



## **ADDENDUM NO. 1**

**to**

## **Information Technology Managed Services RFP**

**To:** All Interested IT Firms  
**From:** Art Ziyalov, *IT Systems Administrator*  
**Date:** January 18, 2024  
**RE:** IT Managed Services 2024 RFP

This Addendum incorporates additional details that will be required to be included as part of your proposal document. The section below shall be incorporated into the “**Information To Be Submitted**” section of the RFP (**Page 19**), as well as a modified timeline for the RFP milestones.

## INFORMATION TO BE SUBMITTED

### **Include a Section 3 on *Qualifications of the Firm*:**

This Chapter shall include a brief description of the Firm’s and sub-contractor’s qualifications and previous experience on similar or related projects. Provide a description of pertinent project experience with other public municipalities (maximum of four) and private sector (maximum of two) that includes a summary of the work performed, the total project cost, the percentage of work the Firm was responsible for, the period over which the work was completed, and the name, title, and phone number of clients to be contacted for references. Give a brief statement of the Firm’s adherence to the schedule and budget for each project.

### **Include Section 3(a) on the list of Software that will be used to deliver IT Managed Services to the City based on the criteria below:**

- **IT Service Management (ITSM) or Ticketing System** Used: including ticket submission process/workflow, and methods of ticket submission (e.g. Email, Desktop Agent, Phone, SMS, Web Interface), as well as after-hours, weekend, and holiday support coverage
- **IT Asset Management (ITAM)** for Inventorying All Endpoints and City Assets
- **RMM (Remote Monitoring & Management of Client/Server Endpoints)**
- **MDM (Mobile Device Management)**
- **SIEM (Security Information and Event Management)**
- **XDR (Extended Detection and Response)**
- **Other applications used for service management and delivery**

Below is the revised RFP Timeline which incorporates the Q&A response timeline, along with this **Addendum No. 1** document.

## RFP TIMELINE

Milestone	Date
RFP Issued	Friday, December 8, 2023
Mandatory Job/Site Walk Registration:	Interested firms that want to submit a proposal, must register to attend the Mandatory Job Walk: <a href="https://conta.cc/47WDS04">https://conta.cc/47WDS04</a>
Mandatory Job/Site Walk:	Thursday, January 18, 2024 at 10:00 AM PST
Proposal Upload Link Provided:	At the time of the Mandatory Job/Site Walk
Question Submissions for RFP Start Date:	Monday, January 16, 2024
Addendum No. 1 Published on Website:	Thursday, January 18, 2024
Deadline for RFP Question Submissions:	Monday, January 22, 2024 by 5:30 PM PST
Responses to Questions Uploaded to Website:	Friday, January 26, 2024 by 5:00 PM PST
RFP Due Date:	Thursday, February 1, 2024 by 5:30 PM PST
Consultant Interviews (Zoom or Microsoft Teams)*	March 18, 2024
City Council Award of Contract**	April 1, 2024
Kick-Off Meeting & Introduction to Staff***	On or before July 1, 2024
Start of Services	July 1, 2024

\* Not all Consultants who submit a Proposal will be invited to an Interview.

\*\* Consultants that submit a Proposal but are not awarded a contract will be notified after the City Council Award of Contract.

\*\*\* If the award is given to the City's current IT firm, a kick-off meeting will not be required. Kick-off meeting will be held only with newly awarded IT firm.