City of Traverse City

Information Technology

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INFORMATION TECHNOLOGY SERVICES
ADDENDUM 1

1. Can you provide a complete asset list of items to be covered?
   - See attachment, this does not include the approximately 177 PC or any printers
2. Who is currently managing the servers on a day-to-day basis?
   - Grand Traverse County IT Department
3. What software and cybersecurity measures do you currently have in place?
   - Crowdstrike
4. Who is managing the databases and ensuring secure data storage?
   - Grand Traverse County IT Department/City of Traverse City
5. Is there a backup solution in place?
   - Yes If so, what specifically needs to be backed up? All VMs
6. Do you have a disaster recovery solution? If so, could you provide details?
   - Grand Traverse County may but we will need one moving forward
7. **Under #2 Cybersecurity Services** – Our cyber program includes what you are requesting and more. This program utilizes Microsoft licensing, we will most likely need to adjust your Microsoft licenses, is that fine?
   - This is a possibility, please include in the proposal
   - **O365 Licenses** - The tab says you have 20 Business Standard licenses, but you have 170 users. What do the 150 additional users use for email? If we can get a screen shot of your Microsoft portal with all your current licensing, that would be great.
     - This is because we currently have a mixed environment of single use Microsoft Office licenses and 365 subscriptions for new deployments. We do not use M365 for email, all users have email in Google
8. **Under #3 Software and Application Support** - We provide app support on O365, but not in Google Workspace. We are not a Google shop, most of our customers use OneDrive and SharePoint. We are not familiar with the other software apps, BS&A, Enterprise, ArcGIS and MDTs. Typically, we only support the infrastructure that the apps sit on, not the apps themselves. Is this a deal breaker?
   - Please include in your proposal how you will handle supporting the city with these applications. IE What is your role if we have an issue with our ERP BS&A?
9. **Under #4 Data Management and Backup Solutions** - We don't see on the questionnaire the amount of data needed to be backed up or if all four servers need to be backed up. Does The City have a current backup solution today that you want managed, or do you need us to create a new backup service that we both fully manage and provide?
   - We do have licenses for Veem, our environment is currently being built. The backups will need to be managed by the selected vendor. Our estimated data size is 14TB.

10. **References** - We typically provide references if we are the partner of choice for this RFP, is that fine? Our references do not want their personal contact information floating out there on RFP responses for security reasons.
    - We will only be contacting references for the finalists.
11. **Volume Details: please share additional details beyond the 171 End points.**
    - Average monthly number of Service Desk Tickets. Approximately 100 (without benefit of admin creds)
    - Number of servers by type (Windows and Unix) - attached
    - Number of applications to support and their architecture (e.g., 2-Tier, Cloud-Based, or 3-Tier Web-Based).
    - Number of network devices by type: (attached)
        - Switches
        - Routers
        - Firewalls
        - Any other network devices
12. Is a hybrid support model acceptable, or is onsite support in the US mandatory?
    - Hybrid support is acceptable but will be a consideration
13. Do you currently use any ticketing tools?
    - Yes
14. If so, could you share the name(s) of the tool(s)?
    - Lansweeper (owned by Grand Traverse County)
15. Please provide details on the types of desktops, laptops, and any other end-user devices in use.
    - Primarily Dell brand laptops and desktop computers
16. Is the required operations and support for a single site or multiple sites?
    - Multiple sites
17. Do you require in-person desktop or laptop support as part of our proposal?
    - In person is not required.
18. Could you confirm whether this opportunity will result in a single award or multiple awards?
    - This will be determined as part of the bid review
19. Is it mandatory for bidders to provide all services listed in the Scope of Services, or is there flexibility to propose partial services?
    - It is not mandatory but will factor in the decision-making process once all bids are received
20. Could you please provide a comprehensive list of devices currently in your environment that we need to monitor?
    - See attachment
21. Current User Count - approximately 177
22. Workstations and Laptops
    - Dell
23. Uninterrupted Power Supply (UPS) - Watt Box
24. What is the estimated budget of this RFP?

