

**CITY OF DAHLONEGA
REQUEST FOR PROPOSAL**

INFORMATION TECHNOLOGY SUPPORT SERVICES

ADDENDUM NUMBER 1

This addendum provides answers to questions submitted by potential bidders.

Is there an option for a site visit? Prior to bidding process?

Not planned as of now

Will the City of Dahlonega accept support services remotely for everyday help and support? The assessment portion and any installations would be on site.

The City expects some level of remote support. Your proposal should indicate when and how your service plan includes remote support, and this will be considered in the proposal evaluation.

The RFP lists one Windows Server 2012 R2 based server:

What is the make, model, and complete hardware specifications of the single Windows Server 2012 R2 server?

Server01 - Dell PowerEdge T330, Windows 2012 R2; Service Tag: 1XHVMD2; Purchased Fall 2016

FS01 – Dell PowerEdge T310, Windows 2008 R2; Service Tag: 5YHBJS1; Purchased Feb 2012

What is the Dell service tag for the server?

Server01 -Service Tag: 1XHVMD2

FS01 –Service Tag: 5YHBJS1

Please list all applications which are installed on this server?

Server01:

<u>Name</u>	<u>Version</u>	<u>Install Date</u>
Broadcom Drivers and Management Applications	20.2.2.3	11/9/2016
CashCollections		
Definition Update for Microsoft Office 2010 (KB3115475) 32-Bit Edition		
Google Chrome	57.0.2987.133	11/26/2016
Google Update Helper	1.3.33.3	4/11/2017
Java 8 Update	8.0.1110.14	11/26/2016
Java Auto Updater	2.8.111.14	11/26/2016
Kaspersky Endpoint Security 10 for Mobile Service Pack 1 Maintenance Release	10.5.113.1604	11/26/2016
Kaspersky Endpoint Security 10 for Windows	10.2.5.3201	11/26/2016

Kaspersky Endpoint Security 10 Service Pack 1 Maintenance Release 2 for Windows Administration Plug-in	10.2.4.674	11/26/2016
Kaspersky Mobile Device Management 10 Service Pack 1 Maintenance Release	10.5.113.1376	11/26/2016
Kaspersky Security Center 10 Administration Server	10.3.407	11/26/2016
Matrox Graphics Software	4.1.1.5	
Metro Accounting		
Metro Utility Billing System		
Microsoft Access	14.0.7015.1000	
Microsoft Application Error Reporting	12.0.6012.5000	11/26/2016
Microsoft Office 2010 Access	14.0.7015.1000	3/15/2017
Microsoft Office 2010 Access MUI (English)	14.0.7015.1000	11/27/2016
Microsoft Office 2010 Access Setup Metadata MUI (English)	14.0.7015.1000	11/27/2016
Microsoft Office 2010 Office 64-bit Components	14.0.7015.1000	11/27/2016
Microsoft Office 2010 Proof (English)	14.0.7015.1000	11/27/2016
No license defined		
Microsoft Office 2010 Proof (French)	14.0.7015.1000	11/27/2016
Microsoft Office 2010 Proof (Spanish)	14.0.7015.1000	11/27/2016
Microsoft Office 2010 Proofing (English)	14.0.7015.1000	11/27/2016
No license defined		
Microsoft Office 2010 Shared 64-bit MUI (English)	14.0.7015.1000	11/27/2016
No license defined		
Microsoft Office 2010 Shared 64-bit Setup Metadata MUI (English)	14.0.7015.1000	11/27/2016
Microsoft Office 2010 Shared MUI (English)	14.0.7015.1000	11/27/2016
No license defined		
Microsoft Office 2010 Shared Setup Metadata MUI (English)	14.0.7015.1000	11/27/2016
Microsoft Silverlight	5.1.50905.0	3/15/2017
Microsoft SQL Server 2008	R2	
Microsoft SQL Server 2008 R2 Native Client	10.52.4042.0	11/27/2016
Microsoft SQL Server 2008 R2 RsFx Driver	10.52.4042.0	11/27/2016
Microsoft SQL Server 2008 R2 Setup	10.52.4042.0	11/27/2016
Microsoft SQL Server 2008 Setup Support Files	10.1.2731.0	11/26/2016
Microsoft SQL Server Browser	10.52.4000.0	11/27/2016
Microsoft SQL Server VSS Writer	10.52.4000.0	11/27/2016
Microsoft Visual C++ 2008 Redistributable - x86	9.0.30729	11/26/2016

