



City of Edgerton IT Managed Services RFP Questions and Answers

September 6, 2024

How much data is on the server at the plant? How much backup data do we have?

Cloud Services backup (as of Sept 4): 2.1 TB of data

SCADA Server: 84 GB of data

Does the city have any plans for moving to Windows 11 with their devices? Not currently, but we know it's coming before the end of 2025.

Are all current devices using Windows 10 Pro? Yes

RFP states requirement of 24X7 support but offices closed overnight...really needed or option of answering service? What level of support is in place today? When emergencies arise in the middle of the night or the middle of a holiday weekend, we need our technology to work. The City of Edgerton operates water and wastewater utilities, so if the network goes down outside of normal business hours, we absolutely must be able to restore it quickly.

We currently can call for service or initiate a ticket and based on the level of need/escalation policies, we can access technical help 24/7/365 as a member of our IT Partner is designated on-call. An answering service is acceptable, provided that assistance can be dispatched at any time.

Does Datto cover backup services for all servers? What model of Datto do you have? Yes, Datto covers our in-house server and all devices. We use Datto Alto 3

Who supports the IT services today? Do you have an in-house IT team? We currently use Strategy Marketing and IT Agency for our Managed Services Partner. Kara Banks, the Assistant to the City Administrator is the City's IT Coordinator.

Any IOS/MAC devices? Not currently.

What budget has been set aside for these IT efforts? You can find the City of Edgerton's budget online at edgertonks.org/budget. Please keep in mind that this budget also includes funding for equipment replacement, printer leases, software licenses and fees, etc.

Do you have inhouse GIS? Not currently

Who is responsible for publishing GIS? We currently use the County's GIS system called AIMS.

How are tickets created and provided to the current IT Team? Staff can either email or call a helpdesk that creates a ticket. Senior staff members also can log into a portal and upload more information.



What other apps outside of Outlook 365 do you expect to be setup on mobile devices? On tablets we would expect to have Teams and Outlook and eventually a work order ticket system from our ERP Vendor, Tyler Technologies. On City-issued cell phones, Outlook and Teams only.

What is the email service provider you are currently using? Google Workspace or Microsoft?
We currently use Microsoft Outlook.

What is more important – consistent pricing or lowest cost? The City strives to make strategic decisions that allow us to have good quality IT services while balancing our responsibilities to our taxpayers. Consistent pricing is helpful for budgeting purposes, however cost always factors into each decision made by City staff.