

General Overview

Multiple vendors (10 total) submitted clarifying questions regarding the City of Massillon's RFQ for **Network Managed Services**. Most questions focus on **scope clarification, IT environment details, service levels, transition expectations, and budget**.

Key Topics Summarized

1. Current IT Environment and Vendor

- Current consultant: **Talix (formerly BPI)**.
- Services: Managed IT, data center, and helpdesk.
- Staffing: Account manager, 2 data engineers, and several technicians.
- Model: Hybrid — primarily remote with onsite visits as needed.
- Current contract value: ~\$9,700/month for Primary DC, ~\$4,000/month for WWTP DC.
- Satisfaction: City is generally satisfied; helpdesk hours (8a–5p) were a limitation.

2. Budget and Contract

- Annual budget: ~\$120,000 (Primary DC) + \$4,000 (WWTP DC).
- Re-compete of a 6-year recurring contract (new 3-year term starting Jan 2026).
- Transition period: ~60 days (award Nov 4 → full start Jan 1).

3. Scope of Services

- Coverage: City Hall, Wastewater Plant, Fire Stations, Operations, Health Department.
- Services include:
 - 24x7 system monitoring and helpdesk support.
 - IT management and quarterly status meetings.
 - Backup management (Veeam, SAN-to-SAN).
 - Security (CJIS, HIPAA, PCI compliance).
 - GIS (ESRI ArcGIS) user support.
 - Strategic IT planning and cybersecurity.
- Remote-first model; onsite only when remote repair fails.

4. Infrastructure Details

- ~150 devices: 60 desktops, 60 laptops, 20 tablets, 10 phones (HP, Apple, Windows 11).

- 7 wireless access points, 4 firewalls, 4 switches.
- 2 data centers (Primary + WWTP).
- Internet: 1Gb down / 200Mb up.
- Email: Exchange Online / Microsoft 365 (231 mailboxes).
- VPN: Fortinet IPSec VPN with FortiClient.
- MFA: FortiToken, Duo, and Entra ID MFA.

5. Helpdesk Operations

- Avg. **35 tickets/month** (307 YTD as of 10/2025).
- Business hours: 8a–5p; after-hours escalation required.
- Common issues: network connectivity and slowness.
- SLAs:
 - **Critical:** 15-min response / 4-hr resolution
 - **High:** 1-hr response / 8-hr resolution
 - **Low:** 8-hr response / 24–48-hr resolution

6. Backup & Disaster Recovery

- Tool: **Veeam**, SAN-to-SAN replication.
- RPO/RTO: 1 hour to restore replicas, 24 hours from backup.
- Backups tested monthly; retention bi-annual.
- No offsite/cloud backups currently.

7. GIS / ArcGIS Support

- Version: ArcGIS Enterprise 11.4.
- Licenses: Desktop Advanced, Publisher, Enterprise Creator/Standard.
- Support scope: troubleshooting, patching, configuration, integration—not full development.

8. Security and Compliance

- CJIS (Police), HIPAA (Health), PCI (Finance), and tax data security required.
- Antivirus: OpenText (Webroot ADR).
- No current SIEM; phishing training and risk assessments in scope.

9. Transition and Documentation

- Incumbent would provide all transition materials:

- Network diagrams
- Asset inventories
- Credentials
- Policies/procedures
- 60-day overlap for knowledge transfer.

10. Administrative / RFQ Clarifications

- Pre-proposal meeting (Sept 24, 2025): **Optional**.
- Out-of-state vendors must be authorized to do business in Ohio.
- Required submissions: Insurance, tax affidavit, vendor certification, key staff resumes.
- Preferred model: **Hybrid support** (remote + onsite as needed).
- No offshore delivery allowed.
- Evaluation based on submitted documents (not post-award).