
ADDENDUM NO. 5

DATE: October 21, 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

Qualification

1. Is CJIS Compliance required for the bidder?
 - a. Yes
2. Can offsite resources be location outside the USA?
 - a. Depends, generally no.
3. Is it possible to get the last 6-month ticket data export?
 - a. Not available at this time.
4. How often is off-business hours support required for other than HelpDesk?
 - a. Police Department is 24/7 and Recreation Center is 7 days, open 5:00 am to 10 pm.
 - b. IT sometimes get called very early in the morning; estimate of 4 or 5 calls in a month.

Endpoint Support

1. Printers Make, Model, Location, and Count?
 - a. Miscellaneous HP Desktop Printer, Minolta and Samsung Copiers
2. Printer Server, Serve Location, Make, and OS?
 - a. There are 2 VM print servers, one for the Police Department and one for the rest of the City.
 - b. Windows 2019
3. Tablets Make, Model, Location, and Count?
 - a. There are some Samsung Tablets used in the Police Department for the Traffic Division and some proprietary tablets used at Public Works. In addition, there are Microsoft Surface Tablets used by various departments.
4. Patching Schedules, Testing and Release Management (any tools used)?
 - a. Application patching is driven by vendors, Servers are manual patching and OS follow windows update
5. MDM – Make, Version
 - a. Intune is licensed under Microsoft 365 G3 licensing

Server Management

1. Off-site Server: Who Manages the Servers?
 - a. One of the IT Technicians but will want a more central resource.
2. Hosted Servers: Make, Model, and Count?
 - a. Have Datrium SAN with VMWare Host environment with 6 host and ~60+ vms
3. Ownership of Patching and Maintenance?
 - a. IT Department
4. Number of Physical Servers and Virtual Servers
 - a. 5 Physical and ~60 Virtual
5. Virtualization only VMWare or anything else (Hyper-V, Citrix)?
 - a. Only VMWare
6. Off-site Backup Service?
 - a. Two data centers within the City limits which are connected by fiber

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7. Server Backup Service?
 - a. Replicating VM snapshots across to Datrium storage at another location.

Network Details

1. Switches Make, Model, and Count?
 - a. Mostly Ruckus 7750 at the core and 7150's at the access tier
2. Firewall Make, Model, and Count?
 - a. Palo Alto 850s (2) and some smaller Sonicwall units
3. Wireless Make, Model, and Count?
 - a. Mostly Ruckus R510 APs

End User Support

1. Service Tracking System?
 - a. Spiceworks
2. 300 Users? Locations/Time Zones?
 - a. Yes, there is approximately 300 users at 11 location sand all are in the Pacific Standard Time Zone.
3. Is Office 365 Used?
 - a. Yes, Office 365 is used.
4. Type of OS?
 - a. Windows 10
5. Backup Tools Used for End User Support?
 - a. Quest Rapid Recovery for servers and network files, nothing on end user equipment.

Cyber Security

1. How does the City tackle DNS security and the content filtering system?
 - a. Licensed and implemented on the Palo alto Firewalls
2. Which Anti-Malware System is used by the City?
 - a. Sophos Central
3. Which Anti-Virus and Security System is used by the City?
 - a. Sophos Central
3. Which Learning Management System does the City use?
 - a. There isn't one.

Vendor Management

1. Is Point of Contact for all Vendors available?
 - a. Yes, for most of the Vendors.
2. Is there an SLA Agreement with Vendors in place?
 - a. There are some in place. For example for the CAD at the Police Department.

Network Architecture and Design

1. DR Testing Frequency: What type of testing is done?
 - a. Need to establish a process.

Application Support

1. 35+ Applications: Type of Applications, Technology stack?
 - a. File Serving, ERP (Tyler EDEN), 911 computer-aided dispatch and records management, AD, Laserfiche, POSM, Cityworks, ArcGIS, etc.
2. Type of Database, Size, does the Vendor need to support databases?
 - a. Yes, SQL and some are very large.
3. Type of Integrations in place, does the Vendor needs to support Integrations?

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- a. Application Vendors usually create the integrations. There is integration with Microsoft SRSS and Crystal reports for reporting functionality.

