Information Technology Services RFQ
City Responses to Vendor Questions

The following questions were posed by vendors. Answers provided by the City of Pico Rivera are provided for each question:

- 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.
  Long-term full-time IT staff person who is very capable. The City is in need of additional assistance due to IT staffing being reduced by 2.0 FTE in the past year.

- What is the current IT budget (hardware, software, services, etc.)?
  Total division budget (FY 17-18 adopted budget) is $461,700.

- What is your estimated budget for this technology services model that you would like to implement?
  We are interested in receiving proposals that meet our service needs.

- The start date is listed as August 1st, 2017. What is the new revised start date?
  Start date would be as soon as possible once proposals are reviewed and a contractor is selected and the agreement is approved by the City Council (anticipate start of 2018).

- Do you have any data around the number of monthly service tickets, the nature of the tickets, etc.?
  For Fiscal Year 2016-17, approximately 1,700 service tickets were generated. Most of these are end-user generated “help desk” type requests for service.

- Do you have a network topology document? We are trying to understand the current infrastructure setup.
  We have a network topology diagram

- For the applications, which ones have services support contracts? We are trying to better understand which applications need our support vs. contacting the application vendor.
  The majority of applications have support contracts except for the applications listed below:
    - Leightronix
    - Daktronics
    - Exchange
    - Cititech
    - Capella

- What is the current working hours of the IT team? What are the hours required for this contract?
  The City operates Monday through Friday, 7 am to 5:30 pm but also has several “remote” sites (i.e., parks, community center, City Yard, etc.) that operate seven days a week for extended hours.

- Are any after-hour services needed?
  Yes (see question above).
• What is the backup solution if any? Any disaster recovery plan?
Symantec Backup Exec / Veeam Backup and Replication. There is no disaster recovery plan in place.

• Any major IT projects the City is currently doing or will do soon?
At this point no (City is at the end of implementing a new financial software, New World Systems by Tyler Technologies).

• What are IT goals that the City would like to implement after the service provider is implemented?
At this point the goal is to find a service provider that can augment our full-time staff and allow the City to look more strategically at overall IT provision vs. operating in a reactive manner.

• What ticketing system does the City currently use?
ZenDesk

• What asset management system does the City currently use?
New World Systems

• What remote management does the City currently use?
ConnectWise Control

• How many help desk tickets are generated each month?
For Fiscal Year 2016-17, approximately 1,700 service tickets were generated.