o To be determined based on bids received
25. Can the work be done remotely? If on-site is required, what percentage of the total work does it constitute?
    o Remote is sufficient but onsite may be ideal for special incidents or projects
26. 4. Is there any local preference?
    o This will be one metric in reviewing the bids
27. 5. Can you share what ticketing system you use?
    o Lansweeper
28. And the amount of monthly tickets?
    o 100 (without benefit of admin creds)
29. 6. Do you have an incumbent? If so, are there any pain points with their services?
    o Grand Traverse County is our current vendor. The City is looking to take control our environment moving forward
30. Servers: How many and what OS's?
    o 3 physical servers running Windows Server 2025
31. How many Hosts and VMs? What platform are they running on?
    o approximately 9 virtual servers on HyperV
32. Workstations: How many and what OS's?
    o Approximately 150 workstations running a combination of Windows 10 and 11
33. How many total users with AD credentials are in the environment?
    o Approximately 309 but this needs to be cleaned up
34. How many O365 Users need support?
    o We currently have approximately 20 Microsoft Office 365 licenses
35. On average, how often has on-site support been required (in hours) over the past 90 days?
    o We currently have onsite support provided by the County and we are in the process of hiring an onsite FTE for support. I am unable to provide the number of hours. We are open to a hybrid approach of onsite and remote support.
36. Is this a newly initiated project, or is it a continuation of an existing one?
    o This is a new project, historically the City has been underneath the purview of Grand Traverse County as it relates to IT
37. If it is ongoing, kindly provide the names of the current service providers/incumbent vendors?
    o The current build out of the new environment is being conducted by Millennium Digital Technologies
38. Could you provide details on the previous expenditure associated with this contract?
    o The City currently pays approximately $360,000 annually to Grand Traverse County
39. Could you confirm if it is possible to obtain the proposals or pricing details of the incumbent vendors?
    o The incumbent vendor is Grand Traverse County
40. Are there any specific challenges or issues currently being faced with the existing vendors?

- The City is looking to control IT infrastructure moving forward, hence the current separation project. Historically this was run and managed by Grand Traverse County

41. What is the past spent for this opportunity?
    - N/A

42. Can you clarify the expected number of awards for this solicitation?
    - Expected is one but we may receive multiple vendors for a single proposal

43. Is there any preference or priority given to local vendors for this contract?
    - This will be one metric used in our scoring of the proposals

44. Could you kindly confirm the **period of performance** for the project?
    - We are looking for a 3-year contract

45. The RFP mentions a detailed cost proposal, including "software licensing costs." Could you confirm whether we are required to provide **software licensing** or any specific **software** as part of our proposal, or should we include such costs only if applicable to our proposed services?
    - The software licensing is already purchased for the new environment. We are looking for any specific software licensing costs as part of the proposed services

46. What is the total number of employees within the City's IT environment?
    - Approximately 170

47. How many servers do you currently operate, including both physical and virtual machines?
    - We currently have 10 virtual servers

48. Could you provide a breakdown of the total number of workstations (PCs) and laptops?
    - Approximately 155 (75% are laptops, 25% are desktops)

49. How many physical (brick-and-mortar) locations does the City maintain that require IT service?
    - The City has 9 physical locations

50. What is the distribution of assigned users (one person device) versus shared users(multiple people per device), and how many individuals have email-only access?
    - Approximately 90% are one person devices and 10% are shared devices. Approximately 25 individuals are email only access

51. Does every City location have a SonicWall firewall in place? –
    - After separation project is complete, yes.

52. Would the City be open to reviewing a new cybersecurity proposal, or would you prefer to continue with your existing cybersecurity provider?
    - This could be an option

53. Could you confirm if there is a dedicated IT budget on a monthly or annual basis? If so, could you please disclose the number?
    - There will be a dedicated annual IT budget starting July 1, 2025. This is currently being developed.

54. Does the City require data backup from the County IT environment? If so, how much data (in GB) needs to be backed up?
    - Approximately 14 TB

