



Clifton Sanitation District

Managed Service Provider Request for Proposal Addendum

RFP COORDINATOR:

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This addendum is issued to answer questions provided by the Managed Service Providers (MSP) and is hereby made a part of the Request for Proposal (RFP).

Question 1: What size appliance do you have with Barracuda for the DR?

Barracuda Backup Appliance 390 with a current raw storage capacity of 2.4 TB.

Question 2: What is your current Plan for the Barracuda filtering?

310 Barracuda Web Filter.

Question 3: What program are you currently on with Barracuda?

See questions 1 & 2 for Barracuda appliances. The District's current subscriptions include instant replacement and energize updates for both the 310-web filter and 390 backup servers, as well as unlimited Barracuda cloud storage for offsite replication.

Question 4: How many virtual machines do you have running currently?

The District currently has one virtual machine running on the server.

Question 5: What is the current average age of workstations, laptops, and servers in production today?

The average age for workstations is 2.6 years old; laptops are 3 years old, and servers are less than a year old.

Question 6: How many wireless access points are currently in production at The District?

The District has 4 (four) wireless access points. All 4 (four) access points have access granted via domain credentials, with the admin access point including a guest network with access being granted via password.

Question 7: How many full-time and part-time employees are currently utilizing computers at The District?

The District has 11 (eleven) full-time employees with 1 (one) seasonal employee utilizing computers.

Question 8: How many hours does The District estimate are required outside of 8:00 am to 5:00 pm, Monday through Friday, and holidays in a given year?

The District does not have any hard data for after-hours support over a given year. However, past experience puts the estimated yearly hours at less than 10 (ten).

Question 9: On average, How many IT-related calls do you receive on average per month outside of the hours of 8:00 am to 5:00 pm? Do these calls come from employees who are on-site or remote?

In terms of after-hours phone calls to the MSP, The District does less than 1 after-hours call per month, with the majority of after-hours calls being made due to projects/work being completed during business hours. The majority of these calls will come from on-site employees.

Question 10: Concerning after-hours and weekend support to meet the 24x7x365 schedule, can you provide a historical call volume to reference?

See question 9 for approximate after-hours and weekend support call volume.

Question 11: Can you provide an estimate of the number of mobile users for the devices you currently have?

The District has 10 (ten) full-time employees that have a mobile device and 5 (five) volunteer board members that have a mobile device.

Question 12: How many users do you have using the VPN?

The District currently has 7 (seven) devices that have access to the VPN and potentially 4 (four) users accessing the VPN at a time.

Question 13: Are the printers/copiers owned by The District? Or Leased?

The District has 3 (three) printers/copiers. 2 (two) are owned by The District and one is currently being leased.

Question 14: Are the Konica Minolta copiers listed within the RFP under an existing maintenance contract?

The Konica Minolta printer/copier that is currently leased is the only one under a maintenance contract.

Question 15: Is there an existing asset management/warranty system in place? How is it currently being managed?

The District utilizes a third-party asset management system to track the age and upcoming replacements of District-owned equipment. Management of this system is completed by work orders and purchase requests.

The District only has a manufacturer's warranty on all assets besides the Barracuda equipment, which has been listed above.

Question 16: What other software licensing needs to be managed other than Microsoft 365?

The MSP will need to manage the following licensing or alternates if approved by the District:

- VPN system (Cisco AnyConnect)
- Backup and Web filtering systems from Barracuda
- Web Domain
- Dropbox
- SSL
- Webroot Antivirus

Question 17: Are the routers/switches/firewalls/wireless access points that need to be managed currently owned by The District or will we need to put them in place?

The District owns and has in place all routers, switches, firewalls, wireless access points, workstations, SCADA systems, and PLC's. Currently, the only equipment that is leased is the Konica Minolta printer mentioned above.

Question 18: The RFP notes that some technological services (District's VoIP phone system and various applications) are managed by The District either directly or through a third party. Can you identify what applications this includes? Is a Service Requirement response required for these services?

Currently, The District has the following technological services managed by the District or by a third party:

- VoIP Phone system
- Win-911
- Esri ArcGIS
- POSM
- AllMax Software
- Apex IHR
- Time clock plus

The MSP will have a Service Requirement response required for these services in regards to access to the server, firewall conflicts, and various other IT-related support that cannot be completed in-house or by the software vendor and needs escalation.

Question 19: SCADA support: Will support be only for the SCADA workstation? Or include SCADA and PLC devices?

The MSP will need to support any hardware related to the SCADA workstation, as well as any IT-related issues with the SCADA software. The MSP will also need to support any network-related issues between the PLCs. Any other issues related to the SCADA interface programming or PLC's will be handled by in-house technology support or by a third-party.

Question 20: How many SCADA and PLC devices are there currently at The District?

The District currently has 1 (one) SCADA workstation and 11 (eleven) PLC's. (This includes MicroLogix controllers and LCPs for network related issues.)

Question 21: How often have your fiber/connections gone down between your SCADA systems in the last year?

Over the past year, the fiber/connections have gone down 2 (two) times. Both times were due to an IP conflict with the static IP address. Both issues were resolved by in-house technology support.

Question 22: What are three to five IT-related things that you would like to see improved?

There are no specific issues that The District would like to see improved, but the top 3 (three) priorities for The District are security, SCADA networking, and ticket management/resolution. The District would like to pursue segregation of networks, specifically with regards to the SCADA/PLC LAN.

Question 23: What are three to five IT-related things that you feel are working well for you?

The District's priorities that have been met well are: proactive equipment replacement per The District's standards, multiple ways to submit a ticket to the MSP; and the current network security has minimized the impact from online threats.

Question 24: Do you have a migration plan or desire to move your email system to Office 365 to uncouple it from your local exchange server?

Currently The District does not have a migration plan or desire to move our email system to Office 365. During the recent server upgrade, The District weighed the pros and cons of moving to Office 365 and determined it was in our best interest to go with an onsite exchange server until the next server upgrade.

Question 25: What features of the exchange (Email) server are important to your organization besides email communication?

The features that The District view as important are:

- Role-based permissions
- Contact lists
- Outlook for iOS and Android devices
- Administrator managed quarantine
- Calendar and scheduling features
- In place archiving and retention
- Performance