



# Town of Swampscott

Elihu Thomson Administration Building  
22 Monument Avenue  
Swampscott, MA 01907-1940

M. Ronald Mendes, Esq.  
Assistant Town Administrator, Administration  
Treasurer/Collector  
Tel: (781) 596-9553  
Cell/Text: (781) 732-0192  
Email: rmendes@town.swampscott.ma.us

## RFP FOR INFORMATION MANAGEMENT SERVICES

The following are the questions asked by proposed with the answers from the Town provided in **RED**.

### Server Related:

What version of OS are running on each of the 14 servers? **Windows 2003 – 2012**  
How many physical and virtual servers does the town have? **14 Virtual - 25 Physical : 39 Total**  
How Many are Virtual? How many are physical? **See Above.**  
For the Storage as a Service, how much storage (in Tb) is required for the servers? **20 TB**  
What applications or services are running on each of the 14 servers?  
**Active Directory, File Storage, Databases, various applications**  
Brand of servers? **HP & Dell primarily**  
Are the servers under a manufacturer warranty? **No**  
What operating systems are on the server? **See Above**  
It is our understanding that the Town's entire server fleet consists of 14 virtual servers running on (3) VMware hosts. Is that correct? **No, there are some services such as camera and voicemail systems which are still physical, there are also physical and virtual servers at the Police Dept.**

### Storage/Backup Related:

Approx. how much data is the town currently backing up? **20 TB**  
What platform is currently being used for backup? **VEEAM for onsite / Full disk image 30 Day Retention. Additionally, there are offsite full disk images in California with a 3 year retention.**  
Would the town like a new backup solution or just management of the current solution? **The existing backup system will be removed and the new IT company will need to provide an equivalent solution.**  
Are all the servers being backup on the same sub net? And if separate, are there VPN tunnels between them? **There are VPN tunnels between the Town Hall, Police, and Fire Dept.**  
For the Backup, how much data (in TB) needs to be protected via backup and disaster recovery? **20 TB**  
What type of backup system is currently in place (**See Above**) and are there any existing BDR units that are not "rented"? **No.** or is that owned by the existing IT service provider? **Both BDR Units provided as part of current service.** What are the current backup retention policies. **30 Days Onsite, 3 years Offsite in California** – how much backup history is retained/required (not including email)?  
Is it a SAN connected to the VMWare servers? **YES** If so, how is it connected? (Ethernet, iSCSI, FibreChannel, something else?) **iSCSI** Is it a NAS or file server, or something else? (**The provided units have all these options available**) Also, is there any significant growth expected in the data store size, beyond the 10 TB currently being used, and if so what is that projected growth? **40TB**  
What kinds of storage do you have? DAS, SAN, NAS? **SAN**  
What type of storage is used for server datastores? **iSCSI, NFS, SMB**  
Is the storage used for server datastores completely separate from the "Storage-as-a-Service" infrastructure? **NO, it is the only shared storage for the VMWare cluster**

What is the expectation for server support? Anything beyond the hypervisor, virtual machine OS, Active Directory and network services? **Yes, anything and everything that could go wrong will need to be handled by the IT company. In some cases it will be liaison support and others it will be the sole support.**

#### **Network Related:**

How many and what type of firewalls does the town currently have? **(2 SOPHOS 230 or equivalent)**

How many and what type of switches does the town currently have? **14+ Various types, mostly HP and Cisco.**

What type of Internet circuits and what speed come in to the town that needs to be protected by the Firewall as a Service? **Comcast cable and Verizon FiOS**

How many WiFi Access Points are required for WiFi as a Services? **10 Meraki Access Points**

How many times per year is the town wanting penetration testing to be conducted or is that up to the IT service provider's discretion? **2 times per year**

Is it safe to assume that network cabling repairs and installations are outside the scope of this RFP? **yes**

How many public IP addresses do you have? **26**

What brand of Firewalls? **Sophos**

What brand of Wireless? **Cisco Meraki**

Will video surveillance, access control and SCADA/Telemetry systems be supported at any level beyond network connectivity? **Yes, as liaison support to the vendors**

Can the Town provide detailed inventories, network drawings, etc. of all assets that will be covered by the new Managed Services contract? **yes**

#### **End User Related/Desktop/Laptop:**

Is there a current asset inventory for the town? **YES**

How many mobile computers are in the police cruisers and what type are they i.e. brand, operating system? **Panasonic Toughbooks, Windows 10, I5CPU's**

Software and Virus protection are identified as an end user support requirement, is full live end user help desk support also required? **SOPHOS**

How many employees use the approximately 90 workstations? **140**

How many Exchange mailboxes are currently on the Microsoft Office 365 Hosted Exchange email platform? **140 mailboxes**

How many mobile devices are currently owned and supported by the town and would be part of this RFP? **140**

What operating systems are on the 90 workstations? **Mixed, windows 7-10**

What hardware and software assets are currently covered by maintenance agreements? **Warranties have expired, IT company will need to support (labor) Town will purchase any replacement hardware**

How many users in total will be supported in the new Managed Services contract? **140**

Can the Town provide more information on the laptops (or 'mobile data terminals') are in Police mobile units presently (e.g. quantity, make, model, etc.?) **See Above**

Of the ~ 90 PCs in service presently, how many are used 24x7? **Police & Fire Approx**

#### **Current Support:**

Who is currently supporting the managed services contracts for servers, workstations, storage, firewalls and Wi-Fi? **Apex Computers, they have performed 1252 hours of support from May 2017 – June 2018.**

Please describe the Town's current state of Office 365 adoption. Please include subscription details (quantity and subscription type), the Office apps presently in use and the percentage of users currently enrolled. **All Users Fully Migrated, 137 mailboxes**

