



308 W State Street
 Sycamore, Illinois 60178
 Main Phone: 815-895-4515

2022 CITY OF SYCAMORE IT MANAGED SUPPORT SERVICES

Addendum #2

August 10, 2022
 13 Pages

This addendum is issued for the purpose of clarifying the intent of the proposal documents and for making necessary corrections, deletions, and/or additions. This addendum shall supersede any information found within the original RFP or previous addenda.

Each proposal shall include this document, signed below, as acknowledgement of receipt and understanding.

Company

Signature of Authorized Personnel

Date

Clarifications:

The City has compiled a list of questions it has received since publishing the RFP and has outlined them with our responses below:

Questions	Responses
<p>Is there an incumbent on the contract? If yes, could you please share any estimate based on the historic data about the total number of personnel proposed or working currently along with the hourly rate and spending done on contract?</p> <p>If the incumbent exists could you please provide the historically staffed personnel positions titles and count currently working on contract?</p> <p>Who is the current service provider? Can this provider Bid on these services?</p> <p>Do you have a sample contract that we can review?</p>	<p>The City currently is not contracted with an IT managed service provider, and we do not have a sample contract. We utilize computer repair services from KMB Computing, Inc. on a break-fix basis. KMB Computing, Inc. is able to bid on these services.</p>
<p>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?</p>	<p>The agency should be equipped to adequately mitigate personnel issues without affecting continuity of service to the City.</p>



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Please specify the total budget allocated for this contract?	Please propose the best price for your offered services.
How many resources could a vendor propose?	The City is open to reviewing any options that are relevant and meet the needs outlined.
What is the duration of this contract?	The City is proposing a 3-year contract.
Is it mandatory to have the license for the State of Illinois prior to the award or could we submit it after the award?	If an agency is not yet licensed in the State of Illinois but is awarded the contract, it is expected that said agency becomes licensed within a reasonable amount of time upon entering a contract agreement.
What are your expectations for the regular onsite presence each week? How many days or hours? Also, could this position be performed remotely?	<p>A regular onsite presence each week is to be defined by the City and agency together once service needs and priorities have been identified and established.</p> <p>Personnel should be available during normal business hours of Monday – Friday, 8:00 AM to 5:00 PM CST with a guarantee of no greater than a 2-hour response time. For instances that may occur outside of normal business hours, a guarantee of no more than a 4-hour response time is desired. In the event of an emergency situation or mission-critical failure of any type, a guarantee of no more than a 1-hour response time is required.</p> <p>Support may be provided remotely where practical and reasonable.</p>
Will we be able to perform a network assessment on your servers and/or visit your locations in order to provide the most accurate quote possible?	<p>Two optional on-site visit sessions will be offered:</p> <ul style="list-style-type: none"> - Tuesday, August 16 from 1:30-3:30PM - Wednesday, August 17 from 1:30-3:30PM <p>Contact Jessica Lingle at jlingle@cityofsycamore.com to reserve an on-site visit slot.</p>



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<p>May we have a list of physical devices that you are looking to have covered including: Laptops, desktop devices, PDAs, access points, servers, firewalls, battery backups, printers, etc.?</p> <p>Can the City provide an inventory of network and server equipment to be supported?</p> <p>The RFP references 8 servers. Can you provide the purpose and approximate age of each?</p> <p>How many network devices would be supported under this contract (switches, routers, etc.)?</p> <p>What server operating systems are to be maintained (Windows Server, Linux, VMware, etc.)?</p>	<p>See the addendum attachment (at the end of this document) titled "Hardware Lifecycle Report" for a list of current physical devices. Please note that this list is likely not exhaustive of all network devices in need of support.</p>
<p>Is wi-fi to be supported? If so, how many access points?</p>	<p>Yes, WIFI is to be supported with the number of access points to be determined based on the recommendation of the IT Managed Service Provider.</p>
<p>Does the image-based system for back-up and disaster recovery, including a copy of such images in a cloud server already exist or is the proposer expected to provide?</p> <p>How much storage is to be backed up to the cloud?</p> <p>What is the city using for a backup and recovery solution?</p> <p>What backup system does the City use to backup servers?</p> <p>What is the frequency of backups?</p>	<p>This information is unavailable at this time.</p>



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<p>May we have a more specific list of the kind of cyber security protection that you are looking for?</p> <p>How does the City define "security audit" and often should this audit take place?</p> <p>What software and other specialized software products does the City desire support for?</p> <p>What SPAM filter and content filter is to be supported?</p> <p>What make of Firewall is to be supported?</p> <p>What DR recovery time is desired?</p>	<p>These details should be based on the recommendation and capabilities of the proposing agency.</p>
<p>References – do you require four current references and four past references?</p>	<p>(4) references total</p>
<p>You have requested college degrees of our staff. Can this requirement be removed as long as our resumes contain this information?</p>	<p>Yes.</p>
<p>For uniformity do you have a pricing form you would like for us to use?</p>	<p>We do not have a generic pricing form.</p>
<p>What is the final due date for questions?</p>	<p>(3) days before the closing date (Tuesday, August 23, 2022) to allow time for the City to answer the questions.</p>
<p>Will you consider extending the due date?</p>	<p>The City will not consider extending the due date. The due date is Friday, August 26, 2022 at 3:00 PM.</p>
<p>Does the city have a workstation replacement schedule in place? If so, is the rotation on a 4 or 5 year cycle?</p>	<p>There is currently no workstation replacement schedule in place.</p>



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Are there determined timelines for any current or future projects? If so, what projects are expected to be addressed during the terms of this request?	The City will begin implementation of a new financial software platform with BS&A within the timeframe of this request.
What email platform is the city using? Has a migration to O365 been discussed?	The City is using Office 365 but needs further migration.
Do your Police Department and Fire Department rely on an outside source for dispatch services or is dispatch handled internally?	Dispatch services are managed externally through DeKalb County.
What is the average number of help desk tickets submitted for the last 6 months?	Unknown, as the City currently does not have a ticketing system.