

### **IT RFP questions 7-16-2025**

How many servers: 11- 2 physical servers and 9 virtual servers

How many switches: 5

How many firewalls: 2

How many users: 36 EMPLOYEES; 20 PD and 16 ADMIN plus 9 laptop computers

- How many sites?- 3 sites: Town Hall, Public Works, and Police Department (Town Hall/PD are in one location)
  - Location of each site and Approx. number of users at each site?
    - 5 at Public Works
    - 9 at Town Hall
    - 16 at Police Department
  - How many data centers? 1
  - Location of each data center? Palm Beach Gardens NorthComm

How many Domain Controllers are at each site? Town Hall and Public Works are on the same DC. Police Department

- 3 Virtual Server: 1 at Town Hall and 2 at Police Department

Are you currently running any services in Azure? no

- Intune? no

Are passwords being synchronized from on-premises AD to Azure? No

- What is the current Domain Functional Level? Windows server 2016
- How many servers? 2
- How many Users? 30
- How many endpoints? 58
- Do Domain Controller and File Server services co-exist on the same server? no
- How many File Servers? 2
  - Total storage in use per file server? 2TB and 1 TB
  - How is the storage attached? Via group policy

Local disks? Yes

External Disk Array Enclosure? Yes

NAS? Yes

SAN? No

Exchange/O365/G-Suite

- How are you handling email delivery? G-Suite
  - On-premises Exchange? no
  - O365? no
- Is SharePoint being used in the environment? No
- How is SharePoint deployed in the environment? NO
- How is SharePoint being utilized? N/A
- Are there any SharePoint custom applications? N/A
- Is there any governance currently in place? N/A
- What kind of servers are in use? Dell PowerEdge Blade Server
- How many servers? PD: 6 Virtual Machines, TH: 6 Virtual Machines
  - Windows? Yes
    - OS version? Windows server 2016 Datacenter, Windows server 2019
    - OS version? CentOS 7
- What virtual technologies are being used in the environment?
  - Hyper-V? Yes
    - How is it being used? Virtual Machines
    - What version? 10.0.14393.0
  - VMware? No
  - Citrix? No
- Are you using any public cloud services? None
- Is there currently a share storage solution in use?
  - NAS? YES
    - SMB? Yes, via active directory
  - SAN? No
- Is there any cloud-based storage in use? AWS glacier for backups (Vendor Provided)

- Is there any object-based storage in use? AWS glacier (Vendor Provided)
  - What is your current WAN topology? Information Exempt Florida State Statue 119.0725
- What is the network connection speed at the sites? Unknown; provided by County

What is the network connection speed between the sites? Unknown; provided by County

- Do you have a current network diagram that you could share? Information Exempt Florida State Statue 119.0725
- How many routers? Information Exempt Florida State Statue 119.0725
- How many switches? 4 Switches
  - Make/Model/Quantities? Information Exempt Florida State Statue 119.0725
- How many firewalls? 3 Firewalls
  - Make/Model/Quantities? Information Exempt Florida State Statue 119.0725
- How many Access Points? 8
  - Make/Model/Quantities? Information Exempt Florida State Statue 119.0725
- What is being used for network monitoring/management? Information Exempt Florida State Statue 119.0725
- What is your backup platform/software? Veeam
- How are your servers being backed up currently?
  - Local and multiple remote repositories
- How often are backups validated? Weekly
- What is your current disaster recovery strategy? A little bit of both. Heavier on RPO

#### Compliance Requirements

- We understand and hold the CJIS Level 4 certifications, but to ensure we're aligned with your needs, could you let us know if your organization is subject to any other regulatory or compliance frameworks, such as HIPAA, PCI DSS, or GDPR? None, Just CJIS. NIST standards.
- Do you have any specific compliance requirements we should be aware of—such as HIPAA, PCI, SOC 2, or others? None
- Are there any other security objectives that your organization is striving to achieve? No

## GENERAL / ADMINISTRATIVE

### 1. Incumbent Vendor

- Is there a current vendor providing IT services? YES. If so, who is it and how long have they held the contract? NODE0 IS THE CONSULTANT; THEY HAVE WORKED FOR THE TOWN SINCE 2018

### 2. Demonstration Phase

- Will selected finalists be invited to demonstrate service capabilities or tools (e.g., monitoring platform, ticketing portal)? NO

### 3. Evaluation Weighting

- Will the Town publish or disclose the detailed scoring breakdown beyond what's listed in the RFP? ALL INFORMATION DISCUSSED BY THE EVALUATION COMMITTEE WILL BE PUBLIC RECORD. THE MEETING WILL BE PUBLIC WHEN THE SUBMITTALS ARE REVIEWED AND DISCUSSED.

### 4. Proposal Scope

- Should optional services like strategic planning or web design be included in the monthly base price or listed separately? NO

### 5. Pricing Adjustments

- Will the Town allow for CPI-based price adjustments or cost escalations in renewal periods? NOT TYPICALLY BUT YOU CAN ADD THAT TO YOUR SUBMITTAL

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## HARDWARE & INFRASTRUCTURE

### 6. Inventory of Hardware

- Can the Town provide a current inventory of:
  - Workstations, laptops, and mobile devices (type, OS, quantity)? SEE INFORMATION ABOUT HARDWARE AT THE TOP OF THIS FORM
  - Physical and virtual servers (roles, OS, hypervisor)? SEE ABOVE
  - Network equipment (firewalls, routers, switches, WAPs – make/model)? SEE ABOVE
  - NAS/SAN storage devices?
  - VoIP phones, printers, IP cameras, and ALPR systems? VOIP PHONES ARE MANAGED BY THE COUNTY. WE HAVE PRINTERS/CAMERAS AND ALPR THAT YOU WOULD NEED TO BE FAMILIAR WITH.

