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INFORMATION TECHNOLOGY
SUPPORT SERVICES RFP #2022-013

ADDENDUM 2

Addendum Issue Date: Wednesday April 20th, 2022
Addendum Subject: Summary of Questions and Answers
Addendum Page Numbers: 6

1.0 Pre-Proposal Meeting Summary

The following questions were asked and answered in the pre-proposal meeting held on April 11th, 2022, at 2:00 pm. We had in person attendees and several companies tune in via Zoom. Please see the pre-proposal sign in sheet for the list of attendees.

1.   How many employees are going to be supported by IT support services?
     Approximately 66 Employees

2.   What are the IT requirements for supporting City Police and Municipal Court?
     GCIC certification

3.   Can we view the IT equipment that is on-site?
     Yes, we can do small group tours after the pre-proposal meeting is over.

4.   GCIC is referenced as preferred in the RFP. Is it now going to be required?
     Yes, due to recent information the city has received, GCIC certification will now be a requirement in the qualifications of this RFP. See section 3.0 of the addendum.

5.   How many off-site locations are there?
     There are 4 off site facilities. Wastewater Treatment Plant, Water Treatment Plant, Public Works Shop, and Water Distribution and Collection Shop. They all have separate connections.

6.   Are services on premises or cloud based?
     Services are on premises. We have two to feeds to City Hall from two different providers. We have redundant back up source.

7.   What mobile equipment do you have for Police and EMT services?
     The City of Dahlonega does not have emergency services. We have police officers only and they have mobile data terminals in their vehicle.

8.   How many of your items and equipment are still under warranty?

See attachment A of this addendum. These are items purchased within the last 2 years through our Dell state contract.

9.   How many support tickets do we receive on average?

On a heavy week, this could be 30 tickets. On a light week, this could be 5. The City of Dahlonega tries to troubleshoot internally prior to submitting a support ticket.

10.   What are the on-call support hours, and do you have 24-hour operations?

Administration 7:30 AM-5:30 PM Monday to Friday. Public safety will be going to 24/7 soon, currently it is limited. Our water plant and sewer plants are segregated off the network for security reasons and they run their own their own software.

11.   How does the equipment budget and purchasing work?

Departments maintain their own budgets. We use capital money for large equipment purchases. Right now, we order our own equipment through state contracts. Any equipment needed would be ordered by the purchasing agent.

12.   How often would the City meet with the IT firm to review support services?

Currently, we meet monthly with our IT support. We expect during transition with the successful firm, that this will need to be more frequent. After transition is completed, we can resume monthly meetings, and this can be done virtually.

13.   What is the response time on your current help desk tickets?

Our current response time varies. It could be 15 minutes to 5 hours. Our current firm has multiple customers they work with.

14.   Do you prioritize help desk tickets or have a prioritizing system?

We currently do not have a priority solution for our help desk tickets We hope the successful firm will help us create a priority scale for tickets, so that they are attended to efficiently and appropriately.

15.   Do you have a system that tracks IT requests and tickets?

Our current firm tracks requests in a shared document. They have a ticketing software that we do not have access to.

16.   Will the current IT firm that is supporting you continue, or will the new awardee of the contract take on the previous firm's responsibilities?

It is not the city's intention to have two IT support providers. All IT support services will migrate to this new contract with a service provider.

17.   What equipment does the city issue, and will the firm be responsible for support services on these items? (cameras, cell phones, etc.)

The city issues cellphones, a few cameras, and police officers have mobile data terminals in their cars. It is the city's desire that all of these be supported under one contract.

18. How many mobile data terminals are there for the police officers?
     We currently have three mobile data terminals for police officers. We are adding a fourth officer this spring and plan to add 2 officers per year until we reach the recommended staffing level for a city of our size.

19. Does the city have any cash terminals?
     We do not. We use a third-party processor that provides terminals and all support for our credit card transactions.

20. Does the city have an access control system?
     We have alarm system that is handled by a third party. We may go to access control in the future. We can negotiate details with the successful firm if that happens.

21. Will it be the IT firm's responsibility to train employees on new software?
     We do not expect the firm to train employees on software. That will be the city's responsibility. We do ask that you partner with us on cyber security, best practices, any new information that is important for us to know so that we can educate our employees on these topics.

22. Do you have data diagrams?
     No, not to our knowledge.

23. Will the IT firm be responsible for supporting office desk phones?
     Our desk phones are currently supported by a third party. In the future we may look at integrating a phone system but for now we are going to stay with our current desk phone system.

24. On average, what are you spending on IT Support per month today?
     For website and IT support services, our current firm charges $3,000 per month. This RFP is just for IT support services.

25. If we have already submitted written questions, do we have to resubmit?
     No, you do not have to resubmit. We have been compiling them and will answer all questions in one addendum.

26. What kind of website support is the current provided? Do you expect work with them on that piece moving forward?
     For anyone that is interested our website design, development and hosting is currently out for proposal as well. We do not know if the current firm will submit a proposal for the website.