Microsoft Visual C++ 2010 x64 Redistributable	10.0.40219	11/27/2016
Microsoft Visual C++ 2010 x86 Redistributable	10.0.40219	11/27/2016
Microsoft Visual Studio 2010 Tools for Office Runtime	10.0.50903	11/27/2016
Nmap 5.61-Spiceworks		
Notepad++	7.2.1	
Occupational Tax System		
Plug-in for Exchange ActiveSync	10.3.407.0	11/26/2016
Plug-in for management of mobile iOS devices	10.3.407.0	11/26/2016
ScreenConnect Client	6.0.11622.6115	11/26/2016
Security Update for Microsoft Office 2010 (KB2553313) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB2553432) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB2850016) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB2880971) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB2881029) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB2956076) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB3085528) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB3101520) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB3114400) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB3115120) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB3118380) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB3178688) 32-Bit Edition		
Service Pack 2 for Microsoft Office 2010 (KB2687455) 32-Bit Edition		
Spiceworks Desktop	7.5.00093	
SQL Server 2008 R2 SP2 Common Files	10.52.4000.0	11/27/2016
SQL Server 2008 R2 SP2 Database Engine Services	10.52.4000.0	11/26/2016
SQL Server 2008 R2 SP2 Database Engine Shared	10.52.4000.0	11/27/2016

Sql Server Customer Experience Improvement Program	10.50.1600.1	11/26/2016
Unitrends Agent	9.0.0.9.7190	4/11/2017
Unitrends Bare Metal	9.0.0.9.7190	4/11/2017
Update for Microsoft Office 2010 (KB2553140) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2553347) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2553388) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2589298) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2589318) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2589352) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2589375) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2597087) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2687275) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2791057) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2794737) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2883019) 32-Bit Edition		
Update for Microsoft Office 2010 (KB3054873) 32-Bit Edition		
Update for Microsoft Office 2010 (KB3054886) 32-Bit Edition		
Update for Microsoft Office 2010 (KB3055047) 32-Bit Edition		
Update for Microsoft Office 2010 (KB3085605) 32-Bit Edition		
Update for Microsoft Office 2010 (KB3114555) 32-Bit Edition		
Utility Billing System		
Windows Internet Explorer	11	
Windows Server 2012 R2	6.3.9600	11/26/2016
WinPcap 4.1.2-Spiceworks	4.1.0.2001	

FS01:

Name	Version	Install Date
Broadcom Drivers and Management Applications	20.2.2.3	42683
Cash Collections		
Definition Update for Microsoft Office 2010 (KB3115475) 32-Bit Edition		
Google Chrome	57.0.2987.133	42700
Google Update Helper	1.3.33.3	42836
Java 8 Update	8.0.1110.14	42700
Java Auto Updater	2.8.111.14	42700
Kaspersky Endpoint Security 10 for Mobile Service Pack 1 Maintenance Release	10.5.113.1604	42700
Kaspersky Endpoint Security 10 for Windows	10.2.5.3201	42700
Kaspersky Endpoint Security 10 Service Pack 1 Maintenance Release 2 for Windows Administration Plug-in	10.2.4.674	42700
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Matrox Graphics Software	4.1.1.5	
Metro Accounting		
Metro Utility Billing System		
Microsoft Access	14.0.7015.1000	
Microsoft Application Error Reporting	12.0.6012.5000	42700
Microsoft Office 2010 Access	14.0.7015.1000	42809
Microsoft Office 2010 Access MUI (English)	14.0.7015.1000	42701
Microsoft Office 2010 Access Setup Metadata MUI (English)	14.0.7015.1000	42701
Microsoft Office 2010 Office 64-bit Components	14.0.7015.1000	42701
Microsoft Office 2010 Proof (English)	14.0.7015.1000	42701
No license defined		
Microsoft Office 2010 Proof (French)	14.0.7015.1000	42701
Microsoft Office 2010 Proof (Spanish)	14.0.7015.1000	42701
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Microsoft Office 2010 Shared 64-bit MUI (English)	14.0.7015.1000	42701
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Security Update for Microsoft Office 2010 (KB3115120) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB3118380) 32-Bit Edition		
Security Update for Microsoft Office 2010 (KB3178688) 32-Bit Edition		
Service Pack 2 for Microsoft Office 2010 (KB2687455) 32-Bit Edition		
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Update for Microsoft Office 2010 (KB2589298) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2589318) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2589352) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2589375) 32-Bit Edition		

