COMMUNITY SERVICES DEPARTMENT

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CITY OF MORGAN HILL

ADDENDUM NO. 4

DATE: **October 15, 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. On page 5 of the RFP, the government states that network and wireless technology needs to be monitored 24/7/365 with a 1-hour SLA. Can the government provide details on the number of incidents that occurs after business hours? Is the 1-hour SLA to respond, begin corrective action or to bring service back online?

    1-hour response is to make contact and begin corrective action.

2. Besides the 1-hour SLA, are there other formal or informal service levels (e.g., general time to repair for desktop issues)? Can the government provide a list of high value assets (applications and systems that require high availability)?

    Priority 1: Critical system or process – call. Use when system(s) and /or processes that reduce departmental and divisional ability to provide customer services are completely down or severely impacted. Examples would be Dispatch, EDEN, TRAKIT or the Internet is down.

    Priority 2: High - 1 hour response time (call if after hours). Use when system(s) and/or processes that reduce an individual's ability to provide customer services are completely down or severely impacted. This is for incidents where everyone else is working fine and yours is broken and is severely impacting your ability to provide customer service (i.e. no work around). You would use this for resetting passwords.

    Priority 3: Medium – 2 business day response time. Use this for general incidents that don't severely impact customer service. This would be for things like e-mail slowness, internet slowness, printer problems (when you can print someplace else), drive mapping and other issues.

    Priority 4: Low - 3 business day response time. Use this priority when incident is not impacting customer service. This would be for things like documents will print on one printer but not another. Use this for adding new users, installation of new software, or help using your workstation or printer, hardware recommendations and orders, moving workstations or printers, etc.

    Notes: The estimated response time is for an Information Service representative to contact you and triage the issue or get details for new work. Resolution may take longer. Break-Fix is identified as worked yesterday and broken today. Anything else is considered a new service request.

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3. On page 3 of the PD IT RFP Addendum No 2_1, the government states that the current IT contract has an annual value of $333,000 for the first year. It is unclear whether this cost is for two specialists (IT Support Specialist, Network/Server Engineer) only or includes off site helpdesk/monitoring/patching support. Can the government clarify the scope that is covered by this contract? If the $333,000 supports only a component of the scope can the government provide their budget estimate for the entire support?

    The $333,000 does not include the City's two Full Time Employee costs which are currently a Program Analyst Manager and IT Technician. The contract included the full time contractors: IT Support Specialist, Network/Server Engineer and the venders CEO as needed for project management. The contract included off site helpdesk/monitoring/patching support as well. The contract can be found at https://www.morgan-hill.ca.gov/DocumentCenter/View/39707/PD_IT_RFP_Addendum-No-1?bidId=378
    on page3 hyperlink titled "Civic Foundry".

4. Throughout the RFP the government uses phrases such as "A Designated engineer is preferred" (page 5), which indicates that a shared helpdesk (a helpdesk where agents support more than a single client) would not be acceptable. Is it the intent of the government that all staff is either completely dedicated or at a minimum staff must be named and assigned to specific task areas?

    Yes, all staff need to be completely dedicated, named and assigned to specific task areas due to security clearances and department of justice security audits.

5. In the Addendum No 2 page 1, the government stated that the ticketing system is "Helpdesk". Can the government confirm this is the product from www.Helpdesk.com? If not, can the government provide more specificity on the product?

    We use Spiceworks for our Helpdesk ticketing system.

6. On page 6 of the RFP, the government states they desire an on-site person located within the City's IT office. Where is this site located?

    It is located in the Police Department building.

7. On page 9 of the RFP, the public wi-fi network is listed as in scope. We understand that outages, support tasks, upgrades, etc. of the wi-fi network are in scope. However, is the contractor expected to take tickets and phone calls directly from the users?

    Depends on if we continue to use our helpdesk ticketing system and IT staff for first contact or if calls are going to go through the vendor. Currently, the contractor is monitoring the helpdesk ticketing system and assigning tickets.

8. The RFP indicates that the contractor must provide 2 onsite staff. However, there will likely be requirements to visit all 11 sites in support of break/fix, upgrades, etc. where remote support is not practical Will there be workspace (even if temporary) for technicians to use when visiting the various City locations?

    Yes, work space is available at all sites.

9. 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.

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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