

City of Beaufort
IT Support Services (RFP 2015-109)
Questions and Answers from Pre-Proposal
Meeting
Friday, March 27, 2015

Clarifications to the RFP – Section III – Background information

- Antispam and Antivirus are currently supported by the incumbent provider. It is the expectation of the City that these services are to be included in the scope of services under this RFP as well as 24 hour monitoring.
- Firehouse is a major application used by the Fire Department that would require time to time coordination between the software vendors support team and the City's IT environment.
- CJIS certification is required by all IT personnel needing access to the Data Center or the Police Department.

1. The question of standardization was brought up.

Answer: The City is currently standardized on Dell workstations and servers. There is a desire by the city to move to an operating system standardization on the most stable version of Windows O/S. We are not that kind a of location that we have to be on the cutting edge of things we are looking for stability

2. Access system cut into the network as well? Like the key pass outside the door, Security cameras, etc.

Answer: The City's security system is not to be managed by the successful vendor. All this falls under security which is managed elsewhere and will not be in the scope of the contract.

3. Is the structure cable outside the scope of the contract as well?

Answer: Structured cable is outside the scope of the contract. The winning vendor may bid for such work if it becomes necessary.

4. Running or switching gears?

Answer: Cisco is the equipment standard for network equipment. There are 6 building locations: City Hall, Municipal Court, Police, Public Works, Fire Station Headquarters, Mossy Oaks Fire Station, Port Royal Fire Station - and 135 total employees. Not all staff is issued a computer. For those employees who do not have dedicated computers (within the Police Department, Fire Department and Public Works Department), kiosks are used for email and other departmental/city business. Mobile data units used by Police while in their vehicles are not included in the scope of

the RFP, but it is expected that the successful vendor will be required to coordinate with Beaufort County who provides support for those devices, as necessary. There will be at time when the vendor will have to work with County when certain cross fires occur. The Fire Department PDA's devices are included in the support services under this RFP. The successful firm or firms will be required to coordination with other technology vendors for all lines of business applications. Ex: network goes down or it's an internal issues. - Munis (ASP Saas) 2010 current version (at times Munis may let us know there are problems). - Firehouse (Locally Hosted). - Spillman (provided by County).

5. What version of Exchange is being used?

Answer: Exchange 2010

6. Is there a printer standard?

Answer: The City has Xerox leased MFPs. This is intended to be the primary printing device. - Most desktops are HP and most stand alone printers are HP as well. - Desktop printers are a combination of local connect and network connect. - Successful vendor will be expected to support non-MFP printers and scanners.

7. Any new computers being purchased?

Answer: PC purchases are intended to be inventoried as part of the contract and may bid for yearly PC refresh projects. Inventory is part of budget process. The City will determine whether it is in the best interest of the City to purchase direct or to purchase through the successful firm(s).

8. Are current machines (printers and PCs) tags/ inventoried?

Answer: By software.

9. Is it the vendor's responsibility to perform this function?

Answer: Yes and is currently performed with proprietary software of the current vendor, VC3.

10. It is not clear in the RFP, right now the City is receiving anti-spam and anti-virus as part of the existing support contract if the vendor will be responsible? Is it Premise?

Answer: City currently uses an IronPort Web filter. This would be managed by the successful vendor. Yes, premise. Hardware and license

11. Question on performance bond?

Answer: Performance bond will not be required until the contract has been awarded.

12. Are you looking for hourly rates and/or fixed fees according to the RFP?

Both, currently in our current contract we have a base fix that is for monthly support. Hourly rates

are provided for additional services required during the year. In addition, the IT Budget contains estimates from our successful vendors for additional licenses or renewals that will be required during the upcoming year, upgrades that need to occur and any hardware that may be acquired. Any labor associated with these items is billed at the contractual hourly rate.

13. When is the contract expected to be in effect?

Answer: Transition plan (if necessary) will be required upon notice of award so that the successful firm(s) are in place with an effective date of 7/1/2015.

14. When will be the award date?

Answer: No award date is currently scheduled, however, we are looking at Mid May as a possible time period to ensure sufficient time for transition, if necessary.

15. Is there an average of number of hour spent?

Answer: Our current provider - VC3 – does not disclose the total number of support hours provided to the customer. However, besides 24/7/365 support, a technician is on premise 1 full day 3 times per month. A 4th visit during any given month is provided if necessary.

The City's position is that 3 full days per month is insufficient onsite support. However, the City does not believe that the demand would require more than two (2) to three (3) per week. The City is finding that resolution of current issues are taking longer to resolve that what is needed.

16. Is the City looking for lowest price? What is the selection criterion?

Answer: The specifics of the selection criteria are listed in the RFP. The City will select the 'Lowest Responsible Bidder' as defined in the RFP.