## 7. Age of Hardware

- What is the average age of current hardware across servers, endpoints, and networking gear? UNKNOWN;

## 8. Replacement Policy

- What is the Town's hardware refresh cycle (e.g., every 3 or 5 years)? IT DEPENDS BUT GENERALLY WE REPLACE ITEMS AS NEEDED AND IT CAN BE EVERY 3 TO 5 YRS

## 9. Existing Warranties or Support

- Are any devices under warranty or OEM/vendor support contracts (e.g., Cisco SmartNet, HP Care)? UNKNOWN

## 10. Redundancy & BCDR

- Is there disaster recovery hardware or a secondary site in place? YES
- Are critical systems deployed in high-availability (HA) mode? YES THE SERVERS ARE DEPLOYED IN HA MODE



## SOFTWARE & SYSTEMS

### 11. Alternate Software/Hardware

- Will the Town accept compatible alternatives to the specified systems (as listed on page 13–14) if they do not incur additional licensing fees? IT WILL BE CONSIDERED

### 12. Legacy System Plans

- Are any systems (e.g., Superion, Netmotion, DAVID, Laserfiche) approaching end-of-life or under review for replacement? NO

### 13. MDM & Mobile Devices

- What MDM solution is in use for Police or Town-issued mobile devices? ONE SOLUTION MOBILE



## SECURITY & CJIS COMPLIANCE

### 14. CJIS Audit History

- When was the last CJIS audit performed by FDLE or other authority? JUNE 2022

### 15. POA&M Status

- Are there any open Plans of Action and Milestones (POA&Ms)? If so, can a redacted version be shared? N/A

#### 16. Current Compliance

- Is the Town's Police Department fully CJIS compliant today? YES
- Are all personnel CJIS Level 4 certified? If not, what roles still need clearance?  
ASSISTANT CHIEF AND POLICE SERVICES COORDINATOR ARE LEVEL 4

#### 17. Documentation

- Will the Town share applicable CJIS policies or audit summaries for review? YES

#### 18. Security Standards

- Are other frameworks used (e.g., NIST, ISO 27001, CMMC)? EXEMPT F.S.S 119.0725

#### 19. Vulnerability Management

- Is routine vulnerability scanning, remediation, and reporting in scope or already in place? N/A

#### 20. Incident Response

- Is there an incident response plan or security playbook currently active? N/A

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### SUPPORT MODEL & TICKETING

#### 21. Ticketing System

- Does the Town currently use a ticketing system (e.g., Spiceworks, Zendesk, ConnectWise)? NO; COMMUNICATION W/ CONSULTANT IS VIA PHONE OR EMAILS
- If so, can the last 3 months of anonymized tickets be shared to evaluate support volume and issue types? N/A

#### 22. Remote Management

- Is the network currently managed remotely by the incumbent? YES
- What remote access tools are in place (VPN, RDP, etc.)? SECURE ACCESS (PD)-  
GARDENS- CONNECTWISE CONTROL

#### 23. On-Site Support Details

- Are the 32 on-site hours per month fixed to specific days/times, or is there flexibility?  
WE REQUEST A SET DAY/TIME
- Are after-hours onsite visits counted toward the 32-hour minimum? NO

## 24. Emergency Response Expectations

- How does the Town define an “emergency” requiring a 1-hour onsite response? SOMETHING OF A CRITICAL NATURE, FOR EXAMPLE; IF THE SYSTEM WERE HACKED, IF THERE WAS NO COMMUNICATION AND THE POLICE DEPT HAD NO ACCESS THAT WOULD BE AN EMERGENCY, OR ANYTHING FROM A DEPT HEAD THAT IS CONSIDERED IMPORTANT

## 25. Coordination with Third Parties

- How many external vendors or agencies does the Town work with (e.g., ISP, phone provider, Tyler Tech)? WE HAVE MANY OUTSIDE VENDORS INCLUDING PALM BEACH COUNTY FOR OUR INTERNET AND VOIP PHONES. OTHER AGENCIES FOR THE DISPATCH OF 911 SERVICES ETC., LASERFICHE, MUNIS, FLOCK SAFETY ETC.



## MONITORING & CLOUD SERVICES

### 26. Monitoring Tools

- Are monitoring tools already in place for infrastructure and endpoint health? YES
- If not, should the vendor propose a monitoring platform?

27. What Software does the town already pay for to manage cybersecurity? KNOWB4; THE TOWN'S CONSULTANT ALSO PROVIDES SECURITY IN THE CONTRACT

### 28. Cloud Services

- Does the Town currently use any public or private cloud services (e.g., Azure, AWS, Office 365)? AMAZON, AWS, GLACIER

### 29. Backup & Disaster Recovery

- Are current backups cloud-based, on-prem, or hybrid? YES, ON PREM/CLOUD
- What is the backup frequency, retention policy, and recovery objective? 90 DAY LOCAL, 1 YR REMOTE, BACKUPS ENCRYPTED AT REST



## COMMUNICATION & LOGISTICS

### 29. Primary Point of Contact

- Who will be the Town's primary liaison for day-to-day and strategic engagement? ANDREA DOBBINS; PROJECT COORDINATOR/RISK MANAGER

**30. Physical Access Requirements**

- Are badges, background checks, or special authorizations needed for physical access to Police or Admin systems? YES

**31. Preferred Communication Channels**

- Does the Town have preferred tools for incident reporting, task tracking, or remote collaboration? NO

32. What is the security appetite of the town? WE WANT THE TOWN AND THE NETWORK TO BE FULLY SECURE

33. Microsoft Certified System Engineer certifications were retired by Microsoft in 2017. Would appropriate Azure experience suffice? NO