



**RFP Title:** Information Technology (IT) Managed Services  
**Addendum Date:** May 5, 2026  
**Proposal Due Date:** May 18, 2026, 5:00 p.m.  
**Contact:** Amber Servin, Interim Assistant City Manager | [amber@hiddenhills.gov](mailto:amber@hiddenhills.gov)

This Addendum responds to all written questions received from prospective proposers regarding the above-referenced Request for Proposals. Questions have been paraphrased and consolidated for clarity. All responses below are official and supersede any conflicting language in the original RFP where noted.

## SECTION I - INFRASTRUCTURE & NETWORK

### Q1. What is the current make and model of the firewall, and how long has it been in service?

**Response:** The City currently utilizes a Sophos XG 135 firewall with standard protection enabled. The unit's age and specific installation date will be confirmed during onboarding. The selected firm is expected to assess and document the current firewall configuration and status during the initial technology alignment review.

### Q2. Who is your primary internet provider, and do you have a secondary/backup connection?

**Response:** The City's primary internet service provider information will be confirmed during onboarding discovery. The City does not currently maintain a secondary or backup internet connection. Proposers may include recommendations for redundant internet connectivity as part of their vCIO technology roadmap services.

### Q3. What are the make and models of your switches and wireless access points?

**Response:** Specific make, model, and age information for the City's switches and wireless access points will be provided to the selected firm during the onboarding discovery process. The City's infrastructure supports a small City Hall facility serving approximately 6 FTE staff. Proposers should plan to conduct a full environment assessment at onboarding.

## SECTION II - ENDPOINTS & SERVERS

### Q4. What are the make and models of current workstations, and are any nearing end-of-life (EOL)?

**Response:** The City has approximately 6 covered workstations. Make, model, and age information will be confirmed during onboarding. Assessment of any end-of-life status is included as an expected deliverable under the Technology Alignment and Network Health Review components of the managed services scope (Sections 2.8 and 2.9 of the RFP).

### Q5. Do you currently have any on-premises servers? If so, please provide make/model and age.

**Response:** The City does not currently operate physical on-premises servers. Primary workloads are hosted in Microsoft 365 cloud services (SharePoint, Teams, OneDrive) and a limited Microsoft Azure cloud environment, including approximately 2 Cloud PC/virtual desktop seats billed separately by consumption.

## SECTION III - POWER & HARDWARE PROTECTION

**Q6. Do you have UPS and/or PDU systems in place for your IT equipment? If yes, what types/models?**

**Response:** UPS and PDU status for City Hall IT equipment will be confirmed during onboarding. The selected firm should include an assessment of power protection infrastructure in the initial technology alignment review and provide recommendations as warranted.

## **SECTION IV - SECURITY & BACKUP**

**Q7. Who is your current MDR (Managed Detection and Response) provider, if any?**

**Response:** The City's current managed services agreement includes Sophos MDR Complete for end users (approximately 6 covered users), Sophos Central Email Protection (approximately 13 accounts), and Sophos Phish Threat security awareness training (approximately 8 users). The selected firm may propose a comparable or superior MDR solution as part of their cybersecurity stack, provided the capabilities meet or exceed the RFP requirements in Section 2.3.

**Q8. Can you provide more detail on your current backup solution, retention policies, and any recent restore testing?**

**Response:** The City's current backup environment includes Datto SaaS cloud backup for approximately 9 seats. Detailed retention policies and recent restore testing documentation will be made available to the selected firm upon execution of the contract. Proposers should define their own backup methodology, frequency, retention schedules, RTO/RPO, and annual restore testing process in their proposals, consistent with the requirements in Section 2.11 of the RFP.

## **SECTION V - OPERATIONS & EXPECTATIONS**

**Q9. What are the top challenges or recurring issues you would like an MSP to resolve?**

**Response:** The City is seeking an IT managed services partner to provide stronger strategic IT advisory services (vCIO), enhanced and proactive cybersecurity capabilities, and structured network health management. Key areas of focus include improved responsiveness, a deeper cybersecurity posture aligned with current threats, comprehensive backup and disaster recovery planning, and structured technology roadmap support to align with upcoming City initiatives.

**Q10. What are your key expectations or priorities from a managed services provider?**

**Response:** The City's primary expectations are: (1) responsive, reliable help desk support suitable for a small City Hall team operating with limited internal IT resources; (2) proactive 24x7 cybersecurity monitoring with verified SOC/MDR capabilities; (3) strategic IT advisory services (vCIO) to support technology planning and budget decisions; and (4) demonstrated experience serving small municipalities or public sector clients who understand the operational and compliance context of local government.