Update for Microsoft Office 2010 (KB2597087) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2687275) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2791057) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2794737) 32-Bit Edition		
Update for Microsoft Office 2010 (KB2883019) 32-Bit Edition		
Update for Microsoft Office 2010 (KB3054873) 32-Bit Edition		
Update for Microsoft Office 2010 (KB3054886) 32-Bit Edition		
Update for Microsoft Office 2010 (KB3055047) 32-Bit Edition		
Update for Microsoft Office 2010 (KB3085605) 32-Bit Edition		
Update for Microsoft Office 2010 (KB3114555) 32-Bit Edition		
Utility Billing System		
Windows Internet Explorer	11	
Windows Server 2012 R2	6.3.9600	42700
WinPcap 4.1.2-Spiceworks	4.1.0.2001	

Are all applicable security updates and patches installed?

Servers and workstations are set to install updates automatically

If not, what is the current list of patches applied and not applied?

See answer above.

What is the current drive utilization of the server?

Server01 – 81% Free

FS01 – nearly 0% Free (due to redundant copies of GIS data and other files from the P&Z Department)

What is the average processor utilization of the server?

Server01: Very low processor utilization; applications run locally on workstations and use servers for file/data storage

What is the average RAM utilization of the server?

Server01: 21%

What is the original purchase date of the server?

Server01 - Purchased Fall 2016

FS01 – Purchased Feb 2012

Is the server running a Domain Controller Role?

Yes. Server01 (Primary) and FS01 are both DCs.

If yes, how many domains?

One – cityofdahlonega.local

How many users? See Schedule A

How many Security Groups?

8

Is the server providing infrastructure roles?

RDP?

Yes

VPN?

Yes

DHCP?

Yes

DNS?

Yes

NTP?

Yes

Printer Spools?

No

If yes, how many spools?

n/a

IIS?

n/a

If yes, what version?

n/a

File Share?

Yes

RADIUS?

No

Roaming or Redirected User Profiles?

None

SQL Server?

The SQL Server instances were installed with the Kaspersky Security Center.

SQL Server is not used for other systems.

MS Access is used by the CLT software.

If yes, what version?

n/a

Is the server covered by a factory or third party support and replacement contract?

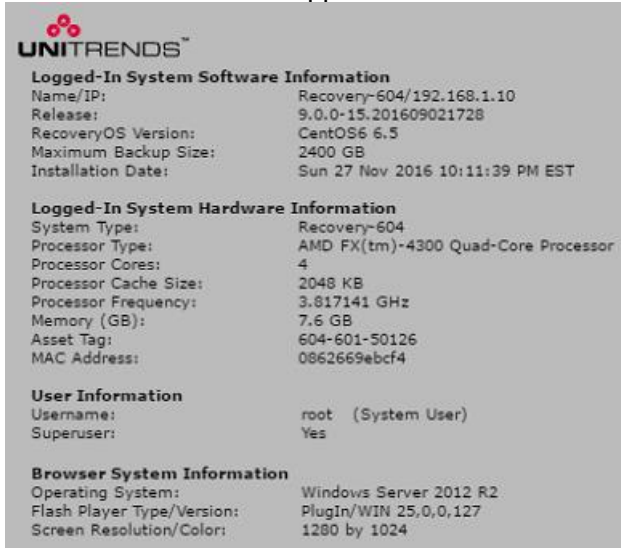
Server01 - Yes. Dell Warranty

FS01 – No

If not, is there a contract available for this hardware?
n/a

Unitrends Recovery 604:

What is the Serial Number of the appliance?



Is the backup appliance currently under a service and maintenance agreement with the Builder or a third party?
Yes. Unitrends directly.

if not, is one available?
n/a

Is the appliance running current versions of all firmware?
Yes

If not, what is the current version?
n/a

Is the appliance running the latest OS?
Current Unitrends updates/patches have been loaded.

If not, what is the current version?
n/a

Is the appliance running the latest versions of all software and services?

- If not, what is the current version?

