



# REQUEST FOR PROPOSALS – ADDENDUM 1

## Managed Information Technology Services

**Solicitation Issue Date:** August 16, 2021

**Responses Due:** October 1, 2021

Please submit proposals electronically to [vminton@sonomarcd.org](mailto:vminton@sonomarcd.org)

Hard copy proposals will not be accepted

### SOLICITATION QUESTIONS & ANSWERS

Section V of the RFP states the following:

“The RCD will respond to questions and requests for clarification to the Request for Proposal in written RFP Addendum(s) as needed, to be posted on the RCD website in the same location as this solicitation. Inquiries should be directed by email to [vminton@sonomarcd.org](mailto:vminton@sonomarcd.org). No verbal requests will be accepted. All requests for clarification must be received by 5:00 pm (PST) on September 3, 2021.

Firms interested in this RFP may email [vminton@sonomarcd.org](mailto:vminton@sonomarcd.org) to be included on an email list to receive any RFP Addendum(s) generated.”

The following is a list of questions received and corresponding answers. Similar questions have been grouped or combined.

#### *Solicitation Process*

**Q:** May I visit your site and/or have a phone conversation with you to better understand the RCD’s needs related to this solicitation?

**A:** In order to provide all potential respondents with the same information, we are not conducting individual meetings prior to proposal submission. We do foresee the possibility that we’ll need to work with respondent(s) to refine proposed scope of services to meet our needs and budgetary constraints. So if a proposal is strong but there is some part of it that doesn’t exactly fit our needs, there will be the opportunity to clarify and negotiate.

**Q:** What is the proposed budget for the Managed IT Service?

**A:** We are asking respondents to propose costs associated with the services requested, rather than setting a budget within the solicitation.

**Q:** Are the fiscal year reports located on the Sonoma RCD website reflective of line items in previous budgets? If so, which line items?

**A:** The budgets on our website reflect revenue and expenditure as projected prior to the start of the fiscal year, and at times updated mid-year as needed. Since fiscal year 2020, IT services have been reflected on line 5107 of these budgets.

## *Hardware*

**Q:** Can you provide the Express Service Tag ID for your Dell server?

**A:** Because this document is being publicly posted, we are not including the Express Service Tag ID here. We have included it in an email to all recipients of the RFQ and any vendor who requested to be added to the email list for the RFQ. If you are considering responding to the RFQ and need the Express Service Tag ID, please email [vminton@sonomarcd.org](mailto:vminton@sonomarcd.org).

**Q:** Is the Dell Server hosting a Virtual Machine environment? If so, which hypervisor platform, i.e.: HyperV (Microsoft) or ESXi (VMware) / other platforms? How many guest VMs, if any, are hosted on the hypervisor?

**A:** We have one guest VM, on a HyperV platform.

**Q:** What is the total number of managed switches being utilized? What are the brand(s) and model(s)?

**A:** We have one managed network switch, a TrendNet TEG-24WS.

**Q:** Are you utilizing a Sophos firewall appliance, or are you just utilizing the software on another brand of software?

**A:** Yes, we use a Sophos XG 125 Router.

**Q:** Do you have any current maintenance or warranty contracts in place with hardware vendors?

**A:** No.

**Q:** How many laptop and desktop computers are in use at the RCD?

**A:** We currently own and use 9 laptops. We have 12 desktop computers. Several staff who have RCD-issued laptops are currently using those to remote into older desktop computers located at the office. We are planning to eventually move all 16 staff to laptops and get rid of the desktops, with the exception of a desktop that operates a projector in our conference room.

**Q:** Do you have a timeframe or deadline to migrate to the cloud?

**A:** We hope to complete this project by the end of June 2022 (the end of our current fiscal year).

## *Software*

**Q:** What are you currently using as your central authentication service?

**A:** Azure AD.

**Q:** Are you currently using any management software, such as MS SCCM?

**A:** Our current IT provider uses remote management and monitoring tools. Those tools are the property of that provider and not of the RCD.

**Q:** Are you currently using a SaaS backup service for O365 email backups?

**A:** No, we do email archiving but not Exchange mailbox backups.

**Q:** Does the RCD have active software agreements for support and upgrades of ArcGIS and AutoCAD?

**A:** Our AutoCAD subscriptions come with support. We have not purchased the additional support option for AutoCAD upgrade assistance. Our ArcGIS licenses provide support and upgrades.

**Q:** Does your organization have a corporate account for each vendor for controlling volume licensing, which may or may not include services for Antivirus, Anti-Malware, Microsoft Products, Email, Spam Filtering, Internet Content Filtering?

**A:** No.

#### *Data*

**Q:** How large is your physical storage as of now? How much data is currently being backed up?

**A:** Our main shared drive has a 599 GB capacity, with 350 GB currently in use. We also have a 1.95 TB data (e.g. GIS data, photos) drive with 1.2 TB currently in use. The main shared drive is currently backed up hourly, while the data drive is backed up twice daily.

#### *WiFi*

**Q:** What type of WiFi system is the RCD using? Brand(s) / Model(s)?

**A:** We are using an Ubiquiti Unifi Access Point.

**Q:** Is RCD experiencing any WiFi connectivity issues?

**A:** No.

**Q:** Does RCD offer / want to offer guest WiFi access?

**A:** Yes, we do currently have guest WiFi.

#### *Phone System*

**Q:** Is RCD using an on-premise PBX or VoIP (Internet / IP) phone system?

**A:** On-premise PBX.

**Q:** Have you had any technical challenges in regard to service quality, voicemail services or calling features?

**A:** No.

**Q:** If you're currently using a PBX, do you plan to move to VoIP?

**A:** Not at this time.

**Q:** Do you experience any communication issues during power outages or fire evacuations?

**A:** Not to date.

#### *Mobile Devices and Telework*

**Q:** Are you currently using an MDM (Mobile Device Management) platform?

**A:** No.

**Q:** When seeking support for mobile devices, are you seeking verbal support and / or remote device management via MDM? From an MDM perspective, are the mobile devices to be managed personal?

**A:** For RCD-issued devices (e.g. laptops) we are seeking remote device management. For personal cell phones used on RCD business, we are seeking verbal support.

**Q:** How many organization-owned mobile devices would we be asked to monitor and support?

**A:** The RCD owns one tablet (iPad). Currently, we have 8 RCD-owned laptops, and we are moving toward migrating the remainder of our 16 employees to laptops over the next couple of years.

**Q:** In regard to mobile devices (tablets or phones) which hardware platform(s) are utilized: IOS (Apple), Android or Microsoft?

**A:** The RCD owns one tablet with an IOS platform. Personal mobile devices utilize a variety of platforms.

**Q:** When you are in the field, what is your process for uploading data?

**A:** Our staff do not upload data while in the field. When GPS data has been collected in Avenza, back at the office they export the collected first to Excel, then from Excel into ArcGIS. Photos are also uploaded from personal phones at the office. Our staff would like in the future to be able to use ESRI's Field Maps and Survey 123 apps to collect data, though an upgrade to our GIS software is not currently planned.

**Q:** If there is a connectivity or hardware-related issue for a teleworker, would our organization be expected to go onsite to the teleworker's residence?

**A:** No, these issues are handled remotely. Requests for onsite service will be limited to onsite service at the RCD's office.