ADDENDUM NO. 2 TO ALL OFFERORS

Reference – Request for Proposal(s):	RFP #25-RFP-001
Date:	May 12, 2025
Proposals Due:	Thursday, May 22, 2025 at 11:00 am EST

This **Addendum No. 2** to RFP #25-RFP-001 addresses all written questions received after 2:00 p.m. on Friday, April 25, 2025, through the deadline for written questions, which was 12:00 p.m. (EST) on May 5, 2025.

The questions below have been copied exactly as received by various IT firms and they are listed in the order they were received. Although some questions are redundant, the City felt it was prudent to respond to each question individually. The City's responses are RED and listed after each question.

It should be noted that the City does not have a dedicated IT department/staff and relies entirely on the contracted firm to perform the best industry standards to manage and support the City's infrastructure, including hardware, software, network(s) and security.

Since we rely heavily on our current provider, in some cases, the City is not familiar with every detail of the systems utilized by our IT company. The request for proposal is designed to introduce your firm and quote pricing equivalent to our existing services. Should the City desire to interview prospective firms, discussions of different systems/coverage can be discussed at that time.

QUESTIONS:

1. Can you confirm if all workstations and servers are currently domain-joined? Yes

2. Is your current email system fully on Microsoft 365, Yes and are there any plans to expand or change licensing needs? Not at this time.

3. For backups, do you currently use a mix of onsite and offsite backups, or just offsite cloud storage? Both are implemented at this time.

4. Is there a preferred onsite response time you would like us to plan for if an issue cannot be resolved remotely? The IT provider should already have those protocols established in order to quickly resolve tickets. A team member should quickly know if they do not have the capabilities to remedy an issue, whether onsite or remotely, and therefore escalate the ticket to the next tier as quickly as possible.

5. Are there any legacy systems or older equipment we should plan to support? The expectation would be to support all our current hardware/systems none of which we believe are outdated. Some desktops need replacement but would need to be supported until funding is available to replace them.

6. Do you have an existing Cybersecurity Incident Response Plan (CIRP), or would you like Corsica to develop one for you? The City does not have this in their possession but our current provider has specific protocols to address these issues.

7. Are there any upcoming IT projects (like server replacements, software upgrades, or cloud migrations) that we should be aware of? None at this time.

8. Will all city departments be part of the managed services agreement, or are there any departments or locations that will be handled separately? All of the City's systems are located within City Hall except for two desktops that are managed offsite but not connected to the City's network.

9. Is your current firewall under a support contract or subscription (such as firmware or security updates)? Yes

10. What are the biggest challenges you want to improve upon from your current or previous IT support experience? The City desires to work with a firm to perform the best industry standards to manage and support the City's infrastructure, including hardware, software, networks and security. Furthermore, the firm should offer expertise, reliability, scalability, security and responsive customer support.

11. The number of physical and secondary offices Dawsonville has. One physical location.

12. The total number of employees currently working for Dawsonville. There are currently 29 employees/elected officials.

13. Do you require onsite backups specifically or are cloud backups sufficient for your servers? We currently have local and cloud hosted backups at the discretion of our current provider.

14. Do you all require any type of onsite backups to be encrypted? As we understand it, the local backups are encrypted and the system being utilized is UniTrends. Most offsite solutions are encrypted in transit and at rest in the cloud backup repository, but was wondering if there is a requirement for onsite backups to also be encrypted? This is being implemented at the discretion of our current provider. The City could consider different options should they decide to offer interviews for the top proposers or prior to the execution of a contract.

15. I was wondering if you could share how much "used space" is on your physical server and virtual server. This would help to adequately quote a BCDR device that would be big enough. Cloud backups may be compressed, so the total might be a bit bigger on the actual server itself. There is approximately 1,160 GB of used space on the physical server and virtual server combined.

16. As per Q36 in Addendum 1, our understanding is that Help desk support can be accomplished remotely from any location globally, 8x5. Do you expect helpdesk support onsite or are you open to such help desk support from any global locations remotely? The City would require onsite assistance if something cannot be resolved remotely, however, most issues we encounter are handled remotely.

17. With respect to your requirement of Comprehensive Trouble Ticketing System with Help Desk Support for Business Hours and after hours as needed, will the city require after office hours support every day? The support needed could be daily depending on issues

that could occur; there is no way to predict what could be needed on a daily basis. Also, what is the frequency of issues that you are experiencing currently? Ticket volume can range anywhere from zero (0) tickets per month up to thirty (30) or more depending on any given issue of a very broad range.

18. With respect to Business Continuity and Disaster Recovery (BCDR) capabilities, what DR Facilities exist at the city currently? Is City equipped with DR facilities for existing infrastructure? This is handled exclusively by our current provider.

