

VENDOR 1

1. Who is the current IT consultant(s) providing services to the City? **Talix**
2. How many personnel from the consultant(s) are currently supporting the City's IT functions? **Account manager, 2 data engineers, several technicians, as needed**
3. What is the annual or monthly cost of the current consultant arrangement? **Primary Data Center \$9,714/month, WWTP Datacenter \$3,962.50/month**
4. How does the scope of services currently performed by the consultant(s) compare to the services requested in this RFQ? **Similar, this is our 3rd time for a three-year term proposal. Added transition and ESRI.**
5. Is attendance at the Pre-Proposal Meeting on September 24, 2025, mandatory in order to submit a response? **No**
6. Does the City have a preferred pricing structure (e.g., per-user, per-device, or fixed monthly), or should vendors propose their own approach? **See Appendix B**
7. What are the City's standard payment terms (e.g., Net 30) and invoicing preferences? **monthly**
8. Will the vendor be responsible for procurement of hardware/software, or only support of City-owned assets? **Preferably procurement if needed, but not required, See 2.1, (11.), and (13.)**
9. Are there any existing internal IT staff in addition to the consultant? **No**. If so, what responsibilities will remain internal? **N/A**
10. Is the expectation for a dedicated on-site presence beyond the monthly IT manager visit, or will most support be remote? **Remote support, unless the issue cannot be fixed remotely, then onsite presence by technicians would be required.**
11. For the monthly IT manager presence, what length of visit is expected (half-day, full-day)? **1hr to 4hr., Quarterly progress/status/system update meetings.**
12. Are there departments or officials (Police, Fire, Administration, Council) considered VIP users requiring prioritized support? **City functions are considered essential and need prioritized support for operation. Emergency Personnel, Administration, and WWTP are 24hr operations.**
13. Is the vendor expected to provide 24x7 monitoring and support, **YES, 24hr monitoring**, or only business hours with after-hours escalation? **YES, typically involving a designated team or on-call individual who is available to handle critical situations that require immediate attention.**
14. For helpdesk services, what are the required coverage hours (business hours only, or 24x7)? **Business hours 8a to 5p, Section 2.1 (10.)**
15. What are the City's expectations for response and resolution times (SLAs) by severity level? **City functions are considered essential and need prioritized support for operation. Emergency Personnel, Administration, and WWTP are 24hr operations. [Critical], immediate/within 15 minutes response, 4hr resolution. [High], within 1hr response, 8hr solution. [Low], within 8hrs response, 24/48hr resolution**
16. What is the current helpdesk process — do users contact IT directly, use a ticketing system, or go through a liaison? **Contact firm directly by telephone, speak with technician during business hours, firm issues ticketing system email response for resolution, resolve problem.**
17. What is the monthly ticket/incident volume, and can historic helpdesk data be shared? **307 tickets since 1/1/25. This is only help desk tickets. Does not include separate project tickets (for example**

server migrations/upgrade, email migration, Multi Factor Authentication install, break/fix tickets). Some historical data can be shared. Need to define the information you are looking for in those reports.

18. Will the selected vendor be responsible for both the Primary and Wastewater Datacenters, or only the Primary? **Both, outlined in Technical Environment Overview and Project Scope**
19. Are there City staff managing any aspect of these datacenters today, or are they fully handled by the consultant? **Vendor/firm**
20. Are there any planned expansions or upgrades to the SAN/storage environments during the contract period? **Most likely**
21. Will the vendor be responsible for managing Police Department video servers (~6TB) as part of the datacenter support scope? **YES**
22. Of the ~150 citywide devices, what is the mix of desktops, laptops, tablets, and mobile phones? What brands/OS versions are in use? **Approx. 60/60/20/10, primarily HP, APPLE, WINDOWS 11**
23. Are all end-user devices City-owned, or does the City support BYOD (personally-owned devices)? **City owned**
24. Are there printers/copiers/scanners in use, and are they in scope for support? **Yes, approximately 15-20 individual standalone printers, there are others in support from another vendor contract, occasionally needing joint troubleshooting/remote for connectivity on the network.**
25. What antivirus or endpoint detection/response (EDR) solution is currently deployed? **OpenText (Webroot ADR).**
26. Is there an existing SIEM or log management platform? **No SIEM currently.**
27. Are there compliance requirements (CJIS for Police, HIPAA for Health Dept., PCI for Finance) that must be supported? **YES, strict controls for protecting sensitive data must be in place, jointly with the individual department software standards. Also includes Income Tax department.**
28. Beyond Veeam, does the City have a documented Disaster Recovery Plan? YES If so, when was it last updated and tested? **Bi-annually**
29. What are the RPO/RTO expectations for critical systems (Police, Finance, Public Safety)? **~ 1 hour to power on replicas, about 24hrs to restore from backups.**
30. Does the City require offsite backups beyond SAN-to-SAN replication? **No**
31. Are there upcoming major IT projects or initiatives anticipated during this contract (e.g., migrations, ERP upgrades, infrastructure refresh)? **To be determined**
32. For ArcGIS support, is the vendor expected to provide ongoing administration, development, or only ad hoc assistance? **AD Hoc assistance, support, trouble-shooting**
33. Will the vendor be responsible for cybersecurity audits, penetration testing, or vulnerability assessments? **YES**
34. Are there any upcoming cybersecurity grant projects that the vendor may be expected to implement? **Not at this time**
35. Will the vendor be expected to lead strategic IT planning, or will this remain with City administration? **Joint effort, See 2.1 (8.)**
36. Will the current consultant provide transition documentation (network diagrams, asset inventories, admin credentials, policies)? **YES**