55. Is a deployment completion timeline by June 2025 acceptable to the City?

- o This would need further discussion but is possible.
56. During the duration of the contract, will you still be in your role as the IT Admin for the City, and are you going to address L1 desktop level end user concerns? How involved are you going to be in comparison with the IT service provider?
    - o I will still be in this role for the duration of the contract. My role will be point of contact to the vendor, budgeting, project planning and decision making. We are in the process of hiring an IT Support Specialist FTE who will be boots on the ground offering L1 support. I will be involved in the decision making of the selected IT provider but ultimately it will be approved by the City Commission.
57. What was the annual spend for the previous year on this Project?
    - o The City currently pays Grand Traverse County approximately $360,000 for IT services. We will be determining new budget as part of RFP process
58. If this is a new Contract, what is the annual Budget for this? –
    - o This is a new contract and the first for the City, our annual budget will be developed as part of the RFP process
59. Are you open to a hybrid delivery model with a mix of offshore and onshore resources?
    - o We are open to all proposal and approaches at this time
60. If we need to propose only IT Support Specialist or we can propose more positions based on the given Scope of Services.
    - o You can propose more positions based on the scope of services.
61. Is there an estimated budget?
    - o We will evaluate our budget once bids are received. Our current provider (Grand Traverse County) pricing model which is not a typical MSP offering. Our current annual payment to them is approximately $360,000
62. Are the services to be performed on-site or remotely?
    - o Remote support is acceptable but in the case of onsite work, we are looking for how this would be proposed.
63. Can you give us a list of buildings and addresses in scope?
    - o Governmental Center - 400 Boardman Ave, Traverse City MI 49684
    - o Department of Public Services - 625 Woodmere Ave. Traverse City MI 49686
    - o Water and Sewer Maintenance - 604 Hannah Ave. Traverse City MI 49686
    - o Water Treatment Plant - 2000 Eastern Ave. Traverse City MI 49686
    - o Oakwood Cemetery - 1720 Hannah Ave. Traverse City MI 49686
    - o Fire Station 1 - 500 W. Front St. Traverse City MI 49684
    - o Fire Station 2 - 1313 E Eighth St. Traverse City MI 49686
    - o Law Enforcement Center - 851 Woodmere Ave. Traverse City MI 49686
    - o Marina - 111 E. Grandview Parkway, Traverse City MI 49684
64. Can you provide detailed specifications of the current IT infrastructure (number of switches, servers, access points, etc.)?
    - o See attachment
65. Are there any specific monitoring tools already in place, or do you expect the vendor to provide their own?
    - o No monitoring tools in place at this time

66. What is your current incident response plan, and how do you want us to integrate into it?
    - We do not have an incident response plan and we will need to determine one
67. Are there any specific security vendors or tools currently being used that we need to maintain?
    - We currently have Crowdstrike in place
68. Is there a dedicated team for security within the municipality, or will we be the primary security point of contact?
    - We do not have a dedicated security team and will look to the selected IT vendor for assistance.
69. Can you provide a list of all applications in use (other than those mentioned)?
    - We do not have an exhaustive list readily available but some of our larger applications include AutoCAD, GraniteNet, PASER, and Phoenix Fueling Systems,
70. What are your expectations for application integration (frequency, types of integrations)?
    - To be determined. We have existing integrations in place and there is potential for additional integrations in the future.
71. How frequently are updates and patches performed for your municipal applications?
    - Currently Grand Traverse County handles this and post separation, we will need to determine this workflow.
72. What is your current backup strategy (tools, frequency, storage solutions)?
    - Grand Traverse County currently handles this but a backup strategy will need to be developed.
73. How much data is currently being stored, and what is your anticipated growth rate for data storage?
    - Approximately 14 TB, data will grow steadily into the future (imagery and file scanning projects)
74. Do you have a preferred disaster recovery tool, or are we responsible for selecting and implementing one?
    - Veem
75. What is the expected volume of help desk tickets on a daily/weekly basis?
    - Approximately 10-15 weekly, we don't have solid metrics on this as County has maintained ticketing system historically
76. Are there any current on-premise solutions for help desk that we need to integrate into, or should we propose a new system?
    - New system will need to be put in place
77. What is the escalation process for critical incidents, and how do you define the severity levels of issues?
    - Key applications such as BS&A along with any public safety operations are critical, need a process to determine severity for incidents
78. What are your key municipal goals and objectives, and how should IT align with them?

- o Scalable efficient use of technology to improve public service and internal operations. Safety and security need to be at the forefront of our processes. These need to be further defined.

79. Do you have an existing IT strategy that we should review and build upon?
    - o No existing IT Strategy

80. Are there any upcoming IT projects that we need to consider as part of the consultation services?
    - o Upgrade of Enterprise GIS environment and review of BS&A management and best practices

81. Can you provide the number of network devices for each product (Cisco switches, SonicWall firewalls, Aruba access points) at each location?
    - o See attachment

82. How many Dell servers are currently in use, and can you provide details on their operating systems and applications?
    - o We are in the process of deploying new servers, we have 3 physical servers that will contain at least 10 virtual machines. We will be deploying Windows Server 2025, Microsoft SQL 2022, and our main on premise applications include BS&A, GIS, and Lucity.

