

IT RFP QUESTIONS & ANSWERS

Topic	Question	Answer
RFP	Approximately how many firms are expected to be shortlisted?	3
RFP	Will references be contacted before or after finalist selection?	After.
RFP	Are there factors beyond the published evaluation criteria that will be considered during proposal evaluation?	No, except as answered below.
RFP	Is prior local government experience weighted more heavily than comparable private-sector experience?	Familiarity with local Washington State government would be rated higher if competitive vendors only had private-sector experience.
RFP	Does the Town prefer a fixed-fee managed services model, time-and-materials model, or hybrid pricing approach?	Whatever option provides the best cost. Likely a fixed monthly rate for basic services with hybrid as needed for additional factors.
RFP	How will after-hours support pricing and availability be evaluated?	Not critically as these services will rarely, if ever be used.
RFP	Should project work be included in managed services pricing or proposed separately?	Separately.
Contract Terms	Does the Town anticipate issuing separate Statements of Work (SOWs) for special projects?	Yes, when needed.
Contract Terms	Has a budget range been established for this engagement?	Currently, \$3,100 monthly; budget goal is to reduce this by at least half or more.
Contract Terms	Will travel expenses for onsite visits be reimbursable?	No.
Contract Terms	What is the expected contract structure for renewals after the initial three-year term — including pricing adjustments, renewal triggers, and termination provisions?	Roll into month-to-month.
Contract Terms	What is the approximate annual and monthly spend for these services?	Currently, ~ \$3,100 monthly; budget goal is to reduce this by at least half or more.
Contract Terms	Does the Town require a dedicated account manager or primary technical contact?	No.
Contract Terms	Are routine onsite visits expected, or should onsite support be provided only as needed?	Only as needed which should be rare.
Alternative	What prompted the recent downgrade in services (e.g., budget constraints, prior vendor performance, equipment failure)?	Town transferred utility operations to another entity which reduced our staff and operating budget considerably.
Alternative	Would the Town be interested in recommendations related to cloud modernization, cybersecurity enhancement, Microsoft 365 optimization, infrastructure refresh planning, or long-term technology roadmaps as part of the proposal response?	Not necessarily as part of the proposal unless the recommendations would significantly reduce our regular and ongoing costs.
Compliance	Are there any cybersecurity compliance requirements beyond those listed in the RFP (e.g., RCW 40.14, CJIS, or other Washington State municipal requirements)?	Only RCW 40.14 for emails. The Town independently manages all other digital records. CJIS is not applicable.
Compliance	Can the Town clarify which systems, departments, or data sets are subject to HIPAA requirements? Are there particular health databases or medical networks in use by the Fire Department? If applicable, is there a current compliance program in place (risk assessments, policies, BAAs) that the Town expects the selected vendor to maintain or build?	Town Hall/Fire Department digitally transmit and access secure HIPAA related materials via email on occasion but do not use any specific databases or networks. Encryption service is currently enabled in emails.
Compliance	Does the Town currently follow a cybersecurity framework such as NIST, CIS Controls, CJIS, or another standard?	Yes.
Support	What service-level expectations exist for response and resolution times for critical, high-priority, and standard support requests?	Response: Medium/Low- next business day; High- 4 business hours; Critical- 30 min Resolution: Determined by the nature of the event
Support	What are the Town's expectations regarding after-hours availability and on-site support, beyond the optional services listed in the RFP?	The Town does not expect much if any after-hours or onsite support. Critical error response only.
Support	For the optional 'On-Site Support' request, is there a desired frequency (e.g., once monthly) or should it be delivered strictly on a pre-approved dispatch basis?	Pre-approved dispatch basis only.
Support	Would the Town prefer a fully remote model that addresses issues as they arise, or a remote model that includes scheduled on-site visits?	Yes, a fully remote model that addresses issues as they arise. On-site is only required if needed, which is infrequent.