17. Will the vendor be provided a list of key staff?

Answer: During the Transition phase (if necessary) the successful vendor will meet with the City Manager and Department Heads, be given contact information for key staff and likely invited to department head meetings to become familiar with the City personnel and department needs.

18. Do some departments have more volume of support needs than other departments?

Answer: Not really. Other than the requirement of supporting public safety after hours there are no other particular demands or required needs of one department over another. The City however, does have some departments that are more technologically savvy than others.

19. Can you share how many ticket have been opened after hours?

Answer: VC3 provided the following information during the last 3 months:

- 281 tickets opened by end users
- 53 after hour tickets created by automation or user (after hours is defined as outside of 7:00 am – 5:00 pm).
- 7.1% of all tickets were given a High Priority
- 71.43% of all tickets were given a Medium Priority
- 21.43% of all tickets were given a Low Priority

20. How long has the current provider been under contract with the City?

Answer: VC3 has been the City’s IT provider for 6 years. The City has had two 36 months contracts. The City Purchasing Ordinance requires all service contracts to go to bid (RFP) every 5 years, with the ability of the City to extend a 5 year contract for one additional year. Incumbent firms are not precluded from participating in future RFP, provided that they have fulfilled the terms of the contract and there have been no issues or problems with service or conduct.

21. Is there a require response for resolution of open tickets?

Answer: Current ticket system sets a priority level (1 through 4) for all open tickets. The current response time varies from a ½ hour to a 24 hour period depending what the issue.

22. Are there any operating systems, apples, windows, tablets etc. anything in the building?

Answer: The Fire Department utilizes iPads for mobile access to Firehouse. The Fire Department has one older system that operates on a proprietary system which is the Firehouse application. All other tablets are windows based.

23. Can you clarify the travel time/ trip charges for the vendor staff?

Answer: The city will not pay for travel time by respondent’s engineering staff. The city will only pay for actual time spent supporting the City through the hourly rate.

24. Is there a protocol for checking in and out of site?

Under the current contract there is no formal checking in or out protocol. However, there will be under the new contract(s).

25. Does the IT personnel have keys to the buildings if the server goes down, or there is another emergency situation?

Answer: Keys are available for the successful vendor(s) for after hour response. There is an expectation that the successful vendor will participate as a department of the City. As such any disaster recovery activity and preparation would be expected to be included in the contract.

The city is in the process of deploying cloud based backup/DR services that will not be included in this contract.

26. Are meetings required at the end of each quarter?

Answer: Yes.

27. Are these meetings to be onsite?

Answer: Yes

28. Will the City provide credentials to access the City in the event of a disaster?

Answer: Yes. Emergency preparation is considered in scope for the Contract and therefore appropriate credentials will be provided.

29. Is the incumbent IT support vendor playing any role in the evaluation of the RFP's responses?

Answer: No. The involvement of the current IT provider has been restricted to providing the detail information of the current technical environment. The evaluation committee consists of three (3) internal personnel and two (2) individuals external to the City with technological expertise.

30. Do users have VPN access and would they potentially require afterhours or weekend support?

Answer: Yes, some due and its done on an authorization basis (24/7 support)

31. Is a City Business License required for the successful vendor?

Answer: Yes.

32. The City Website, who does updates?

Answer: The City's website hosting or user support is not included in the scope of the RFP. The updates and contents are internal.

33. In the addendums going forward will there be any email notifications of changes?

Answer: No, the City has the expectation that respondents will check as needed.

34. Will there be an interview of the final 3-5 vendors?

Answer: This is an option that may be exercised as needed as indicated in the RFP.

35. Is there a reason the city doesn't have an internal IT department?

Answer: Organic growth of the prior IT department did not meet the needs of the City and

outsourcing was determined to be the more beneficial method of providing IT services.

36. Will the successful vendor be required to perform break fix repair of scanners and printers?

Answer: The successful vendor will be expected to troubleshoot issues and recommend course of action as necessary for the desktop printers. The MFP vendor has direct responsibility to maintain MFP devices. However, the successful vendor will be responsible to load drivers, configure for scanning purposes and coordinate with the vendor when new equipment is installed.

37. Are all the printers' network?

Answer: No, there are some USB bases devices and serial base device. Printers are limited to desktop ink jet, laser, MFP, and impact receipt printers.

38. Where is the data center?

Answer: The IT data center is located on the second floor of the police department.

39. Is the Data Center cooled?

Answer: Yes.

40. Is there UPS in the building?

Answer: Yes. The building that supports the Datacenter is rated to a Category 5 hurricane. UPS support is included in the scope of the contact.