37. What transition period does the City anticipate before the selected vendor assumes full responsibility? **Approx. 60 days, expected award Nov 4, and full implementation January 1**

VENDOR 2

1. The RFQ provides a high-level overview of the technical environment but lacks a detailed asset inventory. Will the City provide a pre-submission site plan and asset inventory of the IT infrastructure at each of the specified locations (Municipal Building, Municipal Annex, Wastewater Plant, Fire Stations, City Operations, Health Department)? Knowing the specific number of devices (e.g., servers, desktops, network switches) at each location is crucial for accurate resource planning and proposal development. **There is no Site Plan. There are (2) data centers with servers as stated in the Technical environment overview. The devices include approximately 60 desktops, 60 laptops, 20 tablets, 10 mobile phones, primarily HP, Apple, and Windows 11. Approximately 15-20 individual standalone printers, there are others in support from another vendor contract, occasionally needing joint troubleshooting/remote for connectivity on the network.**
2. The RFQ mentions routine maintenance and updates but does not specify the process. **Scheduled after hours, after sufficient notice.** Is there a specific protocol or tool the City uses for change management and approvals of system updates and patches, particularly for systems requiring downtime? **Performed after hours.** Understanding this process is key to demonstrating our ability to coordinate effectively and minimize operational disruption.
3. The RFQ states "IT Manager... a regular monthly on-site presence." Could the City please define what constitutes "regular" beyond the one monthly visit? **1hr to 4hr., Quarterly progress/status/system update meetings.** What is the expected response time for an on-site, non-emergency issue? Clarifying the expectations for on-site presence will help us define the service level agreement (SLA) and resource commitment. **City functions are considered essential and need prioritized support for operation. Emergency Personnel, Administration, and WWTP are 24hr operations. [Critical], immediate/within 15 minutes response, 4hr resolution. [High], within 1hr response, 8hr solution. [Low], within 8hrs response, 24/48hr resolution.** Remote support is acceptable, unless the issue cannot be fixed remotely, then onsite presence by technicians would be required. **24x7 monitoring, after-hours escalation typically involving a designated team or on-call individual who is available to handle critical situations that require immediate attention.**
4. Can the City provide more detail on the specific challenges or pain points they have experienced with the incumbent consultant, particularly in the areas of help desk response, on-site support, or strategic planning? **Help desk response hours of current provider is weekdays 8am to 5pm. We have some departments that start at 7am weekdays.**
5. Beyond the technical requirements, what are the primary business outcomes or strategic goals the City hopes to achieve with this new IT managed services partnership? We are eager to understand the City's long-term vision, such as improving citizen services, enhancing internal productivity, or strengthening security posture. **A stable IT infrastructure ensures that critical services for residents and city staff remain available and secure. A Managed service provider provides the City with a broader access to IT specialists, services, and security.**
6. Given that the RFQ is for a new managed service provider, what support, if any, will the incumbent provide to assist with a smooth transition, including documentation transfer and knowledge sharing? Understanding the incumbent's role will help us create a realistic and well-supported transition plan, demonstrating proactive risk management. **The current consultant will provide transition documentation (network diagrams, asset inventories, admin credentials, policies). The anticipated transition period will be approximately 60 days from award of contract.**

