1. What is this contract ID? In the RFP (section 14) it is requested that form 1295 be submitted with the SOQ. Form 1295 requires that I enter the contract ID.

   There is no contract ID.  You can use "City of Burkburnett IT Services Contract."

2. How many workstations need to be managed?

   87 workstations

3. How many servers need to be managed?

   11 servers

4. Does the City of Burkburnett have any Business Continuity and Disaster Recovery (backups) in place now? If so,

   a) What is the current number of physical and virtual servers currently being backed up? PD is 2 Physical servers and 6 virtual servers.  City Hall is 1 Physical server and 2 virtual servers.  1 NAS (12 TB .pdf storage)

   b) How much data is being backed up (usually this is measured in Tb)? 16TB

   c) What is the retention period of the data being backed up?  180 days is ideal, 90 is acceptable.

   d) Anticipated rate of annual growth (Tb)?  N/A

5. Microsoft licensing – The RFP does not expressly mention M-365 licensing. Is it the intention of the City of Burkburnett to initiate a relationship directly with Microsoft for these licenses or should a respondent include the cost of these licenses in their response?  Please include the M-365 cost in your proposal.

6. Should the proposal include Microsoft 365 licenses? Do you currently use Microsoft 365 or do you run an on-site email server? We run M-365

7. Could the City clarify if the 24x7x365 consulting requirement is limited to **"Proactive PC/Workstation Management and Monitoring"** and **"Proactive Server Monitoring"** only, or if it extends to other services mentioned in the RFP?

   The 24x7x365 requirement applies specifically to automated monitoring of PCs/workstations and servers, as outlined in the Scope of Services. Other service categories, such as helpdesk support, network/firewall management, and environment administration, are expected to follow the availability and response standards described in their respective sections (e.g., business hours, after-hours emergency support).

8. Does the City have an **estimated annual volume of service requests, incidents, or tickets** related to network operations, firewall configuration, and remote support services?

   We don't currently have this information, but we can contact our current vendor if we need it to respond.

9. Could the City disclose the **budget** allocated for this RFP?

   The City is seeking competitive proposals and is not disclosing a set budget amount. Respondents should propose pricing that reflects the scope of services and is sustainable for a municipal environment.

10. Are vendors expected to provide their own tools, licenses, and related resources for delivering services such as helpdesk support, network monitoring, infrastructure maintenance, cybersecurity, and strategic IT planning, as outlined in the RFP?

    Yes

11. The RFP outlines that the City solely relies on venders to source IT services; can the City provide name for their current service provider?

    Syntrio

12. Could the City provide a high-level overview of its current IT environment?

    The City's current IT environment consists of approximately 87 workstations and 11 servers supporting 16 departments and 84 employees. The City does not have an internal IT department and relies entirely on a managed services provider for IT support. Key infrastructure elements include SonicWall firewalls, VPN access, and Windows-based servers and workstations. The City expects the selected MSP to manage, monitor, and secure this environment, while also advising on future upgrades and improvements.  It would be expected that the MSP provide support for our financial software, Incode 9 by Tyler Technologies, which is hosted on premises.

13. We would like to request the city to **remove** the sections outlined as **"Draft Contract Language" "Reports" and "Cost of services"** in the RFP from the page limit criteria or increase the total page limit for the response. Alternatively, we would like to request if we can submit the **"Draft Contract Language" "Reports" and "Cost of services"** sections as appendices.

    "Draft Contract Language," "Reports," and "Cost of services" can be submitted as appendices and will not be considered as part of the page limit criteria.

14. **Full User Count**: Please confirm the number of full users with dedicated devices versus shared users and email-only users.

    Total number of employees – 84

    Mayor & Commissioners – 7 (email addresses but not dedicated device)

    Total number of devices - 87

15. **Firewall Setup**: Confirm if each department with a separate internet connection has a dedicated firewall in place – yes

16. The RFP notes a city IT manager may be hired during the contract. How will responsibilities be divided if that occurs, and how will it affect pricing or scope?

    If the City hires an IT manager, the expectation is that the manager will handle first-level technical questions and offer some support functions that would alleviate the need to involve the MSP. This person would be the main contact for the MSP, and the MSP could utilize the IT manager for onsite needs.  This would ultimately affect pricing and scope of the project., which would be negotiated with the MSP.

17. Are Police Department IT systems in scope? If yes, does the City require the MSP to be fully CJIS compliant on day one, or is a certification timeline acceptable?

    Yes, and they would have to be the top priority due to the nature of emergency services.  All MSP staff requiring access to Police Department systems must complete CJIS background checks and training before gaining access. Non-CJIS tasks (e.g., general workstation setup not tied to PD systems) may be performed under City supervision while clearances are pending.

