



ADDENDUM NO. 3

DATE: October 8, 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. Is the Civic Foundry contract provided in Addendum #1 the draft contract? Are you taking exceptions?
Yes, the Civic Foundry Contract is located can be found in Addendum #1 page 19.

Regarding the exceptions, if you are asking for exceptions to the scope of work, our city rarely allows for exceptions to be made to a contract or the RFP process. If we did entertain this idea, we would need to have the City Attorney's Office involved to review the possibilities of exceptions to the contract. However, if you are asking for other exceptions, then you would need to submit those in writing before we can answer. The questions and answers would be published as an addendum for all to review.

2. Would it be possible to briefly connect virtually prior to us filling out the RFP?
We cannot hold individual meetings with possible vendors. We would need to schedule a pre-bid meeting with all the vendors for fairness. So, quick answer is no, we cannot meet.
3. Can we bid on some not all services? Is it all endpoints or nothing?
All services need to be bid on. City would entertain subcontracting work to other vendors but primary vendor would be responsible for managing work to be completed.
4. The City maintains over 250 Desktops, Laptops and Tablets in various locations throughout the City. How many units total of each, desktop, laptop and tablets? Make, Model Operating System?
Rough estimate from active directory computers (physical audit pending):
- Desktop ~170
 - Laptop ~125
 - Tablets ~ 10
5. The City is requiring the following for endpoints: Inventory Control & Reporting – Is the City needing a database built? Asset Tagging/Tracking? Inventory Control is it a manual/person onsite or is it more of a snapshot that can be done (Addendum 2, Question #1).
A Custom SQL database or tagging/tracking program would be preferred however could probably be managed offsite after audit and reconciliation of active directory records.
6. Warranty Management – What does this refer too, warranty for what hardware? What equipment?
Warranty tracking for all equipment, computers, printers, monitors, switches, servers, etc.
7. Asset Tracking – what assets? Servers/switches or like iPads? Answer depends and determines if solution would be like BLE using Juniper and AI or IoT (Jack) or mobility
This would be part of the warranty tracking or vice versa.

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8. Purchasing new computers and peripherals and advising on specs related to purchases – Do you want us to evaluate and do the ordering? If so, that would be staff augmentation
This depends on what rolls will be assigned to Morgan Hill staff that support for other areas is supplied. Vender would have to be involved with our budget process and GL code assignments.
 9. Setting up new computers for users with a wide variety of needs – staff augmentation
Depends on the progress of our Intune process. Still better done by Morgan Hill staff than contracted support. Especially when PD equipment is involved.
 10. Patching and compliance for Operating Systems and Installed Applications – security?
This pertains to development of process for auto installing server, desktop and laptop OS updates and monitoring antivirus updates.
 11. Mobile Device Management – mobile security, how many?
 - ~ 20 Mobile computers in patrol cars
 - ~ 125 laptops, presently security is provided with Sophos Central and Global VPN Firewall connections
 - ~10 Tablets used by public works in the field
 12. Endpoint Encryption – is this across all the 250 plus units listed?
Yes, we are in the process of rolling out disk encryption (Microsoft bitlocker) as a part of the new PC imaging.
 13. Anti-virus & Anti-malware management and remediation – Is there a preference of Domestic Support?
We presently use Sophos which is a British company. It depends on what foreign owned company that is being recommended.
 14. Security Policy Management – Are there existing policies in place that need to be monitored? Do Policies need to be developed? Is there a SIEM in place today, if not are you asking for one to be quoted as part of your policy management?
There are no existing policies in place, and we are asking for one to be quoted as part of our policy management.
 15. Remote Monitoring of hardware and software for errors, warnings, or non- compliance: what type of devices need to be monitored?
Servers and services, server disk space, printers, cameras, firewalls, our Office 365 tenant, Vsphere vmware hosts and vms, and server room UPS units.
 16. Under the SOW 1. Endpoint and Printer Management, what does bullet point “*purchasing new computers and peripherals*” refer to, i.e. does it mean that the contractor advises only or can the contractor sell the hardware as well? Further, in the event additional hardware, software and professional services need to be procured can the contractor also sell hardware, software and services based on the strategic plan under 2021-22 Activity Goals included in Addendum No. 1?
There may be a conflict of interest, we would have to follow City purchasing policies.
 17. Is the contractor locked into the remainder of fiscal budget already allocated that Civic Foundry was contracted for?
No, City would enter into a new contract with a new budget pending approval by City Council.
 18. And, do they have to adhere to the cost allocation for the following two years as outlined in the City Council Staff Report 3044 on page 2/2 of Addendum No. 1?
The City would review proposal on new budget and present it at a mid-year budget adjustment.