7. The RFQ mentions support for the Wastewater Plant and fire stations. What are the unique or specialized IT requirements for these facilities, **no special requirements needed at this time**, particularly regarding environmental considerations, operational hours, **24x7**, or remote access, **is acceptable**? These facilities likely have unique hardware, software, and operational needs. **Same as the Primary Data center**. Clarifying these requirements is essential for a complete and accurate proposal.
8. What is the scope of responsibility for software consultation and support, specifically regarding the "Esri ArcGIS" system and other specialized applications used by City departments? **User support**. The RFQ lists Esri ArcGIS support as a service, but the level of support is undefined. Clarifying whether this is basic user support, advanced administration, or development will determine the required skillset for our team. **Basic user support and administration needed**.
9. The RFQ lists Veeam backup software. Can the City provide details on the current backup strategy, including backup frequency, **varies, nightly, weekly**, retention policies, **bi-annually**, and the location of offsite or cloud backups? **SAN to SAN replication**. Understanding the current strategy allows us to propose a more effective and resilient solution.
10. What is the current version of the Microsoft Exchange Online deployment, and what are the specific license types, **Microsoft® Outlook® for Microsoft 365 MSO (Version 2508 Build 16.0.19127.20192) 64-bit** and user counts for all Microsoft 365 services, **14, all others are standalone individual licenses**. This level of detail is critical for ensuring our solution is compatible with the existing environment and to accurately scope our support model for Microsoft cloud services.
11. Could the City of Massillon please clarify the minimum number of distinct roles required for the project team and specify for which of those roles a complete résumé or professional biography must be included in the proposal? This clarification is vital to ensure our proposal is fully compliant with the City's expectations and appropriately scoped for a successful project. **Consultant/Firm personnel that is currently supporting the City's IT functions include Account manager, 2 data engineers, several technicians, as needed**.

VENDOR 3

1. Is there currently an incumbent company **TALIX** or previous incumbent, who completed similar contract performing these services? If so - are they eligible to bid on this project **YES**, dollar value, **Primary Data Center \$9,714/month, WWTP Datacenter \$3,962.50/month** and period of performance, **6 prior years**? Are you satisfied with current vendor? **YES**
2. What is the approximate budget? **Primary Data Center \$120,000/yr, WWTP Datacenter \$4,000/yr**
3. Can you please provide more infrastructure details (No of device, Make and Model)? (Firewall, Switches, Access Points etc..) **See Technical Data Overview, mix of desktops, laptops, tablets, and mobile phones, Approx. 60/60/20/10, primarily HP, APPLE, WINDOWS 11**
4. Please provide current backup solutions in use, **See Technical Environment Overview**, and cloud backup services. **none**? What is current RTO and RPO? **~ 1 hour to power on replicas, about 24hrs to restore from backups**.
5. Can you please average monthly tickets raised by City? **307 tickets since 1/1/25. This is only help desk tickets. Does not include separate project tickets (for example server migrations/upgrade, email migration, Multi Factor Authentication install, break/fix tickets)**.
6. Please provide current EDR solutions is used by City. **OpenText (Webroot ADR)**.
7. Current Email service (Exchange or M365)? **See Technical Environment Overview** How many total numbers of users? Is there email security and email backup plan placed?

8. What is the current internet speed for this location? **1Gb down, 200Mb up**
9. How many users are not on the network most of the day, but authenticate with a domain controller (such as remote workers, maintenance staff, etc.)? **only handful of remote authorizations permitted**
10. Does City use a VPN service? **Yes, Fortinet IPSec VPN with FortiClient.**
11. Which service is used for two-factor authentication (2FA)? **We use a combination of FortiTokens and Duo for 2-factor authentication on the VPN, and Entra ID MFA for Office 365.**
12. Is there an existing SIEM/monitoring solution in place? **No SIEM currently.**
13. Are there any additional services to bundle, such as:
 - a. Phishing or awareness training? **yes**
 - b. Annual IT risk assessment? **yes**
 - c. Audit or advisory support.
 1. What is the total number of external IPs? **8 total external IPs**
 2. What is the total number of internal devices? **See Technical Environment overview**
 3. What are the subnet sizes? **The subnets are /24 (253 usable hosts), and there are 6 of them in use.**
 4. How many wireless network sites are in-scope? **Each office has wireless access. There are ~7 sites.** How many SSIDs are there? **There are 2.**
14. Which critical systems and applications are currently in use, and which applications need to be included in the disaster recovery plan? **Office 365 E-Mail, Phone System, Active Directory servers being online, GIS applications, MITS, Utility Billing and VIP, Tornado/SCADA.**
15. How many on-site support visits are anticipated annually, and for what types of issues? **Remote support, unless the issue cannot be fixed remotely, then onsite presence by technicians would be required. Monthly IT manager presence, 1hr to 4hr., Quarterly progress/status/system update meetings. 24x7 monitoring, after-hours escalation typically involving a designated team or on-call individual who is available to handle critical situations that require immediate attention. City functions are considered essential and need prioritized support for operation. Emergency Personnel, Administration, and WWTP are 24hr operations.**
16. Which tools does the City currently have in place for desktop services such as imaging, (handled by separate copier/scanner use agreements with other vendors), support, patching, software deployments, antivirus, and troubleshooting? **Handled by our consultant Talix.**

