



Town of Palisade, Colorado

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Request for Proposal RFP-24-0001-0927

Information Technology Services

QUESTIONS & ANSWERS

All questions contained in this document were submitted no later than October 10, 2024, and were transcribed to this document as written by the original author.

All answers were provided by the Town of Palisade.

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QUESTIONS AND ANSWERS

- Does “Any additional software licenses” include subscription licenses such as Office 365, Adobe Acrobat, etc? **YES for Office 365. NO for ADOBE**
- How does the connection between the 911 Call Center with the City of GJ to both Palisade Fire and Police Department run through the Town of Palisade? Is the Town of Palisade the center of an Intranet between the Police and Fire departments? **Via Fiber. YES**
- What systems/applications would need interfaces setup to cloud and other vendors? **Email, Server Backup, possibly XPRESS Bill Pay**
- Is the Town of Palisade expecting any coding to be performed by the IT Services Provider, or just configuring existing API interfaces from the Town of Palisade’s application/software to cloud and software vendors? **No**
- Can you list the applications/systems the Town of Palisade uses that would require integration to cloud and software vendors? **Already in place - Managed by our current IT provider.**
- In regards to support and coordination of access control systems and HVAC systems, what would be the scope? For example, would the Town of Palisade expect addressing heating/cooling issues and failed card scanners, or making sure the contractor responsible for HVAC and card access systems can submit support tickets when they are unable to access the equipment? **NO**
- If physical fiber failures occur that require repair, does this fall into the scope of “Support for Fiber”? **Only need to identify the cause of the failure**
- Can you elaborate on the purpose for the 2-3 times per month, 2:00am – 3:00am call from emergency service personnel. What is the purpose of these calls? **An Emergency and/or system access failure**
- “Support for printers and copiers” - Does this include physical repairs of printers and copiers? **NO**

- Does this bid also include support during City Council meetings outside of normal business hours? If so, what time does the City Council meet? **NO**
- Does the Town of Palisade know what model/vendor they will be using for their VOIP Office system? **Yealink Model T42s phones, current phone VIOP is with Zen Communications**
- Section 3.4 Rates: States any hardware replacements or additions will be additional to the fixed bid. Would the phone system be a future project, with us providing the Town of Palisade with a solution to purchase? **We have phone equipment and service in place, you would need to assist in replacing non-working equipment for now, bidding for new system is separate from this bid**
- Analog phone line support for fax and Intoxilyzer. What is the scope? For example, If the phone vendor is providing analog dial tone via SIP device, then we cannot guarantee the device itself is setup correctly to transmit the data. We can only be sure that the physical connection is good to the Intoxilyzer/fax, and it is receiving dial-tone. **Managed by our current IT provider.**
- Is the Town of Palisade looking to have their website moved to a hosting site provided by the IT Services company? **No**
- Does the Town of Palisade have access to the current website and performs backups on that site? **We have viewing access and can make changes, backups managed by the State**
- Please provide more information on the platform the current website resides. How does the Town of Palisade access the site for troubleshooting/coding? **Colorado.gov, we would request the State to act for these items.**
- Office 365 Email Archival: What is the time duration for email archival? For example, 3 year, 7 year, infinite? **The Town of Palisade follows the Colorado Municipal Records Retention Schedule. For emails of routine value, we are required to retain them for two years.**
- Ingestion of Archived emails from PST/Other sources
 - Where would these emails be ingested into? Existing Office 365 accounts? **Managed by our current IT provider.**
 - What is the time frame to ingest these mailboxes? **Managed by our current IT provider.**

- Please provide a plan/strategy on how to match the archived emails to the email accounts to be ingested to. **We will accept your solutions for review**
- In regards to Net Motion, who is the vendor? NetMotion is a network security software, but also can be a product by Verizon, AT&T, etc. **Current Solutions, LLC**
- What Two Factor Authentication vendor is currently being used? **Microsoft 365 and Duo**
- Who is your current IT Services provider? **IronEdge Group**
- Does current IT Provider own any hardware that is onsite at Town of Palisade? **NO**
- Does the Town of Palisade own any mobile phones that you expect new IT company to manage? **None currently or in the future.**
- Do any Town of Palisade staff bring their own computers or devices to work that are not owned by the Town of Palisade? **No**
- Does the Town of Palisade utilize a Password Manager? If so, which vendor? Are passwords stored on computers? on paper? **NO**
- For 2 Factor Authentication for Office 365 is password complexity enforced? **Yes**
- Do 2 physical servers utilize Active Directory? **Yes**
- Are servers, switches, workstations and laptops under warranty? If so, what are terms of warranty? **Managed by our current IT provider.**
- Is web filtering utilized on Town of Palisade network? **Yes**
- Is Office 365 being backed up to a 3rd party? **No**
- Does the Town of Palisade have a written Information Security and Privacy Policies document in place? **Managed by our current IT provider.**
- Does the Town of Palisade have a Business Continuity and Disaster Recovery Plan? **Managed by our current IT provider.**

