

ADDENDUM #1
TO REQUEST FOR PROPOSALS (RFP)
FOR
MANAGED IT & HELPDESK SUPPORT SERVICES



CITY OF STANTON
Administration Department
7800 Katella Avenue
Stanton, CA 90680
(714) 379-9222 | StantonCA.gov

Approved for Posting:


HANNAH SHIN-HEYDORN
City Manager
HShinHeydorn@StantonCA.gov
(714) 890-4203

KEY RFP DATES (Subject to Change):

RFP Issue Date: **Tuesday, April 4, 2023**
Addendum Issue Date: **Monday, April 24, 2023**
Proposal Due Date: **Friday, May 12, 2023, at 4:30 pm PDT**
Presentation/Interviews: **June 2023**

I. SUBMISSION REQUIREMENTS AND GENERAL BACKGROUND

Q1: Does the City require both a hard copy (mail/delivery) and electronic copy (email) of the proposal?

A1: No, the City will require only an electronic copy (i.e., email) of the proposal package. A hard copy may be delivered (either by mail or in-person), but it is not required. If a physical copy is transmitted to the City, it must be delivered in a sealed envelope.

Q2: Does the City require a Proposal Acknowledgement Form? There was no form attached.

A2: No, the proposal acknowledgement form has been removed from this RFP, so it is not part of the proposal package. The content of the proposal acknowledgement form has been incorporated into the letter of transmittal. Therefore, there are three (3) elements of the proposal package: the letter of transmittal, services proposal, and separate fee proposal.

Q3: Could you provide more information about the City's current hybrid IT services model, including the roles and responsibilities of the in-house staff member and the Contractor for Managed IT & Helpdesk Support Services?

A3: The City currently has one dedicated full-time in-house IT Specialist, which the City will continue to retain. While the City's IT Specialist will continue to provide hands-on support services as needed to manage all five major service categories, **the City aims to contract with a Managed IT & Helpdesk Support Services firm to augment their day-to-day operational capacity** and allow them to work more on strategic functions.

The in-house IT Specialist reports directly to the City Manager, so their schedule will not be managed by the Contractor. As the City's main point of contact for IT-related activities, the IT Specialist will work with the City Manager to administer the Managed IT & Helpdesk Support Services contract. Specifics on the working dynamic and day-to-day execution of those service categories (in greater detail than what is outlined in this RFP and any addend(a)) will be



settled upon during the kick-off meeting and subsequent collaboration and coordination meetings.

Q4: Is the incumbent contractor eligible to submit a proposal for this RFP?

A4: Yes, the incumbent contractor is eligible to submit a proposal. However, this is a fully competitive, open RFP, and their status as the incumbent contractor will not be given any weight—neither for nor against them—for the evaluation of their proposal, should they choose to submit one.

Q5: Are there any positions the City considers to be mandatory key personnel for this contract?

A5: The City invites proposers to rely on their technical expertise and exercise their best judgment in dedicating whatever key personnel they believe is reasonable to satisfy the scope of services.

Q6: Could you provide more details on the anticipated transition and stabilization period, including the expected duration and any specific tasks or deliverables required during this period?

A6: The City invites proposers to rely on their technical expertise and exercise their best judgment in detailing the anticipated transition timeline and approach.

Q7: Could you provide a detailed monthly breakdown of the workload that the incumbent contractor has had for the past year within the scope of this RFP?

A7: The City is recalibrating the division of labor within its IT services model through this RFP, and as such historical workloads are not relevant.

As a contract city, the City is not responsible for most, if not all, of the IT demands that arise from contracted services. **Consequently, the City's required Managed IT & Helpdesk Support Services tend to be less than that of similar-sized full-service cities.**

Q8: Could you provide further information on the specific line-items that should be included in the fee proposal? Are there any specific categories or breakdowns that need to be addressed, and could you share any templates or examples for reference?

A8: The City invites proposers to submit fee proposals that clearly and concisely explain their proposed service pricing. Components may include a monthly retainer, charges based on time and materials, etc. **The City has no preference on how proposers showcase their proposal's superior value pricing.** The City strongly encourages proposers to connect compensation rates to service performance by tying deliverables to each of the fee proposal line-items and/or estimating the number of hours per week (or month) they will dedicate to activities in order to meet the City's Service Level Agreements.

Upon initial review of the submitted proposals, the City may request clarification on fee proposals. Please note that the City may not ask every proposer for clarifications, so **proposers are strongly encouraged to treat their fee proposal as their best-and-final offer.**

Q9: Should the cost of services for procuring and installing products (e.g., MFA solution, vulnerability monitoring software, fuel controller) be included in the fee proposal?

A9: No, with the exception of the helpdesk agent. The other products that will help advance the five major service categories will be purchased in a separate competitive procurement.

