

# **RFP Addendum – Cherry Hills Village Information Technology (IT) Support Services RFP Pre-Submittal Questions and Answers**

**August 10, 2020**

The following is a summary of the questions the City received regarding the Information Technology Support Services RFP (including the questions that were asked during the Pre-Proposal meeting on August 6, 2020) with answers provided.

**1. Does the City currently have a current and updated inventory? If so, how is the inventory currently being tracked?**

Yes, the City's current IT support vendor tracks the inventory. Devices are listed in AD/computers and on the domain controller as well as a remote monitoring & maintenance dashboard.

**2. What is the preferred Anti-Virus/Anti-Malware vendor? And/Or what is currently deployed?**

The City currently uses Webroot SecureAnywhere.

**3. Does the City use RBAC when delegating network permissions? If not, is there an established approval process for granting additional network access?**

Yes, the City has an established approval process for granting network access. Prior to an employee receiving access, it must be approved by the applicable Department Director and the Director of Finance & Administration.

**4. How is software currently being traced? How will this data be presented to us? (CSV, SQL, DB, etc.)**

Comprehensive software inventory reports can be provided in pdf or Excel format.

**5. For managed backups, what is the business continuity plan? Specify the critical application and the tolerated downtime for these applications according to policy.**

Veeam and cloud backup are used to backup the servers, but the City does not have a formal business continuity plan. Restoration of a server is the most critical application. The City would expect no more than 2 hours of downtime to restore a server.

**6. Does the City have a documented on-boarding and off-boarding process for employees?**

Yes, instructions for on-boarding and off-boarding are provided by the City's Human Resource Analyst or the Director of Finance & Administration. Aside from creating or removing user email and access, IT support is generally not required.

**7. What is the current software utilized for the City email server?**

The City currently uses Exchange 2016.

**8. What is the wireless hardware vendor? How many access points are there? How many subnets are there? What security is utilized on each network?**

The City's wireless hardware vendor is Ubiquiti (Unifi). There are 4 access points, 3 subnets and Meraki Firewall is utilized on each network.

**9. Is there currently any Data Loss Prevention software deployed on the network? Does Anti-Virus software currently handle this?**

Users have a folder redirection applied. All data is stored on the domain controller's data partition, which is backed up multiple times a day, protected by Webroot anti-virus, behind hardware-level intrusion and malware protection (Meraki).

**10. Do you currently have a Security Operations Center monitoring your environment?**

No

**11. What type of Network Intrusion Detection/Protection and/or Host Intrusion Detection/Protection is deployed outside of the Anti-Virus software, if any?**

Advanced Malware Protection (AMP) and intrusion protection are applied in real time by the Meraki MX64 security appliance.

**12. Can you provide the previous 2 years of service requests, including their categories and sub-categories, broken down by week numbers?**

Yes, this information can be provided to the selected vendor upon request.

**13. How are software updates currently deployed to the devices on the network?**

Software updates are deployed through a patch management system that is integrated with the RMM. Build and quality updates are reviewed and either approved or denied (postponed) by the City's current IT support vendor depending on their assessment.

**14. How are the software updates currently deployed to the devices off the network?**

See question 13. The process is the same for both on network and off network.

**15. Does the City maintain an approved list of software and hardware vendors?**

No

**16. What is the currently licensing level with Office365?**

There is a current 365 Admin console protected by MFA. The account possesses a series of 365 Business licenses which are used solely for activating Office applications. Standalone copies of Office 2019 are not added to this dashboard. They are bound to unique Office accounts, which are documented and maintained by the City's current IT support vendor.

**17. Would the City be willing to migrate more of its service to the Office 365 Government Cloud, if the migration would be beneficial to cost savings and over all resiliency and security?**

The City would be willing to migrate to Office 365 Government Cloud if it is cost effective. The expense must be included in the City's adopted budget so may not be something the City initiates right away.

**18. Will other local, state, and federal government entities experience be taken into consideration in lieu of municipality managed services experience?**

Yes

**19. When referencing the City's budgeting requirements, are the costs of software licensing and hardware maintenance also included into these budgets? What is the format the City would like to see all this information in?**

Yes, all software licensing, hardware maintenance and new equipment expenses are included in the City's adopted budget. The budget process begins in September so the IT support vendor will assist the Director of Finance & Administration with preparing the Information Technology Division budget in August. The City would prefer to see this information in Word or Excel format.