19. Does City currently use any monitoring tools for the below services?
    a. Firewall Management and Monitoring
    b. Switch Management and Monitoring
    c. Server Management and Monitoring
    d. Wireless LAN Controller Management and Monitoring
    e. Anti-malware and ransomware with dark web monitoring and scanning
    f. Managed endpoint prevention, detection, response and remediation

    Any tools utilized to manage and monitor these systems are all implemented by our current provider.

20. With respect to Document management and automatic offsite data transfer, in your current operational structure, what data is transferred offsite and how? All data contained within our systems and on our network is transferred; I believe the current provider is utilizing UniTrends.

21. With respect to support for 3rd party software programs as needed, does the City facilitate SOPs for third-party software support and vendor support in place for such software? No SOP's exist; the City utilizes different software for specific processes and on occasion, our managed IT vendor will need to work with these software companies to properly implement, update or assist with issues especially if they require access to our server.

22. With respect to "Provide active tools for security awareness training and phishing campaign simulations":
    a. Does the City currently use any tools for security awareness training and phishing campaign simulations? The current provider utilizes KnowBe4.
    b. Will the City procure the suggested security awareness training / phishing campaign simulation tools based on the vendor's suggestions? No, this product should be provided by the selected vendor.

23. Does the City operate its IT infrastructure from one physical location or multiple locations? The City's systems/networks are all located at one physical location.

24. With respect to Microsoft 365 Licenses with security password management and multi-factor authentication, "MUST include managed backup and archive of MS 365 emails/data with the ability to retrieve for the purpose of an Open Records Act request, does the city use any tool/s for backup? If yes, could you please provide the tool/s used currently. Whatever tools are being utilized to maintain and secure this data is currently provided by our IT provider but we believe it is all provided through our M365 licensing.

25. Mimecast S2 Per User - Does City already have the required number of licenses? The City pays for this monthly through our current provider.

26. With respect to 24 X 7 Security Information and Event Management (SIEM) with expert team on standby –

     a. Does City currently use any monitoring tool
     b. Would such tool(s) be procured by the City based on vendor's suggestions?

It appears the City does not currently have this service but we would not be opposed to considering it in the future as we work towards securing a contract with the preferred vendor.

27. With respect to Microsoft 365 Exchange Online P1 and P2 Licenses, does the city use on-premise M365 or Cloud based M365? We believe it is cloud based but not completely certain.

28. How many Incumbent resources currently work onsite at the city? None work onsite only as needed for any issue that cannot be resolved remotely.

29. Are these onsite incumbent resources at the city offices 5 days a week or do they work on a Hybrid Schedule. No

30. What are the pain points that are driving this initiative? Nothing in particular. As a government entity who utilizes public funding, we should occasionally bid out services to ensure the City is receiving the best quality at the most affordable pricing.

31. Are there any strategic projects planned or in progress (e.g., cloud migrations, cybersecurity upgrades, digital services)? None at this time.

32. What are the various database platforms being used in current systems? We have a physical and virtual server which contains the City's overall data plus additional software databases for operations and records management.

33. Which core applications and systems are mission critical for daily operations? We would consider our entire network/system as mission critical for daily operations.

34. Are any systems currently siloed or lacking integration that you'd like improved? Not at this time.

35. What is the City's preferred level of onsite presence (weekly, as needed, hybrid, etc.)? As needed for issues that cannot be resolved remotely.

36. Is there a preferred structure for how we engage with leadership and department heads (e.g., monthly meetings, quarterly reviews)? Quarterly reviews would be preferred.

37. Are there any requirements regarding off shore help desk (24/7/365)? We did not request off shore services.

38. Can you clarify expectations for after hours support — is this primarily emergency based, or should full help desk capabilities be online around the clock? At a minimum, this would be emergency based. Our systems should be monitored 24/7/365 and any interruptions should be managed after hours as needed. Have you had any recent requirements for after hours / holiday support? (System Outage , Cyber Security threats) Not recently.

39. How many help desk tickets are generated monthly on average? Ticket volume can range anywhere from zero (0) tickets per month up to thirty (30) or more depending on any given issue of a very broad range.

40. What are the most common support requests or issues? The requests are of a very broad nature and difficult to narrow down to "most common".

41. What are the top pain points with the current support model? Nothing in particular. As a government entity who utilizes public funding, we should occasionally bid out services to ensure the City is receiving the best quality at the most affordable pricing.

42. Are end user satisfaction surveys conducted? If so, can you share recent results? None are conducted.

43. How is the current vendors support team structured (number of Tier 1, 2, and 3 staff)?Can we get a breakdown of the existing providers team? This is managed exclusively by our provider; we do not have anything to produce in response to the inquiry.

