

**RFP for Professional Consulting Services
to Provide Information Technology Management Services**

Questions and Answers

1. Has the Due Date of 2/14/12 still the same, or has the date by chance been extended?

A: Due to a delay in responding to questions, the City has extended the RFP deadline to 2/17/12.

2. Is it mandatory to bid for all the roles mentioned in RFP?

A: Proposers may propose to perform some or all of the services identified in this RFP. If the proposal is for some of the services identified, please clearly identify which services you propose to provide.

3. Please provide structure and number of IT resources of city who will be managing program and project, and work in coordination with Vendor's team.

A: Please refer to the Methodology Section on page 24 of the RFP. Bidders are encouraged to propose a plan/vision of implementation and ongoing resources needed from the City to provide quality services.

4. Whom will the IT Contractor report to at the City of Costa Mesa?

A: TBD, see answer to #3.

5. How much transitioning period does City of Costa Mesa envisaged?

A: TBD, see answer to #3.

6. How many persons of City of Costa Mesa and incumbent vendor/OEMs would be involved for knowledge transfer of various applications?

A: TBD, see answer to #3.

7. The requested pricing table on page 60 has 4 rows in it – allowing 4 hourly rates. Do we have flexibility to change this table or are you looking for pricing in this specific format to allow for easy evaluation? (e.g. we might include a rate for each role on the organization chart or a different rate for supervisor/lead level roles)

A: Please feel free to alter the format while still including the Hourly Rate, Hours Worked, Total Cost and Overtime Rate information.

8. Your staffing/rate table doesn't have a place for the number of staff

A: Please feel free to alter the format while still including the Hourly Rate, Hours Worked, Total Cost and Overtime Rate information.

9. In regards to the Fee section. Would we able to provide a range based on the tenure of the candidates for each position? Also- would we need to provide any type of mark up? Generally, we base the bill rate/salary off of the current market which could vary from time to time.

A: Proposers are encouraged to follow the pricing format as described on page 26 of the RFP.

10. Currently the RFP calls for alternative solutions/creative approaches to be interwoven into the standard proposal in the Methodology and Pricing sections. We have found that this approach can lend itself to a response that is more confusing to evaluate. Can we put our alternative solutions/creative approaches in one section to ensure clarity?

A: Should proposers wish to provide alternative solutions, please provide an alternative section for reviewers to consider separately.

11. Can we get a listing of current salaries, overhead costs, and length of City service for all the IT positions listed in the RFP?

A: The information is available on the City's Web page <http://www.ci.costa-mesa.ca.us/budget/> <http://www.ci.costa-mesa.ca.us/budget/FY11-12-Adopted-Budget.pdf>

For the listing of current salaries and overhead costs, please refer to our Website,

12. Total payroll for the 4 programmers, 4 Network Administrators, 1 Manager and 1 Administrative Assistant supporting all City IT functions?

A: The information is available on the City's Web page as stated in #11.

13. Can we get a copy of the 2012 IT budget?

A: The information is available on the City's Web page as stated in #11.

14. Can you provide budget and actual spend numbers over the last two fiscal years?

A: The information is available on the City's Web page as stated in #11.

15. Can we get an itemized budget for the IT spend for the past 3 years that itemizes amount spent per vendor (i.e. amount spent on monitoring tools, amount spent on helpdesk tools, etc.)?

A: The information is available on the City's Web page as stated in #11.

16. Could you please provide the annual authorized staffing for the IT Department for the last three years? That is, the three years prior to the staffing provided.

A: The information is available on the City's Web page as stated in #11.

17. Are there any other staff that support the IT functions (perhaps budgeted or residing in other departments)? For example, are there any IT staff or persons tasked as IT coordinators in the departments, especially police? Are there are persons in any of the departments that assist in or provide support to the IT staff?

A: No.

18. Does the City currently use Contractors/Consultants to supplement the IT staff (ex: PeopleSoft projects, network upgrades, etc.)? If so, what are the budget and/or expenditures for those services?