**General:**

**Emergency Coverage:**

What are the terms by which the current vendor delivers emergency coverage? Please describe in detail. **24/7 Emergency/After Hours Coverage**

**Who is the towns ISP? Verizon & Comcast**

Are there any technology projects that are planned? What are the details? Is the expectation that all professional services for all these projects be included in this cost proposal or can those be developed on an on-going basis? **Network Infrastructure Consolidation**

**Phones:**

Is there a current service contact in place? With who? What is the details of that support contract? Is this RFP meant to replace the current phone provider/contract? Or just oversee/manage? **Liaison support**

How many phones? **Vertical is the telephone vendor**

**Printers:**

Is there a current service contact in place? With who? What is the details of that support contract? Is this RFP meant to replace the current printer support provider/contract? Or just oversee/manage? How many printers? **Approximately 20 printers 10 – 12 managed by American Lazer**

**Process:**

Please circulate via email the handout form yesterday. **Not a question**

For any vendor that missed the mandatory on site meeting, can you supply all materials that were distributed at that meeting? **The materials have been uploaded to the town's bids page on the town website: <http://www.town.swampscott.ma.us/bids>.**

Is there any chance to have an additional walkthrough date? **No**

Bonding – not sure this type of service agreement can be bonded – and how to incorporate that expense into the agreement proposal if we are not able to get an accurate quote from a bonding company? **It will be sufficient for proposers to have liability insurance as described in the RFP and will be expected to produce a Certificate of Insurance listing the Town as an “additional insured.”**

Does Swampscott have a current WISP – Written Information Security Policy - including a written backup and disaster recovery plan? If not, is creating those policies part of the IT Directorship that Swampscott is expecting under the scope of this RFP? **The Town does not currently have a WISP and will be expecting the selected contractor to assist with developing a WISP and other Technology related “best practice” policies**

Can the Town provide an up-to-date inventory of the network, server, and workstation equipment? **Yes this can be provided to the selected contractor**

Does the Town require bidders to include the replacement of the existing Firewall, Storage and Wi-Fi "-as-a-Service" solutions in their proposals? **YES the cost of replacing the existing equipment should be considered part of the proposal since the existing equipment is owned by the current contractor.**

If the Town does require the replacement of existing “-as-a Service” solutions to be included in proposals, bidders will need details on each service (including the functional requirements) in order to produce competitive bids. Can the Town (or current vendor) provide detailed descriptions of these three services? **Details are provided both in the RFP and within the answers to these questions.**

May bidders offer alternatives to the existing “-as-a Service” solutions as long as they meet the stated functional requirements? **YES**

How will the new “-as-a-Service” solutions be funded in the FY19 budget? Will they be funded out of the “IT Contract Services” line item? **The IT Contract Service line item will fund service agreements with the selected contractor. Equipment purchases will be funded outside this line item; however, the proposals will be costed out based on the total cost as outlined in proposals and the portion of the evaluation that relates to cost will be based on our best estimate of cost as outlined in the proposal. Therefore be very clear on cost.**

#### **Equipment:**

Can the town please supply a detailed inventory of their IT infrastructure (desktops, laptops, servers, storage, network, etc.) **Yes, this can be provided to the selected contractor.**

Can the town also please provide a list of such inventory that is owned by the town and will remain if a new vendor is chosen and a list of equipment owned and being provided by the current IT vendor that will need to potentially be replaced. **Yes, this can be provided to the selected contractor.**

Is there already a bar coding system in place for the existing inventory or does this need to be created/implemented from scratch? **Yes, there is a bar code system in place and is maintained by the current contractor.**

The town is currently using storage, wireless, and firewall services as a service. There is also a subscription with Reflexion. It is understood that the Town will pursue replacing all of this equipment if a different vendor is awarded the contract. Will the Town pursue the same model with the potential new vendor, or is the Town open to purchasing replacement hardware? **The new IT company will need to implement either the same or equivalent service. Currently every PC has Sophos Advanced Endpoint & Intercept X and all servers have Advanced Endpoint (with cryptoguard) for Servers. Also, all mailboxes have Sophos Reflexion Anti-Spam, Archiving, and Encryption protection coverage.**

**Averting Disruptions** - is the incumbent IT service provider willing to sell at some reasonable cost the existing “rented infrastructure for WIFI Services, Storage Services, and the Firewall Services related hardware devices” to help avert disruption of IT services to the Town of Swampscott? **Town is unable to answer this question. The existing equipment is owned by the current contractor and selling that equipment is their decision. From the Town’s perspective, however, it may be preferable to purchase more up to date equipment.**

**WIFI Access Point Cabling** - Can the existing WIFI access points be shown in accurate building floor plans for the different locations identifying the current WIFI antenna locations in the event the incumbent IT provider is replaced? **No, however the access points are clearly visible**

Will the physical network cabling connections for those access points remain intact if the IT service provider removes those existing access points? **Yes**

Do the existing 10 WIFI access points provide sufficient WIFI signal strength and coverage for the town offices, or will the town be expecting additional WIFI coverage under this RFP which is currently not provided by the existing 10 WIFI access points? **There is sufficient coverage but Apex is always willing to additional access points as dark spots are discovered. As of today, there are no known or reported dark spots.**

#### **Telephone Systems:**

Will the new Managed Services partner have any responsibilities beyond taking the support call and managing escalation with Vertical Communications? **Yes, work with various SIP providers, number porting, liaison support.**

When will a disruption in telephone service be considered an emergency event? (Town-wide failure? Single building or department? Mission-critical personnel?) **All of the above**

Is there any integration with other services, e.g. email, external paging, etc.? **Voicemails are sent to emails**

Any softphones, web conferencing tools or other UC services? **Not currently.**