- Does the Town of Palisade have a Security Incident Plan in place? **Managed by our current IT provider.**
- Does the Town of Palisade have a Cyber Insurance Policy in force? If so, may we obtain a copy of that? Or should we submit a CORA Request? **We do have a policy in place, will forward it to the selected vendor.**
- What version of Windows Server licensing is utilized on each physical server? **Managed by our current IT provider.**
- How many licenses are utilized for Threatlocker? **Managed by our current IT provider.**
- Can you provide a list of approved software Threatlocker has authorized and is running on Town of Palisade servers and workstations? **Managed by our current IT provider.**
- Is there a current list of IT assets the Town of Palisade currently owns? May we receive a copy of that list? Or should we submit a CORA Request? **This is managed by our current IT provider.**
- Can you provide number and model of iPads currently in use at the Town of Palisade? **We have up to 7 iPads in use, they were purchased from 2019-2024.**
- What is the Town of Palisade email archival compliance requirements? **The Town of Palisade follows the Colorado Municipal Records Retention Schedule. For emails of routine value, we are required to retain them for two years.**
- Can you provide model number of Synology storage device? How much storage is utilized? How much storage is currently available? **Managed by our current IT provider.**
- Can you confirm the Town of Palisade hosts website with the State of Colorado? **YES**
- Who currently maintains the Town of Palisade website? **State of Colorado**

- If the Town of Palisade website is maintained by an outside 3rd party, is there a contract in place? **N/A**
- If there is a contract in place, may we receive a copy of that contract? Or should we submit a CORA Request? **N/A**
- Is there a contract in place with the State of Colorado to host website and may we receive a copy of that contract? Or should we submit a CORA Request? **A contract with the State does not exist in our records.**
- Can you describe examples of web maintenance being requested? **Cache clearing**
- Does the State of Colorado, currently backup Town of Palisade website? **Yes**
- If so, what is backup schedule for backing up Town of Palisade website? **This is managed by the State of Colorado.**
- If not, is the Town of Palisade website currently backed up onsite at Town of Palisade? **NO**
- What is the approximate size of Town of Palisade website backups? **This is managed by the State of Colorado.**
- What Antivirus is currently being used on Town of Palisade workstations and laptops? **Threat Locker, Microsoft Defender**
- Can you provide a number of physical phones and model of phones that are currently in place? **22 Yealink Model T42s phones**
- Are additional physical phones needed? **Not at this time.**
- Do you know the name of the phone system you currently have in place? **Yealink**
- How many phone numbers (DID numbers) does the Town of Palisade own? **23**
- Is there ethernet run to each physical phone? **YES**
- Is there a need for running ethernet wiring for additional phones? **Not at this time**

- If so, is there enough ports in POE ethernet switches for additional phone connections being added? **There is room at every location if needed**
- If there is a need to run ethernet wiring for additional phones, how many drops are required and what is length of drops? **Not requested at this time.**
- Which company was utilized to install current access control system? **Current Solutions LLC**
- Is there a support contract in place with 3rd party company that installed current access control system? If so, may we receive a copy of that contract? Or should we submit a CORA Request? **No contract exists.**
- Which company was utilized to install cameras at the Town of Palisade facilities? **Current Solutions LLC**
- What length of time is video footage stored for Town of Palisade cameras? **The length of time is dependent upon the system used.**
- Is there a support contract in place with 3rd party that installed cameras? If so, may we receive a copy of that contract? Or should we submit a CORA Request? **No contract exists.**
- Which company provides support for copiers or printers at the Town of Palisade? **Support for our main copier/scanner/printer is All Copy Products. Individual station printers receive support from IT provider.**
- Is there a support contract in place for copiers or printers? If so, may we receive a copy of that contract, or should we submit a CORA Request? **Maintenance Agreement is in place with All Copy Products for the main printer. No other contracts exist.**
- It is our understanding the Town of Palisade is utilizing KnowBe4 Awareness Training. Were the licenses purchased through State contract? SIPA? or 3rd party vendor? How many licenses were purchased? Is new IT vendor responsible for providing KnowBe4 licensing? **The license was procured by our current IT provider.**