## **SECTION VI - ADDITIONAL CLARIFICATIONS**

**Q11. Are there any compliance requirements or frameworks (e.g., CJIS, NIST, CIS) the City is currently following or planning to adopt?**

**Response:** The City is not currently subject to a mandated compliance framework such as CJIS. However, the City is interested in aligning with recognized industry best practices, such as the CIS Controls or the NIST Cybersecurity Framework, as part of its ongoing efforts to improve its cybersecurity posture. Proposers should describe the compliance frameworks they support or recommend, and explain how their services align with those frameworks in their cybersecurity approach narrative.

**Q12. Do you have an existing asset inventory or network diagram that can be shared?**

**Response:** A current asset inventory and/or network diagram is not available for distribution as part of this RFP process. The selected firm will be expected to conduct a comprehensive onboarding

discovery and document the City's managed environment. All documentation produced will become City property under the terms of the Professional Services Agreement.

**Q13. Are there any planned projects or infrastructure upgrades within the next 12 to 24 months?**

**Response:** The City has several active or upcoming initiatives with potential IT implications. These include the launch of a community AI Digital Library (targeting mid-2026, hosted on an external platform), a City website redesign (currently in procurement), and ongoing transition to cloud-based document management and collaboration tools. The selected IT managed services firm will be expected to serve in an advisory capacity in connection with these initiatives through the vCIO service component.

**Q14. What is your current remote access/VPN setup for staff and vendors?**

**Response:** Information on the City's current remote access and VPN configuration will be confirmed during onboarding discovery. Proposers should describe their standard approach to remote access management and vendor access protocols in their service approach narrative.

## **SECTION VII - LICENSING & CLOUD ENVIRONMENT**

**Q15. Can the City provide any details on how many on-premises servers it has, and additional information about the Azure environment?**

**Response:** The City does not operate physical on-premises servers. The Azure environment is limited in scope and is used primarily for Cloud PC/virtual desktop services for approximately 2 seats, billed by consumption outside of managed services. Proposers should account for the management of the Microsoft 365 tenant (approximately 6 covered users) and the existing Azure Cloud PC environment as part of their baseline scope.

**Q16. Could the City provide an export of its current Microsoft 365 license inventory?**

**Response:** A full Microsoft 365 license export is not available for distribution as part of this RFP. The current environment includes approximately 6 covered end-user seats under Microsoft 365, plus email protection for approximately 13 accounts. A detailed license inventory will be made available to the selected vendor during onboarding. Proposers should include Microsoft 365 licensing for covered users (up to 6 seats) in their cost proposals.

## **SECTION VIII - CONTRACT & PROCUREMENT PROCESS**

**Q17. Will the City make its standard Professional Services Agreement (PSA) available to proposers in advance of the submission deadline?**

**Response:** The City's standard Professional Services Agreement will not be made available in advance of proposal submission. The selected firm will be required to enter into the City's standard Professional Services Agreement, as referenced in Section 8 of the RFP. Substantive contract modifications are not contemplated; proposers should prepare their proposals with the understanding that the City's standard agreement terms will govern the engagement.

**Q18. The RFP specifies SLA response time thresholds of 30 minutes (Critical) and 1 hour (High). Are these hard eliminators during initial screening, or is the City open to discussing alternative response frameworks with finalists?**

**Response:** The SLA response time commitments specified in Section 2.1 of the RFP – 30 minutes for Critical, 1 hour for High, and 4 business hours for Standard incidents – represent the City's minimum service expectations and are a scored evaluation criterion (Section 5). Proposers who cannot commit to these thresholds should clearly describe their actual response performance, escalation path, and any proposed alternative framework in their proposal. The City reserves the right to evaluate such alternatives on their merits, but cannot guarantee that deviations from stated SLA thresholds will be treated as equivalent to full compliance.

**Q19. Does the City's standard PSA include service credit, rate reduction, or financial penalty provisions for missed SLA response times?**

**Response:** The City's standard Professional Services Agreement does not contain automatic service credit or financial penalty provisions for missed SLA response times. The agreement does include standard performance expectations, default and termination provisions, and mutual cooperation requirements. Proposers are not required to offer SLA credits as part of their proposals; however, proposers should clearly define their escalation process and resolution commitments. The City is primarily interested in demonstrated performance accountability rather than punitive financial structures.

