Addendum 2

Addendum posting date: 9/5/2025

To provide context for the following responses, proposers should understand that the City of Mary Esther does not have in-house IT staff. The selected firm will be expected to function as a strategic partner. The City relies on its managed services provider to proactively offer guidance, recommend necessary solutions, and lead the implementation of improvements to the City's technology and cybersecurity posture.

1. How many Servers (VMs)#
   The City of Mary Esther does not operate its own on-premises servers. Server functions are managed through cloud-based solutions or vendor-provided services.

2. How many Total End Points #
   Proposers should base their cost on approximately 25 users, which corresponds to the number of primary endpoints (workstations/laptops).

3. How many Firewalls #
   For a detailed inventory of current IT assets, including the number of firewalls, please see the attached inventory list. The RFP requires firewall management and maintenance for two facilities (two buildings share a connection through an underground conduit).

4. How many Backup Server #
   The City does not operate on-premise backup servers. The City uses managed, cloud-based backup solutions.

5. How many Active Directory (AD) #
   The City does not operate on-premise Active Directory servers. All services, including Active Directory and Exchange, are cloud-based via Microsoft 365.

6. How many External IP#
   Please refer to the attached inventory list for specific network configuration details.

7. Please confirm whether proof of registration to do business in Florida and copies of applicable business/professional licenses must be included with the proposal submission, or only after award.
   As stated in Sections 4.1.2 and 4.1.5 of the RFP, proof of registration to do business in Florida and copies of relevant licenses/certifications must be included with the proposal submission.

8. What file formats are accepted for upload in Euna OpenBids (e.g., PDF only)? Is there a per-file size limit or naming convention you require?

PDF and Word are preferred, but any traditional format is acceptable. There is a size limit of 100 MB per document. The Cost Proposal must be submitted as a separate file, clearly labeled as indicated in the RFP.

9. Should the Cost Proposal be a single, separate file with no pricing anywhere in the Technical Proposal?
Yes. The Cost Proposal must be submitted as a separate file. No pricing information should be included in the Technical Proposal.

10. Will the City accept electronic signatures and remote online notarization (RON) for the required forms?
Yes, electronic signatures and notarization are acceptable.

11. The RFP notes no on-premises servers—please confirm. If any exist, please list roles and quantities.
Confirmed. The City does not operate any on-premises servers.

12. Please provide current inventory estimates for evaluation normalization: number of users, workstations/laptops, network devices (switches/routers/firewalls/APs), printers, and any servers.
Services are required for three separate facilities (two buildings share a connection through underground conduit). All facilities are transitioning to fiber internet with 1GB speed.

13. How many physical locations are in scope, and what are the inter-site connectivity and internet bandwidths?

Three locations, as indicated in the RFP. All facilities are transitioning to LiveOak Fiber with 1GB speed. Two buildings share a connection through an underground conduit.

14. Is there an incumbent provider? If yes, please identify them and indicate whether a transition knowledge-transfer session will be facilitated.
Yes, the incumbent provider is Bit-Wizards. Any knowledge transfer requirements will be discussed with the awarded vendor after the contract award.

15. Could you please share what specific solutions you are using, as well as what you like and do not like about them?
The City's key applications and current environment are outlined in Section 2 of the RFP. The purpose of this RFP is to obtain competitive proposals for the services described; more detailed discussions can take place after the award.

16. Is there anything unusual or unique about your network that we should be aware of?
The IT environment is outlined in Section 2 of the RFP. A voluntary facility site visit was held on August 22, 2025, for a more detailed view.

17. Are there any tools or services that you are currently unhappy with?
    This RFP is intended to solicit competitive proposals for a comprehensive solution. Proposers should outline their best-in-class approach rather than focusing on the incumbent's solution.

18. Could you also provide information on how many switches will be in use?
    Please refer to the attached inventory list for details on all network equipment.

19. Have you encountered any challenges with downtime, responsiveness, or support?
    The City is seeking the best value for comprehensive IT and Cybersecurity services. The evaluation criteria, including past performance and on-site response time, are designed to select a highly responsive and reliable partner.

