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TOWN OF YORKTOWN
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ADDENDUM NO. 3
MANAGED IT SERVICES REQUEST FOR PROPOSALS
TOWN OF YORKTOWN, NY

To All Vendors:

A copy of this addendum must be signed and submitted with your proposal.

1. The due date for the request for proposals for Managed IT Services has been changed to **10:00 a.m. on Friday, December 13, 2024**.
2. There is a correction to page 4 of the RFP under the section entitled "Service Environment Requiring Management. The number of workstations should read 175.
3. The attached document is the answers to questions submitted by vendors.

Dated: December 3, 2024   DIANA L. QUAST, TOWN CLERK
                                                  MASTER MUNICIPAL CLERK
                                                  TOWN OF YORKTOWN

I acknowledge that I have received and read the above Addendum No. 3.

_____   _____
Print Name   Company Name

_____
Signature

Below is a consolidated list of questions from all parties who have indicated intent to bid on the Town of Yorktown's Managed IT Services proposal. The questions have been grouped as possible according to the section of the proposal most aligned with the subject matter.

Correction to original RFP content:

Service Environment Requiring Management

Correction to number of user workstations: 175 (from 95).

Minimum Qualifications,

Item 3

Question: Can "and contain no sub limits" be struck from item 3 of the Minimum Qualifications? (Item 3 content: "Vendor is to have a Cybersecurity and Commercial General Liability policy with limits of liability to be no less than 3 million per claim, event, or occurrence, and contain no sub limits.")
    Answer: Insurance Requirements per RFP are required for consideration.

Service Requirements

IV. Service Levels

Question: Is the respondent (bidder) to define criticality?
    Answer: User and system criticality are to be considered in defining the criticality of any identified or reported issue. Yorktown system criticality will be addressed during discussions with finalists and be provided to the awardee.

V. Server, Network, End User Device System Management and Monitoring

Question: Please provide a breakout of network devices/brands/under vendor support?
    Answer: The town is not publicizing system details at this time. Generally, all hardware is leading brand, industry standard hardware. Details will be provided during finalist interviews.

Question: Please provide a breakout of hypervisor servers vs virtual servers?
Follow on question: Can you list the operating system of those servers?

Answer: The town is not publicizing system details at this time. Generally, all hardware and software are leading brand, industry standards. Details will be provided during finalist interviews. (Applies also to the follow-on question.)

Question: Which vendor and/or tools are used for the server/PC backup?
Answer: The town is not publicizing system details at this time. Generally, all hardware is leading brand, industry standard hardware. Details will be provided during finalist interviews.

Question: Where is email hosted?
Answer: Email is currently being migrated from on-premises to a common, industry leading cloud provided solution. Details will be provided during finalist interviews.

Question: What is the role/function of each server?
Answer: The town maintains servers that provide Active Directory services, File and Print services, Database, and some application services. Details will be provided during finalist interviews.

Question: What is the disk space and utilization of each server?
Answer:
> Server1 – 564GB free of 1.33 TB – 60% used
> Server2 – 6.33TB free of 8.73TB - 28% used
> Server3 - 1.65T free of 2.18 TB - 25% used
> Server4- 1.7TB free of 4.36TB - 62% used
> Server5 – 2.43TB free of 4.36T - 45% used

Question: Are all OS's current supported version?
Answer: No, Yorktown has recently identified a small number of end-of-life operating systems among both workstations and servers.

Question: Will we receive a Network diagram
Answer: The Town's network diagram is currently being updated and will be provided during finalist interviews.

Question: Are Fax machines in scope for 24-hour proactive monitoring
Answer: Fax machines do not require 24-hour proactive monitoring; however, the circuits are to be monitored for outages.

Question: Is troubleshooting/repair in scope, or only monitoring per section V
Answer: Troubleshooting and repair is in scope based upon support provisions in section II.

VI. Remote Access Management

Question: What is current remote access solution we are required to support?
> **Answer:** The current remote access solution is a VPN client provided by the firewall manufacturer. Firewall details will be provided during finalist interviews.