**20. Why are you outsourcing or changing vendors?**

The City's Charter requires all service contracts be evaluated through the RFP process every 5 years. Our current IT support vendor is welcome to submit a proposal for the IT Support Services RFP as well.

**21. Can you provide an export of at least one year of service requests and incidents?**

Yes, this information can be provided to the selected vendor upon request.

**22. Can you provide an export of at least one year of after-hours service requests and incidents?**

Yes, this information can be provided to the selected vendor upon request.

**23. Do all critical systems, for example, Police Department records, fingerprints, camera, database, citation and door security software have up to date vendor support?**

Yes

**24. What is the expected scope of service from your IT Provider for business specific applications?**

The selected vendor must be available for onsite support for a minimum of 20 hours per week. The vendor will assist City staff with IT related issues as they arise, assist the Director of Finance & Administration with preparing the Information Technology Division budget, make recommendations in a proactive manner rather than a reactive manner and will also maintain existing hardware as needed.

**25. Are most of your business applications supported by the manufacturer or do you expect the IT firm to provide in depth support?**

The majority of the business applications are supported by the manufacturer. The selected vendor would act as a liaison between City staff and the manufacturer.

**26. Please describe IT responsibility for door access, fingerprint scanning and camera troubleshooting.**

The selected vendor would assist City staff with troubleshooting issues as they arise or will act as a liaison between City staff and the manufacturer.

**27. What is the expectation of technical skill level for 20 hours a week onsite? Tier 1, 2, 3 or another level?**

The majority of the issues that occur are fairly minor so moderate skill level would likely be necessary; however, the onsite support personnel would need to have an expert technical skill level for the more complicated issues that might arise.

**28. Is there a preferred schedule for the 20 hours on onsite? What days of the week and hours per day?**

The current schedule is Monday-Friday from 7:30 a.m. to 11:30 p.m. The City can be flexible as long as the schedule is consistent and City staff is provided enough notice.

**29. Are there active projects that the new IT provider would need to assume from the previous IT provider?**

No, all major projects will be completed by the end of the year.

**30. What is in your current project pipeline and will those be accomplished by the new IT provider? If so, please provide details.**

The Cherry Hills Village Police Department will need to be equipped with bodycams before 2023. The City has already contacted a manufacturer for the bodycams, but the selected vendor would be acting as a liaison between City staff and the manufacturer throughout the course of the project. The City also needs to replace an existing server. This new equipment will be included in the proposed 2021 budget, subject to City Council approval.

**31. Will future projects be put out to bid or will the IT provider perform IT projects?**

The selected vendor will be expected to perform IT projects.

**32. What projects are considered “In Scope” as part of this RFP?**

The selected vendor is expected to assist City staff with IT projects such as migrating servers, making recommendations on hardware and software purchases, installing new hardware and software purchases and troubleshooting IT related issues as they arise.

**33. What is your estimated number of hours per week for remote support?**

Remote support is expected if the issue is critical or outside of the regular 20 hours of onsite support. The City’s current IT support vendor provided 1 hour of remote support in April, 2.25 hours of remote support in May and 0.25 hours of remote support in June.

**34. Outside of business hours, is support provided only for critical issues or routine incidents as well?**

The Cherry Hills Village Police Department is open 24 hours a day 7 days a week. It is possible the selected vendor would have to respond to IT related issues outside of the City’s typical business hours and the regular 20 hours of onsite support.

**35. If your current support is outsourced, who is the current IT vendor?**

The City’s IT support is outsourced and the current vendor is North Star, Inc.

**36. If your current support is outsourced, what is the annual value of the current contract minus projects?**

\$78,000 per year. The City pays \$75 per onsite hour; \$112.50 per hour after hours/Saturday and \$150.00 per hour on Sunday to the current IT support vendor.

**37. If current support is outsourced, please provide a copy of the current contract.**

This information can be provided to the selected vendor upon request.

**38. If your current support is internal, what is the current budget for IT support including employees and contract support?**

N/A

**39. Under Information Security, please clarify what your expectations are for “conduct constant review and monitoring” – Are you requesting a SIEM solution with a SOC? Or automated review of alerts from an IDS system with response to automated alerts?**

The City has policies and procedures that are in place and will be updated in the near future. The City’s Emergency Operations Plan does require assistance from the IT provider in the event of a Cyber Security Incident. The City would also receive assistance from our Property and Casualty Insurance provider for a security breach event. The insurance carrier requires the City to have standards in place in order to reduce the City’s liability to include acceptable use and authentication of City WiFi, network, internet, etc. and network guidelines. Please see the City’s internal policy regarding Cyber Security and the CIRSA Data Security Checklist on pages 15-17.