20. How many switches do you have/need and can you tell me the type of switches?
    Please refer to the attached inventory list for details on all network equipment.

21. Could City please confirm whether this is a new initiative or an existing engagement?
    This is an existing engagement with additional cybersecurity requirements to comply with the state's new cybersecurity requirements.

22. If there are existing incumbents, would the City be able to share their technical and cost proposals for reference?
    Previous proposals are public records and can be requested from the City Clerk's office pursuant to Chapter 119, Florida Statutes.

23. Could City provide an estimated budget or a Not-to-Exceed (NTE) amount for this contract?
    No. The purpose of the solicitation is to obtain competitive proposals for the services outlined in the RFP.

24. Could City please provide the anticipated project timeline, including key milestones and the overall expected duration of the engagement?
    This information is covered in the RFP. The complete schedule is in Section 7, and the contract period is in Section 6.4.

25. Could City please clarify whether it intends to award this RFP to a single vendor or multiple vendors? If multiple awards are anticipated, could City specify the expected number of vendors to be selected?
    The City's primary intent is to select a single, comprehensive partner. However, as stated in Section 6 under 'Award,' the City reserves the right to make one or more awards to ensure the best value and outcome for the City.

26. Please confirm the anticipated duration of this engagement (e.g., initial contract term in months/years, with or without renewal options).

This information is covered in the RFP. Per Section 6.4, the initial contract term is one year, with the option for four additional one-year renewals, not to exceed a total of five years.

27. Is there an expected or allocated budget range for these services that vendors should be aware of when preparing proposals?
No. The purpose of this solicitation is to obtain competitive proposals for the base level of service indicated in the RFP.

28. Can you provide an inventory of current IT assets (workstations, servers, switches, routers, firewalls, printers, UPS, etc.) across all three facilities?
A list of current IT assets is attached.

29. Are there any existing IT management tools (RMM, monitoring, ticketing, AV, backup, patching, etc.) already in place, or is the vendor expected to provide/license these?
The City is seeking a comprehensive solution and does not provide its own IT service tools. The awarded vendor is expected to provide all necessary tools to fulfill the scope of services.

30. Do you anticipate significant growth beyond the current 25 users during the contract term?
No, significant growth beyond 25 users is not anticipated.

31. Are all 25 workstations domain-joined, and is there an existing Active Directory domain with on-prem Exchange, or is Exchange cloud-based (e.g., Microsoft 365)?
All services are cloud-based, including Active Directory and Exchange via Microsoft 365.

32. Are there any line-of-business or custom applications beyond standard productivity tools (Adobe, MS Office) that will require support?
Yes, the City uses multiple cloud-based applications, including Tyler Technologies ERP Pro, which may require support or coordination with third parties.

33. Can you provide details of the existing firewall(s), routers, and switches (make, model, age, support coverage)?
Please see the attached inventory list for these details.

34. Is there an existing web filtering solution in place, or should the vendor propose one?
The vendor will be expected to suggest and provide solutions for services like web filtering, as outlined in Section 3.1 of the RFP.

35. What endpoint security solution is currently deployed (antivirus, EDR, etc.)?
The City has existing anti-virus solutions. The vendor will be expected to manage this service and suggest solutions or improvements as needed.

36. Are email security/anti-spam protections handled via Microsoft 365 or a third-party solution?

The City has existing anti-spam solutions. The vendor will be expected to manage this service and suggest solutions or improvements as needed.

37. What backup solution is currently in place (on-prem appliance, cloud-based, hybrid)?
The City does not maintain on-premise servers and prefers cloud-based solutions for services like backup. The current environment includes managed backup solutions.

38. What Recovery Point Objective (RPO) and Recovery Time Objective (RTO) are expected for critical systems?
Proposers should include their recommended approach to Backup & Disaster Recovery in their technical proposal. The City will work with the selected vendor to formalize RPO and RTO requirements.

39. How many onsite visits were typically required in the past year, and what are the three facilities' locations relative to each other?
The number of past visits is not readily available; however, the scope requires unlimited onsite support during business hours. Two facilities share a campus, the third is within one mile.

