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:

1. How many departmental representatives will participate in the interview process?
   If it is determined that interviews will be necessary, there will be three (3) City representatives conducting the interviews. However, interviews may not be held based on the number, quality and scope of proposals received. The City reserves the right to review, score and award without an interview.

2. What are the expected hours of operation?
   The City of Pico Rivera’s primary business hours are Monday through Friday, 7 am to 5:30 pm. However, there are City facilities that operate outside of these hours and after-hours service will be required.

3. What is the current standard for recovery time objective (RTO) and recovery point objective (RPO) during outages for the water system (SCADA) and all other general IT applications?
   The SCADA system is managed by a third party. No disaster RTO or RPO standard is currently in place.

4. Is there separate technology between the City’s water system (SCADA) and the City’s general IT administration?
   The SCADA system is separate from the general IT administration.

5. Do we need to provide any Materialized stock (desktop computers) at the time of Implementation of the project?
   No.

6. Is there any incumbent existing for this project?
   No.

7. The RFQ doesn’t provide a bid form or guidelines for the COST PROPOSAL. Shall each vendor simply provide our own cost proposal format?
   Yes, so long as it is simple to understand and states clearly the cost of the proposed services for an entire 12 month period.

8. The RFP asks for availability to start after August 1st. Is this date accurate?
   No. That is a typo and should have stated January 1, 2018.

9. Please describe the server operating system(s) in use and any virtualization software.
   Microsoft Server 2003, 2008 and Server 2012. For virtualization we use Hyper-V.
10. What brand of network equipment is deployed at the City?
   Cisco

11. Does the City currently utilize a Help Desk ticketing system?
   Yes, Zendesk.

12. Are any significant IT projects planned over the next nine months? If so, please provide a list.
   There are no major projects planned at this point. The City is in the final stages of implementing a new financial ERP system and hopes to complete that within the next 12 months. However, depending on what may be discovered once additional resources are provided to the City through this service proposal, new projects may be necessary based on need.

13. On page 3, in paragraph 5, you mention that it could involve on-site and off-site staffing, please explain/clarify what you mean or what could be involved in the off-site staffing? Do you just mean at other building sites the city manages or do you mean from home?
   In addition to City Hall, the City also has several “off-site” facilities such as the Corporate (Public Works) Yard, Senior Center, and several parks with offices and community centers within City limits.

   In addition, the proposal specifically speaks to receiving solutions that would involve on-site staff to augment the City’s current Information Technology professional as well as the potential for off-site “help desk” or similar remote support that would further augment on-site support (both that of the current City IT professional and any staff the consultant would provide as part of the service proposal).

14. Will driving be required between facilities during work time?
   Yes. (See answer to #13 about various City sites)

15. If so, will they be driving their own vehicle or city vehicle?
   Own vehicle.

16. If own vehicle, will you reimburse for mileage?
   No. It is assumed any proposal would be priced to include all related costs.

17. On page 5, 1.c.5. – Regarding our supervisor and management staffing – can we provide you with a professional summary and bio for each team member, instead of a resume. We feel this will speak more to this question than a resume does?
   Yes, a professional summary and bio is acceptable.
18. Do you have a ball park idea on what number of resources you think you may need over say a 1 year time period?

The intent of this proposal is for potential service providers to prepare a proposal that would present the best staffing model scaled to the City's needs. (See Section D of the RFQ for specifics about the City's network and desktop size and overall service need.)

The ultimate goal of this RFQ is to identify a firm that could provide such day-to-day assistance in an economical manner while providing excellent customer service and which would allow management to focus on developing a strategic vision of what the City's information technology services should look like in three to five years.

Provision of these services could involve a combination of on-site and off-site staffing, as well as utilizing appropriate staffing classifications depending on the City's need. The City's incumbent Information Technology Technician (full-time employee) would serve as contract/project manager and would provide day-to-day supervision and direction to consultant staff.

19. Do you have a budget set for this project, over a year period?

Proposals will be evaluated on a number of points and the City is most interested in receiving solutions that provide the best level of service for our needs. Price will be considered but the key is finding a solution provider that excels in customer service and understands the City’s needs.

20. Do you have any projects planned over the next year or two that you foresee will make for peaks and valleys in resources needed?

There are no major projects planned at this point. The City is in the final stages of implementing a new financial ERP system and hopes to complete that within the next 12 months. However, depending on what may be discovered once additional resources are provided to the City through this service proposal, new projects may be necessary based on need.

21. What did you spend on additional staffing resources for the last year period?

The City ended its contract with a prior service provider in May, 2017 due to the fact that service levels were less than adequate. Any prior amounts spent on these additional staffing resources is not relevant to this current proposal as the City is most interested in finding a service provider who truly understands the City's needs and is focused on the provision of excellent customer service.
22. Does the City need 24 x 7 x 365 coverage?
That would be ideal. Perhaps not necessary full 24 x 7 x 365 coverage, but we are looking for a service provider that can augment our current 40 hours/week in-house staff.

23. What is your current budget for this?
Proposals will be evaluated on a number of points and the City is most interested in receiving solutions that provide the best level of service for our needs. Price will be considered but the key is finding a solution provider that excels in customer service and understands the City’s needs.

24. Is there an incumbent providing this service today? And if yes, then who?
There is no incumbent other than our current full-time staff who is a City of Pico Rivera employee.

25. We didn't see any network devices on the RFQ such routers, switches, and firewalls. Will these need to be supported? If yes then could you provide an inventory?
Yes.