**40. What systems and/or services does the City currently have in place that addresses the detection, notification, and incident response to a security breach?**

The City filters all email, the current IT support vendor reviews security logs, Anti-Virus is installed on all applicable devices and firewalls are in place.

**41. Are you expecting your IT provider to provide legal analysis and attestation of IT policies and security?**

City staff may request the selected vendor to provide input on IT related policies, procedures and securities.

**42. Are you currently using a Mobile Device Management (MDM) tool and if so, which one?**

No

**43. Please provide an inventory of devices with device age.**

This information can be provided to the selected vendor upon request.

**44. Does the City currently have a device replacement cycle, and if so, please provide.**

The City does not maintain a device replacement list. In 2018, the City began replacing all workstations and is in the final stages of the replacement. This project will be completed by the end of the year. City staff is open to suggestions on how to maintain a device replacement list.

**45. Can the City provide a comprehensive breakdown of the hardware system and software applications that Help Desk Support will be responsible for covering?**

Yes, this information can be provided to the selected vendor upon request.

**46. What 3<sup>rd</sup> party email protection does the City currently have in place?**

The City currently uses Mail Assure but will be migrating to Proof Point by the end of the year.

**47. Are there current SLAs in place for the current IT provider? Are those SLAs meeting your needs? If not, please provide an explanation of the gap.**

There is not a service level agreement. The City has undergone significant infrastructure changes since the contract with the current IT support vendor was signed. This process will facilitate setting up a service level agreement that meets the City’s current needs and will help redefine expectations and service levels.

**48. Are there any meeting expectations? For example, board meetings, executive meetings or regular updates to the Finance Director?**

The selected vendor is not required to attend City Council meetings. Regular updates to the Director of Finance & Administration are required. How the updates are performed (i.e. in person, by email, etc) can be negotiated between the Director of Finance & Administration and the selected vendor.

**49. Is there any support expected for public events? For example, board or community meetings? Please elaborate.**

The selected IT vendor may be required to assist with troubleshooting IT related issues that arise for City staff at public events, board or community meetings.

**50. Does the City always purchase new equipment or do they purchase refurbished?**

It has been the City's practice to purchase new equipment but may consider refurbished equipment based on the selected IT support vendor's recommendation.

**51. To what extent is the vendor responsible for hardware repair?**

The selected vendor is expected to assist with troubleshooting hardware related issues or providing recommendations for repair and/or replacement.

**52. What percent of your hardware fleet is under warranty?**

0%. The Director of Finance & Administration will be including the purchase of a new server in the proposed 2021 budget, subject to approval by City Council.

**53. Please provide a network diagram.**

This information can be provided to the selected vendor upon request.

**54. If onsite support or remote hands are needed outside of the 20 hours per week, does the City have an individual who can assist as remote hands? For example, rebooting a switch or other systems. Does the City expect employees to perform basic tasks, for example, replace a keyboard or monitor with a spare? Or if a monitor fails on a weekend, is the vendor expected to go onsite and replace?**

City staff are able to assist as remote hands but are not expected to assist with extensive IT related issues. City staff can also assist with basic tasks such as replacing keyboards and monitors. After hours onsite assistance is generally reserved for extreme IT related issues.

**55. What kind of service requests are generally fulfilled by the onsite IT engineer? If the majority of these tasks can be more efficiently completed remotely, would the City consider removing the requirement for 20 hours of onsite service/week?**

The current IT support vendor generally provides troubleshooting assistance and repairs to hardware/software (including Cherry Hills Village Police Department in car workstations which cannot be accessed remotely). The City prefers to select a vendor that can have an onsite presence.

**56. Has there been a service desk ticketing system in place over the last several months? If so, could a summary report be provided of all tickets submitted in the last 90 days? At a minimum, the report should include each ticket's subject, approximate time to resolve issue, ticket severity level and time ticket submitted.**

Yes, this information can be provided to the selected vendor upon request.