40. Should after-hours emergency support be included in the base price or billed separately?
Per Section 4.3.3, proposers must provide a schedule of hourly rates for emergency support services beyond standard business hours. This should be billed separately from the annual recurring services cost.

41. Are there any other third-party vendors beyond Zoom (phones) and A to Z Lock and Safe (security/cameras) that the IT vendor will need to coordinate with?
Yes, the vendor will need to coordinate with other IT-related vendors, such as the provider for Tyler Technologies (ERP) and CivicPlus (website).

42. For third-party coordination, is the vendor expected to handle contract/license renewals or only provide technical troubleshooting/liaison services?
The scope in Section 3.1 focuses on acting as the primary IT contact for troubleshooting, liaison, and coordination. The scope in Section 3.3 includes assisting the City in managing relationships with other vendors. Proposers should describe their approach to vendor management in their technical proposal.

43. Please confirm whether the City expects the selected vendor to provide specific IT management and security tools (e.g., RMM, ticketing/helpdesk system, backup software, antivirus/EDR, web filtering, monitoring tools), or whether the vendor may propose their own preferred toolset as part of the solution. If tools are required, which tools are in scope?
The vendor is expected to propose and provide their preferred toolset as part of a comprehensive solution to meet all requirements of the RFP.

44. Please confirm whether the City requires alignment with the NIST Cybersecurity Framework version 2.0 (released February 2024), or whether version 1.1 is acceptable for this engagement.
As stated in Section 3.2, the proposer shall assist with the implementation and adherence to the latest version of the NIST Cybersecurity Framework.

45. Beyond the core NIST CSF functions, does the City expect alignment with other frameworks (e.g., CIS Controls, ISO 27001, CMMC) or only NIST CSF?
The RFP only requires alignment with the NIST Cybersecurity Framework. However, additional cybersecurity measures can be discussed after the award and throughout the engagement.

46. Please confirm the expected scope of policy development under NIST CSF implementation. Specifically, how many formal policies does the City anticipate requiring, and should the scope be limited to high-level policies only (excluding detailed standards, procedures, and guidelines)?
The scope includes developing and assisting with the implementation of controls and practices necessary to align with the NIST Framework, which may involve developing policies. Proposers should detail their proposed phased plan for assessment and implementation in their Technical Proposal.

47. Does the City require continuous monitoring through specific tools (SIEM, log management, vulnerability scanning, etc.), or is the vendor expected to propose and provide monitoring solutions?
The vendor is expected to propose and provide the necessary monitoring solutions to ensure continuous compliance with the NIST Framework. Proposers should describe the specific tools and methodologies they will utilize.

48. Are there any regulatory drivers (CJIS, HIPAA, PCI-DSS, etc.) that the City must also consider alongside NIST CSF compliance?
The RFP does not specify compliance requirements beyond those outlined in applicable Florida Statutes and the NIST Cybersecurity Framework.

49. Approximately how many staff members will require cybersecurity awareness training?
Per Section 3.2, the vendor is responsible for providing recommendations for staff training on cybersecurity best practices. Currently, all users are required to complete cybersecurity awareness training through either the USF or FIU online programs.

50. Does the City expect the vendor to provide the training content and platform, or only recommend resources/vendors?
The scope is to provide recommendations for staff training. Proposers should describe their approach to these recommendations in their proposal.

51. Should training be limited to general awareness, or should it also include role based/technical training for IT and leadership staff?
The primary scope is providing recommendations for staff training on cybersecurity best practices. Proposers may include recommendations for different types of training in their technical proposal.

52. Has the City defined an internal incident response plan, or will the vendor need to assist in developing one from scratch?
Proposers should assume they will need to assist in developing or refining plans as part of the NIST Framework's "Respond" and "Recover" functions.

53. What role is the vendor expected to play during a breach — advisory only, or hands-on technical investigation and forensic support?
The vendor is expected to assist and/or facilitate compliance with Florida's breach reporting requirements, including providing necessary information, documentation, and technical support during an investigation.