Question: What is the current solution
> **Answer:** Remote access currently is provided via an endpoint software solution provided by the firewall manufacturer. Details will be provided during finalist interviews.

Question: Will the town provide a list of devices to be covered by the agreement?
> **Answer:** Remote access support is to be provided to the device providing remote access, and the Town's employees authorized for remote access. This group is dynamic; therefore, a static list could be implemented but would need to be maintained by the incumbent.

VII. Malware and Virus Protection

Question: Is there a requirement for remediation of protected devices if an incident evades protections/policies? Describe the separation of responsibilities if this is not a requirement.
> **Answer:** Yes, the incumbent would be expected to respond to and remediate incidents regardless of how it was activated or detected.

Question: What is the EDR platform in use by the County of Westchester that is referenced?
> **Answer:** CrowdStrike Falcon

X. Management and monitoring of critical security and system patches

Question: This item seems unlikely to be able to be met as written by any respondent. For instance, it requires an item listed as Critical by the vendor or CVSS to be patched within one day, but being listed as a critical vulnerability does not mean a patch exists. Also, Yorktown would need to maintain support contracts with vendors that would make patches available to Yorktown. Additionally, if approval of the Town's Comptroller is required, it would necessitate that the timer not start until the approval is received. Additionally, applications updates may require steps that will take more than one business day to implement for a variety of reasons. Would Yorktown be amenable to accepting alternate wording for the response to this item?

> **Answer:** Yorktown is amenable to alternative wording so long as it addresses the following points from the RFP:

> • Any security vulnerability rated critical by the product vendor or Common Vulnerability Scoring System which affects Yorktown systems ***must be evaluated against the Town's operational priorities and risk exposure to that vulnerability to determine patch urgency***

    •   Critically urgent rated vulnerabilities (based on the Town's internal assessment described above) identified on critical Town systems must be patched within one day.

    •   Town Comptroller (or other designated employee from the Comptroller's office) must approve the change as per the required Change Management service requirements.

For critical vulnerabilities assessed by Yorktown as critically urgent with no vendor-provided patch, alternative mitigating controls should be presented, evaluated, and a course of action determined.

Question: Please provide a list of "critical town systems" that fall under the one-day patching requirement.
    Answer: Specific system priorities will be addressed during finalist interviews.

Question: What is the Remote Monitoring and Management (RMM) tool?
    Answer: The current RMM tool is provided by the Town's current service provider. It is expected that there will be a transition to awardee's preferred central RMM solution.

XII. Cybersecurity Incident Response Support

Question: What is the Town's current incident response capability as referenced.   Defined plan is currently being developed. The incumbent may be involved in the review and update of the plan in order to ensure capabilities are accurately represented in the plan.

XIII. Business Continuity and Disaster Recovery

Question: Are there backup internet circuits?
    Answer: Two sites have backup circuits, others do not. Those sites can be discussed during finalist interviews.

Question: What are "the MSP must be able to support Yorktown's ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents."
    Answer: DR/BCP objectives (RTO and RPO) are based upon internal system priority. Specific systems' priority will be discussed during finalist interviews.

Question: What is the disk space and utilization for each server
    Answer: pending

Question: What are the requirements of the annual disaster recovery test?
    Answer: The annual disaster recovery test should be a tabletop simulation exercise to allow the Town to simulate invoking and following the DR/BCP and include a select system failover test.

XIV. End-User Security Awareness Training

Question: What end user training would be required?

Answer: Training should include general cybersecurity awareness and phishing awareness. Computer based training modules are preferred.

XV - Security Systems Monitoring and Alerting

Question: Does the Town currently use a SIEM, MDR, MNDR or SOAR platform/service? If yes, please share the product/service/platform details/capabilities. Please include any hardware vendor specific platforms in use or available as part of an active support agreement/contract.

