The City of Lansing
Community & Economic Development
www.lansingks.org/ced

September 13, 2023

The City of Lansing appreciates the interest from the companies seeking to bid on this contract. We've received many questions from interested companies, and this addendum is here to provide clear answers to those questions. Our goal is to make sure everyone has the information they need to bid on this contract fairly. We want to create a level playing field for all bidders as we navigate the complex world of technology solutions. Transparency and fairness are important to us, and we hope this document helps clarify our requirements and encourages innovation. Thank you for your interest in providing IT solutions to shape the City of Lansing's future.

Your proposal must include the acknowledgement and receipt of this addendum.

Joshua Gentzler

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Director of Community and Economic Development
City of Lansing

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1. How many users are on Office 365? What license do they have? Provide a license count.
   - 75   - Office 365 G3 GCC
   - 4   - Exchange Online (Plan 1) for GCC
   - 13   - Exchange Online Kiosk for GCC
   - 2   - Visio Plan 2 for GCC

2. Are the licenses being purchased directly with Microsoft or through a Microsoft Partner?
   - Reseller

3. Do you currently use Microsoft Teams and/or Microsoft SharePoint?
   - Yes.

4. Is there a software in place currently to manage endpoints remotely? If so, what product(s) are being used?
   - Yes. Unsure.

5. How often are the devices and endpoints being updated? Monthly/quarterly/etc. basis?
   - Generally updated as users are prompted by Windows Update.

6. Do you have employees working remotely that use a company device?
   - Yes.

7. Do you offer Bring Your Own Device (BYOD) to employees?

  • Yes

8. Is there a Mobile Device Management (MDM) solution deployed?

  • No.

9. How many desktops/laptops/mobile devices are you supporting?

  • Approximately 80-90 workstations

10. Which version of Windows are the desktops/laptops running on?

  • Windows 10 & Windows 11

11. Are user devices being backed up? If so, how often, and do you have retention policies in place?

  • Unsure

12. Are the servers on-site or on the cloud? Hybrid?

  • Hybrid, with most of servers on-site.

13. If you have a cloud environment, is it Azure/AWS/other?

  • We have utilized Azure in various aspects.

14. How many servers do you have? What operating system are they on?

  • 16 servers

15. Do you have any Windows Server 2012/2012R2? Any Linux Servers?

  • One Linux server. Unsure about Windows Server 2012 usage.

16. Is there a Disaster Recovery plan in place? What is the infrastructure at the failover location?

  • No.

17. How many databases are you using? Please specify which ones.

  • Unsure.

18. What are some of the critical applications being used today? Any ERP applications?

  • Fund Balance
  • Tyler Tech Public Safety
  • Kansas Law Enforcement Records
  • Tyler Tech Municipal Justice & Content Manager

19. Microsoft is sunsetting Windows 2012 servers in October. Is there a plan to upgrade/replace your current 2012 servers. Please provide details.

  • Unsure.

20. What is the network topology currently used, and how are these locations communicating to each other?

  • Site-to-Site VPN via SonicWall Firewall

21. Is there a VPN in place for remote access? Is there a firewall?

  • Yes. Yes

22. What is the speed of the network connection to the internet?

  • 200x200MBPS Fiber – Spectrum At City Hall/CED/PW & Wastewater
  • Unspecified Spectrum connection at Streets and Parks

23. Do you have a backup connection?

- No

24. How many Routers, Switches, and Firewalls are in your network?

    - Firewalls - 4
    - Switches – 21
    - Routers - Unsure

25. How many buildings/locations?

    - Please see RFP.

26. Is there a current vendor now supporting the County? If so, what is the monthly spend with them? How many hours are being utilized per month or year?

    - Yes. Approximately $6,000 a month. Unsure.

27. Do you have any major projects in progress?

    - Please see RFP.

28. How big is your current IT department, if any?

    - Currently contracted out with 2 internal members providing low-level IT support.

29. Please provide the brand for the switches, network devices, laptops, desktops, and printers.

    - Dell, Ubiquiti, Dell, Kyocera

30. Do you have any cameras to support?

    - Yes.

31. Do you currently have a VOIP solution? Who is your VOIP provider? What is the brand of your desktop phones? How many extensions/DID numbers?

    - Yes. Mitel – run by Towner Communications. ShoreTel. N/A

32. Do you have ticketing system in place? Estimate of tickets per month/quarter?

    - Yes. Spiceworks – Approx. 25/qtr or 10/month

33. Do you require someone to be on-site all the time?

    - No.

34. Is this a multi-vendor or single vendor award?

    - Single Vendor

35. Is there Change Management system in place?

    - No.

36. Is there an Information Technology Asset Management (ITAM) solution in place?

    - No.

37. What applications are currently in use?

    - Question is too vague.

38. Is this new initiative? If not, please let us know the incumbent vendor's name.

    - Yes

39. What was the previous budget of this RFP?

    - N/A

40. Please confirm, can we get the incumbent vendor proposal copies?

    - N/A

41. What is the estimated budget of the current RFP?

    • Dependent on submittals.

42. Is there any preference for local vendors?

    • Please refer to the City of Lansing's Purchasing Guide.

43. Can I bring our senior project engineers to you for a high-level walkthrough?
    • Yes.
44. Can we get an accurate number of servers and workstations?
    • Yes.
45. How many of the servers are virtual?
    • 10
46. How many server locations (physical buildings)?
    • 3
47. How much total data on the servers?
    • Unsure
48. How are the servers being backed up now?
    • Unsure
49. What is the Microsoft exchange 2013 being used for?
    • As mentioned earlier, Exchange Online is adopted by the City. Microsoft Exchange 2013 is not.
50. What applications are used for SSO through ADFS?
    • Office 365
51. Do you have vendor support for Tyler Technologies and ESRI?
    • Yes.
52. What types of Microsoft licenses are being used?
    • See earlier question & response.
53. Are there any physical or virtually separated networks?
    • Yes.
54. On page 9 you indicate 34 servers and 90 workstations. However, on page 10 you list 16 servers and on page 11 you list 70 workstations. Which are the correct counts?

    • 16 servers and 70 workstations.

55. On page 13 you indicate performing backups. Do you a backup solution in place or do we need to propose one? If we need to propose one, how much raw data would need to be backed up?

    • There is a backup solution in place. Unsure.

56. On page 14 you indicate network intrusion and virus software management. Is these items in place or do we need to propose a solution?

    • There are solutions in place currently.