



**ADDENDUM NO. 1  
INFORMATION TECHNOLOGY SUPPORT SERVICES**

**MARCH 4, 2019**

**TO ALL REQUEST FOR PROPOSAL RECEIPIENTS**

The following addresses vendor-submitted questions to the Request for Proposals (“RFP”) referenced above and will be incorporated into the RFP. All other terms, conditions, requirements, and qualifications of the RFP remain unchanged by this Addendum.

**QUESTION 1:** Who is the current service provider?

*Answer: Brea IT is the current service provider.*

**QUESTION 2:** What is the current services model (ie. onsite, remote, etc.)?

*Answer: The majority of the work is completed on-site. Remote assistance is rarely requested unless there’s an outage or emergency.*

**QUESTION 3:** What is the current services provider staffing levels?

*Answer: One Information Technology Specialist who is located on-site.*

**QUESTION 4:** What is the technical background of the current IT employee? We are trying to better understand his/her role and the skillsets of the other members of the IT team.

*Answer: The current IT Specialist is MCSE certified and possess knowledge of both desktop and server support as well as network administration and design. Additionally, the employee is knowledgeable about administration of security, Exchange, and SQL database as well as of Department of Justice & CLETS polices, practices, and procedures.*

**QUESTION 5:** Who does the service provider report to?

*Answer: The service provider reports to Ryan Hallett Hinton, Assistant to the City Manager.*

**QUESTION 6:** What is the cost that the City is currently paying for the current services provider?

*Answer: The contract IT support services budget for Fiscal Year 2018-19 is \$147,400.*

**QUESTION 7:** For the current setup of 26 hours, which days is the on-site specialist coming?

*Answer: The IT Specialist is on-site all day Mondays and Wednesdays. Additionally, the IT Specialist is on-site all day Thursday one week and the next week is on-site half a day on Thursday and half a day on Friday.*

**QUESTION 8:** Are there any SLA's required for specific tasks or technology?

*Answer: Yes, with Time Warner (P2P service for City Hall and City Yard connectivity as well as internet service provider); Barracuda cloud backup (equal to device of 3 terabyte); and AT&T (4G cell service for Police Mobile Digital Computers to connect back to Police Department network).*

**QUESTION 9:** What are the specific requirements for any technical issues during non-normal/after-hour City business hours?

*Answer: Because the City has its own police department that operates 24 hours a day/365 days a year, IT staff would be responsible for standby support with a maximum response time of 30 minutes outside of the normal work schedule. For all other operations, standby support response should be available based on workload and the urgency of the technical issue.*

**QUESTION 10:** Can we get examples of after-hour requests? How soon and how were they handled?

*Answer: An example would be if staff received a lost connection notification email from the VOIP system that is impacting all phones, including non-emergency police department phones, on a Saturday. The IT specialist would be contacted and would typically remote in to see if the issue is a server issue or if the issue is with the phone carrier. If it's a server issue, the IT specialist would be expected to fix as appropriate. If it's a phone carrier issue, City staff would work with the phone carrier to solve the issue.*

**QUESTION 11:** Is there a list of current or upcoming IT projects that you can provide?

*Answer: See Attachment A.*

**QUESTION 12:** Is there an existing ticketing system in place?

*Answer: Yes, the current service provider uses Kaseya for its ticketing system.*

**QUESTION 13:** What is a typical daily and monthly ticket volume?

*Answer: The IT Specialist receives anywhere from three to ten tickets per day, averaging about five tickets per day.*

**QUESTION 14:** Do you have any data around the number of monthly service tickets, the nature of the tickets, etc.?

*Answer: See Question 13 for ticket volume. As for types of tickets, the requests are vast and include items like, "no internet access" to "virus infection" as well as being able to access network resources; basically anything IT related.*

**QUESTION 15:** Can we get more details behind the City's Current IT environment? We would like to better understand if equipment is aging, maintenance, EOL, etc.