83. How many workstations are deployed at each location, and what operating systems are they running? There are various locations, see below with approximations:
    - o Governmental Center - 400 Boardman Ave, Traverse City MI 49684 - approximately 44 workstations
    - o Department of Public Services - 625 Woodmere Ave. Traverse City MI 49686 - approximately 23 workstations
    - o Water and Sewer Maintenance - 604 Hannah Ave. Traverse City MI 49686 - approximately 5 workstations
    - o Water Treatment Plant - 2000 Eastern Ave. Traverse City MI 49686 - approximately 4 workstations
    - o Oakwood Cemetery - 1720 Hannah Ave. Traverse City MI 49686 - approximately 3 workstations
    - o Fire Station 1 - 500 W. Front St. Traverse City MI 49684 - approximately 10 workstations
    - o Fire Station 2 - 1313 E Eighth St. Traverse City MI 49686 - approximately 4 workstations
    - o Law Enforcement Center - 851 Woodmere Ave. Traverse City MI 49686 - approximately 32 workstations
    - o Marina - 111 E. Grandview Parkway, Traverse City MI 49684 - approximately 2 work stations
    - o These have a mixture of Windows 10 and 11 but I don't have a hard count

84. Does the Municipality host any public-facing applications or websites? If so, please provide details on these applications and their usage.

- The City website is not hosted by the City, we do have some internal web services that are accessed by employees including GIS and Lucity.

85. Are there any virtual services running in the cloud? If so, please provide details about these services.
    - We have some third party cloud services but the City does not have a cloud presence per se.

86. What type of IT resources does the Municipality prefer—onshore, offshore, or a combination of both?
    - We are open to all for this RFP but local and onshore will be valued

87. Is there an existing backup infrastructure in place? If so, please provide details, including the backup server name. –
    - We do not have a backup infrastructure in place currently. This will need to be explored once a new environment is set.

88. What hypervisor are you currently using?
    - Need to confirm with vendor

89. How many virtual machines do you currently have?
    - 9

90. Are the virtual machines to be covered by this project?
    - Yes

91. Do you currently have a SAN for storage?
    - We will be deploying a SAN, in progress

92. How much total storage do you have in your environment?
    - Approximately 14TB

93. Please define the frequency of regular assessments?
    - We currently use Crowdstrike for EDR. We look to implement best practices.

94. What is your expectation of what is included in this assessment?
    - This needs to be developed based on best practices

95. Would this assessment include a penetration test?
    - This is a possibility needing further discussion

96. Are you expecting an incident response retainer to be included in the scope of this project?
    - This would be helpful to have listed out separately

97. Are you looking to have a SOC/SIEM solution included in the scope of this project?
    - This needs to be determined as a future project

98. Do you have any estimated numbers for log capacity of your current security devices?
    - This is unknown at this time

99. Are you currently using a solution for managing applications and image deployments?
    - Grand Traverse County currently handles this. The new environment is being deployed and this will need to be determined. HyperV is what we are using for VMs and we are looking at PDQ as a deployment solution

100. What database software are you using?

o Microsoft SQL Server, PostSQL
101. How many databases do you currently have in use?
   o approximately 10 production databases
102. What is the capacity of each of your databases?
   o All fall within Microsoft SQL Server Standard
103. Are you looking for this service just to manage the database server or provide the ability to write stored procedures, change database structures, and help with application configurations with regards to databases?
   o We are looking to implement best management projects to ensure efficiency in SQL Server, but any database schema changes would be handled by the specific software vendors
104. What is your expectation when is comes to the secure data storage for databases?
   o Looking for guidance and best practices
105. What current backup solution are you using already today?
   o We will have Veem Backup and Recovery in place post separation environment
106. What is your backup and retention schedule?
   o This needs to be implemented but looking for a Grandfather-Father-Son approach
107. Where are your current backups being stored today?
   o In County environment
108. What is your expected frequency of disaster recovery testing?
   o To be determined
109. What is your current disaster recovery environment today?
   o Unknown
110. Ensure compliance with all relevant data protection regulations and policies.
   o Must be compliant in PCI/DSS
111. Do you maintain credit card numbers with in your environment?
   o No
112. If so how are you currently storing this data? N/A
113. Do you need us to perform PCI audits as part of this contract?
   o This will be a factor during the bid review process
114. Are there any other assessments that you need us to perform?
   o Needs further discussion
115. Web or on-premise based ticketing system
116. How often per month would you expect to need someone physically onsite?
   o Potentially for special projects and mission critical incidents or responses
117. Are you looking for a virtual CIO/virtual CSO solution for this offering?
   o This would need to be explored but not a requirement
118. What duration of long-term planning are you looking for?
   o 3-5 year capital planning for purchases, replacements, and upgrades
119. What systems/solutions are your looking for this to cover?

o   Hardware and licensing for budgeting purposes

120. **Current IT Inventory:** Can you provide a detailed list of current IT assets, including network infrastructure, servers, and workstations?
- o   See attachment

121. **Migration Timeline:** What is the exact timeline for transitioning from Grand Traverse County's IT services? Are there any hard deadlines for completion?
- o   The preliminary timeframe is middle of March 2025 with some specific tasks that may extend past the March timeframe.