27. Will you share a list of pre-bid attendees (in-person and remote attendees)?
     Yes, we will have the pre-bid sign in sheet posted on the GPR and city's website by 5pm today.

28. Will you arrange virtual pre-proposal for website RFP?
     Yes, there is currently an addendum posted on that RFP's GPR post and on our city website with the Zoom meeting information.

2.0 Written Questions and Answers

The following questions were submitted in writing to the Purchasing Agent by the question deadline, Friday April 15th, 2022, at 12:00 PM.

1.	Please define your minimum requires for the support of printer and copier devices (toner, ink, maintenance kits, diffusers)

The City purchases their own printers, ink, toners, sometimes under state contract. The purchasing of these supplies will not be the responsibility of the successful proposer. Desktop printers will need to be supported along with network printers. Copiers do not need support.

2.	Do you currently have a system in place to track and report on service requests?

Our IT firm has an internal ticketing system, but we do not have access to it. We cannot provide any data of our service tickets.

3.	Regarding the Hardware: Do you have a spreadsheet with the service tags for the equipment listed in the Schedule A so we can identify what is still under warranty?

We do not have that information.

4.	Is any of the equipment over five (5) years old? We ask because if it is, we suspect it may be out of warranty.

Yes, we have equipment that is older than 5 years. We assume these are all out of warranty. Please see attachment A of this addendum for Dell equipment purchased within the last two years.

5.	Do you know what kind of routers, switches, firewalls you currently have in your environment?

Network Switch: 48 Port Gigabit Switch. **Firewall:** FortiGate 100E (7.0.3)

6.	Is the Gmail server on premises or cloud based?

The City of Dahlonega does not utilize Gmail.

7.	Please provide the detailed specifications about the two Windows servers and back up systems.

Server 2012 R2: CPU Intel Xeon e3 1240, RAM 32 GB ECC, 2 TB Raid HD, Make and Model is PowerEdge T310
Server 2019: CPU Intel Xeon Silver 4215 16 core RAM 32GB ECC, 1 TB SSD, Make and Model is PowerEdge T640
Network Battery Backups: 2 Cyberpower Sine Wave 1250 VA Units

8.	Regarding the Software: What desktop applications do you currently use?

Microsoft Suite, Adobe Pro, Outlook, Google Chrome or Firefox

9.	For the Dell Hardware – we need the rest of the specs so we can come up with a solution.
Kindly provide the below:
    a.	LCD (Touch or Non-Touch)
    b.	Processer
    c.	Memory
    d.	Graphics card if needed – please advise the application that they will be using to ensure compatibility.
    e.	Warranty
    f.	Monitor screen size needed

We are unable to provide blanket specifications as computers for each department are different and configured to that department's needs.

10.	Is this a Managed Security solution for the City of Dahlonega IT assets?

MSS is a component of this proposal and should be included in your submitted proposal.

11.   Is this a single award or multi award contract?
       This is a single award contract.

12.   What is the anticipated duration of the contract, date of award and contract execution?
       The contract is for 2 years with the option to renew for two 12 month periods. We cannot provide an exact date of award or contract execution as this proposal will have to go before City Council for approval.

13.   Is there a budget allocated for this contract? If yes, can you please let us know the same?
       We do not have allocated budget for this project.

14.   Is subcontracting allowed for this opportunity, if so, are there any specific participation goals to be met?
       Yes. If you use subcontractors, the City requires you notify us. This includes the name of the company and the services the subcontractor will be providing. We do not have any specific participation goals.

15.   Is there an incumbent on the contract? If yes, could you please let us know the incumbent name and spending done on contract so far?
       Yes, App Studios located in Dahlonega, GA. The City pays $3,000 per month for IT support services.

16.   What is the total number of resources who are currently working on this project? Please let us know their position and hourly rate.
       There are 4 employees working on IT support services. We pay a monthly rate for their support services.

17.   Considering the current COVID 19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?
       Yes.

18.   Should the vendor provide the Help Desk System or manage the existing system with staff?
       We ask the successful firm will help the City create an effective and efficient help desk solution; Including a help desk ticket system and priority scale.

19.   Should the vendor provide the equipment/products mentioned in Schedule A or provide a Fixed price (monthly/annually) for maintenance?
       No, all equipment will be provided by the City of Dahlonega. Provide a fixed price for IT support services.

20.   Can you provide a usage report for each of the printers on property?
       No. We are unable to provide this data.

21.   Is the City not satisfied with its current outside vendor providing IT services? If so, what specific issues is the City having which could be improved upon?
       Staff was directed to bid out this service due to the length of time since the last RFP process. We would like to see shorter ticket response times and a ticketing system that we can view the status of pending tickets.

22.   The vendor respectfully requests that the page limit be increased to 20 pages. The city's description of required services is 27 pages. It will be very difficult to answer the city's requirements within 20 pages. Can we refer to attachments and incorporate those at the end of the proposal?

