

# REQUEST FOR PROPOSALS

## **ADDENDUM # 1 Questions and Clarifications**

### **Managed IT and Support Service RFP #NF2019-15**

**TO:** Prospective Proposers  
**FROM:** Martha Howarter, Director of Federal Programs  
**DATE:** November 22, 2019  
**SUBJECT:** Addendum No. 1 – Questions and Clarifications

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The following is included as part of Addendum No.1 and supersedes the language/requirements set forth in the original "Request For Proposals".

#### ADDENDUM # 1 – Questions and Clarifications

#	Questions submitted or asked	Response from GPMTD
1	GPMTD Scope of Work Clarifications:	<i>Server 2003 (no server 2003 servers in environment anymore)</i>  <i>Microsoft exchange 2013 server (decommissioned and no longer in the environment)</i>  <i>Distributed file system (dfs not used currently, but could be something you want in the future)</i>  <i>Kern does not manage the bus video server, this is supported by SEON (Page 21, item 6, line 4, the server that receives bus video)</i>  <i>GPMTD has a server specifically for HVAC that is unmanaged. It lives on an isolated network. Current provider provides very little to support it.</i>

#	Questions submitted or asked	Response from GPMTD
2	Please be more specific and define “office equipment.”	<i>Think pads, laptops, cell phones, smart boards, tablets, radios on the buses, phones, webcams, speaker systems, security camera software, all standard software on computers, any new technology that is bought by the district.</i>
3	Dedicated Secure Private Connection: Connecting which locations? Does this have to be a physical direct connection or would a VPN suffice?	<i>There is a point to point between City Link Admin center to the STL datacenter. A VPN may not suffice based upon the amount of traffic that is generated day to day.</i>
4	Please provide more detail around the specific services and/or skillsets required to properly support electric buses and their software.	<i>The expectation is to have our IT provider participate in any and all training or educational opportunities to attain a skillset to be able to assist with support smart features on the new vehicles.</i>
5	What is the current OS for the (23) Workstations?	<i>Almost all workstations are Windows 10.</i>
6	We see different response requirement in section 2-3: 3-hour on-site response is required on bullets number one and five but 4-hour is required for bullet 11. Please clarify the requirement.	<i>4-hour</i>
7	Please clarify the circumstances for a three or four hour on-site response. For example, is the expectation for P1 incidents only or would this apply to any incident?	<i>4-hour on site response time from initial notification for outages or other IT related concerns that impact any of GPMTD’s LOB. Contractor may resolve remotely, however, should they be unable to do so and they are required to be at one of our facilities, we expect that to be within 4 hours with continuous updates flowing thru point of contact.</i>
8	Are there existing warranties in place that would support the hardware replacement SLAs being requested or is the expectation that the winning contractor provide these from stock?	<i>Not all warranties will cover the requested SLA in all circumstances.</i>
9	How many employees require annual security training?	<i>Approximately sixty (60), broken into different session times to allow all staff to attend.</i>
10	Which vendor provides your spam filtering service?	<i>Fortimail.</i>

#	Questions submitted or asked	Response from GPMTD
11	There was mention of Help Desk and a description of workstations but end user support is not called out in the Scope of Work. Are these services needed? If so, is there an estimate regarding tickets per month specific to end user support?	<i>Full service, 24-hour help desk. Some of our tickets (Non vital) are placed in a queue and tended to when our tech is on site twice a week. GPMTD estimates about 15 a week with 10 percent requiring immediate action.</i>
12	For all systems, hardware, software etc. requiring support – Are those systems under current maintenance contracts with their vendors? If not, what is your expectation from the contractor to support anything outside of its warranty?	<i>Not all warranties will cover the requested SLA in all circumstances.</i>
13	What is the make and model of the SANs that are replicating?	<i>Dell EqualLogic.</i>
14	Do you own your existing hardware/software or is it provided by the current service provider as part of the service?	<i>Mixture of hardware owned and services provided on non-owned equipment.</i>
15	Will we be afforded any opportunities for discovery or a sit survey in and of the existing environment?	<i>Yes</i>
16	Are exclusions of specific services allowed in the response and, if so, how would those be graded?	<i>Any services that are covered under service agreement or warranty by other vendors, equipment or service providers.</i>
17	What operating system are the servers running at the IT Managed Host Provider?	<i>Microsoft Windows 2012, 2012R2</i>
18	Of the servers listed with the IT Managed Hosted Provider, do any require SQL Server licensing and, if so, please provide the licensing specifications in-use today.	<i>Yes. SQL 2008 Standard SPLA.</i>
19	Do the HP switches that are listed as “No longer used,” require any services or actions?	<i>No.</i>

#	Questions submitted or asked	Response from GPMTD
20	How is the Cybersecurity training performed? In person, online, combination? And are all 191 users required to participate in the training?	<i>In person and broken out into sessions. As GPMTD brings on new technology that is “connected” all users may require training from time to time. Also refer to Q9.</i>
21	How often is a vulnerability scan performed?	<i>Weekly</i>
22	What level of support are you seeking on your phone system? Are you requesting call center support?	<i>Help desk or tech is to assist in resolutions of issues, whether it be resolved by tech or tech utilizes 3<sup>rd</sup> party to attain resolution.</i>
23	Do you have a phone system vendor today and would they be the primary support or would that be an expectation of Pearl Technology?	<i>Refer to response #22</i>
24	Seeking additional clarification on the duties related to the electric buses?  Examples of support expectations?	<i>Refer to response #4</i>
25	Switches -Does CityLink keep spare switches on-hand?	<i>No – we would work with the contractor to obtain new switches, if needed. We would also follow our procurement policy in that regard.</i>
26	Hosting – Does CityLink hold title to all equipment that needs to be hosted or does the current hosting vendor own some of the equipment?	<i>Mixture of hardware owned and services provided on non-owned equipment.</i>
27	Confirming total # of 15 servers – 6 hosted – 2 at the transit – 7 at admin	<i>Correct</i>
28	What is the storage size of your physical servers? (for quoting backup)	<i>Approximately 10 TB</i>
29	What vendor support is currently in place for all software packages and what are your support expectations?	<i>We have many vendors with varying levels of support and in circumstances that support level may fluctuate based on the severity of an issue.</i>

#	Questions submitted or asked	Response from GPMTD
30	<p>What is the current IT environment at GPMTD?            At the end of day, what does GPMTD want the IT environment to be?</p>	<p><i>No IT personnel in-house at the time. GPMTD utilizes the current service provider to provide a person two (2) days a week for boot on the ground issues. Current provider is the facilitator to provide recommendations to GPMTD of what needs to be done for future growth and to keep up with technology. Provider serves as a consultant as well. Current provider is here to solve issues that arise and to address tickets that come in from the GPMTD staff.</i></p> <p><i>Onsight person needs to be on-site at a minimum of three (3) days a week, 8 hours a day to assist with the GPMTD upcoming technology.</i></p>
31	<p>When Service Provider IT personnel is not on-site, how does GPMTD address issues?</p>	<p><i>The current service provide has a Service Desk call-in to assist GPMTD staff. There is a ticketing system that tracks the issues and provides reports.</i></p> <p><i>Any emergency situation is covered in the response time.</i></p>