**Q20. For Critical (P1) incidents occurring outside normal business hours, does the City require a hard 30-minute response time, or is a documented best-effort on-call escalation path acceptable?**

**Response:** For after-hours Critical incidents – defined in Section 2.5 of the RFP as network outages, cybersecurity incidents, ransomware events, firewall failures, or loss of core business systems – the City expects a documented on-call escalation path with a committed response time. The 30-minute Critical response threshold applies to initial acknowledgment and engagement, not necessarily to full on-site resolution. Proposers must clearly define their after-hours on-call escalation path, staffing model, and commitment to response time for P1 incidents in their proposals. The City will evaluate the credibility and specificity of these commitments as part of the SLA scoring criteria.

**Q21. Section 2.3 requires vendor notification within one hour of a confirmed security incident. What constitutes a "confirmed" incident, and does the one-hour clock begin at confirmation rather than initial detection?**

**Response:** The one-hour notification clock begins at the point of confirmed incident determination – not at initial detection or alert triage. For purposes of this RFP, a "confirmed" security incident is one in which the vendor's SOC or MDR capability has determined that a credible threat, breach, or security event has materially affected or is actively affecting City systems or data. Proposers should describe their incident triage and confirmation process in their cybersecurity approach narrative, including typical time between detection and confirmation for common incident types.

**Q22. Does the City's standard PSA include a cap on vendor liability, and is the City open to a mutual liability limitation provision?**

**Response:** The City's standard Professional Services Agreement does not include a mutual liability cap. The agreement requires the contractor to indemnify, defend, and hold harmless the City from claims arising from the contractor's negligent acts or omissions. Liability provisions in the City's standard agreement are consistent with California municipal contracting standards and are not subject to blanket waiver. Proposers with specific concerns regarding liability exposure may raise those in writing as part of the Q&A process; any proposed modifications will be evaluated by the City and its legal counsel during contract negotiation with the selected firm.

**Q23. Does Section 8's work product ownership provision extend to vendor-owned tools, methodologies, and pre-existing intellectual property used in service delivery – or is it limited to City-specific data and configurations?**

**Response:** Section 8 of the City's standard Professional Services Agreement applies to data, documents, configurations, and work products specifically created or developed for the City in the performance of the agreement. It is not intended to transfer ownership of vendor-owned proprietary tools, pre-existing methodologies, software platforms, or internal documentation templates that the vendor brings to the engagement. City-specific configurations, network documentation, data, and deliverables produced under the agreement do become City property. Proposers with questions about specific tools or IP ownership scenarios may raise those during contract negotiation with the selected firm.

## **SECTION IX - IT ENVIRONMENT SUPPLEMENT**

**Q24. Can the City share additional detail on the existing environment, including data volume, and any line-of-business applications currently in use?**

**Response:** In addition to the details provided in response to earlier questions (see Section II and Section VII of this Addendum), the following supplemental information is provided. The City does not maintain a formal inventory of total data volume; primary data is stored in Microsoft 365 (SharePoint, OneDrive, Teams) with cloud backup via Datto SaaS for approximately 9 seats. Line-of-business applications include the City's municipal code platform and standard Microsoft 365 productivity applications. A full environment assessment will be conducted by the selected firm during onboarding as part of the technology alignment scope.

**Q25. Is there a current IT managed services provider in place? Will the City facilitate a structured transition and data handoff from the incumbent?**

**Response:** Yes. The City currently has an IT managed services provider in place. The identity of the incumbent vendor is not disclosed as part of this RFP process. The City expects the transition process to be cooperative and professional. The selected firm will be expected to coordinate with City staff to establish a structured transition plan, and the City will facilitate reasonable access to incumbent-held documentation and configurations to the extent within the City's control. The target transition date is July 1, 2026, consistent with the project timeline in the RFP.

## **SECTION X - EVALUATION & CONTRACT STRUCTURE**

**Q26. Will shortlisted vendors have an opportunity to present or interview before final selection, or will the award be based solely on written proposals?**

**Response:** The City reserves the right to invite shortlisted firms to participate in interviews or presentations prior to final selection. Whether presentations are conducted will depend on the volume and quality of proposals received. The City anticipates conducting interviews with up to three shortlisted firms if warranted. Proposers should be available for a virtual or in-person presentation during the week of May 19, 2026, consistent with the project timeline. An award may be made solely on written proposals if the evaluation panel determines presentations are not necessary.

