



**City of Edgerton
Request for Proposal - Managed Information Technology Services**

Questions and Answers as of 9/22/2021

#	Question	Answer
1	Is there a map of network components that shows where items are located within the various buildings?	No. There is a list of devices that are in each building. There isn't a map of their exact location within the building. In each building, there is only a couple of spots where infrastructure is located and is easily found.
2	What is the brand of switch that will be purchased for the Public Works location?	Unifi
3	Does the City use Barracuda or something similar for email protection from spam and phishing?	The City uses IronScales.
4	Does the City back up Microsoft 365 emails and files?	Yes. All emails and SharePoint folders.
5	Does the City own the Datto device?	Yes. It is a physical device located with the server.
6	What is the quantity of data that is backed up on the Datto device?	800GB (1.06TB with versioning)
7	Is being the administrator for your current phone system required?	Yes. This is listed as a required service. The provider has admin rights on the web portal and can assign extensions, change email addresses, and things like that. Also, if there is some other issue with the system, the IT provider puts in a support ticket with Net2Phone and is the lead on the ticket. For example, right after we upgraded to 2.0, we had issues with the transfer function working properly. Our current provider immediately put in a ticket with Net2Phone and worked as the go between for the City and Net2Phone to get the issue resolved. This entailed gathering info from us about when it was happening and relaying that to the staff at Net2Phone. Then when Net2Phone wanted to test a solution, our provider helped us carry that out.
8	Do you need 24-hour monitoring for alerts for your wastewater plant? If so, what does that look like?	We already have a software called WIN-911 installed on one of the admin/operator PCs at the plant. Mike, our Utility Superintendent, has flags set in the SCADA software for the situations in which he wants to be called. The WIN-911 software automatically calls his City cell phone. He uses an app on his phone (recommended by our current provider) to access the admin/operator PC in his

		<p>office at the plant to see what the alarm is for. Then he decides if he needs to go to the plant to resolve it. The items generating the call outs are the plant equipment items themselves – like pumps, fans, the clarifier, and things like that. Fixing those is not under the purview of the IT provider. That is up to Mike and other vendors that work on those mechanical parts of the plant. The IT provider is responsible for making sure the admin/operator PCs function, are up to date on service packs, hard drive is healthy and things like that. The IT provider is also responsible for installing WIN-911 updates whenever they become available. City will notify the IT provider when an update is available because the City is responsible for paying the annual maintenance cost and is listed as the contact at WIN-911.</p>
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