

Addendum #1
RFP #46-21 – IT Managed Services
Issued June 8, 2021

General

1. Is this is a new contract or an incumbent providing requested services? If yes, please share the name of incumbent presently offering services to City?
Answer: Neoscope
2. Is City open for hybrid model i.e. onsite and offshore support?
Answer: Onsite and offsite as long as based in the USA
3. Is there any preference for MBE vendors? **Answer: N/A**
4. We request City to share the allocated budget for this contract?
Answer: \$336,000.00
5. Does vendor have to share the sample resumes for the Position Titles listed in RFP?
Answer: Yes
6. Does vendor have to share the sample resumes for the Position Titles listed in RFP?
Answer: N/A
7. What is the last year spent for the similar services? **Answer: \$336,000.00**
8. Is vendor required to share the resume of key personnel? **Answer: Yes**
9. Is it a single vendor award or City planning to establish a pool of qualified vendors to provide IT Managed Services across 19 locations throughout the City?
Answer: Depending on the RFP responses, in the past there has been one.
10. We request City to provide an extension of 1 week since questions to this opportunity are due on June 7, 2021 and clarification to vendor queries will be published at the of the business week i.e. June 11, 2021. With this we will be left with very less time to incorporate the changes based on the clarifications.
Answer: All Answers will be posted 6/8/21
11. We assume vendor can share references from private or public agencies for providing services similar in scope as requested by City. Please confirm:
Answer: Yes
12. How many resources does the City of Portsmouth expect for the entire managed services operations included in the RFP?
Answer: We expect that all items are covered in the RFP and that the MSP can provide adequate staffing for all those areas.

13. 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.
Answer: Per Monthly Contract - see Q. 4
14. If the incumbent exists could you please provide the historically staffed personnel positions titles and count currently working on contract?
Answer: One In-house Level 1, help desk level 1 (2-3) and level 2 and 3 engineers on demand.
15. Please specify the total budget allocated for this contract? **Answer: \$336,000.00**
16. What's the tentative award date for this contract? **Answer: Evaluation of proposals and ranking expected to occur prior to July 1, with start date to be negotiated and coordinated with existing provider, if there is a transition.**
17. How many vendors are expected to be awarded for this contract?
Answer: Depends on RFP responses. Historically there has been one vendor however the City would entertain more if need be.
18. Does the service needed to be delivered onsite or is there a possibility for remote operations and performance?
Answer: Onsite and offsite as long as based in the USA
19. Please specify the anticipated start date of the project? **Answer: See number 16 above.**
20. What are the holidays that the City of Portsmouth observe?
Answer: Note the city is a 365 operation and it is expected that remote support be offered all year round. Federal Holidays are observed in most departments (FD, PD and DPW are 24/7)
21. Could you please let us know if vendors can replace individuals /personnel after award if they are no longer available?
Answer: Yes, however all new personnel must be vetted by the city before they start working on any projects.
22. Could you please share the job descriptions for the labor categories needed to be staffed by vendors? **Answer: N/A**

Endpoint and Printer Management

1. How many tickets /issues are reported per month for end-point and printers? **Answer: ~50**
2. What is the average resolution time of the tickets/issues? **Answer: 1 - 3 hours**
3. Which tool is being used for tracking tickets to resolution?
Answer: Current Vendor supplied
4. Which tool is being used for physical (Laptop, desktop and tablets) and software asset management? **Answer: Current Vendor supplied**
5. How is the patching and compliance work for operating systems and installed applications done now? **Answer: Current Vendor supplied**
6. What is the tool being used for troubleshooting? **Answer: Vendor Remote System**

7. Do you currently have an application in house to support as a tracking and lifecycle management? **Answer: This is supplied by the current MSP**

Server Management

1. How many tickets /issues are reported per month for servers? **Answer: 100**
2. What is the average resolution time of the tickets/issues? **Answer: 1 - 3 hours**
3. Which tool is being used for tracking tickets to resolution?
Answer: Current Vendor supplied

Network Maintenance and Management

1. How many tickets /issues are reported per month for networks? **Answer: 150**
2. What is the average resolution time of the tickets/issues? **Answer: 1 - 3 hours**
3. Which tool is being used for tracking tickets to resolution?
Answer: Current Vendor supplied

Helpdesk Support Remote and On-site Support

1. How many tickets /issues are reported per month to the helpdesk? **Answer: ~250**
2. What is the average resolution time of the tickets/issues? **Answer: 1 - 3 hours**
3. Which tool is being used for helpdesk management? **Answer: Vendor supplied Autotask**
4. If we have to propose a helpdesk tool? Could it be SAAS based or we need the tool to be on-premises? **Answer: Could be a SAAS**
5. How is the KEDB (Known Error Data Base) maintained now? Is there any tool being used?
Answer: Current Vendor supplied
6. How are cyber security logs recorded and analyzed? Which tool is being used for creating, tracking, maintaining and analyzing cyber security logs?
Answer: Current Vendor supplied

Cyber Security

1. How many cyber incidents are reported per month? **Answer: ~5**
2. Which are the key threat vectors? **Answer: emails**
3. How are the incidents managed now? Is there any tool used for incident management? **Answer: Current Vendor supplied**
4. How much time does it take for the resolution of each of the incidents? **Answer: 1 - 3 hours**
5. What are the topics that need to be covered in the training?
Answer: Mainly concentrate in cyber security
6. Any tools for Security Information and Event Management?
Answer: Current Vendor supplied
7. Which are the tools used for penetration testing, DNS Security and for Anti Malware?
Answer: Penetration testing is vendor recommended, openDNS, Webroot and Malwarebytes
8. For the Cyber Security element of the scope (5.), do you need an availability of 24x7 or just one shift?
Answer: The City is looking for a robust monitoring system with eyes on when alerts are coming in.