Q10: Could you provide insights into the City's requirements for competitive analysis in IT-related procurements, including types of procurements, level of detail, and expertise required for supplier awards?

A10: The City may call upon the Contractor as needed to assist with IT-related procurements, including developing technical specifications/scopes of work and/or reviewing proposals, bids, and quotes. For more information on the City's procurement process, please see **ATTACHMENT A**, "City of Stanton Purchasing Policy."



Q11: For the “competitive analysis information for IT-related procurements and recommendations for supplier awards,” will the Contractor be barred from bidding on these future IT-related procurements?

A11: No. The City will allow the Contractor to bid on future IT-related procurements.

Q12: Could you provide more information on the reimbursable budget in the cost proposal? What expenses are covered, and are there any maximum limits or caps vendors should be aware of?

A12: The City has not set any maximum limits for reimbursables, including printing, mailing, and travel/mileage. Proposers should include pricing for all reimbursables that they will reasonably incur *and charge the City while performing the scope of services.* Please note that the reimbursable cost estimates will be factored into the total contract cost, and some proposers to other past RFPs from the City have stated that they will not charge for reimbursement of these auxiliary costs.

Q13: What is the anticipated annual budget for the contract?

A13: Pending other budget decisions, the City has currently allocated between \$90,000 and \$150,000 annually for this contract.

Q14: What is the anticipated term of the contract?

A14: The City’s anticipated initial term for this contract is five (5) years, with an option to renew the contract thereafter for up to two (2) 2-year extensions. The City will schedule a kick-off meeting and start the performance period as soon as the contract is fully executed and all required documents necessary to enter into the contract are received.

II. HELPDESK OPERATIONS

Q15: Does the City expect the contractor to use the existing IT service management (ITSM) system or to provide our own system?

A15: The City currently has its own in-house work order system, but **the City remains open to other agent solutions. Upon comparing the functionalities of the systems, the City may opt to transition fully to the Contractor's ITSM system.** The City's current work order system tracks the submission, prioritization, assignment, and resolution progress of service tickets.

Q16: To confirm, will the City allow the 24/7 support services (other than the 32 hours/month of on-site support) to be provided remotely by the contractor?

A16: Yes, aside from the expectation of a set number of hours per month for on-site support, the support services may be provided remotely.

Q17: Does the City have any security requirements or policies specific to remote support technology?

A17: No, the City does not have any formal security requirements. However, the City expects the Contractor to use remote support technology that has security measures (e.g., authentication, permission requests) in place to minimize vulnerabilities.

Q18: Will the Contractor be tasked with providing helpdesk support for mobile devices and personal devices used for business (i.e., BYOD)?

A18: Yes, to the extent that the device is either owned by the City or used for business. For example, some end-users may require basic help setting up their work email on their phone.

Q19: Will the Contractor be tasked with managing the existing third-party vendors, including those for VoIP, SD-WAN, managed firewall, managed print, and website content management services?



A19: Not directly, no. The Contractor will only be responsible for forwarding service tickets to the appropriate third-party vendor, and the third-party vendor will be responsible for notifying the Contractor once the work order has been completed. The Contractor shall coordinate with the third-party vendors to ensure that service tickets are resolved in accordance with the City's Service Level Agreements (SLAs). Please note that in evaluating the Contractor's compliance with the City's SLAs, the City will factor in leniency for any delays and problems caused by other third-party vendors.

Q20: Are the City's network switches and routers supported by a third-party vendor?

A20: No. The Contractor will be responsible for providing support services for the network switches and routers.

Q21: Can you elaborate on the City's expectations for "root-cause analysis of chronic problems and identification of preventative measures and self-help solutions"?

A21: The City seeks to maximize efficiency and minimize service disruptions by promoting basic end-user troubleshooting, when practical. To achieve this, the City requests that the Contractor **identify and explain common, easily prevented/resolved issues in its monthly management-level status reports.** From there, City staff will collaborate with the Contractor to assess the feasibility of actions that are likely to reduce the frequency of these minor tech problems and prevent them from becoming helpdesk tickets.

III. WORKSTATION MANAGEMENT

Q22: What application does the City currently utilize for asset management? What is the City looking for in terms of asset management software license management and compliance requirements?

A22: The City does not have a comprehensive system for asset management. The City's current network monitoring tools include Lenel (for access control), Google Sheets (for device inventory), and Ubiquiti (for device

problem alerts). Most of the City's hardware assets (about 80%) are within their standard life expectancy.

The City desires an easy-to-read, easy-to-update asset management database that tracks model number, serial number, IP scheme, MAC address, physical location, assigned department/user, date installed, estimated life expectancy, and more. This information is utilized for remote support and **will eventually be used to create a lifecycle replacement schedule.**

The asset management database should also inventory the City's software assets, so that the required compliances are maintained. The City strives to renew software licenses across all devices at one time, while it rotates out hardware on a rolling basis.