**Q27. What is the anticipated initial contract term, renewal structure, and early termination notice period?**

**Response:** The City's standard Professional Services Agreement does not specify a fixed initial term for managed services engagements. The agreement commences upon execution and continues until services are completed or terminated in accordance with the agreement. The City may terminate the agreement for any reason with a minimum of ten (10) calendar days' written notice to the contractor. Proposers may propose a recommended initial service term in their proposal; the City will consider multi-year pricing structures. Annual budget appropriation by the City Council is required for multi-year commitments, consistent with standard California municipal contracting practice.

**Q28. Does the City have an approved budget range for this engagement that vendors should be aware of when preparing cost proposals?**

**Response:** The City does not have a published Not-to-Exceed budget for this engagement. Proposers are encouraged to submit cost proposals that accurately reflect the required scope of services. For reference, the City's current managed services agreement is structured as a flat-rate monthly fee. Proposals should be itemized by service component, where feasible, to facilitate comparison and potential scope negotiation. Cost is weighted at 15% of the overall evaluation score per Section 5 of the RFP.

## **SECTION XI - ENVIRONMENT CLARIFICATIONS (SUPPLEMENTAL)**

**Q29. Can the City provide additional detail on the server environment, including operating systems and whether infrastructure is on-premises, cloud-hosted, or hybrid?**

**Response:** As noted in Section II of this Addendum (Q5), the City does not operate any physical on-premises servers. All primary workloads are hosted in Microsoft 365 cloud services (SharePoint, OneDrive, Teams) and Microsoft Azure. Operating system details for the approximately 6 covered workstations will be confirmed during onboarding discovery. The City's environment is fully cloud-hosted with no hybrid server infrastructure.

**Q30. For the Cloud PC / virtual desktop infrastructure referenced in Section 2.4 (approximately 2 seats), can the City confirm whether this is Windows 365, Azure Virtual Desktop, or another platform?**

**Response:** The specific Cloud PC platform (Windows 365, Azure Virtual Desktop, or another) has not been confirmed at this time. This detail will be identified and documented during the onboarding discovery process. Proposers should plan to assess and support the existing Cloud PC environment as part of the Microsoft 365 and cloud administration scope, regardless of platform.

**Q31. For the cloud-based SaaS backup referenced in Section 2.4 (approximately 9 seats), can the City confirm what data is currently being protected?**

**Response:** The City's current SaaS backup via Datto covers all Microsoft 365 data, including mailboxes, SharePoint, OneDrive, and Teams, for approximately 9 seats. Proposers may propose a comparable or superior SaaS backup solution as part of their managed services offering, provided coverage meets or exceeds this scope.

**Q32. For the firewall referenced in Section 2.2 (Sophos XG 135), does the City own the device or is it leased/managed by the current provider?**

**Response:** The ownership status of the current Sophos XG 135 firewall – whether City-owned or provider-managed – will be confirmed during onboarding. Proposers should account for the possibility that firewall hardware may need to be replaced or transferred during the transition and should describe their standard approach to firewall hardware ownership in their proposal.

**Q33. What is the City's current Microsoft 365 licensing tier (e.g., Business Basic, Business Standard, Business Premium, E3, E5, or Government)?**

**Response:** The specific Microsoft 365 licensing tier currently in use is not yet confirmed. This detail will be made available to the selected firm during onboarding. Proposers should include Microsoft 365 licensing management for up to 6 covered users as part of their base scope per Section 2.4 of the RFP, and should identify any licensing tier assumptions embedded in their cost proposal.

**Q34. Does the City anticipate adding users, devices, or locations during the initial contract term that would expand the scope beyond what is described in the RFP?**

**Response:** The City does not anticipate significant changes to staff size or physical locations during the initial contract term. The current covered environment of approximately 6 users, 1 firewall, and 1 City Hall location is expected to remain stable. Any material changes to scope would be addressed through the out-of-scope professional services process described in Section 2.12 of the RFP, billed at the contractor's stated hourly rates.

**Q35. Is the City open to a pre-proposal site visit or walkthrough of City Hall IT infrastructure for firms intending to bid?**

**Response:** The City will not conduct pre-proposal site visits. All information necessary for proposal preparation has been provided through the RFP and this Addendum. A comprehensive onboarding discovery and environment assessment will be scheduled with the selected firm following contract execution.

This Addendum is hereby incorporated into and made a part of the original RFP. All other terms and conditions of the RFP remain in full force and effect. Proposers are responsible for acknowledging receipt of this Addendum in their submitted proposals.

**Proposal Submission Deadline:** May 18, 2026, 5:00 p.m.

**Questions:** Amber Servin, Interim Assistant City Manager – [amber@hiddenhills.gov](mailto:amber@hiddenhills.gov) – (818) 888-9281