44. What level of CJIS interaction is currently required by City departments? Not applicable.

45. Are there specific systems or personnel that must maintain CJIS certification at all times? Not applicable.

46. Are there any mandatory compliance standards (e.g., CJIS, NIST, HIPAA)? No.

47. How long have has the incumbent vendor supported the City? Approximately four (4) years.

48. Will they be involved in a transition period? If so, what's the timeline and scope? Yes, and the timeline is unknown at this time based on their processes.

49. What are the strengths and weaknesses of the incumbent, in your view? This can vary from person to person but overall we are not necessarily dissatisfied with their services.

50. Is the incumbent vendor being considered for renewal or re bid? The incumbent vendor has been issued the RFP and can bid on the services.

51. Can you describe the current IT team structure (internal and/or vendor managed)? How many resources (on site vs. remote)? All of our IT systems/network are handled through our current managed provider and almost all of it is done remotely. Onsite visits are only necessary when resolution cannot be achieved remotely.

52. Are there any existing IT personnel or contractors the City expects the new provider to retain? No. All of our services would be handled by the vendor the City chooses.

53. What is the City's preferred on site vs. remote staffing ratio? Almost all of our systems/network is handled remotely.

54. Does the City require specific certifications for staff (e.g., Microsoft, Cisco, Security+) or background checks? The City's expectations would be to work with a firm who can perform the best industry standards to manage and support our infrastructure. Any certifications your team has should be represented in the RFP.

55. What was the total contract value (annually and over the full term) of the prior IT services agreement? We are not under a contract with our current vendor.

56. Will the City consider alternate pricing models (e.g., blended hourly, tiered, fixed monthly)? The City prefers to be billed monthly for budgeting reasons.

57. Is the current pricing structure based on fixed fee, T&M, or per ticket? The billing structure is based on fixed fees for each service.

58. Are there any financial penalties for non performance or missed SLAs? Not specifically other than the City would have the ability to cancel the contract based on non-performance.

59. Is this a competitive re bid or required due to procurement policy (e.g., expiration, budget thresholds)? As a government entity who utilizes public funding, we should occasionally bid out services to ensure the City is receiving the best quality at the most affordable pricing.

60. Is there a current asset tagging and tracking system, or should the vendor implement one? The City has its own asset software and none would be required by the vendor.

61. Are there multiple ISPs in each location, or a single ISP supporting all sites? There is one service provider.

62. Do you currently use any Ticketing System? If so, do we need to provide licensees or will you provide with licenses? The system in place is provided by our current vendor and it should be a part of the managed service provided by the selected vendor.

63. Based on our understanding, it is our assumption that we have to provide the tools for this project? Is this a correct assumptions? Yes

64. Do you have a "Cyber Incident Response Plan (CIRP)" in place? This will be implemented by our IT provider and should follow the industry best practices.

65. What is your current "Hardware drive space management" requirement? Our current servers – physical and virtual – has utilized space of approximately 1,160 GB.

66. Is there a preference for a local "Georgia based" company? Please refer to Section IV. of the RFP which includes the weight assigned to various criteria; a percentage has been assigned to the Firm's location.

67. How many FTE are currently being used for this project? We are not certain how many employees our current vendor is utilizing to support our network.

68. How many "Microsoft 365 Licenses" are required? The Proposal Fee Form within the RFP contains this information.
69. Could you clarify your SLA expectations, particularly:
    a. Are there different response/resolution time requirements for various severity levels? The City would expect most issues to be resolved as soon as possible to prevent downtime.
    b. Are there specific critical systems requiring faster recovery times than the "several hours to one day" RTO mentioned? This refers to a complete shutdown of our systems, however, outside of that, our expectation would be to accomplish basic help desk support in a swift manner to avoid downtime.
70. Regarding your physical infrastructure:
    a. How many distinct physical City locations require IT support? One
    b. Are servers, network equipment, and workstations centralized or distributed? Centralized

    c. What are the primary roles/functions of your two servers? To house data and run software programs

71. For network security and management:
    a. Does your current firewall include NGFW features (IPS, application control)? Uncertain; this equipment is managed by our current provider.
    b. What level of switch management is expected (configuration changes, VLANs, or primarily health monitoring)? We currently receive remote or onsite remediation for support incidents as needed, basic change/add/move requests, firmware management

72. Regarding third-party applications:
    a. Could you provide examples of specific municipal software requiring support? The City utilizes different software for specific processes and on occasion, our managed IT vendor will need to work with these software companies to properly implement, update or assist with issues especially if they require access to our server.
    b. Are there any mission-critical applications that integrate with Active Directory? Not to our knowledge.
    c. Can you characterize the general nature of the most frequent help desk requests (e.g., password resets, application support, connectivity, hardware issues)? The requests are of a very broad nature and difficult to narrow down to a general nature of requests.