Q23: What are the four Linux desktops used for? What are the City's virtual machines used for?

A23: The City uses Linux desktops to host the print server, support security monitoring and access control systems, monitor universal power supply batteries, and run the in-house IT Specialist's workstation.

The City uses virtual machines to allow remote access to the City's network, maintain the City's fuel controller system, and support the monitoring of eight (8) universal power supply batteries.

IV. SERVER INFRASTRUCTURE MANAGEMENT

Q24: Is the City using virtualized servers on the five physical servers?

A24: Yes, one of the physical servers (the file-host) hosts five (5) active Microsoft virtualized machines on it for remote access to the network. The other servers (WSUS, Lenel access control, and two domain controllers) do not have virtualized servers connected to them.

Q25: Does the City utilize any cloud computing vendors (e.g., AWS, Azure, Google)?

A25: The City currently utilizes Google Drive to store one database but is planning on migrating entirely to Microsoft Azure.

Q26: Does the City self-attest for certification or has PCI compliance been audited by a third party?

A26: The City's PCI compliance is audited by a third party: HdL Software.

V. NETWORK SECURITY

Q27: How is the City presently handling network security? What role will the Contractor be expected to fill regarding the City's network security?

A27: The City's incumbent IT contractor manages installs of patches across the City's network at regular intervals, and **Windows Server Update Services (WSUS) is used by the City. The City has a security awareness training platform, endpoint protection platform, an access control system, keyless entry system, and tools for monitoring server and network vulnerabilities.** The City conducts phishing simulations a couple of times a year.

Beyond patch installments, **the Contractor will be responsible for ensuring that the City's network security practices and software are in alignment with best practices for government agencies.** The City is open to upgrades and other software platforms that will make the City's network more secure and easier to safeguard. One of the main network security elements that the City is looking to invest in more is Managed Detection & Response (MDR).

Q28: How many active email accounts and active domain logins does the City have? How are user accounts currently managed? Is there an Identity Management (IdM) application in place, or is managed directly through the City's Active Directory instance?

A28: The City has approximately eighty (80) active email accounts and active domain logins. The City currently manages user accounts directly through Active Directory, although the City is looking to go to a hybrid solution until the file server's end-of-life—at which point the City would transition entirely to a cloud solution.

Q29: What are the City's requirements for implementing multi-factor authentication (MFA) in its network environment? Are there specific MFA solutions/technologies and timeline for implementation? Any considerations for user experience or system integration?

A29: The City is in the process of rolling out MFA for all users. For product suite consistency, the City is considering Microsoft Authenticator, but **the City has not decided upon a specific MFA solution. The City anticipates having MFA entirely implemented within a year from now** but invites proposers to rely on their technical expertise and exercise their best judgment in detailing the anticipated implementation timeline and approach.

Q30: Is the City interested in DNS protection through a Secure Internet Gateway (SIG) software product, if it does not have one already?

A30: **The City is open to SIG software for DNS protection, as it currently uses the default DNS protection services provided by its domain registrar.**

VI. DATA BACKUP AND RECOVERY

Q31: Could you elaborate on the backup process that utilizes Barracuda, including the type of backup drive, the types of data being backed up, and the data retention policy?

A31: **The City backs up its shared network drives and SQL database daily onto a hybrid system—hard drives and a cloud-based solution (no tape drives).** The hybrid system establishes data backups both locally and off-site. The City maintains records in compliance with all laws. To our knowledge, the City's data backup storage is not write-once, read-many (WORM)-compliant. Data is stored on the City's Barracuda Storage Area Network (SAN). As the City's SAN nears capacity, the City's practice has been to offload some of that data onto a Network Attached Storage (NAS) device, which serves as a spare archiving appliance.

Q32: What are the requirements for successful backup and file restoration? Are there specific file formats, sizes, or other considerations to ensure smooth backup and recovery operations?

A32: While the City is not aware of any specific file formats (or size ranges) that the data backups need to be kept in (within), **the City is looking for a more sustainable data backup solution that has a considerably larger storage space and can quickly and easily restore all files**, should the City require a comprehensive data recovery. The replacement appliance has yet to be procured, and the Contractor will be responsible for implementing and managing the replacement appliance. One of the important data types that must be backed up is the City's fuel controller, which is currently run via a virtual machine on a proprietary system that is no longer being supported.

Q33: Could you share details about the Emergency Operations Center (EOC) revamp and the independent SharePoint site? What data or information will be stored in the SharePoint site, and what are the backup requirements for this data?

A33: **As part of our business continuity plan, the City is planning to upload forms pertaining to the operation of the EOC to SharePoint.** Eventually, the City plans to migrate everything to SharePoint and backup this data daily.