> **Answer:** CrowdStrike Falcon MDR/EDR is currently in use as provided and managed by Westchester County.

XVI. Asset Inventory Management

Question: Is asset management limited to computers, or other hardware as well?

> **Answer:** In scope assets include computers, servers, network components, printers, and data.

Question: For computer assets, is the image already created?

> **Answer:** A base image does exist and is used by the current provider in the workstation configuration process.

Question: Is there physical inventory that needs to be on hand?

> **Answer:** Sufficient reserve hardware should be on hand or within 24-hour delivery radius.

Question: Is there a hardware refresh cycle?

> **Answer:** The current refresh cycle is not calendar based. The Town refreshes hardware based on warranty and operational efficiency balanced against budgets.

Question: Does system count of 95 include mobile units in PD?

> **Answer:** Count of Town systems has been updated to 175 in part to account for this.

Question: Are switches managed and do they have VLANs

> **Answer:** Yes, switches are managed and VLANs are configured.

Question: Are IT assets owned or leased through the incumbent?

> **Answer:** IT assets, outside of carrier-provided ISP hardware, is owned by Yorktown.

Question: What is the warranty status of servers/firewalls/switches?

> **Answer:** Assets are currently covered through manufacturer's extended warranty.

Question: What is the total number of wireless access points and what is their management methodology?

> **Answer:** There are 21 WAP's located across the town's six physical locations. They are locally managed.

Question: Is there a password inventory?
   Answer: A password inventory is in use and will be available to the awardee. Details of the format and potential ingestion process can be discussed with finalists.

Question: What is the definition of 'inventory of data?'
   Answer: The inventory of data identifies and tracks the metadata of the town's file shares, databases, and third-party information stores. The data inventory shall provide enough information to plan for capacity, and support efforts to classify the town's data and account for any confidential or personal information subject to privacy laws.

XX. Reporting

Question: Will Yorktown accept a response that indicates the respondent must provide the reports indicated for services for which the respondent is responsible for providing, and will provide reasonable effort to provide Yorktown with indicated reports for systems they are not responsible for providing?
   Answer: For services in scope of reporting, incumbent will have visibility (read access) at a minimum, even to those services not directly provided by an incumbent.
   Yorktown will accept all responses for assessment and evaluation against services requested."

Other Topics unaligned with RFP section headings

Question: What are some reasons for the change? What hasn't been working? What has been working?
   Answer: The current support service period of performance is ending, and the Town is seeking fair and open competition from the IT services market to procure the best value in services for the Town and its citizens. There is no distinct reason for change, nor is change assured.

**Question:** For those users without workstations - what do they use?
   Answer: Please note the correction to the number of workstations in use at the Town with regards to this question. Users without workstations use remote web-based email and spare/available systems when needed for Board meetings.

Question: For those users without workstations - how much time are they using technology?
   Answer: Please note the correction to the number of workstations in use at the Town with regards to this question. Most Town employees engage with technology in conducting their daily activities.

Question: For the 95 workstations, are those in use >50% of the time?
   Answer: The number of Town workstations has been updated to 175, all of which are in use >50% of the time.
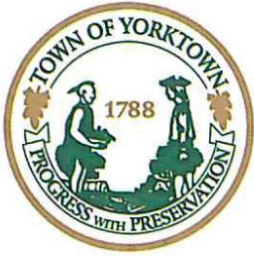
Question: Why three domains?

> **Answer:** The three Active Directory domains support different operational entities within the Town. The disruptions and financial considerations associated with a change have not yet identified cause to unify these domains.

Question: Regarding on site hours - why that number?

> **Answer:** The availability of an on-site resource to maximize user and programmatic support was balanced against expected utilization and cost.

Question: Regarding the on-site hours - is that variable or set to change?

> **Answer:** This is set to be established and maintained through the contracts first year and reassessed with the incumbent after the initial one-year term.

Question: Can we schedule a walkthrough of the site(s)?

> **Answer:** At this time, Yorktown will not be coordinating walkthroughs.