VENDOR 4

1. Could you please provide detailed information about your infrastructure, including the number of routers, switches, access points, firewalls, servers, etc.? **Details are outlined in the technical Environment Overview of the RFQ. Devices also include approximately 60 desktops, 60 laptops, 20 tablets, 10 mobile phones, primarily HP, Windows 11, and Apple. ~7 Wireless access points, 4 Firewalls.**
2. Do you have a specified budget for this RFP? If so, could you please let us know? budget constraints or an indicative range? **Primary Data Center \$120,000/yr, WWTP Datacenter \$4,000/yr**
3. Do you have an incumbent? If yes, could you please let us know their name? **Current contract is with Talix, formerly known as BPI**

4. How many employees do you currently have? **231**
5. Do you require onsite support or open for Hybrid model? **Hybrid**
6. How many support tickets are received on average per month? **35**
7. We would like to confirm our understanding that, as stated in Section 5.4.2, pricing is not required at this stage. Therefore, we only need to submit our approach for this RFP, and if awarded, we will then provide the pricing. **Yes**

VENDOR 5

1. Please provide 12 months of ticket volumes by channel (phone, email, portal) and by priority. **on average 35 per month, phone and email.**
2. Confirm Veeam licensing model, repository sizing, and current retention targets. **backup frequency, varies, nightly, weekly, with bi-annually retention policies, and SAN to SAN replication.**
3. ArcGIS Enterprise version/topology (single vs HA), **ArcGIS Desktop Advanced, Publisher for Desktop, Enterprise Creator, Enterprise Standard**, key integrations (databases, CAD, asset mgmt), and preferred update cadence. **Assist in performing version upgrades, applying patches, and ensuring license compliance. Troubleshooting system performance, data connectivity and service issues. Supporting integration with other City systems and databases. Maintaining system documentation, configurations and backup procedures and assist in asset management as needed.**
4. Any required EDR or SIEM integration; **No SIEM currently**, phishing simulations or security awareness programs in scope? **Yes**
5. Current endpoint counts by site and OS (Windows, macOS, Linux); **Details are outlined in the technical Environment Overview of the RFQ. Devices also include approximately 60 desktops, 60 laptops, 20 tablets, 10 mobile phones, primarily HP, Windows 11, and Apple. ~7 Wireless access points, 4 Firewalls. any kiosk/VDI usage? Single application focus public information.**
6. Can you share any budget constraints or an indicative range? **Primary Data Center \$120,000/yr, WWTP Datacenter \$4,000/yr**
7. Is the incumbent eligible to bid, and who is it? Could you share the prior contract's value and contractor's name? **TALIX formerly BPI - are they eligible to bid on this project, YES, dollar value, Primary Data Center \$9,714/month, WWTP Datacenter \$3,962.50/month and period of performance, 6 prior years.**
8. Will the City offer post-award debriefs/feedback for unsuccessful respondents? **To be Determined, If so, what format and timing?**
9. Do you prefer in-person, virtual, or blended training for end users and administrators? **Blended**
10. For police video systems, are there CJIS requirements, specific retention policies, or storage growth projections we should plan for? **YES, CJIS for Police, HIPAA for Health Dept., PCI for Finance that must be supported. Strict controls for protecting sensitive data must be in place, jointly with the individual department software standards. Also includes Income Tax department.**
11. Do public-sector references carry explicit preference? **Please refer to Section 5.4.1 in the RFQ.**
12. Can you detail any previous challenges encountered in similar projects.
13. What were the challenges with the previous solutions. **Help desk response hours of current provider is weekdays 8am to 5pm. We have some departments that start at 7am weekdays, and 24hr operations needing support.**

14. Is there any solution that the city prefers?

15. Please share current backup design details: immutability/air-gap, backup-copy jobs, Replicated server storage, daily/weekly/monthly backup copy, long term retention, data protection strategy is based on a cycle of backing up, copying to isolated storage, and consistently testing and validating the recoverability of that data, test cadence automated verification, and RPO/RTO targets. RPO/RTO expectations for critical systems (Police, Finance, Public Safety) ~ 1 hour to power on replicas, about 24hrs to restore from backups. City functions are considered essential and need prioritized support for operation. Emergency Personnel, Administration, and WWTP are 24hr operations. [Critical], immediate/within 15 minutes response, 4hr resolution. [High], within 1hr response, 8hr solution. [Low], within 8hrs response, 24/48hr resolution. Remote support is acceptable, unless the issue cannot be fixed remotely, then onsite presence by technicians would be required. 24x7 monitoring, after-hours escalation typically involving a designated team or on-call individual who is available to handle critical situations that require immediate attention.

