

Questions and Answers from 8 March 2024

IT RFP Pre-Proposal Meeting

The following is a list of questions that were asked at the 8 March 2024 pre-proposal meeting for the Village's RFP for IT Services. Answers are given, to the best of the Village's ability, in red.

- How many workstations/users in the Village?
 - Roughly 31 workstations, with roughly 60 active user accounts.
 - The Village is looking to grow to roughly 35-40 workstations within the next 5-10 years.
- Does the Village utilize an exchange server, or Microsoft 365?
 - The Village utilizes an Exchange server.
- Can the Village speak to the differences given in the insurance section of the RFP and the draft agreement section?
 - The Village has been in direct contact with the applicant who asked this question, and is awaiting specific differences. Assuming the applicant can get the Village these specifics before the due date for questions, an update will be given accordingly.
- Will the vendor be responsible for comprehensive maintenance of the Village's copiers?
 - The Village currently has a service agreement with Marco for the copiers, but the Village may have occasional questions for small issues.
- Does the Village utilize any virtual servers?
 - After discussions with other staff, we may have a virtual BS&A server, along with a physical server. This is something we may need assistance with figuring out after a vendor is chosen.

- Will the vendor be responsible for maintaining the Village's Firetide radios?
 - The Village's current vendor has subcontracted for this service in the past. As such, the Village would expect the Vendor to handle this service, whether themselves or through a subcontractor.
- Does the Village utilize 24 or 48 ports?
 - The Village seems to utilize both 24 and 48-port switches.
- What is the timeline for the Village migrating to a cloud-based system?
 - The Village does not have a specific timeline for this possible migration. The Village would look to the chosen vendor to give guidance for best practices. The Village would also look to start specifically with Office 365 and a security VPN.
- Will the Vendor be responsible for maintaining the cameras at the Police Department?
 - No.
- How many access points are there in the Village?
 - The Village has roughly 24 access points at Village Hall, and roughly 14 at the Police Department.
- Does the Village currently utilize any security packages?
 - The Village utilizes Barracuda for email security. This is done through an agreement with the Village's current vendor, who provided a physical box for the security measures.
- When was the last time the Village conducted a security assessment?
 - Staff was unaware of the last time a full assessment was conducted.
- Will the vendor be responsible for ensuring PCI compliance?
 - The Village would look to the vendor for suggestions on best practices for PCI compliance.
- Does the Village have a replacement program already in place?

- There is a spreadsheet with Village hardware and suggested replacement timelines. This sheet likely needs review and updating from the new vendor.