Please provide actual mailing and physical addresses for the following locations listed in the RFP:

City Hall
465 Riley Road
Dahlonega, GA 30533

City Hall Annex
465 Riley Road, Suite A
Dahlonega, GA 30533

Street Shop
465 Riley Road, Building 2
Dahlonega, Ga30533

Waste Water Treatment Plant
464 Mechanicsville Road
Dahlonega, GA 30533

Utility Distribution and Collection Shop
463 Mechanicsville Road
Dahlonega, GA 30533

Workstations and laptops:

- Will the city please provide the Dell service tag for all Dell products?

Name	Serial Number	IP Address	Operating System	Device Type	MFG
ap-pc	4TM9N22	192.168.1.75	Windows 8.1 Pro	Desktop	Dell
blewis-pc	6SP5BT1	192.168.1.204	Windows 7 Pro	Laptop	Dell
city-12345	G02WJS1	192.168.1.70	Windows 7 Pro	Desktop	Dell
cityclerk-pc	J1JK942	192.168.1.201	Windows 8.1 Pro	Desktop	Dell
cityengineer	GCC8VL1	192.168.1.63	Windows XP Pro	Desktop	Dell
citymanager-pc	DFGQQC2	192.168.1.100	Windows 7 Pro	Laptop	Dell
court-pc	HJFQ942	192.168.1.203	Windows 8.1 Pro	Desktop	Dell
engineer-pc	HJFR942	192.168.1.108	Windows 8.1 Pro	Desktop	Dell
financeasst	7QGZV12	192.168.1.56	Windows 8.1 Pro	Desktop	Dell
financedirector	GVH9DC2	192.168.1.50	Windows 7 Pro	Laptop	Dell
financeofficer	4TMCN22	192.168.1.202	Windows 8.1 Pro	Desktop	Dell
frontdesk-pc	3WNYJS1	192.168.1.71	Windows 7 Pro	Desktop	Dell
fs01	5YHBJS1	192.168.1.5	Windows Server 2008 R2	Server	Dell
intern2-pc	GV94R22	192.168.1.51	Windows 8.1 Pro	Desktop	Dell
jcordle-laptop	7N6LV32	192.168.1.74	Windows 7 Pro	Laptop	Dell
planning_zoning	3FWSCH1	192.168.1.139	Windows XP Pro	Desktop	Dell
planzone-pc	JK52P22	192.168.1.114	Windows 8.1 Pro	Desktop	Dell
server01	1XHVM22	192.168.1.6	Windows Server 2012 R2	Server	Dell
tmartin-pc	890DK52	192.168.1.54	Windows 7 Pro	Desktop	Dell

ubadmin-pc	7QH0W12	192.168.1.206	Windows 7 Pro	Desktop	Dell
ws01	HNVRKH1	192.168.1.107	Windows XP Pro	Desktop	Dell
	JK51P22			Desktop	Dell
sewer plant	2TT4YR1			Desktop	Dell
	D3BJCH2			Desktop	Dell

Will the city please provide the Serial numbers for each HP device?

CND6396BOX – Located at Water Distribution Sewer Collection Shop

CND63966JZ – Located at the Street Shop

Will the city please provide the Serial Number for each Apple device?

Network:

What switching is in place?

Dell Switch installed by a 3rds party – not installed by Kyle – Sabrina was involved with this – she may be able to provide info on wo the vendor was.

Are these devices currently under a service and warranty contract with the manufacturer?

Unknown

if not, is one available?

Unknown

What firewall is in use?

TP-Link AC1750 and Kaspersky Security Center 10

Is this device currently under a service and warranty contract with the manufacturer?

Unknown

if not, is one available?

Unknown

How many SSIDs are served by the Wireless APs?

2

How many wireless clients are served by the Wireless APs?

?

Is there a guest wireless network at any location?

No

Will the city allow us to perform a full network analysis and scan to determine its current state?

?

How many external VPN tunnels are supported or required?

None, you may recommend

What is the authentication scheme for external VPN clients?

n/a

Where are the cities web sites hosted?

Site designed and hosted by 3by400 (offsite hosting/outside of network)

What internet service providers are serving the cities locations?

North Georgia Network (NGN)

What bandwidth?

Unknown. Contact NGN.

What physical transmission method for each pipe?

Unknown. Contact NGN.

Is there network redundancy in each physical location?

No.

What is the failover scheme?

None.

Is there a load balancing mechanism?

No.

Is there currently and sd-wan or other traffic management scheme in place?

None.

Who provides SSL certificates for network encryption?