**57. The information security requirement mentions “Monitor for intrusions or other unauthorized use.” What system(s) are currently in place that log intrusion attempts?**

The City filters all email, the current IT support vendor reviews security logs, Anti-Virus is installed on all applicable devices and firewalls are in place.

**58. Are all applications listed (Caselle, TriTech, Brazos, etc) under a current support agreement with the application vendor?**

Yes

**59. The RFP lists 52 total users. What is the estimated growth of this number over the next 3 years?**

The City does not anticipate this number exceeding 55 over the next 3 years.

**60. Will the City consider relaxing the onsite requirements during the COVID-19 period?**

No, the Cherry Hills Village Police Department is an essential service and required to be on site 24 hours a day 7 days a week.

**61. Can the City provide an existing version of Incident Response Plan if available?**

Yes, this information can be provided to the selected vendor upon request.

**62. Does the City currently have an intrusion detection monitoring solution? If yes, what is it?**

Advanced Malware Protection (AMP) and intrusion protection are applied in real time by the Meraki MX64 security appliance.

**63. Can the City provide existing documentation of information security policy and procedures?**

Yes, the City can provide what is included in the current Employee Handbook to the selected vendor upon request. City staff is in the process of updating the Employee Handbook, which includes changes to policy and procedure guidelines. Once approved, the updated guidelines can be provided to the selected vendor.

**64. Has the City subscribed to BitSight score? If yes, what is the current rating?**

No

**65. Has the City encountered any security breach event in the past 36 months?**

No

**66. Has the City conducted a network penetration test in the past 36 months? If yes, can a report be provided?**

No

**67. Is this RFP and search for an IT service provide required as part of City procurement requirements?**

Please see the City's response to question 20.

**68. Who performs these functions today, in house staff or a vendor?**

A contracted vendor performs these functions currently.

**69. Are there service delivery issues or concerns with the current provider?**

The City structure has evolved over the last 4 years, at the time the most recent IT support contract was signed, City staff was housed in 1 building. City staff is now separated into 3 buildings. Because of the physical changes and the expiration of the current contract, this process will allow the City to redefine service levels and expectations.

**70. What is the anticipated transition time envisioned for the hand over to a new provider?**

The City's current IT support vendor contract expires on December 31, 2020. City staff would coordinate an acceptable transition period between the selected vendor and the City's current vendor.

**71. Does the City currently employ an inventory system for all network and computer components? If yes, will this system remain in use with the new contract/provider?**

An inventory list can be provided to the selected vendor. City staff is open to suggestions from the new vendor on how to maintain an accurate inventory system if necessary.

**72. What systems are currently in place and in use for the following areas?**

- AV-The City contracts with AVI-SPL for audio and Open Media for visual in the Council Chambers
- Firewalls-Meraki Firewall
- Switches-Unifi
- Routers-Cisco Meraki
- Wireless Access Points-Ubiquiti (Unifi)

**73. Does the City own the systems currently in place?**

Yes

**74. Will existing systems be retained or are they expected to be replaced as part of the new contract?**

The existing systems will be retained. City staff has included the purchase of a new server in the proposed 2021 budget, subject to City Council approval, that the selected vendor would be expected to install if approved.

**75. The RFP indicates O365 is in use and that you have an Exchange server. Please validate how your email is managed – Exchange or O365?**

The City's email is managed by an Exchange server.

**76. Is there a local Active Directory environment? If so, is it being synchronized with O365?**

Yes, there is a local Active Directory environment, but it is not synchronized with Office 365.

**77. What elements of O365 are being used?**

- Exchange
- OneDrive
- SharePoint
- Etc



None of the above. The Office 365 accounts and licenses the City has are used exclusively for activating Office subscriptions.

**78. What Hypervisor is in use on the one physical server?**

VMware

**79. Regarding the Civic Plus website platform. The RFP indicates the IT provider must troubleshoot the Civic Plus website platform, what does this typically entail? Content edits? Coordinating with the hosting provider if the site goes down? Does Civic Plus host this site or is it hosted locally?**

The selected IT support vendor would only act as a liaison between City staff and the CivicPlus help desk if staff experiences trouble with the site and/or it goes down. The selected vendor will not update content. CivicPlus hosts the site.

