



City of Okeechobee

Response to questions submitted regarding RFQ # FIN 01-32-03-19 Information Technology Services, received after April 2nd, 2019.

Dated: April 8, 2019

1. What is the budget for IT at the City?
 - \$30,000
2. What project(s) are in the future for the City (6 months, 1 year etc.)
 - Possible fiber connecting all City buildings; City wide server; Software upgrades. (not all inclusive)
3. Do you have historical data for your network? How many calls are requested during normal business hours and how many were handled after normal business hours?
 - We do not have this information
4. Who is the current provider of services for the City?
 - ICS Computers and IMS
5. How often do you currently have someone on site to work on issues at the City?
 - Current staff work on help desk issues daily. Anticipate 5-6 hours weekly for onsite work.
6. What software applications are currently on your network at the City?
 - Please refer to Exhibit A, I have tried to list all from each department.
7. Will all of these applications need to be supported by the vendor?
 - The CAD system is under a maintenance contract for its server and software currently.
8. What are the total number of devices
 - a. Workstations-
 - b. Laptops
 - c. Servers
 - d. Switches
 - e. Firewalls
 - For a., b., and c. please refer to the document provided during the mandatory meeting. Copy is on website.
 - Police Department site, d. 2 switches, e. 1 Firewall. City Hall for d. and e. I do not know at this time.
9. How many users are on the network?
 - We have 65-67 employees. 97% have at least an email but not all have access or the need for a PC or laptop. Please refer to the number of devices already provide for an indication.

10. Will we be supporting the police and fire departments as well?
 - Yes. All City departments.
11. If a request for service comes in what is the amount of time for us to respond onsite? During the pre-bid meeting we heard an answer of 30 minutes, is this correct?
 - Yes, 30 minutes.
12. Can you provide to us an expanded work flow for your CAD, we would like a better understanding so we can possibly offer some enhancements to your system? If a call were to originate for the CAD system would that require for someone to be onsite within 30 minutes or a call to the end user within the 30 minutes?
 - We use the Spillman Technologies CAD System and have a maintenance contract on their software. We also have a maintenance contract on the Server which the Cad System resides on. Any Dispatch workstation hardware issues require a 30 minute response time.
13. Of the hardware onsite are you expecting a refresh in the near future? Windows 7 support expires on January 20, 2020.
 - Unknown at this time
14. Do you have any virtualized servers or desktops in your network?
 - No.
15. What is the plan for increasing the bandwidth within the City?
 - Please refer to #2.
16. Are you backing up data on the workstations along with the servers?
 - No
17. What is your anti-virus application, are you happy with it?
 - City hall has various applications
 - Police Department uses Vipre Endstation Security, and we are happy with it.
18. Do you have a network diagram that can be provided?
 - Not at this time
19. What type of maintenance and support contract does the City of Okeechobee Police Department have on the Spillman (CAD) Computer Aided Dispatch system?
 - The CAD system is under a maintenance contract for its server and software currently.
20. Will the City please clarify what support is required for the 30 minute response for emergencies? Is this a call back from the Help Desk within 30 minutes of an outage or other system problem being reported, followed by on-site support if the problem can't be resolved remotely?
 - 30 minute onsite support is required for emergency software/hardware problems