18. Can you provide a detailed inventory of servers (11 listed) and applications currently in use, including versions, hosting models, and licensing status?

    •    1 Physical Server Proliant DL360 Gen 10  Xeon-Silver 4210  10 core 20 Logical 128GB RAM

    Running 4 Virtual Servers on Server 2019 Standard

    Appserver1   16GB RAM

    Appserver2      16GB RAM

    Appserver3      32GB RAM   SQL Database

Appserver4.    8GB RAM

• 1 Physical Server Proliant DL360 Gen 10  Xeon-Silver 4110 8 Core 16 Logical  64 GB RAM

Running 2 Virtual Servers Running Server 2016 Standard

Court

Access it (Door systems)

- Sonic Wall 670

- NAS DS720

- Call Logger F16W23615

19. The RFP requires after-hours and emergency support. What is the current volume of after-hours calls, and what response time expectations does the City have?

The PD would be the only person that would require after-hour help desk and the first level could be managed by the future IT Liaison. The main problems are from weather-related outages and energy spikes. Phone services are with 3CX and would need to be the top priority and communication is priority in the emergency services industry.

20. What backup technology is currently in use, and does the City expect the MSP to refresh/replace it as part of this contract?

The City expects the selected MSP to manage and monitor existing backup systems and to provide recommendations if improvements or replacements are needed. The City is open to considering vendor proposals for refreshing or upgrading backup solutions as part of the managed services contract, but replacement is not an automatic requirement under this RFP.

21. The RFP requests proposed metrics and resolution times. Are there minimum thresholds the City expects (e.g., critical response within 1 hour)?

Respondents should propose service-level metrics, including response and resolution times, that they believe are appropriate for a municipal environment. The City will evaluate proposals based on how well those proposed SLAs meet the City's operational needs, particularly regarding critical incidents, system uptime, and user support.

22. How detailed should monthly service reports be? Does the City require ticket-level detail, performance summaries, or executive dashboards?

The City expects monthly service reports to include, at a minimum, a summary of services provided, notable IT policy issues, and SLA performance metrics (response times, resolution times, etc.). The City does not require raw ticket-level detail but values clear reporting that highlights trends, recurring issues, and service performance against agreed-upon SLAs. Executive-style dashboards and summaries that can be easily reviewed by City leadership are encouraged, but vendors may propose the reporting format they believe best supports transparency and decision-making.

23. The RFP references NIST/ISO practices. Does the City have a preferred standard, or should the MSP propose one?

   The City does not have a mandated preference between NIST or ISO frameworks. The City expects respondents to identify the cybersecurity and IT security framework(s) they follow and demonstrate how those practices will protect City systems and data. Respondents may propose the framework they believe offers the most value for a municipal environment, and the City will evaluate how well that aligns with industry standards and the City's operational needs.

24. The RFP requests both fixed fee and all-inclusive pricing models. Does the City prefer a fully predictable all-inclusive contract, or a base + hourly model?

   The city prefers a predictable, all-inclusive contract.

25. The RFP requires vendors to list excluded services. Are there any categories (e.g., hardware procurement, cloud subscriptions) that the City assumes will always be out of scope?

   No

26. If the City adds or removes servers/workstations, how should pricing adjust? Is it per-device, or should the MSP absorb fluctuations within a band?

The City prefers pricing that is scalable on a per-device basis, with reasonable flexibility for fluctuations (e.g., ±5% of devices) without triggering contract amendments.

27. What are the City's expectations around early termination rights for performance issues?

The City expects to retain standard termination-for-cause rights in the final contract (for material performance failures, subject to notice and cure), and no early termination penalties should apply in such cases.  If the vendor materially fails to perform in accordance with the contract terms, examples may include:

- Failure to meet service levels (e.g., uptime, response times, resolution times).

- Repeated non-compliance with security, confidentiality, or regulatory requirements.

- Failure to correct performance deficiencies after notice and opportunity to cure.

28. Are there any additional state or federal compliance certifications beyond those listed (e.g., data residency, cybersecurity insurance proof)?

No

29. The RFP states proposals may be subject to the Texas Open Records Act. What specific IT operational data (logs, diagrams, incident reports) must be treated as public versus confidential?

The City is subject to the Texas Public Information Act (Texas Government Code Ch. 552). Proposals, contracts, and performance reports are generally public records. However, information that falls under statutory exceptions (such as network diagrams, detailed system logs, security configurations, and vendor trade secrets) may be withheld if properly marked by the vendor and determined exempt by the Texas Attorney General. The City encourages respondents to clearly label any confidential or proprietary information in their proposals. Final determinations regarding disclosure are made in accordance with Texas law.