**80. For the Police Department systems – Can you validate you have valid support contracts in place with the vendors for each of the systems listed below?**

- ESRI/ArcGIS – yes
- Central Square Police Records Management system (RMS) – yes
- Brazos (Electronic Citation) – yes
- Axon (in-car camera system) – yes
- LexisNexis (Crime Mapping data) – yes
- Lumen (search engine/data system) – yes
- Live Scan (finger printing) – yes
- DXS door security system – yes

**81. Please outline responsibilities for IT group with phone system and switches. Is there a current support agreement for these services and assets?**

The actual phones are no longer under warranty, but the City has a support agreement with Unify. It is expected that the selected vendor would act as a liaison between Unify and City staff.

**82. What is the expected annual budget or expected budget for the project?**

City staff is in the process of putting together the proposed 2021 budget for City Council to approve. Staff will incorporate the rates that were included in the selected vendor's RFP response.

**83. Is there a platform currently to track licenses or is this a completely manual process?**

Software licensing is stored in the current IT support vendor's documentation program, ITglue. Depending on the license type, they are alerted if a license or key is about to expire.

**84. Are the redundant devices proactively purchased by the City or is the expectation that the vendor has a stock of inventory to pull from?**

The City will purchase equipment as needed.

**85. What assistance is expected to assist in complying with CORA?**

The selected vendor will assist City staff as needed with retrieving archived email, electronic files, etc.

**86. Can you clarify what you would like to see in the Cost Proposal Assessment at the bottom of Attachment2?**

The Cost Proposal Assessment chart should list the hourly rates the City would be charged for the different experience levels within the vendor's organization. For example, if the City would be charged \$75/hour for technician one, \$85/hour for a more experienced technician and \$100/hour for an engineer, all applicable rates should be listed in this section. If the City would pay the same rate for all levels, please make that indication in the chart.

## **Pre-Proposal Meeting Questions and Answers**

**August 6, 2020 at 9:00 a.m. in the City Hall Council Chambers**

The following is a summary of the questions the City received regarding the Information Technology Support Services RFP during the Pre-Proposal meeting on August 6, 2020 with answers provided.

### **1. How many desktops, laptops, and surfaces?**

The City has:

- City Hall: 12 desktop computers, 4 laptops, 1 surface device
- Joint Public Safety Building: 19 desktop computers, 4 laptops and 1 surface device
- Public Works Facility: 6 desktop computers

### **2. How many users?**

There are 52 full time employees. The City has additional email accounts for Councilmembers and various other City services.

### **3. How many outward facing servers?**

Four, two servers at the Joint Public Safety Building, one server at City Hall and one server at the Public Works Facility.

### **4. How many hours of work have been outside of "working hours" of 8:00 a.m.- 5:00 p.m.?**

The City's current IT support vendor provided 1 hour of remote support in April, 2.25 hours of remote support in May and 0.25 hours of remote support in June.

### **5. Do you have remote users?**

The City has employees who access email on their phones. Applicable City staff used "TeamViewer" for remote access during the COVID-19 shelter in place order. The City does not have any employees that work remotely.

### **6. Is there residential Council support? (Is the IT provider required to support/service Council members in their homes?)**

No, if a Councilmember is having an issue with receiving emails on their phone, they will come to City Hall during business hours.

### **7. Is there a Mobile Device Management system?**

No, the City has reviewed whether this system would make sense from a value and cost prospective. At that time, the decision was made to not move forward with such a system. However, the City is always willing to consider/evaluate systems and process improvements in order to receive the best value.

### **8. Does the City have a cloud component?**

Yes, the City is slowly moving certain functions to a cloud-based platform.

**9. Is the City using or interested in a Multi-factor authentication?**

The City is always willing to consider/evaluate systems and process improvements in order to receive the best value. However, at this point the different level of computer and technology competencies vary within the City and so the City has not moved forward with a Multi-factor authentication.

**10. Does the AV system have third party support?**

Yes, both the video cameras and streaming system and the microphone and recording system are both supported and assisted by third party vendors.

**11. How many users call/list a ticket on the help desk?**

Typically, there are two main points of contact for the help desk, the Director of Finance & Administration and the Police Records Clerk. Most requests are filtered through these two positions in order to keep checks and balances on time and budget. The current IT support vendor has a point email within their firm that employees send requests to and those requests are prioritized. While the current IT support vendor is onsite, Administrative City staff are allowed to contact the vendor directly for assistance. If the support vendor is offsite, the requests must be sent to the Director of Finance & Administration. The Police Officers/Sergeants are required to complete a request for repair that is reviewed by the Police Clerk. This allows the Police Clerk to forward the request to the applicable person (i.e. the current IT support vendor or appropriate third-party manufacturing vendor).

