



# Greater Vallejo Recreation District

GVRD promotes wellness and healthy lifestyles  
by providing safe parks and innovative and fun  
recreation programs for all residents.

## BOARD OF DIRECTORS

Rizal Aliga  
Robert Briseño  
Thomas Judt  
Stacey Kennington  
Tom Starnes

## GENERAL MANAGER

Gabe Lanusse

February 9, 2024

### Questions Received Regarding RFP - Information Technology Business Maintenance District Responses in Red

1. How many events occur each year that onsite support is required for the first two hours?  
**Tech infrastructure events as needed**
2. Is the Event onsite support in addition to the six hours of weekly onsite support?  
**Event support would be separate**
3. Please explain the District's cell phone integration project listed in the RFP.  
**Will need to be developed and implemented**

1. 4.0 - What is the make and model of the workstations, POS, network appliances, systems and software applications designated?

**Workstations:**

**Laptops – Dell Latitude – Models 7490, 3410, 3420, 3520, 3480, 3590, 5580; Dell Precision 7670, Dell XPS 7390, HP DY2702DX, Dell Inspiron 11**

**Desktops- Dell OptiPlex**

**POS-FORTE**

**Network Appliance-Cisco Firepower 1010-NGFW**

**Software: Windows 10, Microsoft 365**

2. 4.0 - Will VENDOR have access to manage the Microsoft 365 Tenant?  
**YES**
3. 4.0 - Will VENDOR have access to manage Trellix?  
**YES**
4. 4.0 - What is the make and model of the servers designated?  
**Dell PowerEdge 2950 (limited use, being retired), Dell PowerEdge R730 (to be replaced after final data migration)**
5. 5.1 - Is VENDOR expected to sell the hardware and software required to GVRD or just make recommendations on what to purchase?  
**Make recommendations for District to purchase**



6. 5.1 – Will VENDOR be able to review the district infrastructure replacement plan? Or expected to add to it?  
**Needs to be developed**
7. 5.2 – What is the extent of event tech support services are hardware that needs support? We have done Festivals such as the Blue Note Jazz Festival, Oxbow River Stage, Krug Summer Concert Series and otherwise in the past. Is the scope similar? Does VENDOR need to provide the hardware required for these events?  
**Events refer to IT infrastructure upgrades and rollouts.**
8. 5.2 – For the six hour per week requirement, is that six hours at each of the eleven sites? Will more time be expected beyond the six hours outside of the event tech support requirements? Or “as necessary”?  
**One centralized base location then site visits as needed. Additional time as needed.**
9. 5.2 – Is there an escalation path for policy violations by GVRD staff?  
**YES**
10. 5.2 – Is there an expectation beyond quarterly meetings? Ex: 1-hour weekly cadences, etc.?  
**Weekly check-ins or more frequently if projects/problems arise.**
11. 5.2 – Is all “project work” to be quoted and billed separately outside of the agreed support contract? Or are there inclusions / exclusions?  
**Yes, with some inclusions.**
12. 5.2 – Will VENDOR have Administrative access to all IT Hardware and Software? (as noted and considered “IT Hardware” and “other global services required of the consultant/firm”)  
**YES**
  - a. What is considered Human Resources Support?  
**Occasional coordination with vendor support.**
  - b. What is considered Security Access Management? Physical or Logical? (Example: door control systems and access cards)  
**Digital File Access Management**
  - c. What format should Network Change Management and Documentation be logged in?  
**Microsoft**
  - d. What format should Detailed Hardware & Software inventory & Tracking be logged in?  
**Microsoft**



- e. What format should the “Detailed Monthly Reports Regarding the Operation & Status of all Systems” be in as well as any other reports?  
**Microsoft**
  - f. What Ticketing Software Integration Support & Troubleshooting is VENDOR expected to provide? We use ConnectWise Manage for Ticket Management, is that expected to integrate with a District System?  
**We currently use Asset Essentials, by Brightly. Open to using other systems.**
13. What is the GVRD’s allocated budget for this support contract, if available?  
**Not available at this time.**
14. Are there existing IT Management Solutions in place?
- a. Remote Monitoring & Management  
**YES**
  - b. Antivirus / Antimalware / Antispyware  
**Microsoft Exchange Online Protection, Cisco FPR1010 Threat Defense and Malware Subscription, Trellix ePO**
  - c. EDR / MDR  
**Trellix ePO**
  - d. Spam Filtering  
**Microsoft Exchange Online Protection**
  - e. Phishing Training / Protection  
**Staff watch a 15-min cyber security training video when hired.**
  - f. SEIM / SOC  
**N/A**
  - g. Ticketing  
**Using GVRD current work order system - Brightly**
  - h. Managed Backup  
**N/A**
  - i. Disaster Recovery  
**site independent vendor cloud-based departmental and phone systems**
  - j. Business Continuity  
**site independent vendor cloud-based departmental and phone systems**
  - k. NOC  
**SyberFiber/Comcast for Internet services**
  - l. Managed Printing-Mix of network and non-network printers  
**Mix of managed network and unmanaged desktop printers**