Vendor Management

1. How many application vendors does the city have for the 44 applications?
Answer: This is a mix of applications that range from Finance software to custom made software. All applications are covered by a vendor maintenance agreement and the MSP will act as a go between if there is an application related error.
2. Are you expecting us to manage and support the 44 applications or just manage the relationship with the vendors that provide the applications? If we must support the 44 applications, can you provide us with as much detail as possible?
Answer: All we are asking is to manage the relationship and if any issues arise bring it to the attention of the IT Manager
3. How many consultants the current vendor has used in the last year? **Answer: 3**
4. Can you provide us a tool hours charged by the current vendors along with the total amount?
Answer: Currently charged by infrastructure, work stations, servers and network
5. We can provide a better price quote if we can get some information about the hourly rate the current vendor is charging for the skillsets mentioned in this RFP? Especially, the below skillsets - **Please note the below are City Employees and are employed by the city**
 - a. Project Manager,
 - b. A full-time IT Manager - Note this fall under the City Budget and is not associated with the MSP
 - c. full-time IT person located in the Police Department
 - d. full-time GIS Manager
 - e. 2 GIS Technicians
 - f. SCADA systems specialists
6. Can we get a copy of the City's contract with the vendor providing a similar skill set consultants? **Answer: No**
7. In the last fiscal year, how much the City spent on completing the work mentioned in this RFP? Or how many total hours spent annually to complete the work identified in this RFP? **Answer: \$336,000.00**
8. What is the annual budget for the scope mentioned in this RFP?
Answer: \$336,000.00
9. Due to the COVID-19 pandemic and with many employees not working in the office, will electronic copies of the proposal be accepted in place of the hard copies?
Answer: An email version sent to RFPITCityofportsmouth@gmail.com will be acceptable. However, you must send the requested hard copies (3) and

electronic copy (1 USB) and it must be received by June 14, 2021 at 10:00 a.m., failure to do so will result in disqualification.

B. Background Information and Expectations

1. Is a dual shore for 7X24 monitoring and infrastructure support if the service is SOC2 compliance, is fully transparent and audited, and is governed by an onshore operations delivery team? **Answer: Onsite and offsite as long as based in the USA**
2. To meet the access requirements, is a Role Basec Access Control (RBAC) model that required multi-factor authentication, has unique profiles for each operator, and has full session recording and auditing functionality sufficient? **Answer: Yes**

C. Scope of Work

1. What is the hourly rate City is paying for the skillset listed in “Scope of work”?
Answer: The current contract is a set fee for items that are listed.

Endpoint and Printer Management

1. Does the City currently maintain any tools in support of these activities, and if so is the Vendor expected to adopt these tools? Or is the expectation that the vendor will provide all management tools required to deliver on the required services?
Answer: No, the city would review and work with the chosen vendor on the tools to be used and the vendor may be required to only use City owned tools.
2. Based on the above question, can you list any existing tools that would need to be leveraged? **Answer: No**

Server Management

1. Can the City provide a listing of the individual virtual and physical servers that would include the OS version and role the server provides (ie, domain controller, Database Server, Web Server, etc)? **Answer: Yes, but not at this time**
2. Are all hardware components of the Server environment under vendor support or are any systems EOL/EOS? **Answer: Under vendor support**

Network Management

1. Are all hardware components of the Network environment under vendor support or are any systems EOL/EOS? **Answer: Under vendor support**
2. Can the City provide an inventory of network equipment that would include Make/Model and Quantity of each type of device?
Answer: Yes it can and will do when the candidate is chosen

Help Desk and Onsite

Does the City have any historical ticket data that would show average monthly ticket volumes and top issue types supported over the last year? **Answer: Yes it does.**

Cyber Security

1. Does the City have or consume a SIEM platform or service? If so, will the vendor be expected to review security logs?

Answer: The City uses the current vendor's platform, the vendor will be required to propose their platform for review and approval.

2. Would a 7X24 security monitoring service that is provided via a partnership agreement with the winning vendor be of value or interest to the City? **Answer: Yes**

Vendor Management

Does the City have an existing knowledge base or support library for their line of business applications or is the vendor expected to create one?

Answer: Yes, the City has an existing knowledge base. Current vendor uses IT Glue.

Cloud Management

How does the City procure their cloud resources and subscriptions today? Is the City open to transitioning their cloud consumption to the Vendors program?

Answer: City owned and should stay that way

Additional Information

Per this section of the RFP, answers to some bidder questions (including these) will be posted at the close of business on Friday, June 11. Responses are due on Monday, June 14, 2021 at 10:00 a.m., which effectively leaves two business hours to review the answers, complete our response and deliver it to the City. With this in mind, would the City consider extending this deadline to June 18th or later?

Answer: Due to the COVID-19 pandemic and with many employees not working in the office, will electronic copies of the proposal be accepted in place of the hard copies? **An email version sent to RFPITCityofportsmouth@gmail.com will be acceptable. However, you must send the requested hard copies (3) and electronic copy (1 USB) and it must be received by June 14, 2021 at 10:00 a.m., failure to do so will result in disqualification.**

All answers are posted as of Tuesday 6/8 at 4 pm. Due date will still be Monday, June 14, 2021 at 10:00 a.m.

End of Addendum #1