VENDOR 6

1. Is this solicitation a re-compete of an existing contract? Yes, 6 prior years
2. If yes, could you please provide the details of the current incumbent and the annual contract value(s) associated with their work? Talix formerly known as BPI, Primary Data Center \$9,714/month, WWTP Datacenter \$3,962.50/month
3. How many FTEs currently the Incumbent has provided within the annual contract value for the scope mentioned in the RFP. 231
4. Please clarify the current incumbent's service delivery model. Are they delivering the services purely onsite or completely remote. HYBRID E.g., frequency of onsite visits, Quarterly progress/status/system update meetings, remote helpdesk support YES, Remote support, unless the issue cannot be fixed remotely, then onsite presence by technicians would be required, or dedicated staff)? This will help us propose a delivery model that closely matches the City's needs. Account manager, 2 data engineers, several technicians, provided as needed
5. What is the anticipated annual budget for the awarded contract resulting from this solicitation? Primary Data Center \$120,000/yr, WWTP Datacenter \$4,000/yr
6. Refer Technical Environment Overview on Page 3 of the RFP, can you please provide the complete volumetric details e.g. quantities for end-user devices, ticket volume, user count, network equipment, number of desktops, laptops, servers [physical and virtual], routers, switches, firewalls, and other relevant infrastructure) and all supported applications. This will help us right size the solution and accurate pricing? See Technical Data Overview, mix of desktops, laptops, tablets, and mobile phones, Approx. 60/60/20/10, primarily HP, APPLE, WINDOWS 11, ~7 Wireless access points, 4 Firewalls.
7. Refer Point No. 8. Strategic Planning in the RFP, It seems to be a very wide scope. Can you please elaborate on what kind of volumetrics this planning has to be done. The exact scope is required to right size this portion of the RFP. Anticipated server upgrades, storage system upgrades, design of backup systems, Make recommendations for future purchasing and technology needs.
8. Refer Point No. 10. Personnel in the RFP, can you please clarify how many fully qualified personnel you are looking for to support the scope mentioned in the RFP. Please also provide the educational qualifications and minimum no. of years of experience required for these personnels. Minimum of Account manager, 2 data engineers, several technicians, as needed

9. Refer Point No. 13. Software Consultation & Onboarding Support of the RFP, It seems to be a very wide scope. Estimating efforts of a resource basis this description may jeopardize the solution. We would request if the City can provide estimated annual hours which you feel would be required to do the activities mentioned in the Point No. 13. **To be determined from the Quarterly progress/status/system update meetings, that are 1hr to 4hr in length.**
10. Refer Point No 14. Esri ArcGIS Support of the RFP, managing GIS landscape demands for every different skill altogether. Can you please provide the exact landscape of Esri ArcGIS so that we can right size the resources needed. **Troubleshooting system performance, data connectivity and service issues. Supporting integration with other City systems and databases. Maintaining system documentation, configurations, patching, and backup procedures and assisting in asset management.**
11. Refer Point No. 15. Other Needs in the RFP, it talks about additional projects outside the scope of the services. We understand that these projects will be considered ad hoc but we would like to know what kind of skills would be required to execute these projects. **Server upgrades, storage system upgrades, backup system upgrades, desktop/laptop upgrades, software upgrades.** We would also want to know the estimated no. of hours you would need annually. Also, what kind of onboarding time for the resources would be provided for this kind of ad hoc projects. **Varies**
12. Does the City have any preferred delivery model for IT services e.g. onsite, hybrid, or remote?
HYBRID
13. Can we offer the entire delivery support with the onsite resources? **Often times it is not practical to offer entire delivery support with only onsite resources. A hybrid model that combines remote and onsite support is generally more effective and efficient for the City's needs.** Will that be acceptable? **No**
14. Can the ~~County~~ **City** confirm whether there are existing tools in place for monitoring, management, and ticketing, **provided by our current consultant**, or should the vendor propose and provide these solutions as part of the engagement? **Yes**
15. If such tools are in place, could you specify the OEM(s) of these tools? **Provided by our current consultant.**
16. If there are existing tools, can you please confirm that the contractor will be able to leverage them? **The current consultant will provide transition documentation (network diagrams, asset inventories, admin credentials, policies).**
17. If the ~~County~~ **City** is considering a hybrid delivery model (a combination of remote and onsite support), would a remote monitoring and management approach delivered from an offshore location (outside the USA) be acceptable? **Can they meet the qualifications in the case of corporation not chartered in Ohio. Are they authorized to do business in Ohio.**
18. Could you please confirm whether resumes for proposed staff must be submitted with the proposal, **preferred as part of your submittal, 5.4.1 Project team**, or will they be requested post-award? **RFQ evaluation will be based upon the submitted document at the time of submission.**
19. Refer "In the case of corporations not chartered in Ohio, the qualifications shall be accompanied by a current certificate of the Secretary of State, certifying that such corporation is authorized to do business in Ohio." Please elaborate, would you need this certificate with the proposal submission or during the contract award process. **RFQ evaluation will be based upon the submitted documents at the time of submission. For corporations not incorporated in Ohio, they must provide a certificate from the Ohio Secretary of State confirming they are authorized to do business in the state. To obtain this, the corporation must file an application and a certificate of good standing (or**

