



ADDENDUM #3

To: All Companies Interested in Submitting a Proposal
From: Rebecca Johnson, CPPB, Purchasing Agent
RFP: Professional IT Services (RFP #PUR0216-148); Dated: May 10, 2016
Subject: Addendum #3 (4 pages)
Date: May 27, 2016

The following questions and/or clarifications were asked relative to the above-listed Request for Bid. This memo is sent for clarification to all companies to whom the bid was sent.

Regarding Section 4.2.1, Microsoft Suite of Products:

Question: How many seats are being supported?

Answer: 1100

Question: Please provide an overall understanding of the Enterprise Agreement and what it entails.

Answer: The City's current Enterprise Agreement includes Windows Clients and Servers, Office, SharePoint, Exchange, SQL, Visio, Project, and Visual Studio

Question: What specific cloud products are part of the Enterprise Agreement?

Answer: The only Microsoft Cloud Product the City is currently using is Project Online.

Question: What Office Suites and versions (Professional, Standard, etc.)?

Answer: Office Suite Professional 2010

Regarding Section 4.2.2, Virtual Server and Desktop Support:

Question: How many servers are in the environment today? (Exchange Servers, Terminal Servers, SQL Servers, Domain Controllers, Cloud Servers)

Answer: 200 Servers (75% virtualized)

Question: How many HP/Dell host servers are supporting the VMWare environment?

Answer: Over 20 HP Hosts

Question: Are there stand-alone servers in use? If so, is the intent to move them all to FM or keep stand-alone?

Answer: Microsoft Windows Servers 2K8 or higher

Regarding Section 4.2.3, Storage Support:

Question: What models of storage devices are being used for NetApp, EMC, Isilon?

Answer: NetApp Series 2000 (4 units), Avamar 2-4 node grids, Isilon 2-6 node grids

Regarding Section 4.2.4, Telephony:

Question: What version of ShoreTel?

Answer: Version 14.2 (being upgraded now)

Regarding Section 4.2.5, Networking and Design:

Question: What switch vendor is being utilized?

Answer: Avaya and Comtrol (over 200)

Regarding Section 4.2.6, Firewall Support:

Question: What firewall vendor is being utilized? (Firmware versions, Device count)

Answer: Palo Alto – 6 units

Regarding Section 4.2.7, Backup and Recovery Solutions:

Question: How are backups currently being handled?

Answer: Avamar – 2-4 node grids

Regarding Section 4.2.8, Enterprise Wireless Solutions:

Question: What wireless product is being used? Is it centrally managed? Device Count? Makes/Models?

Answer: Aruba – redundant controllers

Regarding Section 4.2.9, Programming:

Question: What specific languages are being used?

Answer: The programming language currently used by the City is C Sharp; however, the IT Department may be willing to work with the Consultant to use other languages as long as City staff can be self-sufficient once the program is implemented.

Question: What do the applications support and what is the impact if the applications do not work?

Answer: The applications support a wide range of job duties and have varying impact if they are not available. Generally speaking, City applications requiring custom programming are not mission critical.

Regarding Section 4.2.10, Report Writing:

Question: What reporting languages are currently being utilized?

Answer: Most of the City's reports are SSRS and Crystal reports

Question: What do the reports support and what is the impact if they are not available or do not work?

Answer: Reports support a wide range of job duties and have varying impact if they are not available. Generally speaking, reports are not mission critical.

Regarding Section 4.2.11, Web Based Training:

Question: What level of training videos? Interactive or one way videos?

Answer: The scope has not been defined yet but videos are anticipated to be one way training.

General Questions:

Question: What kind of carrier connectivity is currently being used? Is the network on same carrier or disparate among many? What are the future plans, if any?

Answer: The City is primarily connected via City owned fiber. The City has various internet connections with Mediacom, ImOn, Verizon & Century Link.

Question: Is there any fleet management software being utilized?

Answer: The City utilizes Manage Engine's Project module and Microsoft Project Online to manage projects.

Question: What is the City's project management process? How are projects tracked and allocated to the right department? How are projects planned and prioritized?

Answer: Not relevant for this RFP

Question: Is there a defined information security policy or standard to align the infrastructure too?

Answer: CJIS, HIPPA and PCI

Question: What are some projects done in the last year?

Answer: Not relevant for this RFP

Question: What projects are forecasted for this year?

Answer: Some forecasted needs include ShoreTel Support, Programming Needs, and Microsoft Access Support.

Question: How come a small amount of dollars were spent last year (\$3,000) when the budget was \$100K? What items did the City not accomplish it wanted too and what were the reasons why it didn't?

Answer: The focus last year was on projects that could be accomplished using internal resources.

Question: What are the City's pain points on a daily basis, if any, from a technology standpoint?

Answer: Not relevant for this RFP

Question: What areas would the City like to improve so their end users have a better customer experience?

Answer: Not relevant for this RFP

Question: Can we get a better understanding of the approximate hours needed or length of specific projects and the priority of the needed services under each of the areas in Section 4.0 Scope of Services?

Answer: Approximate hours, length of specific projects, and the priority of the needed services are not provided in the RFP because IT Management is in the process of evaluating newly proposed projects and the information is not currently available.

Question: Under Section 5.2 of the RFP, you ask for very specific information on the talent and expertise of our engineering and service personnel. Please provide more information about the depth or length or level of expertise you are seeking for the different areas within the scope to help us identify engineers or service experts we should quote.

Answer: Please use your best judgement and include qualifications and experience for the talent you would have available for projects on an as-needed basis and the corresponding hourly rates for each role.

All addenda that you receive shall become a part of the contract documents and shall be acknowledged and dated on the bottom of the Signature Page (Attachment C). The deadline for proposal submittal is Thursday, June 2, 2016 before 3:00 p.m.