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cisco ASA Firewall</td>
</tr>
<tr>
<td>1</td>
<td>Cisco Core Switch</td>
</tr>
<tr>
<td>2</td>
<td>Cisco Router/Voice</td>
</tr>
<tr>
<td>13</td>
<td>Cisco switches</td>
</tr>
</tbody>
</table>

26. Is this RFQ calling for a staffing resource to support the existing resource only, or are you open to a managed service model?
The ultimate goal of this RFQ is to identify a firm that could provide such day-to-day assistance in an economical manner while providing excellent customer service and which would allow management to focus on developing a strategic vision of what the City’s information technology services should look like in three to five years.

Provision of these services could involve a combination of on-site and off-site staffing, as well as utilizing appropriate staffing classifications depending on the City’s need. The City's incumbent Information Technology Technician (full-time employee) would serve as contract/project manager and would provide day-to-day supervision and direction to consultant staff.

The City is open to any proposal that would fit its needs.
27. For Clarity can all of this work been done offsite?
Ideally, the proposal would include at least one on-site staff person to augment the current full-time City of Pico Rivera Information Technology employee.

28. The RFQ states that this contract will be “for a set period of time.” What is the estimated length of time for this contract?
At least one year, but most likely at least three years.

29. The RFQ states that the City’s internal IT department recently downsized from 3 FTEs to 1 FTE. What was the reason for the downsizing?
Two of the three employees no longer work for the City.

30. What is the approved/estimated budget for the upcoming contract?
Proposals will be evaluated on a number of points and the City is most interested in receiving solutions that provide the best level of service for our needs. Price will be considered but the key is finding a solution provider that excels in customer service and understands the City’s needs.

31. The RFQ’s Hardware Inventory lists eight (8) physical servers and twenty-five (25) virtual servers.
   a) Are the 8 physical servers using Hyper-V virtualization, or VMware, or other?
      1 Physical Active Directory Server
      3 Physical Hyper-V Servers
      4 Servers running Call manager, unity and Single wire.
   b) How many total server operating system licenses are in use on these 33 servers (e.g. 25 or 33, or other?)
      30
   c) To rephrase, how many server OSes need to be patched every week?
      30

32. The RFQ states that there are still Windows Server 2003 operating systems in use on some servers.
   a) How many servers are currently on this (no longer supported by Microsoft) OS?
      Our Cisco Unity server is currently running Windows Server 2003.
   b) What is the reason these servers are still on an unsupported OS?
      There is no Cisco SmartNet support contract in place to upgrade the server.
   c) Is there budget set aside to update these servers to a supported/current OS?
      Yes.
33. RFQ states that there are still Windows XP operating systems in use on some workstations. We are currently in the process of upgrading the 4 XP workstations.

a) How many workstations are currently on this (no longer supported by Microsoft) OS?
b) What is the reason these workstations are still on an unsupported OS?
c) Is there budget set aside to update these workstations to a supported/current OS?

34. How are Backups currently handled?
We run our file level backups from an on-site backup server to a NAS. The NAS is then replicated daily to a remote NAS located at one of our remote facilities.

- Onsite:
  - On-site appliance (backup server, NAS, etc)?
  - RD1000 or LTO tape drive?
  - Are these Image-level or File-level backups?

- Offsite:
  - Image-level or File-Level backups
  - Physical or Cloud?
    - If physical (RD1000 or LTO, etc) what Media Type, quantity, and rotation schedule?
    - If cloud, what company/service is used?
      - What is the monthly cost of the offsite backups?
      - Is this amount included in the existing contract, or is it a separate cost?
      - Will this need to be included in the upcoming contract, or will the existing offsite backup contract remain in place separately?
      - If it needs to be included in the upcoming contract, what is the total native data amount being backed up?

35. In the “Objectives and Deliverables” detailed in Section 4, pages 3-4 of the RFQ, it states that the City wishes to “identify consultants capable of...” the items on the list. Many of these items aren’t a “usual” part of managed IT support services (specifically: assessment, recommend/present a staffing augmentation model, interview department representatives to identify...departmental service needs). Those items are often done as a separate “IT Assessment” and/or “Strategic Plan” project, separate from the monthly IT support.

a) Does the City wish for these functions to all be included in the quoted monthly price?
b) Or would the City prefer for potential vendors to list an IT Assessment project as a one-time project with corresponding one-time price, and a separate monthly price quote for the ongoing IT support and maintenance?

The City is interested in consultant services to augment existing City staff to provide day-to-day information technology services and assistance for a fixed period of time. Such help
would include standard “help desk” assistance (i.e., responding to help tickets) as well as assistance with monitoring systems and network operations, conducting inventories of existing assets, and other related duties. Such assistance could be provided utilizing on-site as well as off-site staffing.

This assistance would be provided for a set period of time while the City looks to develop a longer term strategic plan addressing the provision of information technology services. This RFQ seeks consulting services that can provide the day-to-day assistance to augment existing information technology staff (one full time City of Pico Rivera employee) and help with associated duties. The City would be open to any staffing model that would provide the proper amount of top-notch, “white glove” customer service for the organization. The City would entertain quotes that had a “one-time assessment” component to it as well as what on-going IT support and maintenance would cost.

35. I don't find any reference in the RFQ where the City is requesting for vendors to include PRICING in our proposal/response. Does the City wish for vendors to include any specific pricing information/quotes? Yes, so long as the proposal is simple to understand and states clearly the cost of the proposed services for an entire 12 month period.

36. The RFQ States in Section B “Qualifications Submittal,” paragraph 1 “Format,” letter “d,” #4, that the vendor would be expected to begin no later than “August 1, 2017.” That date has already passed. What is the new anticipated project start date? January 1, 2018.