subsistence) from their home state's Secretary of State, which is no older than 90 days. This process grants the corporation a license to legally transact business in Ohio.

VENDOR 7

1. The RFQ states that the City's IT functions are "currently managed by a consultant". Could the City please describe the primary reasons for issuing this new RFQ and specify the most significant pain points, challenges, or service gaps experienced with the current consultant's performance or service model? **Not new. Current 3yr contract is expiring. This is the 3rd - three year RFQ. Help desk response hours of current provider is weekdays 8am to 5pm. We have some departments that start at 7am weekdays, and 24hr operations needing support.**
2. What is the contract end date for the current consultant, and will they be bidding on this RFQ? **12/31/2025, this is not a bid, it a request for qualifications, and yes**
3. While this is a Qualifications-Based Selection (QBS) process, does the City have an estimated annual operational budget or a projected range for this three-year Managed Service Contract (commencing on or about January 1, 2026)? Providing a budget range would ensure proposals are aligned with the City's funding expectations. **Primary Data Center \$120,000/yr, WWTP Datacenter \$4,000/yr**
4. The RFQ mentions a transition period. What level of cooperation and involvement is the City expecting from the current consultant for providing system passwords, documentation, and knowledge transfer, and what is the anticipated duration of the transition phase? **The current consultant will provide transition documentation (network diagrams, asset inventories, admin credentials, policies). The anticipated transition period will be approximately 60 days from award of contract.**
5. Beyond the core infrastructure (VMware, Exchange Online, VeeAM), please provide a list of the critical line-of-business (LOB) applications (e.g., financial, police/public safety, utility billing, permitting software) that the selected firm will be responsible for supporting, including the approximate number of users for each. **CJIS for Police, HIPAA for Health Dept., PCI for Finance that must be supported. Strict controls for protecting sensitive data must be in place, jointly with the individual department software standards. Also includes Income Tax department. ESRI Gis Engineering and IWorqs.**
6. The scope requires an "excellent help desk staffing skills and methodologies" and **24/7 on-call support**. Could the City provide the following target Service Level Agreements (SLAs) or key performance indicators (KPIs) for the Help Desk:
 - Target response time for P1 (Critical/System Down) issues?
 - Target resolution time for P2 (High) issues?
 - Average monthly help desk ticket volume over the last 12 months? **35****City functions are considered essential and need prioritized support for operation. Emergency Personnel, Administration, and WWTP are 24hr operations. [Critical], immediate/within 15 minutes response, 4hr resolution. [High], within 1hr response, 8hr solution. [Low], within 8hrs response, 24/48hr resolution. Remote support, unless the issue cannot be fixed remotely, then onsite presence by technicians would be required.**
7. Could the City clarify the required level of support for the ESRI ArcGIS Enterprise environment? Is the selected vendor expected only to perform system maintenance, upgrades, and user management, **YES Assist in performing version upgrades, applying patches, and ensuring license compliance. Troubleshooting system performance, data connectivity and service issues.**

Supporting integration with other City systems and databases. Maintaining system documentation, configurations and backup procedures and assist in asset management as needed, or is the scope expected to include GIS application development, data analysis, or map creation services as well?
No

8. The RFQ specifies a **regular, once per month on-site presence** for the designated IT Manager. Are there any other required scheduled on-site days or hours for general technician support, **none**, beyond the unlimited remote/onsite support for troubleshooting and installations? **1hr to 4hr., Quarterly progress/status/system update meetings for Account Manger.**
9. Could the City provide an approximate average of the monthly volume and the typical nature of emergency calls/incidents, **Server offline, Firewall resets, internet reset, WWTP shut down/restart**, that occur outside of normal business hours (8:00 a.m. to 5:00 p.m., Monday-Friday) over the last year? **Five this year, performed remotely.**
10. The RFQ provides approximate device counts (150 computers/laptops, 231 mailboxes). Could the City confirm the estimated split of operating systems (e.g., Windows 10/11) and the number of physical network devices (switches, routers, firewalls, and access points) that will require management and support? **The devices include approximately 60 desktops, 60 laptops, 20 tablets, 10 mobile phones, primarily HP, Apple, and Windows 11, some Windows 10 not yet updated. Approximately 15-20 individual standalone HP printers, there are other printer/copiers in support from another vendor contract, occasionally needing joint troubleshooting/remote for connectivity on the network. ~7 Wireless access points, 4 Firewalls, 4 switches.**