> The City will still require proposals to be 20 pages or less. Please note that City provided attachments and forms that will not count toward the 20 page requirement.

23.   If the vendor is willing to obtain GCIC for its administrators after award (the first document to begin the process requires a signature from a sponsoring agency) will this satisfy the city's requirements within the proposal? We are capable of certifying within 7 days of sponsorship signatory.

> Yes.

24.   What are the reoccurring software fees, licenses, & services the city currently uses to manage and maintain the current system? Are those fees required to be included in the proposals?

> Microsoft Suite, Outlook and Microsoft Server Software. These license fees are not to be included in the proposal. We will mention here that the City is looking for recommendations from the successful firm for better solutions and rates for these license fees.

25.   During the pre-bid meeting, it was clarified that the GCIC certification is now mandatory. Our municipal support team is level-4 CJIS certified and can easily become GCIC certified. Is it satisfactory to wait to become GCIC certified until the contract is awarded?

> Yes.

3.0 RFP Document Revisions

The sections below are revisions of the RFP document released on March 23rd, 2022. Proposers are directed to use this version of the sections as they have been updated for clarity and to reflect the City's needs.

1.2 Schedule of Events

> **Wednesday, March 23rd, 2022**: Release of Request for Proposal
> **Monday, April 11th, 2022, 2:00 PM**: Optional Pre-Proposal Meeting
> **Friday, April 15th, 2022, 12:00 PM**: Deadline for Written Questions
> **Wednesday, April 20th, 2022, 5:00 PM**: Answers to questions and all addenda posted on website
> **Thursday, April 28th, 2022, 2:00 PM**: Proposals due and proposal opening (proposals will be accepted until time of opening. No proposals will be accepted after the due date and time)
> **May 2nd & 3rd 2022**: Oral Presentations (if requested by City)

2.2 Scope of Work

> The vendor is expected to report on the status of technology issues and communicate effectively with City departments. Experience in Public Safety Systems and Criminal Justice Information Systems Security Policy preferred. GCIC certification is required. This experience can be noted in the response. The City understands there needs to be a sponsoring agency to obtain this certification. Please include a statement in your bid that you are willing to obtain the GCIC. The GCIC certification will need to be in place prior to any work commenced on city computers or equipment. If the selected firm fails to meet the GCIC certification requirements, this will result in termination of the contract. Additionally, all IT vendors having access to the City of Dahlonega Public Safety Servers/information shall submit to a fingerprint and criminal history check conducted by the Dahlonega Police Department.

Attachment A

Store Name	Order Date	Product Description
CITY OF DAHLONEGA	3/31/2022	Dell 24 Monitor - E2422HS
CITY OF DAHLONEGA	3/28/2022	OptiPlex 7090 Small Form Factor BTX
CITY OF DAHLONEGA	3/24/2022	OptiPlex 7090 Small Form Factor BTX
CITY OF DAHLONEGA	3/18/2022	OptiPlex 7090 Small Form Factor BTX
CITY OF DAHLONEGA	3/15/2022	Logitech MK235 Wireless Keyboard and Mouse Combo - Black
CITY OF DAHLONEGA	3/14/2022	OptiPlex 7090 Small Form Factor BTX
CITY OF DAHLONEGA	3/14/2022	Dell 27 Monitor - E2722H, 68.60cm (27.0")
CITY OF DAHLONEGA	12/29/2021	Dell Latitude 5420 XCTO Base
CITY OF DAHLONEGA	11/16/2021	Dell Latitude 5420 XCTO Base
CITY OF DAHLONEGA	11/16/2021	Dell Latitude 5420 XCTO Base
CITY OF DAHLONEGA	10/19/2021	Dell Latitude 5420 Rugged, CTO
CITY OF DAHLONEGA	6/14/2021	Dell Memory Upgrade - 16GB - 2RX8 DDR4 RDIMM 3200MHz
CITY OF DAHLONEGA	5/14/2021	Dell 24 Monitor - P2419H
CITY OF DAHLONEGA	5/14/2021	Dell Latitude 3520, BTX
CITY OF DAHLONEGA	5/13/2021	Dell Latitude 3510 BTX
CITY OF DAHLONEGA	5/7/2021	Dell 27 Monitor - E2720H, 68.6cm (27.0")
CITY OF DAHLONEGA	4/27/2021	Dell Latitude 3510 BTX
CITY OF DAHLONEGA	4/5/2021	Dell Latitude 5424 Rugged, CTO
CITY OF DAHLONEGA	4/1/2021	Dell 27 Monitor - E2720H, 68.6cm (27.0")
CITY OF DAHLONEGA	4/1/2021	OptiPlex 7080 MFF BTX
CITY OF DAHLONEGA	10/6/2020	Dell 24 ICM Monitor - P2418HZm
CITY OF DAHLONEGA	10/6/2020	Latitude 5510 BTX Base
CITY OF DAHLONEGA	9/14/2020	Latitude 5510 BTX Base