**12. What does remote monitoring and management look like including patching the network?**

The City has certain standards to maintain through their cyber insurance provider as well as internal acceptable use and authentication policies. Colorado Intergovernmental Risk Sharing Agency (CIRSA) requires a data security checklist be filled out annually as part of their Loss Control Standards. The City is subject to the Colorado Open Records Act (CORA) which triggers the majority of the search processes into City emails and other electronic records.

**13. Could the deadline be extended another week from August 14<sup>th</sup>?**

No, the City has mapped out this specific schedule to ensure the contract and transition, as well as budget process, are incorporated into the whole process and there is enough time for each part as they are all equally important. Additionally, the contract the City has with the current IT support vendor requires 60 days of notice if they are not selected so the City cannot push the proposal submittal deadline back any further in order to meet the potential notice requirement deadline.

**14. In the RFP there are a lot of software programs listed, is the expectation that the IT provider support all of those software programs?**

No, the City's expectations for support on those systems would be to act as a liaison between City staff and the manufacturer. For example, if there is an installation issue, the selected IT support vendor will be required to troubleshoot with the manufacturer. The selected IT support vendor would not be required to help if City staff is having user issues, such as trouble pulling a specific report. City staff would reach out to the manufacturer directly in these cases.

**15. Is there a lot of support needed for the phone system?**

No. The actual telephones are not under warranty any longer, but the City has a support agreement with Unify for the phone system.

**16. The number of hours for the technicians onsite, was that model brought to you? Or has it always been that way in regards to the number of hours? Have the hours been expanded over the years? How did that number (20 hours) come to be?**

It has always been that way ever since the City began to improve their information technology systems and computers.

**17. In regards to employee learning curves with technology and comfort with technology, and specifically speaking to overall strategic and vision of the City, thinking of the last five years how/where do you see the City going into the next five years?**

Police are seeing an increase with their technology support needs because of the current environment and laws that have been enacted in Colorado related to body cameras. The Police Department specifically will see their support needs increased because of the body camera project. They will need help with sorting through vendors, pricing, bid processes, record retention and uploading and storage of videos as well as input on the type of equipment, cameras and storage that will be required. It is anticipated that the selected IT support vendor would act as "Project Manager" for this project.

**18. Do you want or see the IT provider participating in vision and mission plans for IT for the City?**  
Yes

**19. Would you like help in enhancing technical aptitude of employees to things off of the IT liaison's (Director of Finance & Administration) plate?**

Yes and no. The Director of Finance & Administration monitors the help desk requests to ensure the IT line item does not go over budget. City staff is able to contact the IT support vendor directly when they are onsite, but having requests filtered through the Director of Finance & Administration allows the requests to be responded to in an appropriate amount of time.

**20. How are after hour emergencies currently billed? For example, holidays, after hours/weekend rates?**

Because the Police Department has staff onsite 24 hours a day, 7 days a week, if an emergency arises that cannot wait until the IT support vendor is onsite, the City would pay the applicable after hours rate (i.e. overtime, holiday, weekend, etc).

**21. For the technicians onsite, do you feel their time is well used? What is the flow of work and projects like?**

Like any job, there is likely downtime. The current IT support vendor likely experiences busy days and slow days, but there probably is some downtime where they are working on more behind the scenes issues versus responding to IT related requests.

**22. What is your email server? How do you use Office 365?**

The City uses an Exchange server. The Office 365 accounts and licenses the City has are used exclusively for activating Office subscriptions.

**23. Are all employees assigned a City email address? And how many email addresses are there within the City?**

Yes, all full-time employees have a City email address. Some City employees have multiple, for example the HR Analyst has three: 1. For HR, 2. For ADA Coordinator and 3. For recruitment. Each Councilmember also has an email address. There are approximately 78 active email addresses.

**24. How would you rate the City's security posture? Uncomfortable, comfortable, strong?**

Comfortable

**25. Do you have a service level agreement and can you cancel the contract at any time?**

The City does not currently have a performance level measurement and is looking to redefine expectations as a best practice facilitated by the RFP process. The City has undergone a significant amount of physical changes with the expansion of buildings and moving Public Works out of the City. Contractually, the City agreements do include language that allows for an agreement to be severed within a timeframe if deemed necessary. The City has rarely, if ever, fallen back on that contractual language within a contract with a vendor.