73. For Microsoft 365 and data protection:
    a. Are there specific retention requirements for M365 backup beyond general compliance? We have not identified a specific retention requirement; however, we are able to retrieve emails from our current provider for at least the past five years.
    b. Does the backup requirement extend to all Microsoft services (SharePoint, Teams)? We are not certain, however, we are not currently utilizing either product on a regular basis.
    c. Is the 1160 GB backup estimate your current data size or does it include projected growth? It is our current size and the data would be expected to increase as we continue to manage records for the City.

74. Regarding security assessments:
    a. Has the City completed any security assessments in the past 24 months? No
    b. What are the primary drivers for considering SIEM implementation(e.g., compliance, threat detection, log management)? Have you evaluated any SIEM platforms? It appears the City does not currently have this service but we would not be opposed to considering it in the future as we work towards securing a contract with the preferred vendor.
    c. Are there specific compliance requirements the City must meet? The City relies heavily on the selected provider to perform the best industry standards available to manage and support our systems. We need to trust that our network is safe and secure.

75. For future planning:
    a. Are there any planned IT initiatives or software implementations? Not at this time.
    b. Does the City have established refresh cycles for infrastructure and endpoints? None are established, except for desktop replacement on a three-year rotating basis. Other, more costly components generally have to be planned before a new fiscal year for budgeting purposes.
    c. Are there plans to expand SharePoint usage for document management? Not at this time.

76. For service transition:
    a. What level of documentation and cooperation can be expected from the current provider? We understand their position would be to cooperate with a smooth transition but cannot anticipate a timeline.

b. Will the selected vendor have access to current system configurations and network documentation? Yes, once a contract has been agreed upon and fully executed.
77. Regarding pricing structure:
   a. Would the City consider tiered service options for flexibility? Perhaps, but that is something that would not be discussed unless an oral interview is required.
   b. Should services mentioned in the scope but not in the fee form (like SIEM) be included in base pricing or quoted separately? As mentioned previously, it appears the City does not currently have this service but we would not be opposed to considering it in the future as we work towards securing a contract with the preferred vendor.
   c. Is there a preference between flat-rate versus usage-based pricing for certain services? The City has always been billed a flat-rate pricing for all services.
78. What is the approximate user count? For the various services, the user counts can be found in the Proposal Fee Form contained within the RFP.

79. Do you have any Cloud infrastructure (AWS, Azure, GCP)? What is the current mix of on-premises vs. cloud infrastructure? The cloud infrastructure is provided by our current provider and we do not have this information to produce.

80. Do you have Virtualizations in place? To our knowledge, not at this time. if yes, what hypervisor or virtualization on the platform is currently in use for on-prem virtual machines?

81. Can you please share the current ticketing system (ITSM) you use, and please share the average number of monthly Tickets? The help desk platform currently in place appears to be our vendor's in-house software program. Ticket volume can range anywhere from zero (0) tickets per month up to thirty (30) or more depending on any given issue of a very broad range.

82. What is the estimated on-site response time for emergency issues? An emergency should be expected to be resolved within several hours to one (1) day.

83. What is the current backup and disaster recovery platform in use (e.g., Veeam, Azure Backup, native tools), and does the Department expect continuity or migration? We believe it to be UniTrends and would expect at least to continue/migrate current systems as we begin to work with the contracted vendor. Future implementations of different systems could be discussed in the future.

84. What SIEM solution is currently deployed (if any), and does the Department intend for the vendor to replace, extend, or manage that solution? It appears the City does not currently have this service but we would not be opposed to considering it in the future as we work towards securing a contract with the preferred vendor.

85. Do you have a Document management system in place? The City is currently utilizing Laserfiche to maintain a substantial portion of their documentation.

86. What is the source and target of data transfer and backups for off-site? Currently our system is backed up daily every hour for seventeen (17) consecutive hours with an anticipated recovery time of several hours to one (1) day. The City would expect this at a minimum. How is the transfer happening currently? The infrastructure for offsite data backups are handled solely by our current provider.

87. Does the Contractor only provide the Microsoft 365 license & Mimecast license? Yes
88. What is the Operating system of endpoints / Servers? OS Version info? Windows 11 on most endpoints. Some desktops are operating on Windows 10 which will require updating or replacing.

END OF ADDENDUM NO. 2

City of Dawsonville