# Managed IT, Cloud & Cybersecurity Services RFP

## Questions and Answers

Proposals are due **Monday, November 30, 2026, 5:00 PM MT**, as one PDF emailed to Shawn Carlson, Special Programs Manager, at scarlson@puebloura.org.

## Questions received November 25, 2026

**1. How many devices does PURA have (desktops, laptops, printers, phones), and is there any server or network storage in the office?**

About 20 devices. There is no server or network storage on site.

**2. Is PURA's Microsoft 365 a commercial tenant or a government (GCC) tenant, and which licenses do you use now?**

PURA uses Microsoft 365 Business Premium. The current IT provider is moving PURA to a government (GCC) tenant the weekend of November 28, 2026.

**3. Who handles your IT today, and will they help with the handover?**

Valkyries Technologies is PURA's current IT provider. PURA expects to request their help with the transition but cannot guarantee their level of cooperation.

**4. Is support during business hours plus emergency after-hours service enough, or do you need someone available 24/7?**

Business-hours support is usually enough, with emergency after-hours service. 24/7 coverage is not required.

**5. How often do you expect on-site visits, and what response times do you need for critical problems?**

On-site support as needed. PURA expects critical problems to be addressed as soon as possible. Proposers should state their committed response times for critical and standard requests.

**6. What backup do you have now, and how quickly do you need data restored after an outage?**

Backup is currently hosted by the current IT provider. PURA expects data to be restored within 24 hours. For a major outage, regular progress updates are acceptable.

**7. Are there any security incidents or problems that haven't been resolved yet?**

None that PURA is aware of.

**8. What insurance do you require from the contractor, and are there required forms or references to include with the proposal?**

Standard liability insurance.

**9. Are Adobe licenses and hardware purchases part of this contract, or handled separately?**

Handled separately. PURA buys its own Adobe licenses and hardware.

**10. When do you expect the contract to start, and may an authorized representative submit the proposal for the bidder?**

PURA will award the contract after all reviews are complete.

**11. Are there any existing hardware or software issues requiring immediate remediation?**

None that PURA is aware of.

**12. Is there a current MSSP?**

Yes. Managed security is provided by the current IT provider.

**13. Are formal vulnerability assessments, penetration testing or independent security audits required?**

Yes.

**14. Is support required for personal devices, home networks or employees working remotely?**

Yes.

## Questions received November 27, 2026

**15. Previous service provider: What circumstances prompted PURA to seek a new IT service provider? Are there unresolved service, security or performance concerns?**

It has been some time since PURA last issued an RFP for IT services, so PURA decided it was time to solicit proposals. PURA is not aware of any unresolved service, security or performance concerns.

**16. Pre-existing conditions: Are there known vulnerabilities, compromised systems, recurring outages, unresolved support tickets or previous data breaches?**

PURA is not aware of any known vulnerabilities, compromised systems, recurring outages, unresolved support tickets or previous data breaches.

**17. Technology inventory: How many computers, servers, virtual machines, firewalls, switches, access points, printers and mobile devices require management?**

The office has about 5 users and about 20 devices in total, including computers, printers and phones. There is 1 firewall and no more than 3 switches. There are no servers or virtual machines. The selected provider will confirm the full inventory, including wireless access points, during onboarding.

**18. Equipment upgrades: Are any hardware or software systems outdated, unsupported or scheduled for replacement? Is there an upgrade budget?**

No replacements are planned. PURA budgets for and buys hardware and software itself, separately from this contract.

**19. Penetration testing: When was the last internal or external penetration test, and have identified vulnerabilities been remediated?**

PURA is not aware of a prior internal or external penetration test; the current provider may have performed one. Vulnerability assessments, penetration testing and independent security audits are part of the requested services.

**20. Software and licensing: What Microsoft 365 licenses, software subscriptions, security platforms, backup solutions and third-party applications are in use?**

PURA uses Microsoft 365 Business Premium. Security monitoring and backup are currently hosted by the current IT provider. The IT provider holds no other licenses; PURA manages Adobe and its other software subscriptions directly.

**21. Backup and disaster recovery: When was the last successful backup restoration test, and what are the retention and recovery requirements?**

The date of the last restoration test is not known. Retention must be consistent with the records retention requirements that apply to Colorado government entities. PURA expects data to be restored within 24 hours; for a major outage, regular progress updates are acceptable.

**22. Service expectations: What are the expected on-site frequency, after-hours coverage, emergency response times and average monthly ticket volume?**

On-site support as needed. After-hours needs are rare. PURA expects emergencies to be addressed as soon as possible, and proposers should state their committed response times. Average ticket volume is fewer than 20 per month.

**23. Provider transition: Will the incumbent provide authorized administrative access, network documentation, inventories, licensing and security configurations?**

PURA will give the selected provider administrative access and will request network documentation, inventories, licensing and security configurations from the current provider. PURA cannot guarantee the current provider's level of cooperation.

**24. Budget and additional services: What is the anticipated managed IT budget, and will hardware, software upgrades, specialized training, penetration testing and inherited-condition remediation be funded separately?**

PURA has not published a budget and is asking proposers to provide their pricing. Hardware and software purchases are handled by PURA separately. Proposers should list specialized training, penetration testing and any remediation of inherited conditions as separate line items.