VENDOR 8

1. Can you provide us with the last 6 months of help desk ticket data including ticket counts, categories, priorities, and resolution times? This will help us understand your actual support patterns and ensure we staff appropriately. **307 tickets since 1/1/25. This is only help desk tickets. Does not include separate Adhoc project tickets (for example server migrations/upgrade, email migration, Multi Factor Authentication install, break/fix tickets). Remote support is acceptable, unless the issue cannot be fixed remotely, then onsite presence by technicians would be required. 24x7 monitoring, after-hours escalation typically involving a designated team or on-call individual who is available to handle critical situations that require immediate attention.**
2. What are the most common desktop issues? **Connectivity to the Network/Internet**
3. What is your current average resolution time? **1hr to 2hrs**
4. How do users currently request IT support? **Telephone Call**
5. What is the exact count of desktops, laptops, and tablets? **devices include approximately 60 desktops, 60 laptops, 20 tablets, 10 mobile phones, primarily HP, Apple, and Windows 11, some Windows 10 not yet updated.**
6. How many devices are added/replaced annually? **5 to 10**
7. How many network devices do you currently have (switches, routers, firewalls, access points)? **Approximately 15-20 individual standalone HP printers, there are other printer/copiers in support from another vendor contract, occasionally needing joint troubleshooting/remote for connectivity on the network. ~7 Wireless access points, 4 Firewalls, 4 switches.**
8. What brands/models are your core network equipment? **HP**
9. What network performance issues do you currently experience? **Occasional slowdowns, connectivity**

10. How often do you have network outages or slowdowns? **Every few months**
11. What is the exact count of physical and virtual servers? **See Technical Overview**
12. How much storage is currently used vs allocated? **~60%**
13. What is your RTO (Recovery Time Objective) and RPO (Recovery Point Objective)? RPO/RTO expectations for critical systems (Police, Finance, Public Safety) **~ 1 hour to power on replicas, about 24hrs to restore from backups. City functions are considered essential and need prioritized support for operation. Emergency Personnel, Administration, and WWTP are 24hr operations.**
14. How often are backups tested for restoration? **Monthly**
15. How many mailboxes do you have currently? **Read technical environment overview, 231**
16. What is your email storage usage and growth rate? **Nearing capacity, identifying Microsoft 365Online as possible solution.**
17. What version of ArcGIS Enterprise are you currently running? **11.4**
18. How many GIS users do you have and at what license levels? **ArcGIS Desktop Advanced (1), Publisher for Desktop (1), Enterprise Creator (5), Enterprise Standard (1)**
19. What are your most critical GIS applications and workflows? **ESRI GIS for data, survey123, ArcPro**
20. How critical is GIS uptime to your daily operations? **Critical, part of Engineering Permitting and Data lookup resources.**
21. What is your total annual IT budget? **Primary Data Center \$120,000/yr, WWTP Datacenter \$4,000/yr**
22. What is your annual hardware budget? **\$50k**
23. What factors are most important in selecting an IT partner? **24Hr monitoring, reduced downtime, designated help desk, support operation.**
24. How will you measure the success of this IT partnership? **Initial consultation of goals with the provider and reaching those goals.**
25. What service level agreements (SLAs) are important to you? **[Critical], immediate/within 15 minutes response, 4hr resolution. [High], within 1hr response, 8hr solution. [Low], within 8hrs response, 24/48hr resolution. Remote support is acceptable, unless the issue cannot be fixed remotely, then onsite presence by technicians would be required. 24x7 monitoring, after-hours escalation typically involving a designated team or on-call individual who is available to handle critical situations that require immediate attention.**

VENDOR 9

1. Can the City confirm whether attendance at the September 24, 2025 pre-proposal site meeting was a mandatory requirement or if it was considered optional for vendors? **OPTIONAL**
2. The RFQ notes that corporations not chartered in Ohio must provide a current certificate from the Ohio Secretary of State authorizing the company to do business in Ohio. Can the City clarify whether this certification must be submitted with the proposal or only after vendor selection during contract execution? **RFQ evaluation will be based upon the submitted documents at the time of submission. For corporations not incorporated in Ohio, they must provide a certificate from the Ohio Secretary of State confirming they are authorized to do business in the state. To obtain this, the corporation must file an application and a certificate of good standing (or subsistence) from their home state's Secretary of State, which is no older than 90 days. This process grants the**

corporation a license to legally transact business in Ohio.