122. **Infrastructure Ownership:** Will Inteliblue be responsible for procuring new infrastructure, or is the city retaining certain hardware assets?
- o   All new city hardware is currently being procured, and no new hardware will be needed as part of this proposal.

123. **System Documentation:** Will there be access to existing IT architecture documentation to facilitate a smooth transition?
- o   The selected firm will be provided documentation on the city's environment.

124. **Collaboration with IT Staff:** What level of involvement will the city's internal IT team have in day-to-day management? Internal IT staff will be involved significantly in day to day management and overall project management.
- o   The selected vendor will be a partner in providing key services to the City but City staff will be boots on the ground and a decision maker as it relates to IT services.

125. **Cybersecurity Assessment:** Has a recent cybersecurity assessment been conducted? If so, can we review the findings?
- o   A cybersecurity assessment has not been conducted on the City's new environment as it is currently being built out.

126. **Incident Response Requirements:** What is the municipality's current incident response plan, and are there SLAs for breach response times?
- o   The City does not have an incident response plan in place or SLAs defined. This will need to be proposed and developed by the selected firm.

127. **Regulatory Compliance:** Beyond **PCI-DSS**, are there additional compliance requirements (e.g., **CJIS, HIPAA, NIST 800-53**)?
- o   CJIS and HIPPA are valuable compliance requirements that will take be taken into account during the review process.

128. **Security Tools & Frameworks:** Are there preferred cybersecurity frameworks (e.g., **Zero Trust, CIS Controls**)?
- o   These will need to be proposed and developed by selected firm.

129. **Third-Party Audits:** Does the city require external security audits or penetration testing as part of the service agreement?
    - This is not a requirement but needs to be discussed as part of the selected firm's approach
130. **Current Support System:** Does the city use an existing **ticketing system**, or should Inteliblue propose a new solution?
    - The County uses an existing ticketing system but the City will need to procure a new ticketing system. This has not been determined and the selected firm will work with the city on deciding on a ticketing system.
131. **On-Site vs. Remote Support:** What percentage of support requests typically require **on-site visits** vs. remote troubleshooting?
    - City has staff for onsite support and most network and server support can be conducted remotely. In the event of an emergency incident or special projects, onsite support would be preferred.
132. **Public Safety IT Support:** Are emergency response systems (e.g., **911, police/fire IT systems**) part of the contract, and do they require specialized support?
    - Central Dispatch is a component of the County and will remain in place, City Police and Fire staff will need IT support and coordination with Central Dispatch. There is an ongoing project as part of the separation project to deploy City access and resources to integrate with the existing system. This contract will require IT support for Mobile Data Terminals (MDT) which are specialized tough books used by City Police.
133. **Escalation Process:** How are IT issues currently escalated? Will there be city staff providing Level 1 support before vendor escalation?
    - Yes, City staff will be providing level 1 support and will escalate to vendor support when applicable.
134. **User Training:** Does the city require regular IT training sessions for employees, or will Inteliblue be responsible for IT literacy improvements?
    - An IT training program would need to be developed as part of these services and the City will be working with the selected firm to determine this program.
135. **Software Inventory:** Can you provide a list of all enterprise applications in use, including **M365, BS&A, ArcGIS, Google Workspace, MDTs**?
    - The listed applications are the key enterprise applications in place.
136. **Licensing Management:** Will Inteliblue be responsible for managing software licenses, or does the city handle procurement separately?
    - The City will be responsible for managing software licenses in conjunction with the selected firm.

