
ADDENDUM NO. 2

DATE: September 28, 2021

TO: ALL RESPONDING PARTIES TO THE RFP FOR
Information Technology IT Managed Services for the City of Morgan Hill

FROM: Chief Shane Palsgrove, Chief of Police

SUBJECT: Response to Questions

1. Referencing Section 3 of the RFP, how many network devices (router, switch, firewalls, wireless access points) are to be supported? We do not know exactly how many network devices Civic Foundry has installed and removed. But we do know the network devices include:
 - Palo Alto 850 Next-Generation Firewalls
 - Various small legacy SonicWall firewalls
 - Ruckus ICX 7750 core switches
 - Ruckus ICX 7150 edge switches
 - Ruckus R510 wireless Aps
 - Dell R630 Servers
 - Datrium SAN

2. Can the City provide the number of service tickets opened per month by category? On average, around 220 tickets per months. The ticket categories are:
 - Consultation & Support : Non-Technical, Technical, Vendor
 - Databases : Backups, Maintenance
 - Email : Archiving, Break/Fix, Setup
 - General Maintenance
 - Hardware : Camera, Conference Meeting & Webinar Setup, Equipment Move, Laptop/Desktop, Monitor, Mouse/Keyboard, Printer, Purchase
 - Network : Connectivity, Routers, Switch, VPN, Wireless
 - Operations & Maintenance
 - Project : Infrastructure/Hardware, Interface/Integration, Programming/Automation, Software/System
 - Reporting : Modify Existing Report, Create New Report
 - Security : Anti-Virus, Email, Firewall
 - Servers : Fix, Migrate, Maintenance, VM
 - Software : Crashes / Errors, Installing Software, Purchase, Upgrade
 - Telephony : Phone Issues, Setup, Voicemail
 - Training : Hardware, Software
 - User Accounts : Name Change, New Employee, Permission, Remove Account, Reset Password
 - Websites : City's Website, FTP, Intranet
 - Other

3. In order to provide the most cost-effective pricing, can the City provide the number of help desk calls per hour. We do not have this information, but we estimate around 12 tickets per day.

4. Section 2 of the RFP states 30 physical and virtual servers. What operating systems are these servers running? Windows Servers 2003, 2008R2, 2012, 2016, 2019



COMMUNITY SERVICES DEPARTMENT

17575 PEAK AVENUE
MORGAN HILL, CA 95037

GENERAL: (408) 779-7271
FAX: (408) 779-3117

WWW.MORGANHILL.CA.GOV

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5. Referencing Section 2, can the City describe any non-server devices to be supported such as SAN, NAS, backup devices, etc.? **Synology NAS Devices, Printers, Copiers, Scanners, Conference Rooms Cameras and Projectors, TVs, Wi-Fi Routers, Switches, Firewalls, VoIP Phones, Desktops, Laptops, and a Door Security System at Police Department.**
 6. Section 8 of the RFP calls for database maintenance. What types and how many databases are to be supported (e.g., Microsoft SQL, Oracle, etc.) **30+ SQL Server Databases.**
 7. When does the City anticipate this new contract will start? **January 1, 2022**
 8. The due date and time for this RFP remain the same, Friday, October 29th at 12:00 p.m. Late proposals will not be accepted.

ADDENDUM ACKNOWLEDGMENT

Bidder acknowledges receipt of this addendum, which shall be attached to the proposal.

Contractor's Representative

Date

THIS DOCUMENT AND THE ATTACHMENTS SHALL BECOME PART OF THE PROJECTS SPECIFICATION