3. Can the City clarify whether there is an established budget range for this solicitation? If so, will that information be shared? **Primary Data Center \$120,000/yr, WWTP Datacenter \$4,000/yr**
4. The RFQ requests a letter or Certificate of Insurance demonstrating the vendor's ability to provide the required coverage. Can the City confirm whether this documentation must be submitted with the proposal or if it can be provided upon award? **Section 4.3 Submission Content, 4.3.2 Part 1 Team Profile, Insurance: "should be provided stating its ability to acquire and provide the minimum limits for required insurance."**
5. The RFQ includes a Declaration of Personal Property Tax Delinquency affidavit and Vendor Certification. Can the City confirm whether these must be submitted with the proposal response or only after selection during contract execution? **RFQ evaluation will be based upon the submitted documents at the time of submission.**
6. Section 4.3.2 Part 1 of the RFQ requests information concerning "key personnel" on the project team. Can the city clarify which roles it considers to be key personnel for this project? **Account manager, data engineers or technicians, qualified personnel that will provide quality Information Technology (IT) software and hardware support managed services to the City of Massillon.**

VENDOR 10

1. Can you confirm which systems are in-scope vs. out-of-scope (e.g., police body-cam platforms **yes**, SCADA/OT at the Wastewater Plant **yes**)? **Provide structured onboarding support, including configuration, integration, and deployment. Coordinating with vendors as needed for implementation, supporting end-user access setup and providing technical documentation.**
2. The RFQ notes a monthly on-site IT Manager—are there minimum on-site hours/days for technicians beyond that? **Remote support, unless the issue cannot be fixed remotely, then onsite presence by technicians would be required.**
3. Are there specific frameworks or mandates (e.g., CJIS for Police, HIPAA for Health) we must attest to? Any required background checks/badging? **CJIS for Police, HIPAA for Health Dept., PCI for Finance that must be supported. Strict controls for protecting sensitive data must be in place, jointly with the individual department software standards. Also includes Income Tax department, WWTP SCADA integration, Engineering ESRI Gis and IWorqs. Background checks at discretion of the Service Director.**
4. Since "no outsourcing" is allowed, can we still leverage 3rd-party cloud tools (RMM/EDR/SIEM/DNS filtering) we directly manage and staff? **Yes**
5. Please provide current firewall/switch/Wi-Fi vendors and counts, VMware/vCenter versions, Veeam version/licensing, and any cloud services in use beyond Exchange Online. **Devices also include approximately 60 desktops, 60 laptops, 20 tablets, 10 mobile phones, primarily HP, Windows 11, and Apple. ~7 Wireless access points, 4 Firewalls.**
6. What are your RPO/RTO targets? **For Critical Systems ~ 1 hour to power on replicas, about 24hrs to restore from backups.** Required retention (on-site/off-site), encryption standards, and cadence for test restores? backup frequency, **varies, nightly, weekly**, retention policies, **bi-annually**, and the location of offsite or cloud backups, **SAN to SAN replication.** Any desire for an additional immutable/cloud copy? **To be determined.**
7. Can you share updated logical/physical diagrams for the City DC, WWTP DC, and intersite 10Gb fiber link, plus VLAN and IP addressing schemes? **Can be shared with the successful firm.**

8. Final counts by location and OS mix; imaging standard; preferred replacement cycle; and peripherals (printers/MFDs) support expectations. There are (2) data centers with servers as stated in the Technical environment overview. The devices include approximately 60 desktops, 60 laptops, 20 tablets, 10 mobile phones, primarily HP, Apple, and Windows 11. Approximately 15-20 individual standalone printers, there are others in support from another vendor contract, occasionally needing joint troubleshooting/remote for connectivity on the network.
9. Any hybrid remnants or is it fully Exchange Online? Current, but looking to update to Microsoft 365 Online as possible solution. Current security stack (MFA, conditional access, phishing defense, archiving/retention, eDiscovery) and target improvements? We use a combination of FortiTokens and Duo for 2-factor authentication on the VPN, and Entra ID MFA for Office 365. Fortinet IPSec VPN with FortiClient. Phishing or awareness training and Annual IT risk assessment.
10. Expected access to the incumbent and to credentials/documentation; target timeline/milestones for knowledge transfer and cutover. Transition period the City anticipates before the selected vendor assumes full responsibility is Approx. 60 days, expected award Nov 4, and full implementation January 1.