected after hours, i.e., 5:00 p.m. - 8:00 a.m. Monday – Thursday and 5:00 p.m. – 8:00 Friday – Monday? Yes, for Police Department operations
7. Is there an incumbent provider? Hill Country IT
8. Is any of the City's computer hardware or network hardware provided by Hill Country IT or is it owned outright by the City? Owned by City
9. Does the City have an on-site Microsoft Windows-based domain? Yes
10. Are the workstations joined to Azure AD? No
11. How much data is stored on the servers? Approx. 270 Gb
12. Do all internet connections have an enterprise-grade firewall? Yes
13. Do you have anti-virus installed on all computers. If so, what product? Avast Business Cloudcare
14. Do you have endpoint protection and response software (AV 2.0)? If so, what product? Avast
15. Do all firewalls have advanced features such as web filtering, content filtering, etc? Yes
16. Where do you acquire your Office 365 from? Microsoft
17. Who Hosts your email? (if NOT Office 365) Microsoft
18. Do you require MFA? No
19. Do you have CJIS Requirements? Yes, please see CJIS Technical Audit Checklist for Police Department operations.
20. What is the current fiscal year's budget for outsourced IT services? Approx. $9,780; however, actual expenditures vary per year based on the purchase of new equipment, software, etc.
21. Do you have any data sovereignty concerns? No
22. What are your critical line of business applications? FundView (Cloud) and Kologik CopSync (Cloud). City currently transitioning from CopSync to Zuercher Central Square.