

# RFP No. 25-C3166

## City of Kenmore

### City of Kenmore Information Technology Strategic Plan and Assessment

#### Questions and Answers

Last updated: 8/4/2025

#### General Environment

- Total number of physical desktops/laptops: 108
- Do any users work remotely or hybrid?  Yes  No If yes, how many? Most everyone has the capability.

#### Infrastructure

- Number of physical servers: 2
- Are any servers virtualized?  Yes  No If yes, on what platform? HyperV
- Total data stored (approx. in GB or TB): 8TB (approx.)

#### Network Details

- How many physical locations? 3
- Number of firewalls: 2
- Number of switches: 8
- Number of wireless access points: 10
- Current internet provider(s) and bandwidth: Fiber 200/200

#### Applications & Services

- Are you using Microsoft 365?  Yes  No If yes, which services?  Exchange  Teams  SharePoint  OneDrive  Other:
- Do you use any on-premise business applications?  Yes  No If yes, please list: GIS, CityWorks, Trackit
- Do you use any industry-specific software (e.g., permitting, finance)?  Yes  No If yes, please list: GIS, CityWorks, Trackit, TylerTech

#### Current IT Support

- Do you currently have internal IT staff?  Yes  No If yes, how many?
- Are you currently working with an IT service provider/MSP?  Yes  No If yes, who?

- What are your biggest IT pain points today?

## Support Expectations

- Expected hours for helpdesk coverage (e.g., 8–5 M–F): M-F 730-530
- Do you expect regular on-site support? X Yes  No If yes, how often? Weekly
- Do you have any compliance requirements? (e.g., CJIS, HIPAA)  Yes X No If yes, please specify:

## Security Stack

- What antivirus/EDR solution is currently in use?

This should be disclosed to the winning vendor during the discovery phase. RFP responses are public records and this information may be considered exempt from public disclosure under RCW 42.56.420.

- Do you have an email security platform (e.g., spam filter, phishing protection)? If yes, which one?

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- Are user accounts protected by MFA? X Yes  No

## Backup & Disaster Recovery

- Are critical systems currently backed up? X Yes  No If yes, what solution is in place?

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- Do you have a documented disaster recovery plan? X Yes  No

## Line-of-Business (LOB) Ownership

- Who owns your business-critical applications internally (e.g., finance system, permitting platform)? Administration/Finance, planning
- Do any applications require regular vendor support or maintenance windows? Most are supported by our IT vendor. Where that is not possible we rely on the vendor.

## Decision & Procurement

- Who makes IT decisions internally? Director of Administration
- Do you have a procurement process for IT hardware/software? yes

## Projects & Roadmap

- Are there any upcoming IT initiatives or projects we should be aware of?  
This should be disclosed to the winning vendor during the discovery phase. RFP responses are public records and this information may be considered exempt from public disclosure under RCW 42.56.420.

### **Access to Systems and Stakeholders**

Q: Will the selected consultant have direct access to the City's managed service provider (Lighthouse Consulting), system documentation, and administrative access to key platforms (e.g., Cityworks, TRAKiT, Granicus) for discovery and assessment purposes?

A: The consultant will have access to Lighthouse and system documentation. Access to key platforms may vary.

### **GIS Strategy Expectations**

Q: Can the City clarify its expectations for the GIS strategic planning component – specifically, whether this is limited to staffing and governance recommendations or if it includes evaluating platforms and integration strategies?

A: It includes staffing and governance recommendations AND platforms and integration strategies.

### **Sample Report Submission Format**

Q: Are there any restrictions or preferred formats for submitting the two required sample reports (e.g., URLs vs. attachments)? Are redacted examples acceptable?

A: URL or attachment is preferred for the sample reports. And yes, you may redact where necessary.

### **Primary City Liaison**

Q: Will a primary internal project manager or liaison be assigned to coordinate interviews and data collection during the discovery phase?

A: Yes, we will have an internal PM assigned.

### **Level of Detail for Tactical Costing**

Q: To what level of detail does the City expect tactical cost estimates – for example, per project/system, capital vs. O&M breakdowns, or staffing allocations?

A: This will be determined with the winning vendor. It is likely that all of those breakdowns will be expected.

### **Ongoing Support or Implementation Assistance**

Q: Would the City consider follow-on support (e.g., implementation assistance, RFP development, vendor evaluation) from the selected consultant as part of a separate phase, or should this be referenced in the current proposal?

A: This would be part of a separate phase.

### **Preferred Formats for Deliverables**

Q: Does the City have preferences for the final deliverables in terms of file formats (e.g., Word, Excel, PDF)? Should project timelines and roadmaps be formatted for presentation as well? We do not have a preference for the final deliverables. Word, Excel and/or PDF are all acceptable.

A: Per the RFQ, three presentations are required by the consultant to City Management/Council. Timelines and Roadmaps should be formatted accordingly.

### **Local Presence Preference**

Q: The RFP notes a preference for consultants with an office in Washington State. Will proposals from out-of-state consultants be scored differently, or is this preference informational only?

A: Should two consultants score similarly and one is in state and one is out of state, the in state consultant would be chosen.

Q: Could the City please provide an approximate budget range or ceiling anticipated for the execution of the contract? This will assist in aligning our proposed scope and pricing with the City's expectations. (*Ref: Section 1 – Purpose & Scope of Services*)

A: Our expectation is that the consultant will determine an appropriate cost given their proposal.

Q: Is the City able to share any documentation that further details the current IT environment, such as:

- Inventory of applications and systems in use
  - Network architecture or diagrams
  - Organizational chart indicating IT responsibilities
  - Existing IT policies and procedures
  - Service Level Agreements (SLAs) or contracts with Lighthouse Consulting
- (*Ref: Section 1 – Information Services Overview & Scope of Services*)

A: See other Q&A response. Other items not addressed will be provided to the winning vendor during the discovery phase.

Q: Could the City clarify its intentions regarding the ongoing engagement with Lighthouse Consulting? Are there plans to reassess, rebid, or modify the scope of that contract in the near future? (*Ref: Section 1 – Technology Services Provider*)

A: We are open to recommendations regarding the use of a contracted IT consultant.

Q: For planning purposes, could the City confirm how many departments or stakeholder groups we should anticipate engaging during the discovery phase? (*Ref: Scope of Services – Interviews and Departmental Engagement*)

A: Eight (8) departments and the IT committee (7 members)

Q: Should the pricing proposal be included within the 12-page limit specified in the RFP, or may it be submitted as a separate attachment? (*Ref: Section 1 – Submittal Requirements*)

A: It should be included within the 12 page limit.

Q: Is there a preferred format or template for presenting the cost breakdown and staffing matrix within the price proposal? If not, would the City prefer a task-based breakdown with associated hours, roles, and rates? (*Ref: Section 1 – Submittal Requirements: Price Proposal*)

A: We do not have a preferred format. Please provide a task-based breakdown with hours, roles and rates.