54. For Florida's breach reporting requirements, should the vendor prepare draft notification templates (legal/regulatory communications) or just provide technical evidence to support City-led reporting?
Consistent with the answer above, the vendor's role is to provide the technical evidence and documentation required to support the City's reporting process. The City and its legal counsel will manage the preparation of legal and regulatory communications.

55. What level of strategic consulting is expected — periodic recommendations (e.g., annual IT roadmap) or active participation in long-term technology planning (e.g., budget forecasting, board/committee presentations)?
The vendor is expected to advise on IT strategy, tech upgrades, and future planning. Proposers should outline their consulting approach, which may include assistance with the IT budget and board presentations, although these will be infrequent.

56. Does the City expect the vendor to provide a formal IT strategic plan document, or just advisory input during regular meetings?
The RFP does not prescribe the format of strategic consulting deliverables. Proposers should outline their recommended approach and deliverables in their Technical Proposal.

57. How frequently should strategic IT consulting sessions/reports be delivered (monthly, quarterly, annually)?
The RFP does not prescribe the format of strategic consulting deliverables. Proposers should outline their recommended approach and deliverables in their Technical Proposal.

58. Does the City currently have any disaster recovery (DR) or business continuity (BCP) plans in place that would be updated, or is the vendor expected to create new plans from scratch?

The vendor is expected to assist in developing, testing, and maintaining comprehensive DR and BCP plans. Proposers should assume these plans will be created in partnership with the City.

59. Should the vendor facilitate tabletop exercises or live failover testing as part of DR/BCP maintenance? If yes, how often (annual, semi-annual)?
The scope includes assisting in testing the DR and BCP plans. Proposers should recommend a testing schedule and methodology as part of their technical approach.

60. To what extent should BCP cover non-IT business processes (e.g., facilities, communications, staffing) versus being limited to IT/data systems only?
The vendor's primary role is focused on the IT and data systems components of disaster recovery and business continuity.

61. Beyond phones (Zoom) and security/camera systems (A to Z Lock and Safe), how many other IT vendors does the City currently engage with that would fall under vendor management responsibilities?
These are the primary systems. Others include Tyler Technologies (ERP) and CivicPlus (website), but staff typically initiate these calls and only require support if there are related networking or hardware issues.

62. Should the vendor proactively manage vendor contracts and renewals, or only act as a technical liaison for troubleshooting issues? Will the IT vendor be expected to evaluate/replace existing vendors or only coordinate with those already under contract?
The scope outlined in Sections 3.1 and 3.3 is to act as the primary technical contact for coordination and to assist the City in managing vendor relationships. The City will retain ultimate responsibility for contracts and renewals.

63. Please confirm whether the 30-page limit applies only to the Technical Proposal content, and that divider/separator pages, staff résumés, certifications, and insurance certificates are excluded from the count.
The 30-page limit applies to the main body of the proposal response. As stated in the RFP, divider/separator pages are excluded from this count. Required forms (Exhibits A-F), résumés, certifications, and insurance certificates should be included as attachments and will not count toward the 30-page limit.

64. For the Cost Proposal, should proposers upload one consolidated file in Euna OpenBids, or separate files for recurring services, one-time transition, and optional services?
Please upload one consolidated file for the Cost Proposal.

65. Does the City require the Technical Proposal to be submitted as one combined PDF (with dividers included), or may it be submitted in multiple separate files by section?
Please submit the Technical Proposal as one consolidated file.

66. Should divider/separator pages include the RFP number and section title, or is a simple section heading sufficient?
A section heading will be sufficient.

67. Does the City require a signed cover letter within the Technical Proposal, or is it optional?
A signed cover letter is not explicitly required, but it is recommended. Proposers must complete and sign all required forms listed in Section 4.4.

68. The RFP references "third-party vendor coordination." Please clarify whether this includes state/federal agencies or is limited to technology vendors (e.g., ISPs, software providers).
This coordination is limited to technology vendors.

69. For cybersecurity monitoring, is the City expecting vendors to provide a 24/7 Security Operations Center (SOC) service, or is a managed monitoring toolset sufficient?
The RFP requires "ongoing monitoring, reporting, and support" to align with the NIST Framework. Proposers must also provide rates for emergency support outside of standard business hours. Your proposal should detail your methodology for meeting these requirements, whether it includes a 24/7 SOC or another managed monitoring solution.