137. **Custom Applications:** Are there any **custom-built applications** that require ongoing support or migration?
    o Any custom-built applications will be addressed on a case by case basis and working with pertinent vendors is preferred. The City does not have a large volume of custom applications.
138. **Cloud Services:** Does the city have a preference for **cloud-based** solutions over on-premises infrastructure?
    o The City's new environment supports an on premise infrastructure but cloud based solutions are in place and will be reviewed on a case-by-case basis moving forward.
139. **Data Analytics & Reporting:** Does the city require IT service providers to implement **BI dashboards** or **IT performance reports**?
    o This is not a requirement but warrants further discussions or as a separate project.
140. **Existing Backup Strategy:** What backup and disaster recovery solutions are currently in place?
    o This needs to be developed as part of the proposed services.
141. **Data Retention Policies:** Are there specific data retention mandates Inteliblue needs to follow for legal or compliance reasons?
    o The City has a data retention policy in place and also has to following Freedom of Information Act (FOIA) requirements.
142. **Cloud vs. On-Prem Backup:** Does the city prefer on-premises backup solutions, or is **cloud backup (AWS, Azure, Google Cloud)** an option?
    o A combination of both is preferred and further discussions will need to occur to implement.
143. **Disaster Recovery Testing:** How frequently does the city require **full-scale disaster recovery drills**?
    o Unknown, this will need to be discussed and determined.
144. **Access Control & Encryption:** Are there specific encryption requirements for stored and transmitted data?
    o This needs further discussion to determine requirements moving forward.
145. **SLA Expectations:** What are the city's expectations for **incident response times** and **problem resolution times**?
    o This needs to be proposed as part of the proposal. This should align with industry standards.
146. **Penalty Clauses:** Are there financial penalties for **missed service targets** or **extended downtimes**?
    o This is currently not in place and needs to be considered as part of this proposal.

147. **Uptime Requirements:** Are there specific uptime guarantees (e.g., **99.9% availability**) for critical systems?
    o A matrix needs to be developed for critical systems and to determine uptime guarantee.

148. **Reporting & Monitoring:** Does the city require real-time **network monitoring dashboards** or monthly IT performance reports?
    o This is not a requirement but would be a beneficial toolset.

149. **Scalability Planning:** How does the city anticipate **scaling IT services** over the next three years?
    o A combination of ensuring growth can occur within existing environment along with any changes to ERP needs that need to be addressed. The city's new environment was designed for scalable growth. As for staffing needs, there is a desire to empower city staff to take on more on a roll in the environment and adding additional staff by City Commission approval.

150. **Budget Considerations:** Is there a preferred **pricing model** (fixed-cost, time-and-materials, retainer-based)?
    o This needs to be proposed as part of the submittal.

151. **Contract Flexibility:** Can the city adjust service levels annually based on evolving IT needs?
    o Yes.

152. **Additional Costs:** Are there anticipated **additional costs** beyond standard IT support (e.g., hardware procurement, third-party licenses)?
    o This would be on a case by case basis.

153. **Billing Frequency:** Will payments be made **monthly, quarterly, or annually**?
    o Monthly is preferred but other models will be considered.

154. **Renewal Process:** What are the conditions for contract **renewal after three years**?
    o The City will annually review the existing contract and once the three years is completed, the city will reevaluate the current environment and needs. Another RFP process will occur.

155. **Insurance Requirements:** Are there minimum **insurance coverage requirements** for IT vendors?
    o Please see included sample contract with the RFP that references insurance requirements.

156. **Security Clearances:** Will Inteliblue need to undergo **background checks or security clearances** for municipal IT support?
    o No.

157. **Subcontracting Restrictions:** Does the city have any restrictions on **subcontracting portions** of IT services?
    o No restrictions but will be considered as part of the review process.
158. **Local & Federal Laws:** Are there specific **local/state IT policies** we should be aware of beyond standard compliance requirements?
    o No
159. **Confidentiality & Data Ownership:** Who retains ownership of municipal IT data—does Inteliblue have access limitations?
    o The City retains ownership of municipal data. Access limitations do occur.
160. **Resume Submission:** How many **resumes** are required while submitting the proposal? Should they be for **key personnel only**, or for all potential team members?
    o Key personnel are required but vendor can include more.
161. **Format & Details:** Should resumes include **specific experience, certifications, and references**, or is a general summary sufficient?
    o This is up to the vendor
162. **Minimum Certifications:** What are the required **technical certifications** for personnel working on the project (e.g., **CompTIA Security+, CCNA, CISSP, ITIL, Microsoft Azure, AWS, PCI-DSS**)?
    o Please provide the technical certifications that exist and qualifications will be reviewed as part of review process.
163. **Company-Level Certifications:** Beyond **PCI-DSS compliance**, does the city require company-level certifications like **ISO 27001, NIST compliance, or SOC 2**?
    o These are not required but will be considered.
164. **Background Checks:** Are background checks or **government security clearances** required for personnel handling sensitive municipal data?
    o No.
165. **Required Certifications for Vendors:** What certifications must the vendor **itself** hold while submitting the proposal (e.g., **PCI-DSS, ISO 27001, SOC 2, NIST compliance, State IT Vendor Certification**)?
    o Please provide the certifications held in the proposal. This could include subcontractors but this factor will be considered.
166. **Certification Process:** If certain certifications are required, does the city provide **guidance or resources** on how to obtain them?
    o Certifications are responsibility of the vendor but the City can work with vendor on specific cases.
167. **Submission Format:** Should certification documents be included in the proposal, or can they be submitted upon contract award?

o Certificates can be listed in the proposal and additional verification or follow up will occur upon selection.

