Request for RFP Clarification Questions.
(RFP #2021-0802 Managed Information Technology (IT) Security Services)

1. Instructions for meeting minimum CJIS / National Crime Information Center (NCIC) / Georgia Crime Information Center (GCIC) law enforcement background check Security Awareness Training requirements.

The point of contact for any company that wishes to become a CJIS compliant IT Services vendor is Kathy.hill@gbi.ga.gov   The City of Grovetown does not play any part in CJIS compliance. The City is only required to maintain and turn in a roster of individuals that the vendor declares have met the CJIS requirements and will provide IT services to the CJIS compliant portion of the City's network. The City can help the vendor to understand the process as it applies to the City but the City does not have any resources such as a checklist of training or timelines for compliance. Even if the City had such copies that was furnished by our current or past IT Services vendors, we would not be able to verify that the document was up-to-date or inclusive of any new requirements.

2. Please let us know if we will be providing Microsoft Licenses.

Microsoft Licenses are paid for by the City of Grovetown but managed through our Service Desk provider. Licenses are authorized for purchase on the City's behalf through the IT Manager. If an employee leaves the City's employ the license is maintained until it can be assigned to a replacement employee or needed for another position. The City currently has 58 Standard O365 licenses and 58 Basic O365 licenses with Microsoft Defender assigned to all employees with an O365 license.

3. Can you please confirm the number of workstations and number of users for which services are to be included in this RFP?

The City currently has 74 workstations, 2 physical servers, 2 virtual servers and 7 printers that are monitored through our current vendor's agent for unauthorized access and remote access support. The City currently has 74 users but will at some time in the future (1 to 2 years) implement access to email and/or workstations for Employee Self Service through our Operating System. The City currently has 125 full time employees with 140 total positions available. The expectation is that during that time we would need to add more users in the Active Directory and issue more Basic O365 licenses but not necessarily increase the number of workstations as we currently use an Enterprise network that gives each user their own desktop upon login to any of the City's workstations on the network.

4. Can you please confirm the number of external IP addresses to be considered for this RFP?

The City currently uses three external IP's. Two for the City Hall portion of our Network and one for a segregated CGIC compliant portion of our network for Public Safety

5. Can you please define the storage capacity for all current storage devices as well as the desired storage capacity for any ~~future~~ planned storage devices for which backup services are to be provided?

Back-up and Disaster Recovery Services must be maintained for the City's servers. One for City Hall and all corresponding City functions and one on our segregated CGIC compliant portion of our network at Public Safety. The storage capacity at City Hall is currently 1.6 TB and the Storage Capacity at Public Safety is 2.0 TB. These storage capacities will increase over time. City Hall will need to upgrade its server by the end of 2022, while Public Safety recently upgraded its server, and more memory will be allocated as needed. The future state is to go to 2 TB for City Hall with the ability to increase to 4 TB over time and as needed and to go to 4 TB for Public Safety over time and as needed

All data, configurations and services provided by the City's two servers will maintain redundant geographically dispersed back-ups that should occur no more than every four hours. The geographical dispersion can occur on site and then at the vendors chosen site, however there must be enough geographical dispersion that any natural disaster does not affect the Vendor site as well as the City of Grovetown, like the ice storm in 2014 that affected the Greater CSRA area of Georgia, unless the vendor site is able to maintain all functions regardless of external needs such as electricity from the surrounding locale. The ability to maintain such function if geographical dispersion cannot be achieved should accompany the RFP. The City must retain services that allow for Cloud based operations of our servers in the event of a natural disaster or infrastructure damage. The last backup of the City's server will then quickly become available to City workers. The City currently uses a company that uses Datto services and equipment to meet these requirements

6. Does the City of Grovetown desire or require access to the reporting and monitoring tools utilized by the managed services provider?

Yes. The City hired its first ever IT Manager and the IT Manager needs access to and needs to understand the tools that the City's IT Services vendor will use to monitor the network. While the IT Department is currently a one-person department, these tools will ensure the growth and understanding of the requirements needed to monitor and maintain the City's network in the future. For example, the tools should include the ability to see required updates, who is/was last logged in, and current status. The City understands that different vendors will use different tools but the tools should have common functionality and are expected to be shared with the IT Department.

7. Regarding Scope of Services, page 14 item number 4 (shown below), can you please confirm that you are in fact requesting backup for "services" and their configuration at a local and redundant site (geographically dispersed), and do not mean to request backup services for all "servers" and their configuration etc.?

The City currently only uses two servers to provide services and of only a medium size (currently 1.6 and 2.0 TB but subject to future growth). The two servers providing

services and their configurations such as the virtual server on each server will need to be backed up.

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8. Regarding Scope of Services, page 14 item number 4, can you also confirm the verbiage in the sentence, "Potential for a cloud-based/redundant solution allowing for continued essential operations if physical services are damaged or become inoperable"?

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9. What is your current Workstation/Server count?

The City currently has 74 workstations, 2 physical servers, 2 virtual servers and 7 printers that are monitored through our current vendor's agent for unauthorized access and remote access support.

10. How many total Users do you have?

The City currently has 74 users but will at some time in the future implement access to email and/or workstations for Employee Self Service through our Operating System. The City currently has 125 full time employees with 140 total positions available.

11. Would we need to provide your Office 365, or is that something that you handle internally?

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12. Will you need after hour support for IT Support?

Yes. The City's current IT Department currently consists of only the IT Manager. While the City currently plans to hire a technician in the near future, we will still rely heavily on the expertise and added manpower that vendor IT services such as Help Desk Operations and Cybersecurity Operations provides.