70. Does the City currently use a SIEM platform (e.g., Microsoft Sentinel, Splunk), and should proposers assume continuity with the existing tool or propose a new solution?
The City is seeking a comprehensive solution from the vendor, who is expected to propose and provide the necessary tools for security management. Proposers should recommend the solution they deem most effective.

71. Will the City require full-time onsite personnel, or is the intent for services to be primarily remote with onsite support only as needed (within the 90-minute response window)?
The City does not require full-time onsite personnel. The intent is for services to be primarily remote with timely on-site support as needed. Per Section 4.2.4, proposers must confirm if they can guarantee a technician on-site within 90 minutes for critical issues.

72. Please confirm whether subcontractors may be used for specialized services (e.g., penetration testing), and if so, whether their résumés and certifications should be included in the Technical Proposal.
The proposal should be submitted by the primary contractor who will be held responsible for all services. If subcontractors are proposed, they must be identified, and their qualifications should be included.

73. For Key Personnel, does the City prefer full résumés or summarized bios with credentials?
The proposal should identify key personnel and include their roles, qualifications, and relevant experience. Proposers may choose the format (résumé or detailed bio) that best conveys this information.

74. The RFP requests references from clients of "similar size and scope." Will the City accept federal or enterprise government references in addition to municipal references, or is the preference strictly for municipal clients?

Per Section 4.1.3, the preference is for references from municipal or government entities of a similar size (population 4,500, 25 users, or comparable IT environment). Other government references may be considered but might not be weighted as heavily.

75. Is the City requiring exactly three references, or may proposers submit additional references (e.g., four or more) for consideration?

The RFP requires "at least three (3)" client references. Proposers may submit more than three.

76. Will pricing be evaluated as a not-to-exceed annual cost for Year 1 only, or will projected renewal years (Years 2–5) also be factored into scoring?

To ensure a fair evaluation of long-term value, the cost evaluation will consider the total cost over the potential five-year contract term. Proposers are required to provide a clear pricing breakdown in their Cost Proposal for the initial one-year term and for each of the four (4) potential one-year renewal options. The City will use the total five-year potential contract value to score the Cost Proposal, ensuring the selection reflects the best overall value for the City.

77. Will the City apply any local vendor preference policy during evaluation?

Yes. As detailed in Section 5, Evaluation Criteria, a local preference of 5 points may be assigned to a respondent that qualifies as a "Local Business" per the City's Purchasing Policy.

78. Will the evaluation committee conduct interviews or oral presentations, or will award be based solely on the written proposal?

The staff review committee reserves the right to request interviews with proposers during the evaluation, but it is not a mandatory step. An award may be based solely on the written proposals.

For insurance coverage, is a sample certificate of insurance acceptable at submission, with final certificates provided upon award, or must current certificates be included in the proposal?

Per Section 4.1.5, proposers must provide "proof of adequate liability insurance" with their submission. A current certificate of insurance is required to demonstrate compliance with the minimum coverages listed.

79. For staff certifications (e.g., CISSP, AWS, Microsoft), would the City prefer copies of individual certificates or a summary table of credentials with verification upon award?

A summary table of credentials is acceptable for the proposal submission, with verification to be provided upon request or award.

80. Please confirm whether the Cone of Silence applies to all City staff (IT, procurement, administration) or only to elected officials.
The Cone of Silence applies to all City councilmembers, employees, and representatives . All communications must be directed to the contact listed in the RFP.

81. After award, will the City issue a new formal contract agreement, or will the RFP and the vendor's proposal together serve as the binding contract?
A separate formal contract agreement will be required.

82. Does the City have a preferred transition period (e.g., 30 days) for handover from the incumbent provider to the awarded vendor?
The City expects a smooth transition. The specific timeline and plan for the transition can be discussed with the awarded vendor.

83. Could you please confirm whether notarization executed in Virginia will satisfy the requirement, or if the documents must be notarized specifically in Florida?
Notarizations that are validly executed across state lines are acceptable.