



THE CITY OF  
**SAN FERNANDO**

---

CITY COUNCIL

Date: February 8, 2019

MAYOR  
JOEL FAJARDO

VICE MAYOR  
SYLVIA BALLIN

COUNCILMEMBER  
ROBERT C. GONZALES

COUNCILMEMBER  
ANTONIO LOPEZ

COUNCILMEMBER  
HECTOR ANDRES PACHECO

## RESPONSES TO QUESTIONS

### Information Technology Management Services Request for Proposals

1. Regarding the Police network: Will the awarding contractor be responsible for maintenance and management of the MDT devices in patrol cars, and what/how many of the other installed devices (wireless, network, etc) will be included? If not, is there a separate vendor that can be worked with in the management of these devices.

**Response: Yes, the selected vendor will be responsible for maintenance and management of the Mobile Data Terminal (MDT) devices manufactured by GTAC. There are approximately 20 installed MDTs and each MDT has a corresponding in-car wireless modem. They currently run Windows 7 but can be updated to run Windows 10.**

2. Page 5 mentions an Attachment A. There is none in the document. Should we expect the Attachment to follow?

**Response: The reference to Attachment "A" on Page 5 is an error and should be ignored. All of the information that was originally intended to be included in Attachment "A" is already included in the "Current Technical Environment" section of the RFP.**

3. Regarding installed specialized software and applications, will the awarding contractor be expected to have a working knowledge of all of these applications, or will it suffice to have a working relationship with software vendors?

**Response: The selected vendor will be expected to be able to solve problems and resolve issues, which may be achieved through a working knowledge of the software, ability to have a working relationship with the vendors, or some combination of both.**

FINANCE  
DEPARTMENT

117 MACNEIL STREET  
SAN FERNANDO  
CALIFORNIA  
91340

ADMINISTRATIVE  
DIVISION  
(818) 898-1200

BUSINESS LICENSE  
DIVISION  
(818) 898-1245

PERSONNEL DIVISION  
(818) 898-1220

TREASURER DIVISION  
(818) 898-1207

WATER DIVISION  
(818) 898-1213

WWW.SFCITY.ORG

## RESPONSES TO QUESTIONS

Information Technology Management Services

Page 2 of 8

---

4. Under "Current Projects", are these projects that come under the scope of work being bid, or are they considered additional work outside the contract and billed separate?

**Response: Projects that involved upgrading existing software or existing hardware should be considered part of the contract. The City is responsible for purchasing any and all equipment/software upgrades. The firm will be responsible for installing and configuring equipment/software upgrades. All projects identified under Current Projects are replacements and/or upgrades and considered within the scope of the contract.**

5. Regarding "Review of security logs and for unusual activity", is the City looking for a Security Incident Event Manager (SIEM), in order to review the security logs and unusual activity? If so, does the city have a current SIEM solution? What SIEM solution is currently being used and does the City plan on continuing their use or replacing this solution?

**Response: The City does not currently have an SIEM system.**

6. Please confirm that the City of San Fernando outsources their IT and has on-site technicians that are City employees. If so, how many IT personnel are currently employed and what are their job titles?

**Response: The RFP is for full service IT Management services. The City does not employ any IT personnel. Any on-site personnel are/will be employed by the selected vendor.**

7. Will the City of San Fernando require that a contractor IT staff/technician be on site for a certain number of hours per day, week or month? If not, will the City allow for on-site presence on an as-needed basis? What space/equipment will be allocated?

**Response: The City is open to any business model proposed by prospective firms. However, due to the age of much of the City's equipment/software and corresponding compatibility issues, it will be very difficult to address many of the daily issues remotely.**

## RESPONSES TO QUESTIONS

Information Technology Management Services

Page 3 of 8

---

8. How many end points are currently being managed through this solution?

**Response: This question is unclear.**

9. How many network devices does the City have?

**Response: Please refer to the “Current Technical Environment” section of the RFP.**

10. Does the City want the twelve (12) listed ‘current project’ work (RFP section 8 page 6) completed as part of this contract? If so, what timeframe is expected for completion?

**Response: Yes, the City would like to complete these projects as part of the contract. The timeline can be discussed and prioritized with the selected vendor.**

11. What type of regular reporting does the City expect from the contractor? How often is the contractor required to meet with the Finance Department and on-site technicians?

**Response: The City would like to have, at a minimum, quarterly meetings with management to discuss the status of projects and day-to-day issues being experienced by both the City and the vendor.**

12. Can the City please verify that offerors should submit one original unbound hardcopy of the proposal, five (5) hardcopy (binder) copies and one electronic copy of the proposal on thumb drive?

**Response: One section does indicate one (1) unbound and five (5) bound proposals are required. However, the City will accept one electronic (preferably on a thumb drive) and five (5) bound copies. Since we are requesting an electronic copy, an unbound copy is not necessary.**

13. What is the anticipated contract start date?

**Response: The anticipated contract start date is July 1, 2019.**

## RESPONSES TO QUESTIONS

Information Technology Management Services

Page 4 of 8

---

14. What is the City's budget for IT Management Services?

**Response: The adopted FY 2018-2019 IT Budget is as follows:**

**Professional Services - \$120,000 (contract with current IT Mgmt firm)**

**Contract Services - \$292,200 (all annual software maintenance agreements)**

**Department Supplies - \$750 (various office supplies)**

**Capital Equipment - \$45,000 (one-time budget to upgrade hardware/software)**

15. Who is the incumbent on this contract? What is the value of their current contract?

**Response: Knight Communications. They are compensated at the flat rate of \$10,000 per month.**

16. Can the City please clarify what type of information should be included in proposals in regards to Capacity of the Proposing Firm under Section 2 (RFP page 11) – Company Profile?