A: For this current budget year, no.

19. Will the City of Costa Mesa be the sponsoring agency for the Department of Justice/CLETS background check and polygraph test?

A: Yes.

If so, will Contractor be expected to pay the cost?

A: Yes.

If contractor is responsible for cost of Background and Polygraph, what is that cost?

A: Approximately \$1,300 per employee.

20. What is the scope of the Polygraph test that The City of Costa Mesa currently gives? Example: lifestyle questions, national loyalty, etc.

A: Information not available at this time.

How many years back in person's life does the polygraph go?

A: TBD by the Police Department.

What are the parameters for passing the background and polygraph?

A: TBD by the Police Department.

21. Will the City of Costa Mesa accept non US Citizens with legal work status (H1 Visa, Green card) on their systems?

A: TBD, if this individual works on the Police Department system, they will need to pass DOJ background and polygraph tests.

22. Will the Contractor be responsible for Police and Fire Dispatch systems, radios, phones, etc.?

A: Yes to Police Department and Fire Dispatch; no to radios, phones, etc.

23. Is there currently a Webmaster and GIS employee at the City of Costa Mesa? If so, will they maintain their positions with the City of Costa Mesa or is the IT Contractor expected to pick up their duties?

A: Both the City's website and GIS functions are outsourced. The City will continue to pick up their duties.

24. How much office/warehouse space does the City's current IT department use? Will proposers be able to walk through site to look at consolidation plans, lease possibilities, etc.?

A: Due to security concerns, a walk through for all proposers will not be available. However the City will consider any proposal for consolidation plan or leasing possibilities.

25. Can we get another onsite meeting?

A: Due to security concerns, a walk through for all proposers will not be available. However a walk through may be provided during the interview process.

26. Is the intent of the proposal to also have the Contractor provide all computer equipment to the City either by leasing current equipment or by replacing?

A: The proposal is mainly based around the maintenance of our current computer systems.

27. Is it the City's intent for the proposal pricing to cover any new equipment purchases or will those costs be handled by the City?

A: The intent is that those costs will be handled by the City.

28. Is it the City's intent for the proposal pricing to cover any new software purchases/upgrades or will those costs being handled by the City?

A: The intent is that those costs will be handled by the City.

29. Are we only responsible for labor costs? City will pay for hardware/software/office space/laptops/phones. Or are you looking for a comprehensive solution with everything included?

A: The intent is that the hardware/software costs will be handled by the City. However, the City will entertain a comprehensive solution.

30. What type of business relationship would disqualify a firm from participating? We currently provide Consultants to the City of Costa Mesa.

A: Any company may provide a proposal before the closing of the RFP.

31. Are there any services that you are looking to improve upon by contracting out IT Management Services?

A: As stated in the RFP, the City is interested in continuing its current operations/service and will consider any innovative and/or creative approaches for providing the service. The City may not know what those approaches are.

32. Total number of workstations that will need to be maintained for the city for both domains?

A: See page 4 of the RFP, line item 1, Printers and Terminal numbers are listed there.

33. What version are the CAD and RMS dispatching systems and what OS versions are they running on?

A: CAD – Motorola Printrak 6.8.30, OS/DB is HP Tandem G06.32.01;
RMS - Motorola Infotrak 5.6.6 , OS/DB is Windows Server 2003/SQL-Server 2000.

34. How's new and existing non-IT staff training handled on basic or complex applications, new software/hardware releases, etc.?

A: Case-by-case basis.

35. Can we get an idea of the maintenance contracts currently active for software applications and hardware (especially servers), including their lengths and renewal structures?

A: All hardware and software that require licenses have active licenses. Complete details may be discussed during the interview process.

36. Provide a list of applications that have an active service agreement?

A: All.

37. How many and what types of leased or dedicated lines is the City currently using for inter-office communications?

A: This is outside of the scope of the RFP.

