

Official Addendum

updated 10/14/2026

On-Site Service Requirement

Vendors must have direct employees (not sub-contractors) close enough to the Township's main office to provide immediate on-site assistance when required by the Township.

Extension of Deadline to Request a Meeting

The deadline for prospective respondents to submit a request to review the Township's existing IT environment and facilities has been extended. The new deadline to submit a request to meet is **October 19, 2026**. All other requirements, terms, and conditions of the RFP remain unchanged.

SECTION 12. PRE-PROPOSAL MEETING / SITE VISIT

A pre-proposal meeting and/or site visit may be held to allow prospective vendors to review the Township's existing IT environment and facilities. Email Administrator Victoria Rizzo at vrizzo@mainetown.com to schedule. All requests to schedule a visit must be sent by **October 7, 2026 by 5pm. Revised – October 19, 2026 by 5pm.**

Vendors may be provided an opportunity to inspect relevant technology infrastructure and identify questions regarding the Scope of Services.

Any modifications to the Scope of Services resulting from the pre-proposal process will be communicated through an official addendum.

Questions

- 1. How many routers do we have?**
1 Comcast router, 1 firewall, 8 wireless access points, 8 switches
- 2. Is onsite support expected primarily on an as-needed basis when an issue cannot be resolved remotely, or does the Township expect regular scheduled onsite visits?**
The Township expects onsite support primarily on an as-needed basis when an issue cannot be resolved remotely.
- 3. Approximately how many onsite support visits has the Township required over the past 12 months?**
Service frequency will be determined based on the specific services required and the need. Visits may range from once per month to multiple visits per week, as appropriate.

4. **Is there any minimum onsite response-time requirement the Township expects vendors to meet?**
1-2 hour response time preferred.
5. **How many full-time employees does your organization have?**
26 full time covered under Managed IT as of 10/9/26
6. **How many physical sites should be included in the Managed IT bid?**
One location – 1700 Ballard Rd, Park Ridge
7. **Approximately how much data is stored on your server? This will help us right-size the BCDR appliance included with the service.**
700 GB according to current IT vendor
8. **What is the user count**
refer to RFP
9. **What are the current MS Cloud setup / Configurations?**
Exchange Online
10. **Networking devices (number of routers and switches)**
Refer to addenda at mainetown.com
11. **Wireless Access Point(s)**
Refer to addenda at mainetown.com
12. **Firewall (Brand and Model)**
Sonic Wall
13. **How many Domain Controllers?**
1
14. **Is there an Azure AD?**
No
15. **Is there Helpdesk SLA requirement for Business Hours and after Business Hours/Evening & Weekends?**
Response times should have range of 15 minutes for help desk response, longer for complicated issues.
RFP response should indicate response time your team provides.
16. **Is there an existing SOC service and who is the vendor?**
Illinois Department of Innovation & Technology (DoIT) Security Operations Center (SOC)
17. **Is there a formal patch management policy in place?**
Yes
18. **Are there any CJIS requirement?**
No
19. **Would you be able to share a current Microsoft licensing breakdown? Specifically, it would be helpful to know the different Microsoft 365 license types you have and the quantity of each.**
If you are referring to Office licenses, it is my understanding that each PC or laptop has its own version of Microsoft Office Home and Business or Professional if they use Access. The software is purchased at the same time as the computer.
20. **To help us right size our support proposal, who do you anticipate would be the primary users relying on our help desk? You don't need to provide names, but a rough count of employees who regularly use a computer and may contact support would be very helpful.**
There are 37 workstations as of 10/9/26. At any given time, a user might need to call the helpdesk.
21. **What data and systems are currently being backed up?**
User documents, software, backups
22. **Are you backing up servers, workstations, Microsoft 365, cloud applications, or all of the above?**
Servers, cloud applications, workstations back up to server.
23. **What backup solution are you currently using?**
Backup on server and cloud

24. How much data is being backed up?

Refer to addenda

25. Where are your backups stored (locally, in the cloud, or both)?

Both

26. How often are backups performed (daily, hourly, etc.)

Daily

27. How long are backups retained?

30 days (if something is deleted today, we have 30 days to retrieve it)

28. Are there compliance or regulatory requirements for data retention?

Unknown

29. Number of Users/Workstations

- How many staff in the organization require technical support?
 - i. Full Users – Uses an assigned computer, with or without other peripherals, mobile device(s), technology services, and email communications. Relies on technology to be able to do their job role. 37
 - ii. Shared Technology Users – Uses a shared computer, with or without other peripherals. Does not have an assigned computer. These users do not rely on a single computer to perform their job role. These shared machines function like a Kiosk. 5
 - iii. Email-Only Users- Usually mobile device(s), does not participate in normal business technology/Line of Business Application use, and email communications only. 4

