

RFP 2025-1208 – IT Services

ADDENDUM NO. 1 – CLARIFICATIONS

Issued: January 6, 2026

This Addendum responds to clarification questions submitted by proposers. All other terms of the RFP remain unchanged.

1. Existing IT Environment and Infrastructure

Based on information provided by the City's incumbent IT service provider, the City's current IT environment generally includes the following:

Endpoints

- Approximately six (6) desktop computers running Windows 11 Pro
- Approximately nine (9) laptop computers running Windows 11 Pro

Servers

- One (1) physical server (HP ProLiant)
- Two (2) virtual servers, including:
 - One virtual machine providing Active Directory, DNS, and DHCP services
 - One virtual machine serving as the City's file server

Network & Security

- Two (2) firewall appliances supporting City Hall and the Wastewater Treatment Plant

Backups

- A cloud-based backup solution is currently in place
- Backups are encrypted in transit and at rest
- Backup scope currently includes system state, files and folders, and SQL data on scheduled intervals

Proposers should assume responsibility for confirming system configurations, validating backup adequacy, and identifying any recommended changes during transition and discovery.

2. Infrastructure Ownership

The City owns its endpoints and infrastructure. The City does not currently utilize a Hardware-as-a-Service (HaaS) model. Proposers may recommend alternative ownership or service models as part of their proposal.

3. Website and Geographic Information Systems (GIS)

Website

The City website is not currently managed by the incumbent IT provider. Proposers should describe their approach to website-related technical support, hosting, or security if included in their scope.

GIS

The City participates in a cooperative GIS arrangement with the County. The County manages the GIS server and core GIS infrastructure. Proposers should assume that GIS responsibilities are limited to coordination and technical compatibility rather than direct GIS system administration, unless otherwise proposed.

4. Backup, Security, and System Improvements

While the City maintains existing backup and security solutions, proposers are encouraged to evaluate the current environment and recommend improvements, replacements, or enhancements as appropriate. The City does not require proposers to retain existing systems if alternative solutions are proposed and justified.