Enterprise GIS

1. SQL Database, Version, Size, and Count?
 - a. There are multiple SQL servers and DBs for the Police Department and City Hall.
2. Azure SSO Admin in-house or Vendor expected to support?
 - a. Azure SSO is increasingly used for VPN, cloud-based applications such as ESRI ARC GIS and even line-of-business applications such as Sedaru.

On-Site Technicians

1. Expected area of mandatory on-site presence?
 - a. IT Department is located at Police Department, and it is central office, available for all sites (No farther than 2 miles from IT Department).
2. Current on-site Technician's scope of work?
 - a. Currently covers all City services, applications, servers, workstations, HelpDesk tickets, surveillance cameras, VOIP phone system, printers, Police Department RMS/CAD system, Police Department patrol car MDTs, Office 365 support, remote user support, and other items as they occur.
3. Open to bidder recommendations for a change in team structure?
 - a. Yes.

Current Incumbent

1. Could the City please elaborate if there is a current incumbent performing the managed services under the scope of this RFP?
 - a. No.

Objective

1. What is the reason for the release of this RFP? Is the City facing performance issues with its current incumbent?
 - a. The current incumbent has given notice to end contract.

Budget

1. What is the reason for the release of this RFP? Is the City facing performance issues with its current incumbent?
 - a. Asked and answered.

Previous Spend

1. Could the City please elaborate on its previous 3-year Managed Services spend for the scope of services required?
 - a. The City previously employed full time City employees to manage services.

Pain Points

1. What pain point does the City typically face with its Managed Services Providers (MSPs)?
 - a. Implementing multiple priority projects such as applications, cyber security, and equipment changes.

Security Clearance

1. Does the on-site Support Staff require security clearance? If yes, what level?
 - a. Yes, Department of Justice clearance.

Prior Experience

1. Could the City please confirm if they will accept prior experience of similar services in private / commercial sector?
 - a. Yes.

Reference

1. Can respondents submit references from private / commercial sector? Will the references provided be evaluated at par with public sector RFPs?
 - a. Yes, reference will be evaluated at par with public sector.

Resources –The City does not require a specific number of FTEs for each skill set. It would depend on cross training and skill sets of employees. The City does desire consistency in employees for accountability, security clearance, and historic knowledge of issues. It is expected that the vender provides a solution for these objectives. The City believes number of FTEs in total would be around 5 with some projects being contracted out to venders like patching etc.

1. How many resources / FTEs does the City anticipate for Endpoint and Printer Management support services? Are they required to be on-site/off-site/offshore?
2. How many resources / FTEs does the City anticipate for Server Management support services? Are they required to be on-site/off-site/offshore?
 - a.
3. How many resources / FTEs does the City anticipate for Network Maintenance and Monitoring support services? Are they required to be on-site/off-site/offshore?
 - a.
4. How many resources / FTEs does the City anticipate for onsite HelpDesk support services?
 - a.
5. How many resources / FTEs does the City anticipate for Cyber Security Management support services? Are they required to be on-site/off-site/offshore?
 - a.
6. The City has indicated that they require at least 1 FTE for Vendor Management support services. Are they required to be on-site/off-site/offshore?
 - a.
7. How many resources / FTEs does the City anticipate for Network Architecture and Design Management support services? Are they required to be on-site/off-site/offshore?
 - a.
8. How many resources / FTEs does the City anticipate for supporting Business Applications/Software? Are they required to be on-site/off-site/offshore?
 - a.



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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9. How many resources / FTEs does the City anticipate for Public Wi-Fi Networks management? Are they required to be on-site/off-site/offshore?
 - a.
 10. How many resources / FTEs does the City anticipate for Enterprise GIS Support management? Are they required to be on-site/off-site/offshore?
 - a.

GIS System

1. The City has indicated that they are in the process of deploying a fully integrated, modern Enterprise GIS system. Could the City please elaborate the GIS system?
 - a. The City has implement ArcGIS Portal and has begun integrating systems like Sedaru, Cityworks and other applications that leverage ArcGIS. In addition, mapping plays a critical role in addressing emergency operations as is a part of the City's emergency operations team.

General

1. Could the City please grant 1 week extension to the due date?
 - a. No.

Ticket Volume

1. Could the City please share the 6-month ticket report?
 - a. Not available.

Types of Tickets

1. Could the City please share priority and number of tickets in each track?
 - a. Not available.

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