30. Number of Sites

- Sites directly responsible for networking. (Head & Branch offices)
 - i. How Many Locations – 1 location
 - 1. List Locations w/address – (Below info is per location)
 - a. Internet Speed – 150 mbps download, 10 mbps upload
 - b. # Firewall Make and Model – Sonic Wall 370
 - c. # Switches – Make and Model – Ubiquiti – refer to addenda
 - d. #Wireless – Make and Model Ubiquiti – refer to addenda
 - ii. Number type of Users at each location – please clarify
 - iii. Do these sites have connected network topology?
 - 1. How are they connected? network
- Cloud or Datacenter locations
 - i. Hosted IaaS/SaaS such as Azure or Amazon? No
 - ii. OR Private Cloud collocated infrastructure? Cloud backup

31. Estimated total number of endpoints(Computers/Servers) across the organization.

- The approximate number of workstations owned and operated by your organization? Refer to addenda
- The approximate number of servers owned and operated by your organization?
 - i. Of these, how many are virtual and how many are physical? 1 physical
 - ii. Are all assets Microsoft Windows, are there some mixed systems such as Mac or Linux? Windows
 - 1. Please provide number of non-Windows devices
- Are all assets owned by the company, leased, or Hardware as a Service from a current provider? Owned

32. Are all the endpoints connected to a Microsoft domain? Yes

- Does the organization have Work From Home (WFH) in place?
 - i. Rough size and schedule of WFH yes 6 – 1 day/week

33. What are your current key Line of applications? Are they under Vendor support?

Applications supported include Sage, Cook County Tie In, CivicPlus Recreation Management, Visual GA. Software has service agreements with individual vendors but may need support from Managed IT.

34. What Business Continuity / Disaster Recovery solution(s) are currently in place?

- Are the backups local and/or cloud-based? [Both](#)
- Are backups using full system images of the operating system? [Unknown](#)
- How much data is being backed up and how many servers? [Refer to addenda](#)
- Where is the data being stored –Stored on prem or in the cloud? [Physical and cloud](#)
- Please provide detailed information per server: Operating System, Physical, Virtual, Host, and data used per server - [Refer to addenda](#)

35. What Anti-Virus/End-point detection and response software is currently in place?

[Crowdstrike Falcon Complete](#)

36. Does your organization currently conduct employee Security Awareness Training or phishing testing & training?

[yes](#)

37. What is being used for Patch Management on end-points?

[Handled by current provider](#)

38. Do you utilize Office/Microsoft365?

- What Microsoft licenses do you have, how many of each, and how are they purchased? Who manages this (Self-Managed or current provider)? [End users have stand-alone versions of Microsoft Office Home and Business or Professional purchased from current provider on each device and we use Microsoft 365 for email accounts only](#)

39. Do you have ever-greening of hardware in place? Are your laptops/desktops/Servers/Network Equipment up to date?

[We replace devices as needed.](#)

40. How is your IT handled currently

[We have a managed IT services provider](#)

41. Is your support mostly reactive or proactive?

[Reactive](#)

42. How do you feel about your current security posture?

[Positive](#)

43. Do you feel you are being informed consistently about what is happening with your IT support? Are you engaged in regular reporting/meetings with your current support model?

[Yes](#)

44. If you could change anything about your current support model, what would it be?

[Not sure](#)

45. Section 10 notes that the use of public AI systems is prohibited. Could you share how the Township defines a "public AI system"? Some enterprise security and Microsoft 365 tools include built-in AI features, and we want to make sure our disclosure is complete and our approach fits your expectations.

[We define a public ai system as an artificial intelligence model or platform designed for widespread open access online.](#)

46. Your email is currently hosted through GoDaddy. Can you list the type of licenses you have through them and the amount of each?

[Email licenses](#)

47. How many staff members and Microsoft 365 mailboxes are there today, and are the 37 workstations mostly desktops, laptops, or a mix?

[Mostly desktops. We have 70 email addresses which includes all departments, elected officials and some inactive employees whose emails we have to keep active temporarily.](#)

48. The Sample Contract describes a one-year term with two optional renewals, while Section 6 requests three-year and five-year pricing. Is there a preferred term the Township expects to award?

[3-to-5-year pricing preferred. Sample contract is for verbiage.](#)