## IT Services RFP Questions and Answers – Revised 9/5/2024

Question #1
Does the city have a total number of switches on the network?
**The City has approximately 23 managed switches.**

Question #2
Does the City have a police department or does it contract with the Sherriff's Department?
**The City contracts with LA County Sheriff's Department.**

Question #3
The RFP states that servers with an * will be frontline supported by the consultant, does that mean someone else will provide frontline support the other servers?
**All items with an * are third-party applications for which the City is requesting front line support. The contractor will provide support for all network servers. Please see the clarification section below as well.**

Question #4
Does the city own and use the following network/PC tools. If not, should they be included in the pricing or as an optional price?

- Email Spam filter (mailassure, proofpoint, etc)
  **The City currently uses Barracuda with an on-premises device for spam filtering. However, a cloud-based spam filter will be implemented once the City has migrated to Microsoft 365.**

- URL defense software (OpenDNS, DNS filter, etc)
  **None, please include with optional pricing.**

- Cyber security training (knowb4, etc)
  **The City uses KnowB4 Training**

- A Multi-Factor Authentication solution (Microsoft authenticator, DUO, etc)
  **None, include with optional pricing**

Question #5
Is the City using the MUNIS cloud or on-premises version?
**On-premises**

Question #6
Has the City considered replacing the VPN network with Point-to-Point Wireless Radios, or could this be an option if a clear line of sight is available to save on internet cost and improve speed?
**We have not previously considered this option, but are certainly open to new solutions.**

Question #7
The RFP states, "Contractor to provide one (1) on-site support technician." To clarify, is the City requesting one on-site technician in addition to the current IT Manager (FTE), resulting in only one Network Tech and the IT Manager on the network?
**The City requests at a minimum one on-site support technician on a regular basis. This technician may work in conjunction with remote Help Desk where a physical presence is needed. The technician should be able to troubleshoot hardware issues including desktop, networked devices, mobile devices (optional if bidding for phone support), communication issues, and network or server hardware issues with assistance from Contractor's remote senior network staff. The tech will also be required to assist with scheduled installation projects where a physical presence is required.  This technician will be assisting users in-person and therefore must have excellent communication and customer service skills.  The IT Services Manager is a City employee who oversees the contract.**

Question #8
Please clarify who will be responsible for managing the cameras: JMG Security or the awarded MSP?
**Please see the RFP Clarification section below**

Question #9
What type of camera system is being installed?
**The City is working with a vendor by the name of Backstreet Surveillance and using their system. This is their website: https://www.backstreet-surveillance.com/**

Question #10
Is IT support present or required during Council and Planning Commission meetings?
**Typically not, however assistance may be needed from time to time.**


**RFP CLARIFICATION:**

Currently, non-IT City staff provides day-to-day user administration and front-line help desk support for several areas identified in the RFP. This includes working with respective support vendors to troubleshoot issues reported to the City staff help desk and provide timely resolution for end-users, user administration (adds, deletes, changes, etc.) as requested and approved by managers/supervisors.

City staff is considering outsourcing these areas and asks that interested prospective bidders respond to this portion of the RFP as an OPTION if they were take over responsibility for these functions in addition to the core IT functions in the RFP. If you choose to respond to this section, please separate your response (including costing information) for this portion. Following is a more detailed description of those services:

- Landline phones and voicemail system (The Technology Depot)
    The City contracts with The Technology Depot to maintain the Mitel 3300 phone system, encompassing approximately 215 phones across City Hall and various off-site locations. City staff is responsible for implementing new devices and basic phone system programming, such as extension renumbering, call flow directing, and initial

troubleshooting. Recently, the City upgraded most of its voice lines to Voice over IP (VoIP) technology, which provides enhanced communication reliability and flexibility. The City utilizes MiCollab, a cloud-based solution that allows 50 designated users to manage desk phones from their mobile phones. Additionally, AT&T & Frontier are the City's service providers for all non-Mitel phone needs.

- City-provided mobile phones and communication devices for City staff (Verizon)
  The City's mobile and communication device inventory, all supported through the vendor's network, includes the following types and quantities:
  - Apple iPhones (58)
  - iPads (31)
  - Samsung Galaxy Smartphones (25)
  - Samsung Galaxy Tablets (5)
  - 3rd Party Devices with SIM Cards (Verizon Data) (29)
  - Hotspots/Jetpacks (10)
  - Microsoft Surface Pro (7 Total: 1 on Verizon and 6 on T-Mobile)
  - Basic Phones (33)
  - Duraforce Smartphone (1)

- Fire alarm and entry security system (JMG)
  The City's systems, all supported through the vendor's network, includes the following types and number of facilities/locations:
  - Fire alarms (10)
  - Burglar alarms (20)

- Surveillance system (Backstreet)
  The City's systems, all supported through the vendor's network, includes or will include all facilities listed in Attachment A.