

# City of Thomaston

Office of Human Resources  
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## RFP IT Managed Services – Questions & Answers #1

- 1) Any Managed Services Provider (MSP) like us will eventually need a list of the devices you have that need managing. ie how many/what kind of servers, SANS devices, routers, etc. Is such a list available?

**Answer:** The full RFP document contains a listing of devices on page 6. While this may not be 100% complete, and the City reserves the right to increase the devices, it is felt to be an accurate representation of the devices requiring support at this time. The City of Thomaston has 2 Host Servers which are custom built using intel components. Each server runs 4 virtual servers that are a combination of Windows server 2008, 2012 and 2016. The City has 2 Routers/Firewalls, located one at City Hall and one at the Police Department, which are Sonicwall TZ-400's.

- 2) Managed Services typically are provided remotely rather than on site. Your requests mention workstation set up and time to respond to calls. Does this mean you are looking for local support that can make onsite visits as needed?

**Answer:** The City of Thomaston does have an expectation that we may need on-site support from time to time, in addition to remote support. In all proposals how this would be addressed and costs associated with this type of support needs to be fully explained.