Information Technology (IT) Support Services – RFP Questions and Responses

April 9, 2019

1. Are all AMBAG equipment on-site?

No. Currently, the off-site replicated backup systems are not within the AMBAG office.

2. Where are the off-site backup equipment located?

The off-site replicated backup systems are located at the current contracted IT Support Services consultants secure location in the City of Monterey. The selected responsive bidder that enters into contract with AMBAG would assume this role as part of their fixed monthly cost as of July 1, 2019. All costs incurred to move off-site backup equipment would be part of the fixed monthly cost.

3. Where is the IT Equipment List?

Please refer to Attachment A in the RFP.

4. Please clarify the budget?

The original budget listed on the RFP was $75,000 total for the five year contract period of July 1, 2019 to June 30, 2024 with a not to exceed $15,000 per fiscal year. The not to exceed amount of $75,000 has been removed. A new budget estimate of $100,000 has been added and AMBAG has issued an addendum to the RFP. Please check the AMBAG website for the current RFP.

5. Is it accurate of 2 service calls per day?

It is an estimated average which may be less or more on any given day as it varies. In some cases, multiple days or weeks go by with no service calls or emails, and other times there are surges for IT Support Services.

6. The budget seems extremely low for a total budget for required tasks listed for the total term and per year. Is this flexible?

AMBAG has removed the not to exceed amount of $75,000. A new budget estimate of $100,000 has been added and AMBAG has issued an addendum to the RFP. Please check the AMBAG website for the current RFP.

7. Who is the current contracted provider?

Monterey Computer Corporation.

8. May a picture of the server rack be provided?

No, as this is not needed to respond to the RFP. An on-site optional visit was held on March 28th at 11am as listed in the RFP which provided an opportunity for viewing the setup. Additionally, the AMBAG IT Equipment list was provided as Attachment A in the RFP.

9. Does AMBAG have a life cycle in plan?

No. However, AMBAG welcomes this as part of submitted proposals.

10. Do you house, or don't house email?

Yes, AMBAG has an in-house email exchange 2010 server.

11. What is the age of the equipment?

Please see Attachment A in the RFP. All known ages, models, and serial numbers were provided.

12. What is the wireless system? Does AMBAG have a controller? Does AMBAG have multi-radios?

One wireless AP-200 system with integrated wireless controller technology with two radios, four internal omnidirectional antennas and two SSIDs. WatchGuard Firebox Gateway Wireless Controller is utilized. Please see Attachment A in the RFP for further details.

13. Is AMBAG on I-Net?

No. Current provider is Comcast Business.

14. Is phone system part of this IT RFP?

No.

15. Have you considered I-Net as a government organization?

No we have not.

16. Is the network printer Bizhub under contract?

Yes it is with Caltronics.

17. In terms of tickets and per day calls, is a ticket system currently utilized?

No. Successful contractor awarded the contract may implement and utilize a ticketing system if included in part of proposal.

18. Can a summary of calls be provided?

No. As calls are not tracked or recorded in a ticketing system there is no mechanism to provide a summary.

19. Do you have a domain infrastructure?

Yes.

20. Do you run Exchange Services on site? Office 365?

Yes, AMBAG has an in-house email server on site. We are not using Office 365.

21. What applications shall the contractor be responsible for? To what extent?

Clarification on the original question: Looking for a list of applications that AMBAG uses. Will the contractor be responsible for license management, upgrades, updates, provisioning, and helpdesk on specialized software? Are there contracts with vendors that provide any support for any custom applications?

Please see new Attachment E- Enterprise System Catalog for the application software that AMBAG uses. AMBAG tracks licensing, license management, procurement, upgrades, updates, provisioning, and local install on application software listed in the Enterprise System Catalog. Contractor to assist in troubleshooting issues that may arise after AMBAG has completed all tasks to their full ability. Contractor will maintain licensing, upgrades, updates for all Microsoft Operating Systems for workstations/laptops and Microsoft server licensing.

22. The Watchguard XTM is a discontinued product. Do you currently have support for your firewall?

Yes. Even though Watchguard XTM 330 sales ended as of September 7, 2015, the product is still supported until end of life September 7, 2020 (per https://www.watchguard.com/wgrd-resource-center/end-of-life-policy).

23. Regarding the workstations, how many are Windows 7?

None. All workstations and laptops are Windows 10. Please refer to Attachment A in the RFP.

24. Regarding the servers, how many are Server 2008 or older?

None are Windows 2008; however, we do have two servers running Windows 2008 R2. AMBAG-SRV01 – Windows 2008 R2, AMBAG-SRV02- Windows 2008 R2, AMBAG-GIS-SRV01-Windows 2012 R2, AMBAG-SRV04- Windows 2016. Please refer to Attachment A in the RFP for more details.