*Answer: All servers are running Server 2008 to Server 2016 as well as Microsoft Hyper-V with failover to HP SANs. The rest of the servers are Dell PowerEdge and are about 6 years old.*

**QUESTION 16:** Do you have a network topology document?

*Answer: See Attachment B.*

**QUESTION 17:** What is the backup solution if any? Any disaster recovery plan?

*Answer: We have a Barracuda Backup device as well as backup to Barracuda cloud.*

**QUESTION 18:** For the applications that are listed in the RFP, which ones have services support contracts?

*Answer: All applications being used have current support from vendor/manufacturer and require IT support. If an issue cannot be handled by IT Specialist, the IT Specialist will work with the vendor/manufacturer to resolve an issue.*

**QUESTION 19:** What asset management system does the City currently use?

*Answer: The City uses the fixed asset module of its Tyler Incode X financial software.*

**QUESTION 20:** How many people will be provided support? Are there additional remote users?

*Answer: There are 53 full-time employees; however, support could also be provided to on-site part-time employees who are using City-owned equipment (e.g. computers) as part of their job duties if there's an issue with the equipment. Only a couple of employees have remote access either through a personal or City-owned laptop, but the employees work on-site.*

**QUESTION 21:** How does the City define "support services contract services (this agreement)" vs. "as-needed project services". Any examples?

*Answer: "As needed" generally refers to IT assistance outside of normal work schedule, such as an emergency, or duties that the IT specialist might not do on a day-to-day basis but may assist as needed, such as vendor selection to implementation of a new VOIP system.*

**QUESTION 22:** What is your estimated budget for this technology services model that you would like to implement?

*Answer: The technology support services budget for Fiscal Year 2019-2020 has not yet been approved. However, the technology support services budget for Fiscal Year 2018-2019 is \$147,400.*

**QUESTION 23:** What is the current IT budget (hardware, software, services, etc.)?

*Answer:*

	<b>FY 2018-19</b>
IT Support Services	\$147,400
IT Hardware	\$206,200
<b>Total</b>	<b>\$353,600</b>

**QUESTION 24:** Can we provide multiple methods/proposals for your requirements?

*Answer: Yes.*

**QUESTION 25:** What are the reasons for making a change?

*Answer: The City's contract with the current vendor expires on June 30, 2019, and has chosen to issue an RFP.*

**QUESTION 26:** Duration of the contract and terms?

*Answer: The City is hoping for a contract term of three (3) years with the option to extend for two (2) additional one-year terms.*

**QUESTION 27:** Can we get Attachment A – Professional Services Agreement?

*Answer: Attachment A is located on the City's "RFP's and Bid Documents" webpage as part of the Information Technology Support Services RFP.*

**QUESTION 28:** Is the City open to the idea of a remote helpdesk support model with on-site support only as needed?

*Answer: On-site support for PC/Network tasks and all public safety tasks is a requirement. If programming support is proposed to be off-site/remote, you must demonstrate how this has been accomplished in the past while maintain service levels equivalent to the City's current service levels.*

## **ATTACHMENT A**

### **LIST OF INFORMATION TECHNOLOGY PROJECTS**

The following is a list of the Information Technology projects for Fiscal Years 2018-19 & 2019-20. This list should not be seen as all-inclusive since projects can be added or removed depending on various circumstances.

#### **FY 2018-19 IT Projects (based on current technology replacement plan)**

- Purchase & Replace Desktop PC's
- Purchase & Replace Laptop
- Purchase & Replace Police MDC's
- Purchase & Replace Council Chamber Laptops
- Renewal of various Service Agreements
- GIS Server and License Purchase
- Phone System Service Agreement

#### **FY 2019-20 IT Projects (based on current technology replacement plan)**

- Purchase & Replace Police Mobile & CERT, Recreation, and SCADA Laptops
- Purchase & Replace PD Dispatch LCD's
- Various Server Purchase and Replacements
- Various Server Service Agreements
- City Hall PRI Upgrade

**ATTACHMENT B**  
**NETWORK TOPOLOGY**  
(See attached)



**ACKNOWLEDGEMENT OF RECEIPT**

Please sign below and attach this ACKNOWLEDGEMENT OF RECEIPT of Addendum No. 1 to the Information Technology Support Services RFP to your submittal documents. Thank you for your cooperation.

Sincerely,



Ryan Hallett Hinton  
Assistant to the City Manager

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ACKNOWLEDGEMENT OF RECEIPT: Addendum No. 1

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Signature

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Printed Name

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Proposer (Firm Name)

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Date