- Can the Town of Palisade provide a copy of contract with your current IT provider? or should we submit a CORA Request? **A current contract does not exist.**
- Can the Town of Palisade provide copies of recent invoices for the past 3 months from your IT provider? or should be submit a CORA Request? **Please view expenditure reports at <https://palisade.colorado.gov/departments/finance>**
- Are we able to schedule presentations to Town Staff for Phone System? Endpoint Protection? Advanced Email Threat Protection? and Vendor presentation prior to November 5, 2024 Board of Trustees Meeting? **Not at this time. The company selected will be given an opportunity to present recommended changes or upgrades to current systems, programs, equipment, security, etc.**
- Are there any existing IT service providers currently managing your infrastructure, and if so, what challenges have you faced with them? **The Town of Palisade's current IT provider is IronEdge Group.**
- What is the expected volume of help desk support calls, particularly for after-hours and emergency service personnel? **The number will vary, but it will always be lower with good IT procedures, products, and protocols. Hours listed in RFP for support**
- How do you currently handle software license management, and are there any immediate needs for additional licenses or upgrades? Should the contract include a procurement plan in the proposal? **Microsoft licenses and updates are managed by our current IT provider. Most other licenses and upgrades are managed internally, with upgrades and updates being managed by IT upon request.**
- Will the Town be responsible for procuring any hardware replacements, or should the contractor include a procurement plan in the proposal? **We currently get a listing of recommended life spans of all computer equipment from our IT provider, then decisions are made by the Town to execute replacement.**
- What are the key performance indicators (KPIs) or metrics that will be used to evaluate the success of the IT support services contract? **The Town does not have any official KPI's. Working equipment, systems, and security will show success.**

- Can you provide more details about the Town's existing fiber infrastructure and any plans for future upgrades or expansions? **There are no current plans for upgrades or expansions. Fiber has been run to all Town facilities, and the Town hosts the CNL. Currently there is only one provider offering last-mile fiber to businesses and residents in Palisade.**
- How frequently do you anticipate needing onsite support versus remote support for workstations, network devices, and other IT assets? **Currently we have once a week scheduled onsite support. Additional visits may be requested depending on need.**
- Are there any planned future technology initiatives or system upgrades (e.g., cloud migrations, software overhauls, County/Grand Junction based emergency services transitions) that the contractor should be aware of when proposing services? **Not at this time**
- Is there an existing disaster recovery plan, or will the contractor need to develop one as part of the services? **Managed by our current IT provider.**
- How is the Town's current VOIP system configured, and are there any expected upgrades or changes during the contract term? **No upgrades or changes expected at this time.**
- What is the current level of integration between IT systems across different town facilities (e.g., Town Hall, police, fire)? **Managed by our current IT provider.**
- How often do the backup systems (onsite and offsite) undergo testing, and what are the Town's expectations for disaster recovery timelines? **Daily**
- Could you clarify the scope of support for public safety-related systems like Tyler Technologies New World Public Safety Solutions? **Updates**
- Are there any key upcoming projects (e.g., new facilities, expanded services) that would impact IT services during the contract period? **Not at this time.**
- Do you currently follow any archive/retention policies for your email? Are they the same across departments? **Palisade administration follows the Colorado Municipal Records Retention Schedule.**

- How many iPads are currently in use by the Town? When was their purchase date and do they currently have warranty support/AppleCare? **Up to 7 iPads, 2019-2024, no.**
- Can the agency provide the pricing format of this requirement? **Unsure of what this question is referencing, but we currently require our IT provider to submit a breakout of services provided in a monthly statement.**
- Who is the current incumbent for this? **IronEdge Group**
- What is the current spending of this contract? **Please view expenditure reports at <https://palisade.colorado.gov/departments/finance>**
- Do you require vendors to be located in CO? **No**
- Could you provide an overview of how the existing virtual machines (VMs) are currently set up? (We understand Hyper-V setup is part of the contract.)
 - Is there a current hypervisor in place for the VMs, such as ESXi, that may need to be transitioned to Hyper-V? **Hyper-V is our current hypervisor**
- Could you share details on your current SAN (Storage Area Network)?
 - What is the capacity of the Town's network-attached storage? **Managed by our current IT provider.**
 - Do you have a preferred vendor for this? (e.g., NetApp) **Synology**
- Does the Town of Palisade have a network administrator who has previously architected your network topology? **Our current IT provider.**
- Does the HVAC system exclusively serve the network rooms, or does it provide full coverage for all public buildings in the Town of Palisade? **The only dedicated HVAC system for any equipment is for the CNL.**
- How many total devices are in use across the Town's 92 users? (For example, desktops, laptops, and tablets per user.) **Approximately 125 which includes laptops, desktops, printers, tablets, and desk phones.**
- Are the iPads used by council members owned by the Town, or are they personal devices? **iPads provided by the Town**