168. **Compliance Attestation:** Are vendors required to submit a **self-attestation** of compliance, or must they provide **third-party audit reports** (e.g., PCI-DSS ROC, SOC 2 Type II Report)?

o Vendors need to include compliance status and these will be considered as part of the review process.

169. **State/Local Vendor Registration:** Is there a requirement for vendors to be **registered** with the State of Michigan or Traverse City before submitting a proposal? If so, what is the process?

o This is not required prior to submitting a proposal but will need to be completed if selected.

170. Will the City review and negotiate a contract submitted by a bidder in lieu of the City's standard Consultant Agreement? The RFP includes language that bidders agree to accept the City's standard Consultant Agreement, without negotiation, but also notes that the example provided may not be utilized. This leaves bidders unable to ascertain what terms they are agreeing to by bidding.

o The City may consider an agreement submitted by response to the RFP, but if we determine to use the City's form agreement, we will not entertain changes.

171. What is the City's proposed annual budget associated with delivering all in-scope IT services described in the RFP?

o We do not have a budget set for this and it will be developed as part of the RFP selection process.

172. Are there IT service delivery areas you anticipate will be delivered by an internal City IT Administrator or IT Support Specialist that could or would be considered out of scope?

o The City is looking to leverage the City Administrator for decision making, budgeting, project planning and certain admin tasks. The Support Specialist will be Level1/2 support onsite and both positions will work closely with the selected vendor. Staff augmentation is critical.

173. How many municipal employees are in scope for technical support (Full User)?

o Approximately 170

174. How many employees are in-scope for technical support (Partial/Seasonal or Email-Only Users)?

o It varies year to year but we may be closer to 190 for seasonal employees.

175. Please relay the average monthly Tier 1 ticket escalations.

o Approximately 40-60

176. Please relay the average monthly tier 2-3 ticket escalations

- Approximately 20-40, this may change as the County has managed our support tickets so we don't have accurate metrics on this

177. Please confirm the email platform(s) in use.
   - Google Workspace

178. Has MS Intune been deployed?
   - No

179. What are the RTO / RPO requirements?
   - To be determined

180. As long as the required sections are included inclusive of the "Schedule of Payments" and "Timetable of Activities", is a proposal in the bidder's format acceptable? Alternatively, is this page instructing the bidder to include the entire RFP in our response & use only this section to respond to the RFP requirements?
   - Bidder's format is acceptable.

181. How will the vendor be selected?
   - All bids will be reviewed and a matrix will be used to determine finalists. Finalists will be reviewed by internal committee and final interviews will occur before selection

182. The certification requirements appear to be regarding credit card processing, will those be a pre-requisite for the bid, or something that can be attained after if needed. We were also confused about the relevancy of those certifications, since the contractor will not be processing credit card payments on behalf of the city?
   - This is in reference to the City being a Merchant of Records for credit card payments and we must be compliant with PCI/DSS as part of auditing and compliance. We have various city functions that process credit cards in various forms so as we increase our digital capabilities, we are looking to have this compliance to be a component of our new environment. This will be considered when reviewing the bids.

183. Is there a work percentage that would be performed onsite versus remote?
   - We are open to remote and hybrid support but with onsite staff, we don't see the need for onsite work regularly unless special projects or mission critical incidents occur.

184. Do you have a number of help tickets per month or year that are submitted?
   - The County currently manages our ticketing system but our best estimate is we have between 60-80 tickets a month.

185. Is there a rough estimate on budget that they city is currently working with for these services?
   - We currently pay the County approximately $360,000 annually for IT services. We are looking to reduce this number but are also open to all proposals. We are in the process of determining the budget as part of this RFP process.