None used.

How many internet domains are owned by the city?

*Dahlonega-ga.gov
CityOfDahlonega.com*

What registrar is each domain registered through?

Dahlonoga-ga.gov – unknown
CityOfDahlonoga.com - NETWORK SOLUTIONS, LLC.

1. Computers

- a. How many regular users will be using the IT-maintained computers?

See RFP Schedule A

- b. How many computers are in service?

See RFP Schedule A

- c. Are individual computers backed up?

Not all

- d. Does the City of Dahlonoga have a computer hardware service plan?

No

Servers

- a. How many computer servers are there?

2

- b. How many domain controllers are there?

- c. Are there any non-Microsoft Windows servers?

No

- d. What type of backups are performed on the servers?

Servers plus a few key workstations are backed up daily using the Unitrends device. Users also make backups to flash drives periodically.

Equipment

- a. Does the IT company need to maintain and program the telephones?

No

- b. Printer:
 - i. How many workgroup/network printers are there?
2
 - ii. How many personal printers are there?
16
 - iii. Does the City of Dahlonega have a printer service plan?
No

- b. Security Cameras – Does the IT company need to maintain and program the security cameras?

Not planned at this time.

- i. How many security cameras are there?
0 now, currently bidding to have 16 installed outside the building
- ii. Are the cameras analog or digital (cat5e connected)?
They will be digital

General Questions

- a. How many locations are there for computer maintenance?
4

- b. Custom Systems
 - i. What are the custom software and database systems on the network?
See charts on pages 1-7 of this addendum.
 - ii. Does the city have support contracts for all of the custom software and database systems that are in production?
No, some do, but not all

- c. Does the City of Dahlonega have a comprehensive disaster plan?
No

- d. How quickly is the IT management company expected to establish contact for a need? 2 hours

- e. How quickly is the IT management company expected to arrive on-site for a need?
24 hours

Does the City have specifications on the Server beyond what is noted in the RFP (CPU, RAM, disk, applications, etc.)?

*Server01 - Dell PowerEdge T330, Windows 2012 R2; Service Tag: 1XHVMD2; Purchased Fall 2016
FS01 – Dell PowerEdge T310, Windows 2008 R2; Service Tag: 5YHBJ51; Purchased Feb 2012*

How many firewalls does the City currently have deployed on its network?

TP-Link AC1750 and Kaspersky Security Center 10

Does the City want to see a different Back up option with costs from what is currently deployed?

The Unitrends device functions well, however, the City is open to recommendations.

How much data is currently being backed up?

Server Data: 1,213 GB

If the City systems go down, how quickly is the desire to be back up and running (RTO- Recovery Time Objective) and from what point in time (RPO-Recovery Point Objective)?

Does the City currently back up all computers, as well as the Server? If so, is this being done with the current Unitrends Recovery device?

Servers plus a few key workstations are backed up daily using the Unitrends device. Users also make backups to flash drives periodically.

Is there some instance of backup being sent to the cloud or is everything retained on site? If so, how much data is stored in the cloud?

No data is currently stored on the cloud. Removable archive disks are rotate to offsite locations

With regard to smart phones, does the City currently have a Mobile Device Management solution in place (MDM). If so, is there a written policy around use of these devices.

NO MDM is currently in place. There is a written policy regarding use of city mobile devices

Does the city desire to see a solution that incorporates MDM for mobile devices and have a written policy and procedure as part of the overall solution?

Open to recommendations

Is there any asset management tool for IT assets currently in use?

Spiceworks is installed on Server01 and used by current vendor, however, the City does not use it directly.

Does the City desire to have assets managed by the vendor for the purposes of support, patching a Yes. *The City expects the selected vendor to manage all IT assets and provide all support for all hardware, network, and software not supported by another vendor. This would include, but not be limited to: support, patching, reporting on the assets, user assistance, installation of software upgrades, etc. and giving the City the ability to report on these assets?*

Who is the current vendor and how long have they been supporting the City's network?

Parker Technology Solutions, Inc. – Kyle Parker – Hardware support since 2011

Mr. Parker, through multiple companies, has been providing various software development and hardware/software support services to the City since ~1990 Mr. Parker will work in the best interest of the City to make the transition to a new service provider as smooth as possible.

How many support tickets per month (onsite and remote) are generated on average?

Varies from 1 to 20

How much does the City currently budget for IT support?