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19. Is there any other fund available beyond what is mentioned in the proposed IS budget of 1.28M that can be allocated to these projects?
Not at this time, a new proposed IS budget would need to be brought before City Council to be allocated and approved.
20. Has City of Morgan Hill scoped out the details for any of the high priority projects mentioned in the sow/addendum and/or otherwise? If so, can those be shared, especially if they will be executed during the contract period?
The current vender is working on the high priority projects mentioned in the statement of work. They should be completed by the end of the year.
21. There was mention to a security audit – Has this been completed already? And is there already a plan to implement the recommended follow up projects? Can the project scope be shared?
Security Audit has been completed and will be implemented. Security audit is not available to share at this time.
22. Can you share a minimum and maximum number of resources that are expected to be dedicated to City of Morgan Hill for the duration of the contract period?
Would like to see resources for the following support:
- **Network (local WAN, Fiber, VPN and Security Firewall (Palo Alto Firewalls). Could probably provide support remotely most of the time.**
 - **SQL (Database maintenance and design, report and job creation, support of replications server).**
 - **One technician who covers general HelpDesk and day to day service calls**
 - **Administrative - License and equipment purchasing, could be part of roll of one of these resources.**
23. Regarding the daily support tickets – How are these currently being prioritized and what is the average daily or monthly open/close rate? Can you provide how many daily tickets get closed?
At this time, IS are opening ~10 tickets a day but also get many walk-up requests when they are at some of the sites. IS has been able to keep the open tickets under 10 over the last couple of months. They prioritize by urgency of the service call and the number of people affected by it. Otherwise, IS take the calls in the order they come in unless a newer service call can be completed quickly without adversely affecting the previous service call.
24. What solution is City of Morgan Hill currently using to manage endpoints?
Currently more reactionary to problem resolution than any automated proactive monitoring. Open to recommendations.
25. Do you have any ticket history information that can be shared?
- a. Number of tickets handled per month?
IS closed ~185 tickets per month in 2021 so far.
 - b. Categories of tickets submitted (user-submitted tickets, alerts, network issues, server issues, etc.)?
Mostly user submitted plus automated tickets from Verizon phone network
26. How many internal IT personnel would the selected vendor be interfacing with? Numbers and roles would be beneficial to know.
There is one at this time but could be two. One manages all PD operations, and the other person would help with HelpDesk tickets as well as our Finance and Public works applications.
27. Is there an existing ticketing system in use today?
- a. If so, is it a requirement that the selected vendor integrate with that existing system, or would it be possible for the selected vendor to solely utilize their own ticketing system?
We use Spiceworks for our ticket system. It would depend on whether the Morgan Hill staff would have access to the system and if our historical data can be exported to it.
28. Where would the on-site resources provided by the selected vendor be primarily stationed?

In the Information Services Department located at the Police Department.

29. Would these on-site resources also be expected to travel to provide on-site support as needed to all 11 locations mentioned in the RFP?
Yes, but none of the sites are very far from the Police Department.
30. For the purposes of estimating how many users we will be expected to support on a 7x24 basis, could you give us a user count of employees working in the Public Safety division?
There are currently 72 in Active Directory.
31. Of the 250 endpoints mentioned in the RFP, what types are they? Win10 workstations, Win7 workstations, Mac workstations, Android phones / tablets, iPhones / iPads, other?
- Mostly Windows 10 (there are some Windows 7 that need updating still)
 - iPhones are used most Police Department personnel
 - Public Works uses some Tablets which are Windows based
32. Do you have a Mobile Device Management (MDM) solution in place today for your endpoints?
No
- a. If so, what is it?
33. Is BYOD supported and/or would the selected vendor be required to support BYOD?
No, only City owned equipment is allowed to be connected to our network. We have public WiFi for Teammates to use for their own equipment.
34. Do you have a VDI (virtual desktop) solution in place today?
Not at this time.
35. Could you provide us an inventory of all the assets that you would like the selected vendor to provide network maintenance and monitoring for? Asset type (e.g., firewall, switch, router, wireless access points, etc.), make, model, and quantity.
We don't have these lists at this time. IS will be initiating a physical audit as soon as they have time to schedule it.
36. For the 30 servers mentioned in the RFP, how many of these are physical servers and how many are virtual servers?
There are more than 65+ servers with mostly VMs with and their ~ 6 physical servers.
37. Are the physical servers Windows-based or something else?
All of our servers are Windows based (Windows 2008 R2 up to 2019 Datacenter).
38. Are the virtual servers, Windows-based or something else?
All of our servers are Windows based (Windows 2008 R2 up to 2019 Datacenter). Our Vsphere VCenter Server is a Linux based appliance.
39. Does the city have a detailed list of the servers and their functions?
Yes
40. What virtualization software is in use today? VMWare, Hyper-V, KVM, other?
VMWare on a Datrium system.



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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41. Would the city like the selected vendor to manage their data backup environment?
We are presently using Quest Rapid Recovery to back up to local NAS storage. Replication of VM snapshots are provided by our Datrium systems. We have 2 Datrium installations at different locations. Snapshots are backed up on the main Datrium system at the Police Department Server Room and replicated to our Datrium system at our Council Building location.
- a. If so, how is the data being backed up and much data is being stored?
We have backups that go back 8-9 months or more. It depends on when the base line was backed up.
42. To clarify, would be selected vendor be expected to provide an anti-virus solution as part of the service offering or would they just be expected to manage an existing AV solution?
Probably just manage the existing Sophos Central solution.
- a. If managing an existing solution, what AV solution is deployed?
43. What phone system do you currently have in place?
We currently have a Verizon VOIP system with Verizon T1 routers and switches at all City sites. We have some integration with our 911 call system to allow call transfers from Dispatch to the rest of the Police Department.
44. What backup solution do you use?
This was described in Question 41.
45. 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