186. What was the annual spend for the previous year on this Project?
    o The City currently pays Grand Traverse County approximately $360,000 for IT services. We will be determining new budget as part of RFP process
187. If this is a new Contract, what is the annual Budget for this?
    o This is a new contract and the first for the City, our annual budget will be developed as part of the RFP process
188. Are you open to a hybrid delivery model with a mix of offshore and onshore resources?
    o We are open to all proposal and approaches at this time
189. Could you kindly confirm the **period of performance** for the project?
    o We are looking for a 3-year contract
190. The RFP mentions a detailed cost proposal, including "software licensing costs." Could you confirm whether we are required to provide **software licensing** or any specific **software** as part of our proposal, or should we include such costs only if applicable to our proposed services?
    o The software licensing is already purchased for the new environment. We are looking for any specific software licensing costs as part of the proposed services
191. Could you confirm whether this opportunity will result in a single award or multiple awards?
    o This will be determined as part of the bid review
192. Is it mandatory for bidders to provide all services listed in the Scope of Services, or is there flexibility to propose partial services?
    o It is not mandatory but will factor into the decision-making process once all bids are received

LOCATION	QTY	ASSET
BOARDMAN	1	Aruba 6300M 24SFP+ 4SFP56 10/25/50G Switch
BOARDMAN	10	Aruba Enterprise Wireless Access Point
CEMETARY	1	Aruba Enterprise Wireless Access Point
DPS	6	Aruba Enterprise Wireless Access Point
FIRE STN 1	2	Aruba Enterprise Wireless Access Point
FIRE STN 2	2	Aruba Enterprise Wireless Access Point
LEC	6	Aruba Enterprise Wireless Access Point
MARINA	2	Aruba Enterprise Wireless Access Point
SENIOR CTR	8	Aruba Enterprise Wireless Access Point
WASTE MGMNT	1	Aruba Enterprise Wireless Access Point
WATER PLANT	2	Aruba Enterprise Wireless Access Point
CEMETARY	1	Cellular Network Backup
DPS	1	Cellular Network Backup
FIRE STN 1	1	Cellular Network Backup
FIRE STN 2	1	Cellular Network Backup
LEC	1	Cellular Network Backup
MARINA	1	Cellular Network Backup
SENIOR CTR	1	Cellular Network Backup
WASTE MGMNT	1	Cellular Network Backup
WATER PLANT	1	Cellular Network Backup
BOARDMAN	1	Cisco C1300 12-Port 10GBE + 12-Port 10G SFP+ Mngd Switch
CEMETARY	1	Cisco C1300 24-Port + 4x10G SFP+ POE Mngd Switch
DPS	1	Cisco C1300 24-Port + 4x10G SFP+ POE Mngd Switch
FIRE STN 1	1	Cisco C1300 24-Port + 4x10G SFP+ POE Mngd Switch
FIRE STN 2	1	Cisco C1300 24-Port + 4x10G SFP+ POE Mngd Switch
MARINA	1	Cisco C1300 24-Port + 4x10G SFP+ POE Mngd Switch
BOARDMAN	5	Cisco C1300 48-Port + 4x10G SFP+ POE Mngd Switch
DPS	1	Cisco C1300 48-Port + 4x10G SFP+ POE Mngd Switch
LEC	2	Cisco C1300 48-Port + 4x10G SFP+ POE Mngd Switch
SENIOR CTR	3	Cisco C1300 48-Port + 4x10G SFP+ POE Mngd Switch
WASTE MGMNT	1	Cisco C1300 48-Port + 4x10G SFP+ POE Mngd Switch
WATER PLANT	1	Cisco C1300 48-Port + 4x10G SFP+ POE Mngd Switch
BOARDMAN	3	Dell PowerEdge R760 Rack Server
BOARDMAN	1	Dell PowerEdge T150 Tower Server (Offsite Backup Server)
SENIOR CTR	1	SonicWALL NSa 3700 Advanced Edition
BOARDMAN	1	SonicWALL NSa 6700 High Availability Pair Firewall
BOARDMAN	1	SonicWALL SMA410 SSL-VPN Gateway 50U
FIRE STN 2	1	SonicWALL TZ470
DPS	1	SonicWALL TZ670
FIRE STN 1	1	SonicWALL TZ670
LEC	1	SonicWALL TZ670
WASTE MGMNT	1	SonicWALL TZ670
WATER PLANT	1	SonicWALL TZ670
CEMETARY	1	Standard Firewall
MARINA	1	Standard Firewall
BOARDMAN	10	WattBox 18Ah48V Extended Battery Pack
BOARDMAN	2	WattBox 820 Series 20A IP Power Conditioner
BOARDMAN	2	WattBox Online Double Conversion UPS

LOCATION	QTY	SOFTWARE
BOARDMAN	24	Windows 2025 Data Center Edition
BOARDMAN	1	Windows 2025 Server Standard
BOARDMAN	171	Windows 2025 CALs
BOARDMAN	10	Windows 2025 RDP CALs
BOARDMAN	12	SQL Server 2022 Standard - 2 Core License Pack
BOARDMAN	1	Veeam Backup and Recovery
BOARDMAN	2	StarWind VSAN Perpetual License - Unlimited Edition