**26. Does IT support onboarding and offboarding processes? And if so, what does that entail?**

No, other than setting up or disconnecting email and user access there is no other involvement from IT for those processes.

**27. What support is needed for administrative systems?**

The selected IT support vendor would be expected to assist staff with troubleshooting IT related issues, maintain City hardware and software, proactively make recommendations to ensure the City is able to function appropriately, act as a liaison between staff and manufacturers and assist the Director of Finance & Administration with preparing future budgets.

**28. What is the help desk ticket load like? Can you provide the number of help desk tickets per week?**

Yes, this information can be provided to the selected vendor.

**29. Is there a filter for email?**

Yes

**30. What are the current onsite IT hours?**

20 hours

**31. Who is the IT Department? Do you have an IT Department?**

No, there is not an internal IT Department. Sometimes the IT provider is referred to as "IT Department".

**32. Are the IT rates set for next year, if you have already started working on the budget?**

No, the rates are not set. The City will use the current rates as a placeholder in order to begin the budget process.

**33. Is there a contingency budget for COVID-19?**

Not in the current budget. City staff may include additional COVID-19 related expenditures in the proposed 2021 budget, subject to City Council approval.

**34. What are the expectations with the onsite hours and is there any flexibility?**

Yes, the City is flexible as far as the time of day of the onsite hours as long as the schedule is consistent or City staff is given advance notice. However, the City does not foresee the number of hours (20) decreasing. If anything, the City may increase the number of hours needed per week.

**35. Is Office 365 used for anything else besides email?**

No. The City would always be open to reviewing the use of certain programs, software, etc.

## **Cyber Security Incident**

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**Lead Agency: North Star Inc. (contracted IT company for Cherry Hills Village)**

**Purpose:** To provide guidance on steps to be taken and documented in the event of a security incident or data breach, from the time of suspected breach to post-incident response closure, in order to handle all incidents in a consistent manner and limit the potentially breached party's exposure. The City will comply with all state and federal laws governing the protection of personal identifying information, including but not limited to C.R.S. §§ 24-73-101 *et seq.*

**Situation:** The City makes all feasible attempts through safeguards to protect sensitive information including personal identification information (PII). These safeguards are provided to:

- Protect the confidentiality, integrity and availability of data and the City network;
- Protect against a data breach that could result in harm or inconvenience to a customer or resident and meet any notification requirements;
- Protect against anticipated threats or hazards to the security or integrity of sensitive information including PII;
- Identify and assess the risks that may threaten PII;
- Conduct a reasonable investigation to determine the likelihood of information that has been or will be misused;
- Conduct a post-incident investigation to capture lessons learned;
- Develop written policies and procedures to manage and control these identified risks or vulnerabilities;
- Adjust the Information Security Program to reflect changes in technology, the sensitivity of data stored, and internal or external threats to information security.

### **Concept of Operations:**

#### **Incident Response Process- Initial Discovery**

- Determine if there has been a security incident, and the nature and severity of the incident, by considering the following questions and discussing them with North Star Inc. and document initial triage.
  - Does the system contain City Sensitive Information or PII?
  - Is there a chance law enforcement may need to get involved?
  - Is there a requirement or desire to perform a forensics analysis of the system compromise?
  - If the answer is "yes" to any of these questions then immediately coordinate actions to be taken with North Star Inc., City Management and City Attorney's office and apply the below as appropriate.
  - If the answer is "no" to all the questions, then apply the below as appropriate.
  - Do preliminary analysis- isolate the compromised system by disconnecting the network cable. If this is not feasible or desirable, North Star Inc. should block access to the compromised system via the network.
- Determine the security incident type- try to determine the cause of the malicious activity and the level of system privilege attained by the intruder and implement appropriate remedial measures.
- If a system is compromised:
  - Disable any compromised accounts and terminate all processes owned by them.
  - Request North Star Inc. compile a list of Internet Protocol (IP) addresses involved in the incident including log entries if possible.