- m. Content Filtering  
Trellix ePO
  - n. DNS Filtering  
Secure DNS
  - o. Remote Access  
Cisco AnyConnect VPN for all remote locations
  - p. Internet Services (ISP)  
Comcast (3 locations), AT&T (1 location), VIP Fiber (5 locations)
15. Is there a pre-existing expectation of response times or requirements?  
Negotiable
16. Is support expected to be provided strictly on-site, or a combination of remote and on-site support as necessary?  
Combination
17. Is the sample contract provided a standard GVRD Template or provided by the current MSP?  
GVRD Template
18. Is this intended to be a three-year contract?  
YES
- 

1. Mobile Devices
- a. How many mobile devices are in use currently?
    - i. Android Based
      - 1. How many Android Phones?  
0
      - 2. How many Android Tablets?  
0
    - ii. IOS Based
      - 1. How many iOS Phones?  
26
      - 2. How many iOS Tablets?  
5
  - b. What MDM application is used to manage mobile devices?  
None



- i If there is not one in use, does the proposer expect the contractor to provide a solution?

Open for discussion

- c. Are the managed mobile devices owned by the organization or are they personal devices?

District owned

- d. Please describe the typical onboarding tasks related to the cell phones.

Currently, the HRIS generates a phone request when appropriate, when completed Admin Assistant prepares phone and hands phone out

## 2. Servers

- a. The RFP lists 2 servers.

- 1. How many physical servers are in use?

2

- 2. How many Virtual servers are in use?

0

- b. Of the 11 locations listed in the RFP, where are the servers located? How many servers are located at each of these locations?

Both servers are located at the district main office.

- i What is the general age of the servers?

8 years (replacement planned after completion of systems and data migration)

- c. What server virtualization software is in use? (VMware, Hyper-V etc)

None

- d. Are there any cloud servers in use? (AWS, Azure etc)

None

## 3. Workstations

- 1. The RFP lists 57 computers / workstations

- i How many of these workstations are laptops?

31

- ii How many of these workstations are desktops?

26

- iii How many of these workstations are Windows Tablets?

0 Windows Tablets, 6 iPads + a couple older models

- iv What is the general age of the workstations?

Less than 5 years



#### 4. Physical Security

- a. Is there any kind of Surveillance Camera system in use? If so:
  - i How many cameras are in use?  
9 multi-camera systems ranging from 6-16 cameras each
  - ii What is the current size of the video recordings?  
2TB each system
  - iii How long are recordings retained, and how are they stored and backed up?  
Approx 30 days
- b. Is there any kind of facility access control system in use? If so:  
No, but we will be implementing one soon.
  - i What brand / system is being used?

#### 5. Staff

- a. How many employees will be supported under the RFP contract?  
49
  - i How many of these staff are Full Time / Part Time?  
23 Full Time, 26 Part Time
  - ii How many of the staff are fully remote?  
0
  - iii. How many are partially remote?  
34 Staff work at offsite GVRD locations and access servers via VPN

#### 6. Remote Access

- a. When staff work remote, what VPN software or remote access software is currently in use?  
Cisco Firepower 1010 NGFW Appliance + AnyConnect Plus Licenses and CiscoFPR1010 Threat Defense

#### 7. Firewalls

- a. How many Firewalls are there?  
1
  - i Where are the firewalls located?  
Main office
  - ii What brand are the firewalls?  
Cisco



8. What SPAM filtering solution is in use?

Microsoft Exchange Online Protection and Trellix ePO

9. Multi-factor Authentication:

a. Does the organization currently use MFA for securing access to systems and/or services?

No

b. Which MFA solution is in use?

NONE

c. Will all staff have cell phones for an MFA app or would the Organization purchase tokens or other access devices?

Open for further discussion

10. Locations

a. The RFP lists 11 locations with hardware.

i Are there any other locations that would need to be supported? (please include addresses)

No

11. Does the organization currently outsource any technology services to other vendors? (Examples: Phones, Printers, Security, etc.)

Service contracts for phones, printers, security, IT provides some tech support

12. Backups

a. Is there currently a backup system in use?

YES

i If so: What backup method is currently in place?

VSS Full

ii What is the frequency of backups?

Nightly

iii What is the size of the backup currently?

Varies

iv Are the backups going off-site? If so, what is the method? (manual rotation, cloud sync etc.)

Manual rotation and Cloud copy

v What (if any) third-party software is being used to backup data?

None

vi Has the Organization completed a restorability test in the last year?

No



13. Current IT Support:

a. What does the Organization currently do for IT Support? (In house, MSP, Co-Managed etc)

MSP

b. Are there any Organization staff dedicated to IT?

Point of contact staff only

c. If there is a current provider, what is the company name?

OLW Consultancy

d. If there is a current provider, how long have they been supporting the Organization?

2016

e. Is the current provider expected to submit a response to this RFP?

Unknown

14. What Point of Sale software is in use?

Civic Rec Recreation Software, FORTE Credit Card Processer

15. Describe the Point-of-Sale hardware that is used.

Laptops and Desktops computers, plug and play USB credit card readers + 2 Apple Pay terminals

16. Please describe the “event tech support” services and frequency you anticipate the new provider will need to perform?

Events refer to IT infrastructure upgrades and rollouts