

Downers Grove Park District - IT Managed Services RFP Questions and Answers

- 1) Are any of the switches and firewalls in Appendix B: Diagram 1 and 2 stacked? This would affect how we price things out.**
 - No, none of these devices are stacked.
- 2) Do they need managed services for the 90 x desktops and laptops and the 20 x tablets?**
 - No, support for these devices are handled in house.
- 3) As an MSP, are there any opportunities for improvement that you are looking for from the next vendor chosen to assist Downers Grove Park District?**
 - We believe that we currently have a good IT infrastructure in place after the past 5 years of improvements with our current managed IT service provider. We would like to continue moving the District in this direction and maintain a partnership, like we have had in the past, with any managed service provider that we choose.
- 4) Are there any industry specific credentials/specifications required by the Vendor? I.E SOC 2 attestation. Or personnel qualifications? I.E. CCIE**
 - IT Industry standard certifications are a plus by not required by the Park District. Certifications will serve to help base a Respondent's competency in their areas of support and expertise. If you have any certifications, please include this information with your submission.
- 5) Do you prefer your onsite labor scheduled or on-demand?**
 - This would depend on the nature of the issue. On-demand, on-site would be anticipated for software and hardware related issues that fall under the IT managed services that can't be resolved remotely and are causing a disruption in a product or service.
 - Scheduled labor would be ideal for any software or hardware issues that are not disrupting the business
- 6) Are there any specific response times or SLA's that the winning provider would have to adhere to?**
 - We are looking for typical industry ITIL standard response times. ITIL certification is not required.
 - o P1: Priority 1 - Critical issues causing a service disruption to the business should be acknowledge / addressed within 15 minutes and a plan for resolution.
 - o P2: within 24 hours
 - o P3: 24 – 36 hours
- 7) Does DGparks have any documentation that depicts the virtualization design for both VMware and HyperV? A list of hosts and guests on each platform with short overview of purpose would be great.**
 - Both platforms are running on different physical servers. VMWare is used for the Cisco collaboration system. Hyper-V is running on the Dell VRTX which houses all other virtual servers, i.e. Domain Controller, Exchange, File, Web Server.
 - Server details and documentation will be provided to Respondent finalist.
- 8) Is SQL being used or any other databases?**

- Yes, our Finance software is running SQL. Support for this software and SQL is provided by the Software Vendor.

9) Is VMWare just used for Cisco collaboration systems? If not is there a reason both HyperV and VMware are both used?

- Yes, VMWare is only used for Cisco collaboration ESXi Server.

10) Does DGparks have a single domain active directory and is there any integration with Azure?

- Single Domain, there is "AD Sync" running to sync AD with SharePoint online.

11) What email service is currently in place? Should that be included in support?

- Exchange / Microsoft Outlook.
- Yes, support should be included.

12) Is there a subscriber currently on site and off site?

13) Where is the publisher located?

14) Is unified messaging currently integrated with Unity?

15) Is the DGparks UCCX enhanced or premium?

16) Is UCCX using Finesse or Cad?

- **Answer to questions 12 – 16 are below.**
 - o Our Cisco phone system is currently running 10.5.2 on a single ESXi host.
 - o This host is located at our Colocation and contains one of each of the following VM's; Subscriber, Publisher, UCCX, UCCM, Informacast.
 - o Details and documentation will be provided to Respondent finalist.

17) What services are used with Informacast? Is multicast enabled? How many IP speakers are part of this system?

- This system is used to make announcements to office personal that is heard from the phones external speakers. There are no IP speakers.

18) Does DGparks use Cisco jabber on the desktop?

- Yes, there are currently 18 desktop Jabber users.

19) What model phones are used?

- Cisco 7821, 7841, 8831

20) Is SRST redundancy in place and regularly tested on the voice gateways?

- To the best of my knowledge, this was not implemented or tested.

21) Are any of the locations in your included diagram using Cisco stacking for redundancy?

- None of the switches are stacked.

22) Can we please get a list of vlans currently in use?

- All locations have a separate Data, Phone, Staff WiFi and Guest Vlan
- Vlan details and documentation will be provided to Respondent finalist.

23) Is QOS configured and working on the current network?

- Yes

24) Is there a reason for multiple firewall vendors? Is there a plan in place to move to a single vendor?

- Not all firewalls were put in place at the same time. As the Park District grew, internet and network traffic was rerouted out different locations. There is no immediate plan for changing them.

25) Does DGparks process credit cards and is the park district currently PCI compliant?

- Yes and the Downers Grove Park District is PCI complaint.

26) What is your current endpoint software used for ransomware? (question only because this can impact RFP equipment)

- Webroot Secure AnyWhere

27) Is your off-site data center a park district location? If not, what is the name of the company and where is the datacenter physically located?

- Our data center is located within the Chicagoland area.
- For security the exact location and details will be shared with the Respondent finalist.