**Response: As identified in that Section, the City is interested in the financial stability of the firm. Therefore, this should include information related to how long the firm has been in existence, identify long-term clients, major lines of business, and any other information the proposer may want to provide to demonstrate financial stability and ability to meet the City's needs during the proposed 5-year term of the contract.**

17. Can the City please clarify what type of information should be included in regards to Resources of the Proposing Firm under Section 2 (RFP page 11) – Company Profile. Is the City looking for details on Company Infrastructure?

**Response: See the response to question #16. Resources refers to staff expertise or business relationships that are available to meet the City's needs.**

18. Should transportation be accounted for on a separate line item or built into hourly rates?

**Response: The City would prefer a flat monthly fee for service rather than a time and materials contract. In a flat monthly fee proposal, all overhead should be**

## RESPONSES TO QUESTIONS

Information Technology Management Services

Page 5 of 8

---

**built into the overhead. If the proposer would prefer a time and materials contract or some alternative method of compensation, the proposed cost and number of hours should be detailed.**

19. Does the City want each service listed in a line item, both as monthly fixed fees, and over the span of five (5) years?

**Response: The City is requesting proposals for full service IT management services that includes ALL services listed in the "Scope of Service" section. A line item cost per service is not necessary. If the cost proposal includes an annual escalator, that should be clearly identified in the proposal. Otherwise, the City will assume the cost will remain flat during the proposed 5-year term.**

20. The City lists six criteria as evaluation factors but does not assign quantitative values to each. There is no indication as to whether the City places more importance/weight on one factor over another. Which factors are most important to the City?

**Response: This is a professional service contract and the City does not adhere to a strict scoring system for professional service contracts. The factors listed are to give the proposers an idea of what the City is looking for. Please provide a proposal that places equal importance on all criteria.**

21. How will proposing firms be ranked?

**Response: In addition to the response provided in question #20, the proposals will be evaluated by a team of management staff at the City to select the top proposals.**

22. Where is exact work location? Is it open for remote work?

**Response: There are 7 total work sites (see Page 3 of the RFP) all approximately within a 1-mile radius of City Hall. City Hall is the primary work location and is located at 117 Macneil Street, San Fernando, CA 91340. Please see the response to question #7 related to remote work.**

## RESPONSES TO QUESTIONS

23. How many hours to be anticipated per week?

**Response: The current firm provides staff for 40 hours per week. The Police Department is a 24/7/365 operation that requires support outside of normal business hours from time-to-time. However, additional support is the exception rather than the rule.**

24. The City's current IT Department budget shows line items for 001-135-0000-4260 Contractual Services and 001-135-0000-4270 Professional Services. Can the City please detail what services are included in each line item? (i.e. help desk, onsite support, consulting, telecommunication costs)

**Response: Please see the response to question #14.**

25. Is the salary for the current onsite IT contract personnel covered under the professional services line item or the contractual services line item?

**Response: Please see the response to question #6.**

26. Is it a new contract? Who were the previously awarded vendors?

**Response: Please see the response to question #15.**

27. What is the historical spend for the last three years?

**Response: This information is available in the FY 2018-19 Adopted Budget for the IT Division (part of the Finance Department), which can be found on the City's website under "Financial Documents." Total IT expenditures is as follows:**  
**FY 2015-16 - \$478,196**  
**FY 2016-17 - \$390,289**  
**FY 2017-18 - \$438,597**

28. Please specify if there any fixed budget allocated for this contract. What is it?

**Response: Please see the response to question #14.**

## RESPONSES TO QUESTIONS

Information Technology Management Services

Page 7 of 8

---

29. How important factor is local presence?

**Response: Please see the response to question #7.**

30. Number of monthly tickets for desktop support?

**Response: Approximately 100 per month.**

31. Number of monthly patching for updates?

**Response: This is not currently tracked. Only the most critical updates are currently processed.**

32. What is the frequency of network policy update & penetration testing?

**Response: There is currently no adopted network policy beyond the computer use policy adopted in 1998. There is no penetration testing.**

33. Please provide historical utilization.

**Response: This question is unclear.**

34. Type of support include Tier 1 only or is it include Tier 2 & 3 support also?

**Response: This question is unclear.**

35. Duration of the transition-in plan?

**Response: It is expected that the selected vendor will meet with City staff prior to the start of the contract to discuss the transition plan. The selected vendor will be given access to City facilities prior to the start of the contract to plan the transition. It is expected that there will be little, if any, overlap of the two vendors.**

## RESPONSES TO QUESTIONS

Information Technology Management Services  
Page 8 of 8

---

36. Is there any ticketing system City use to log issues & track incidents? If yes, provide the name.

**Response: The current vendor uses a helpdesk system hosted by ZenDesk and manually inputs the tickets into the system. Users use email, help desk call, or text when reporting tickets.**

37. How much travel is included?

**Response: Please see the response to question #18.**

38. At which location vendor's consultants will be deployed?

**Response: Please see the response to question #22.**

39. How far each of the six buildings is from each other?

**Response: Please see the response to question #22.**

40. Also provide previous contract's SLAs, if available.

**Response: The professional service agreement with Knight Communications is included on the City's website with this document and the RFP.**

41. We understand that **Exhibit "A"** is provided on section **SCOPE OF SERVICE**, page#10 of solicitation document, Is it correct?

**Response: Please see the response to question #2.**