Support	Could you clarify the expected support hours for each location, particularly the Library if it maintains evening or weekend public hours that differ from a standard Town Hall schedule?	Town does not expect weekend or evening services unless critical error occurs. Everything else can wait until Monday. Town Hall: Mon - Thu 8-3:30pm Library: Wed 9-3pm, Thu 2-5pm, Fri 11-2pm, Sat 2-5pm Fire: No regular hours
Support	What are the Town's expected support hours for help desk services?	Help Desk must be available during Town Hall hours.
Support	Does the Town require 24x7 security monitoring?	No.
Historical Data	What are the historical monthly averages for support tickets? Can historical ticket data for the past 12 months be shared?	Over the last 12 months there were roughly 110 tickets submitted for support ticket assistance. Access to historical data will not be shared at this time.
Historical Data	Has the Town experienced any cybersecurity incidents, ransomware events, or data breaches within the past three years?	No.
ISPs	What internet service providers, connection types, and bandwidth levels are currently utilized at each location?	Town Hall: Astound 100 MB; fiber/wireless; VOIP desktop monitor phonenumber only, forwards to AT&T cell phones Fire Department: Astound 50 Mbps; fiber/wireless; CenturyLink for hardline landlines Library: CenturyLink – unknown (state library contract); hardline landline
ISPs	Is connectivity at each site managed by the town, or is it ISP-managed? The RFP mentions "internet and connectivity troubleshooting" - is the MSP expected to manage the circuits, or just provide circuit break/fix support?	These are ISP managed; only seeking circuit break/fix support.
ISPs	Can the Town provide a current network diagram showing connectivity between Town Hall, Fire Department, and Library locations?	This is not available at this time, but it can be provided to the final vendor selections if needed.
Users	Can the Town confirm the total number of endpoints and M365 licensing expected to be covered under the agreement? What M365 license tier is the town on (Business Basic, Business Premium, E3, etc.)?	7 GCC Plans + 11 G3 Plans + 1 Apps Plan (19 total emails: 7 are shared: scanning, accounting, Teams access, etc.) The exact license tier is unknown at this time.
Users	How many active employees, contractors, elected officials, volunteers, or other users require IT support?	12 unique email users, ~8 require desktop access + potentially more volunteers, but they may use the shared account) Typically, only around 5 users directly seek IT assistance. The Town has 2 FT employees, 3 PT employees, 5 elected officials, and 15+ volunteers.
Devices	The asset inventory lists 11 Library workstations as "Non-Agmt." Are these 11 devices intended to be included in the scope of the new contract? If so, are they staff devices or public-access/patron terminals?	These are public-access/patron terminals and they will remain excluded. We have 10 active workstations/laptops.
Devices	Can you describe the primary role(s) of the on-premises server (e.g., Active Directory, file/print services, line-of-business application)?	Active Directory - other details unknown at this time, but we do not tend to store files on the server and each facility has its own printer.
Devices	Are the mobile devices in the asset list managed by a Mobile Device Management (MDM) solution today, and should that solution be supported?	No.
Devices	Can you confirm whether the Library has its own firewall/perimeter device, shares connectivity through one of the other sites, or relies on an ISP-provided device?	No firewall at the Library. See above for ISP.
Devices	Could you provide the approximate age (or purchase/install dates) of the core network hardware - firewalls, switches, and access points - to help us assess remaining lifecycle and any near-term replacement needs?	The Town has determined this information is not necessary for preparation of a responsive proposal.
Devices	Are printers, UPS systems, access points, switches, firewalls, and other network infrastructure components expected to be fully managed?	Only if required for IT response to manage connectivity issues as they arise. Currently excluded.
Devices	The Ubiquiti APs and switches - are these cloud-managed (UniFi) or standalone?	Cloud managed.

