

ADDENDA

Project: NOR Information Technology Services
& Support

RFP #: DIST-2-2526

From: Daniel Burgess, Golden Hills IT

To: North of the River Recreation & Park District

Date: 4.14.26

Re: Information Technology Services & Support

4.6.2026 Addendum #1, Clarifications regarding elements of the RFP:

- NOR takes care of some aspects of the IT it seems. Does NOR have any IT on-staff, and if so what are their responsibilities?
- Can I get a total list of the network infrastructure (routers/firewall, switches, AP's, etc) per location?
- Does the district own these devices or are they leasing them. Ubiquiti is a high end consumer brand. For improved security and reporting is the district willing to consider replacing them with more secure enterprise devices, either through purchase or a lease (HaaS) model?
- Does the incumbent provider currently supply the M365 licensing or does the district procure those directly from Microsoft? In either circumstances does the incumbent manage the district's licensing? Are these annual commitment licenses, or what is the end date of any commitment?
- Based on the M365b licensing SKUs listed in the RFP, the district may have a licensing structure that warrants a compliance review. Would the district consider a proposal that addresses M365 license optimization and compliance as part of onboarding?
- What frequency of 3rd party pen testing is the district looking for (monthly, quarterly, annually, etc.)?
- For HaaS devices under contract, will the incumbent provider allow the new provider's tools to be installed on those devices (this is vital for security, if another provider can access the computers we lost control to protect the devices)? For the HaaS devices that can be replaced how is data stored on them?
- What are the age and operating system of the district-owned devices? Are they still under warranty?
- Does the district have a managed print provider? How do they handle printing and printer support?
- How many staff members have computer access?
- What is the breakdown of desktop vs laptop for computers?
- What is the age / operating system on the servers?
- For the on-site backup is it maintained on District owned servers or incumbent provided servers?
- Would the district be willing to consider a different MDM for mobile devices managed by the new provider?
- What is the ISP and bandwidth at each of the 7 locations? Are any sites connected via MPLS, SD-WAN, or site-to-site VPN? This affects network monitoring scope and pricing.
- Does the district currently hold full administrative credentials for its M365 tenant, firewall, domain registrar, and network equipment? Or does the incumbent control those accounts? This is a transition risk question that directly impacts your onboarding timeline and security posture on day one.
- The RFP lists 16 active LogMeIn users. Is LogMeIn procured directly by the district or provided through the incumbent? What is the current license cost and renewal date?
- Has the district experienced any cybersecurity incidents, data breaches, or ransomware events in the past years?

- The RFP specifically calls out “a unique router at Polo Community Park.” What is that device, who owns it, and what makes it unique relative to the other sites?

Answers:

1. NOR does not have any on-site expert or certified IT personnel, however, the Creative & Technical Services department, whose primary function is to oversee marketing and community outreach, is overseen by the Director of Community Relations and is comprised of the Marketing & Technical Manager and the Digital Content Specialist. All 3 staff have varying levels of experience working with information technology and act as liaisons between the current IT services provider and NOR.
2. There are 6 devices at Greenacres (2 AP, 1 Switch, 1 Mesh AP, 1 Firewall), 3 at Rasmussen (1 AP, 2 Switch, 1 Firewall), 9 at RiverLakes (3 AP, 5 Switch, 1 Mesh AP, 1 Firewall), 6 at Riverview (4 AP, 2 Switch, 1 Firewall), 2 at Fruitvale Norris (2 Firewall), and 1 at Polo (1 Firewall). There are a total of 27 devices across the network infrastructure.
3. NOR owns the Ubiquiti UniFi wireless system. A recommendation for an upgrade to this system, or any other, should be included in the ‘Optional or Value-Added Services’ or ‘Optional Infrastructure Modernization’ in the Proponent’s Proposal.
4. The current IT services provider supplies and manages the M365 licensing and the District is responsible for the direct cost with no additional markup. The licenses are month-to-month.
5. A recommendation for license optimization and compliance should be included in the ‘Optional or Value-Added Services’ or as part of the transition timeline as part of the Proponent’s Proposal.
6. The District’s RFP is seeking, at minimum, an annual review.
7. The HaaS devices provided by the current IT services provider are non-transferable and cannot be altered by separate IT service providers. The Proponent’s Proposal should include HaaS devices under new terms with the specific Proponent. Current data for HaaS computers are encrypted at rest but not backed up in any additional way.
8. There are 5 district-owned devices that are 7 years old running Windows 11 Pro and out of warranty, one district-owned device that is 2 years old running Windows 11 Pro and has a warranty through September 2026, one district-owned device that is less than a year old running Windows 11 Pro and has a warranty through June 2029, and one district-owned device that is 5 years old running Windows 11 Home and is out of warranty.
9. Yes, NOR has an agreement with a managed print provider for printers in NOR’s Print Shop, as well as copy machines and for support. NOR also has 1 district-owned printer used for sublimation. Remaining units / computers are leased. The current IT services provider provides some support with connectivity and troubleshooting as needed.
10. There are 69 active computer users.

11. There are 58 desktops and 6 laptops.
12. All servers are 6 years old and are operating system Windows Server 2019.
13. The on-site backup is maintained by a BDR that is provided by the current IT services provider located at the District office.
14. Mobile device management is currently managed by NOR staff and not the current IT services provider. Any recommendation otherwise should be included in the 'Optional or Value-Added Services' in the Proponent's Proposal.
15. The ISP for all locations is Spectrum Internet; bandwidth is currently unknown. There is a VPN connection between the RiverLakes firewall and the following sites: Greenacres, Rasmussen, and Riverview.
16. All administration is controlled, managed, and provided by the current IT services provider.
17. The current IT services provider supplies and manages the LogMeIn licensing and the District is responsible for the direct cost of \$12/month with no markup. There is no specific renewal date.
18. There have been no cybersecurity incidents, data breaches, or ransomware events in the past 3 years.
19. The device at Polo Community Park is a router provided and owned by the current IT services provider that is being used as a router.

END OF SECTION