- Determine the users that need to change their passwords due to the compromise, as well as whether or not they have accounts on other systems using the same credentials and notify IT administrators for those systems.
- Backup the local password file, if appropriate, so a comparison can be made of who has and who has not changed their passwords after notification.
- Notify North Star Inc. if the system uses Lightweight Directory Access Protocol (LDAP) authentication to authenticate users.
- Notify the owners of the compromised accounts and reissue credentials. Consider the likelihood of the intruder having access to the compromised account email and utilize other contact methodology.
- Determine whether all affected users have established new user IDs and passwords.
- Rebuild system and verify that its network access should be reestablished by contacting North Star Inc.
- North Star Inc. should perform a network vulnerability scan of the system after it is unblocked to identify any unresolved security issues that might be used in future attacks against the system.

#### **Incident Response- Breach Notification**

- If a security incident is suspected to be a data privacy breach, immediately notify North Star Inc. as well as City Management and City Attorney's office.
- Determine what information was suspected to be breached, i.e., specific individuals' first and last names with a type of PII.
- When appropriate, bring in an incident response expert or law enforcement to conduct an investigation. Identify the scope, timeframe and source(s) of breach, type of breach, whether data encryption was used and for what, possible suspects (internal or external, authorized or unauthorized, employee or non-employee user).
- Review for other compromised systems.
- Monitor all systems for potential intrusions.
- Determine the notification requirements (statutory or contractual) and address within the required timeframe.

#### **Post-incident Follow Up and Review**

- Hold a meeting of city staff, contractors, and others responding to the incident within 48 hours to a week of completion of the response.
- Review the chronology of the event.
- Identify what went wrong and what went right.
- Identify the threat or vulnerabilities that were exploited and determine whether it/they can be fixed.
- Review if any intrusion detection or prevention was in place, active and up to date.
- Document "lessons learned" and assign appropriate updates to City's network and procedures.



**CIRSA**

**2018 Data Security Checklist**

**For Loss Control Audit Purposes**

**Note:** These are the minimum criteria necessary to receive credit. Small town minimums are marked with an asterisk. The checklist attached to the LC Standards is a reference only and may not be used. It may not reflect current criteria.

	YES	NO	N/A
<b>PASSWORD POLICY*</b>			
Is there a password policy in place?			
Are passwords changed a minimum of every six months?			
<b>COMPLEXITY PASSWORDS</b>			
Are complexity passwords enforced, i.e. upper case, lower case, eight character minimum, special character (!@#\$%^&*), etc.?			
<b>SECURE DATA ROOM FACILITY*</b>			
Is the computer room in a secure location?			
Are authorized personnel the only personnel allowed in the secure computer room?			
Are access codes, keys, locks, etc. changed anytime an "authorized person" leaves?			
<b>SYSTEM NIGHTLY BACKUP*</b>			
Are the system files written to a backup device?			
Is a full backup created a minimum of once per week?			
<b>OFF SITE STORAGE</b>			
Is there a current-full backup stored offsite at a secured location?			
Are authorized personnel the only personnel with access to the backup Data/information?			
<b>ACCESSIBILITY TO NETWORK*</b>			
Are network administrator accounts only given to authorized personnel?			
<b>ANTIVIRUS*</b>			
Is there an antivirus system in place?			
Are virus definitions updated hourly (preferred) or at minimum, daily (acceptable but not recommended)?			
<b>WEB FILTER</b>			
Is a web filter in place?			
<b>FIREWALL</b>			
Is a firewall in place for equipment outside of the internal network?			
<b>CLOUD STORAGE</b>			
Is cloud storage utilized? If so, please answer the questions below. If not, skip this section.			
Is the data secured while transferring to the cloud storage?			
Is data, such as personal identification, i.e. names, SSN's, etc. stored on the cloud?			
<b>DEPARTURE PROCEDURES*</b>			
Are procedures in place to disable/delete departed employees?			
Are procedures in place to disable/delete departed IT employees?			
<b>UPDATES MAINTENANCE*</b>			
Are updates to hardware applied to all affected computer equipment?			
Are updates to software applied to all affected computers/equipment?			
<b>ROTATION SCHEDULE</b>			
RECOMMENDED ONLY - Are computers upgraded a minimum of every 3 Years?			
RECOMMENDED ONLY - Are network servers upgraded a minimum of every 5 Years?			
<b>DATA BREACH PROCEDURES*</b>			
Is a policy and procedure in place for Pre-data breach?			
Is a policy and procedure in place for Post-data breach?			
Has testing of these policies and procedures been implemented?			

Revised: 5/1/17; 6/6/17; 2/20/18