

## Addendum to Police Department IT Services RFP (dated 4/26/2022)

### General Comment:

The Forest Acres Police Department is seeking to outsource its IT function for the first time. Many of the questions around third-party management of the function are difficult for us to answer and we need assistance from the ultimate winner of the contract to help us ascertain the best path forward. Further, the answers provided below represent our best current understanding of the IT framework.

1. What is the average number of support requests generated on a monthly basis? **See General Comment, above**
2. How many hours of tech support, on average, have been provided on a monthly basis previously? **See General Comment, above**
3. Can this work be managed, in the opinion of Forest Acres PD, remotely only? If not, how often do you anticipate requiring an on-site presence (barring extraordinary circumstances)? **It would be difficult to adequately manage this engagement entirely remotely. While on-site visits could be infrequent, periodic hardware installation, upgrades and troubleshooting would require on-site options.**
4. Can you provide the current equipment manufacturers that are being used?
  - a. Router(s): **Segra Cisco WAN router**
  - b. Switch(es): **Adtran Switch / Netgear**
  - c. Wireless Access Point(s): **CradelPoint**
  - d. Server(s): **Dell**
  - e. Computers: **Dell, Panasonic**
  - f. Other relevant hardware (i.e., cameras, etc.): **Axon (cameras and associated hardware)**
5. Can you provide information on the current Backup processes (i.e. where the backups point to and whether there is currently an on-site and offsite solution) This will help us determine if a review/alter is needed or if a new disaster recovery plan will need to be included? **We will need for the contract winner to assess the adequacy of our backup processes. If possible, please price this separately.**
6. Does Forest Acres PD use a VoIP phone system that operates via the site LAN? If yes, is it segmented via VLAN already? **Yes, we use VOIP, but we are unsure if it operates via LAN and if segmented.**

7. Clarify "Internet Connectivity" under Scope of Environment. We understand this to mean that the successful bidder will act as a liaison to the ISP for Forest Acres PD. **This is correct.**
8. Is any other Municipal coordination required for the City of Forest Acres? **No significant coordination with the City's administrative IT system is required.**
9. Is the successful bidder responsible for purchasing/invoicing to FAPD software licensing (i.e. ATP, EDR, 365, etc.)? If yes, can you provide current licensing quantities and any known expiration dates for planning/budgeting purposes? **We can arrange this either way and the City realizes that these would be pass-through costs.**
10. Is there currently an incumbent or internal IT Department that we will be coordinating with and if so, can you tell us who that may be? **See General Comment, above. This function was conducted entirely internally until early 2022. Since then, a vendor has stepped on a short-term basis.**
11. Generally, throughout a multi-year contract the additional up front cost for onboarding and familiarization in the first year is built in over the term of the contract. Can you confirm that this is only a 1-year term contract? **Please break down the fees between on-boarding and annual service fees. Feel free to show us what it would look like to amortize the on-boarding costs over stated terms, as examples (e.g., 1-year, 3-year, etc.)**
12. Can you confirm the total number of police vehicles the installation of mobile data terminals will be installed in over the next year? Under the scope it says there are 24, but the language implies there might be additional later on. **We don't anticipate a significantly larger police force than we currently have (24 vehicles is a fairly firm number).**
13. Is there interest in Security Awareness Training and/or Email Filtering? **Yes.**
14. Please elaborate on what domain expertise will be needed for MS Power BI? **See General Comment, above**