Devices	There are 7 network switches, 7 APs, and 2 firewalls across the three sites. Are all of these in scope, or only the "Active" ones? The inventory has 4 switches and 3 APs with "Unknown" location - need confirmation these are real managed devices vs. decommissioned.	3 active switches, 2 active firewalls, and 4 active Aps. The remaining are spare.
Devices	The inventory lists 5 UPS units. Do any of those devices have network cards (managed UPS)? Or are these ping-only / unmanaged?	Mixed.
Devices	There is 1 server at Town Hall (Lenovo). Is this a physical server or VM host? Any additional VMs running on it? Any NAS or storage attached?	Physical device.
Devices	The WatchGuard firewalls at Town Hall and Fire Department - are these under active licensing/support, or lapsed? Will MSP be expected to inherit and manage existing licensing?	All license subscriptions are currently active. Vendor required to procure renewals when needed.
Devices	Are there any planned technology upgrades, migrations, or infrastructure projects anticipated during the initial contract term?	Not at this time.
Devices	Are any systems or devices approaching end-of-life and expected to be replaced during the contract period?	Unknown at this time.
Devices	Does the Town expect the selected provider to manage existing equipment as-is, or to plan for hardware refresh or replacement as part of the engagement?	As is, unless replacement is necessary.
Devices	Are there any known infrastructure challenges, recurring issues, operational, security concerns, or technical debt areas that the selected vendor should be aware of or will need to prioritize early in the engagement?	No.
Devices	Are there any current major hardware failures or system vulnerabilities we must prioritize during onboarding?	No.
Existing Service	What data needs to be protected - just the server, or also M365 (Exchange/SharePoint/OneDrive)? The RFP mentions "cloud backup management" under M365 support.	The server and M365 Exchange/SharePoint/OneDrive.
Existing Service	Is there an incumbent IT service provider currently supporting the Town? If so, what services are currently being provided under the existing agreement?	Yes. The Town has determined the rest of this information is not necessary for preparation of a responsive proposal.
Existing Service	What documentation, knowledge transfer, or coordination should bidders expect from the outgoing IT provider during transition?	An ITGlue runbook.
Existing Service	Is there an existing local backup target or physical NAS for the Lenovo server, or is the Town seeking an entirely new hybrid cloud backup recommendation?	There is an existing local only backup but does not use a NAS.
Existing Service	Is there a backup solution in place? If so, what - and does the town own the appliance or is it vendor-managed?	Yes, Town-owned.
Existing Service	Is the town on Microsoft 365 or Google Workspace?	M365.
Existing Service	What operating systems are currently running on the server and supported workstations?	Server – 2019; Workstations – Mix of Windows 10 & 11
Existing Service	What endpoint protection platform is currently deployed?	The Town has determined this information is not necessary for preparation of a responsive proposal.
Existing Service	Which Microsoft 365 services are actively used (Exchange Online, Teams, SharePoint, OneDrive, Intune, Defender, etc.)?	Exchange Online, Teams, SharePoint, OneDrive.
Existing Service	Is Microsoft Intune currently deployed for device management?	No.
Existing Service	What is the current version/setup of the on-premises Lenovo server, and are there active plans to migrate its workloads to the Microsoft 365 cloud environment?	Windows Standard 2019 edition. Currently, there is not a plan to go to the cloud except for email which is M365. However, if the physical server is determined not to be necessary, we are open to cloud migration.
Existing Service	Is the town currently on any AV/EDR platform, or is this a greenfield security deployment?	Currently has AV/EDR.
Existing Service	Does the town want MDR (SOC monitoring) included, or just EDR? The RFP mentions "security monitoring" and "incident response support" which could support the MDR angle viewpoint.	Unknown.
Existing Service	Vulnerability scanning / CVM - is the town interested in this, or base security only?	Base security only at this time.
Existing Service	Are any additional cloud platforms or SaaS applications utilized beyond Microsoft 365?	No.

Existing Service	Which systems and applications are considered mission-critical?	Server.
Existing Service	Is a SIEM or centralized log management solution currently in use?	No.
Existing Service	Are vulnerability assessments or penetration tests conducted regularly?	No.
Existing Service	Is multi-factor authentication currently enabled for all users and privileged accounts?	No.
Existing Service	What backup and disaster recovery solutions are currently implemented?	On-Prem Windows Server Backups.
Existing Service	Are backup recovery tests performed on a regular basis?	No.
Existing Service	Are backups stored on-premises, cloud-based, or both?	On-Prem.