



City of Nome

IT Managed Service Provider Request for Proposal

Addendum No.1

RFP COORDINATOR:

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The bid date has been revised to Thursday February 20, 2025

The bid date was revised to update the questions and answers document that was distributed. It was also updated to allow time for proposals to be modified and resubmitted if needed.

1. You listed you have 15 servers; can you detail which are physical (& Specs) and which are virtual?
 - a. Most servers are set up/operate in a virtual server environment. There are also one or two single-purpose separate physical servers.
2. You mention Microsoft Exchange 2016+. Could you clarify the current or planned upgrade path for this on-premises platform?
 - a. E-mail is currently on Microsoft Exchange. We are currently evaluating whether to remain on Exchange or migrate to Microsoft 365.
3. If you can disclose, please share the name of your local ISP.
 - a. TelAlaska (Fastwyre)
4. You list two firewalls, but there is significant geographic distance between City buildings. How is your infrastructure connected?
 - a. There is a primary and secondary (for redundancy-failover) firewall located in the data center. Each facility has a dedicated layer-3 switch, and the majority are connected by fiber. There is one site connected via a radio link.
5. Can you please clarify in the Service Requirement line item “City of Nome security systems”; are these are physical security systems (e.g. access controls, cameras) or related only to your network security?
 - a. An intrusion alarm system in the Richard Foster Building requires internet connectivity. Surveillance cameras have been deployed in various outdoor locations and in some city facilities. Managed services need referenced relates to switches and connectivity. Other vendors support their operation.
6. Is your current network equipment covered by a manufacturer warranty?
 - a. Most networking equipment is still under manufacturer warranty. NBD support is standard on computing equipment and SmartNet service is maintained for Cisco equipment.
7. Do you have any unsupported equipment or software that the respondent needs to be aware of?
 - a. Several platforms used by the City are not under managed services, but require support relating to connectivity. (Examples: APSIN and MyyGov terminals)
8. Has the City performed a vulnerability assessment in the past 3 years?
 - a. No assessments have been formally conducted in the last 3 years. The managed services provider does communicate with the City relating to vulnerabilities when they become aware of potential threats.
9. Are you configured for Cloud Services like Exchange online and Entra?
 - a. Cloud-based services are minimal. The City does access email on the Exchange serve via Webmail. The City maintains its own active directory servers, not relying on Microsoft.

10. Are any of your other 3rd party applications cloud hosted?
- Third party applications may either be resident on site or use Internet connectivity to function. Application support is provided by others. IT support is periodically required to install services packs or other updates.
11. Section 3, the request is for describing end-user Security Awareness Training offerings. Could you clarify what mode(s) of training would be acceptable to meet the requirement? For instance, would electronically disseminated training material, formal virtual or on-site classroom presentations/discussions be acceptable? Additionally, at what frequency or interval would training be expected as part of the MSP support agreement?
- Virtual training would be acceptable, we do not require in person training. Ideally, subject materials are available and can be shared with new employees, and all employees should periodically receive a refresher.
12. In Attachment B, Question 1.3 asks us to describe the onboarding/implementation process and approach, while Question 2.2 asks us to describe the process of migrating the City to our organization. Could you please define how you distinguish between the onboarding/implementation process and the migration process?
- Onboarding refers to setting up new user account/email account/phone/appropriate AD permissions. Within this scope, there would also be offboarding to inactivate users and archive various files (including email). Migrating the City to new managed services refers to the process of transferring over the different services, programs and processes such as management software and data monitoring.
13. In Attachment B, Question 2.13 mentions security systems and audiovisual (AV) systems. However, in the environment overview in Section 2, other than the firewalls and Cisco FMC, there is no mention of other security or AV systems. Are the security and AV systems mentioned in Question 2.13 expected to be supported under the scope of the managed services agreement, or is this question intended to evaluate whether we could provide technical assistance as needed, but not under contract support?
- Answers are sought for both questions: is there willingness to support any security and AV systems that are not currently managed, and would you be willing to support future systems if implemented during the 3-year term. We expect a vendor providing any equipment would also provide support.
14. Under the various service requirements in Paragraph 3, there are references to:
- Mobile Device Management services
 - Multi-Factor Authentication services
 - Hosting services

These types of IT services are generally licensed by either individual devices, users, or, in the case of hosting services, cloud workloads and/or storage capacity requirements. Could you confirm if the expectation is to quote these services as additional monthly/annual costs per license with the understanding that costs may vary over the expected 3-year term of the contract?

- Correct, the expectation would be to quote these services and implement them.

15. Paragraph 5.1 asks for itemization of recurring and non-recurring costs. Given that hosting services workloads are presently unknown and estimates for mobile devices and users requiring MFA are provided, is it acceptable to quote these services as additional monthly/annual costs per license, with acknowledgment that we do not control cost increases over the 3-year term of the contract?
 - a. We acknowledge that these are 3rd party services and you do not have control over their pricing and any changes that may occur during the contract term.
16. Is there an inclusive list of all the software and licensing applications that we would be expected to manage and maintain, as referenced in Paragraph 3?
 - a. Pg. 3 under Software Systems and Pg. 4-5 contains a list of service requirements.
17. Is there an opportunity to ask follow-up questions once initial responses to these clarifications are received?
 - a. No, as the question submission period is closed.
18. Can we obtain a current inventory of city related IT assets?
 - a. For security purposes of the Cities IT infrastructure most details will be left out and this is a general summary of assets:
 - X1 Back Up Servers
 - x1 Wireless LAN
 - x2 Firewalls, x1 Firewall Management Center
 - x14 L3 Switches, x1 Switch Internet Distribution, x1 Switch Call Controller Connection
 - x2 VMWare Spheres, x1 Small Scale SAN, 2x Switch: E/W Datacenter
 - x65 Managed Desktops (including laptops)
 - x2 UCS Servers, x2 Voice Gateway, x7 Guest VM
 - x63 Handsets + Sidecar
 - x6 Analog Fax Lines
 - x5 Server UPS
 - x11 Virtual Machines