

Response Information for IT RFP

1. Do you require any Database (DBA) Maintenance services as part of the RFP section 3, subsection C (*Server and Workstation Administrative Services*)? If yes, can you provide Database/RDBMS details?

No, the only systems on the server that have or use databases are vendor applications. There may be some efforts needed in working to ensure the vendor applications continue to properly operate.

2. Would you be able to provide additional details (Type, make, model, age, etc.) regarding the Device counts listed Addendum A1 tables? **Attached is a spreadsheet with this information.**

3. In section 2 (Background Information), two Microsoft Servers are mentioned:

1. It is assumed that the two "Servers" are locally hosted on-premise at the City location. Is this correct? **Yes.**

a. It also mentions that these Servers are "both" physical and virtual type servers. Can you elaborate on this and how they can be both? **These are physical servers with offsite backup.**

a. As part of our Proposal, would the City consider alternate Secure Hosting options, either day-1 or future? **It would be considered for the future.**

4. Like the specific tool mentioned for Anti-Virus (Webroot), could you provide a list of any other tools used today for things such as Monitoring, Patch Management, Vulnerability Management, etc.? Or are these not City owned, but provided by the incumbent service provider?

- **Webroot (Provider Owned - To be removed)**
- **Google G Suite (City Managed)**
- **Datto Backup & NAS - Management/billing to be transferred to new provider thru Datto**
- **All RMM tools (remote desktop, patching management, maintenance management) tools are owned by the IT Provider and will be removed.**
- **Sonicwall - Intrusion Detection subscription will be moved to self management**

5. And would the City entertain in our response replacing any of these existing tools with other best of breed tools (Meaning, for Webroot and any other Tools/Software used today that you provide, is the City locked into its use for any term or pre-paid commitments that would force the continued use by any new service provider? **There is no contract on Webroot – it will be removed upon leaving old IT manager. Datto Drives have contract, it will need to be managed by the new provider moving forward if City chooses to continue their use. Contract (if any) remainder can/will be transferred to new provider thru Datto.**

6. In the RFP on page #7 – Addendum A1 for the City Admin, the table that has "Labor Services (Average Use) in the column "Incl." states "5.12". Please elaborate what 5.12 means?

This appears to have been intended to leave the space where 5.12 is blank so providers could fill the units spaces as they deem appropriate.

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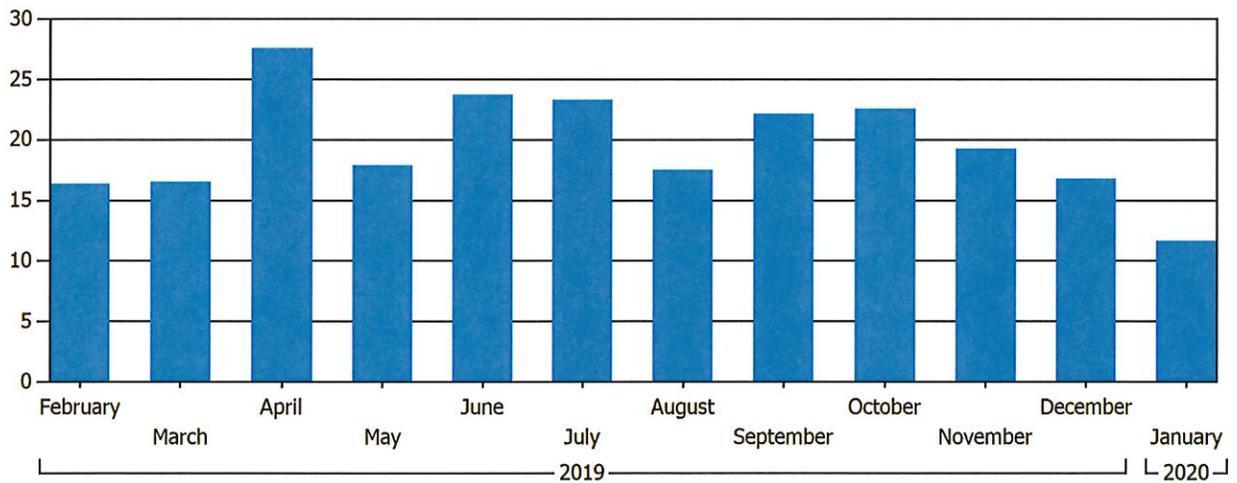
Company: City of Montgomery
Agreement: City of Montgomery
Service Agreement

Time Trend Report February, 2019 to January, 2020

Billable Option: Billable
Hours: Actual
Status: All

Month	Year	Hours
February	2019	16.32
March	2019	16.49
April	2019	27.56
May	2019	17.87
June	2019	23.73
July	2019	23.33
August	2019	17.50
September	2019	22.12
October	2019	22.57
November	2019	19.27
December	2019	16.77
January	2020	11.64
Total:		235.17
Average:		19.60

Hours by Month



GTIN

Company: City of Montgomery
 Agreement: ALL

Time Trend Report February, 2019 to January, 2020

Billable Option: Billable
 Hours: Actual
 Status: All

Month	Year	Hours
February	2019	24.30
March	2019	19.40
April	2019	52.81
May	2019	26.15
June	2019	71.09
July	2019	63.96
August	2019	40.41
September	2019	25.12
October	2019	22.57
November	2019	19.27
December	2019	16.77
January	2020	11.64
Total:		393.49
Average:		32.79

Hours by Month