38. Who maintains City's telephone system, and is that VOIP based or analogue?

A: The Telecommunications division of the Police Department maintains the City's telephone system.

39. What Oracle version is currently being used?

A: Oracle 8.1.7.2 for HP-UX.

40. How detailed are the network diagrams, hardware/software inventory, cable drawings etc.?

A: Marginal.

41. Are all the detailed documentation of application/Software available with the city?

A: Major applications, yes; in-house applications, some yes, some no.

42. Property & Evidence Inventory System –

a) **Is the application currently in use or still under development?**

A: Still under development.

b) **If still under development, how far in the development process is it?**

A: 75%.

c) **How many programmers are involved?**

A: One.

d) **Is there an anticipated date of completion?**

A: 2012.

43. Same questions for Property & Evidence Handheld Barcode System –

a) **Is the application currently in use or still under development?**

A: Still under development.

b) **If still under development, how far in the development process is it?**

A: 75%.

c) How many programmers are involved?

A: One.

d) Is there an anticipated date of completion?

A: 2012.

44. Will the city provide a work area for onsite IT staff?

A: Yes.

45. Would it be possible to sort the list of applications into levels of criticality. Tier 1 business critical, tier 2 important etc.?

A: Yes, but not at this time.

46. What are the brands of the other networking devices and firewalls?

A: Network devices – HP; firewalls – Juniper.

47. Would the city consider out of country resources for application development?

A: No.

48. Does the bidder's demonstration include reference cases only? If not, kindly specify what else is required?

A: Bidder's are encouraged to demonstrate that which they feel is important to meeting the needs as stated in the RFP and for which they would like to be judged on.

49. Kindly explain the existing concept of rotation list for Standby? Will this be a mandatory requirement for the bidder or the bidder can propose other alternative method?

A: Current rotation is three-week rotation among staff. However, the City will consider any method provided by bidders.

50. Can you please provide details of the miscellaneous devices?

A: Cell phones, PDAs, iPads, laptops, etc.

51. Is there an existing Ticketing tool or application?

A: In-house – Intranet.

52. Is Helpdesk Services & SLA monitoring within the bidder's scope?

A: Yes.

If yes, will the city provide the successful bidder with necessary tools?

A: Yes, successful bidder may use current in-house product.

53. Based on the past trend can you please provide the average numbers of incidents registered in Helpdesk on weekly basis?

A: About 2,000 per year.

54. Can winner of this bid incorporate a 3rd party ticketing and desktop management tools for 24x7 remote and backup support?

A: The City would consider that option if it allows the successful bidder to be more efficient.

55. Of your 2,000 tickets can you provide a break down of the type of tickets? I.e. How many are copier/ printer related? Desktop? Servers? etc?

A: Not at this time.

56. How is detail tracked for each ticket?

A: Through the Intranet (home-grown).

57. Is there a monthly report summarizing all tickets?

A: No.

58. What is the number of off hours incidents and service requests the City receives each month, and how many of those require onsite support?

A: Not tracked.

59. Is every desktop & servers inventory (software) maintained real time?

A: No.

60. Does every device on the network have an ID #?

A: Yes.

61. Are the tasks described in the RFP to be executed by a single resource?

A: It is not necessarily the City's intent to have them executed by a single resource.

If yes, can the bidder propose multiple resources in case the required skills are not available with one single resource?

A: Yes.

62. It is very difficult to find one person having the knowledge for all the mentioned software/products. Kindly clarify if we could provide more than one resource for a particular job?

A: Please see answer to Question No. 60.

63. Besides application support, lots of design & development tasks are mentioned in the RFP. Does the city expect the successful bidder to perform the design and development tasks?

A: Yes.

64. Does the city expect all the development team or contract and the successful bidder's resource will be required to facilitate the design & development?

A: Yes.

65. Is it fair to assume that the selected vendor would be responsible for facilitating the procurement process, while payments etc would be handled by the city?

A: Yes.

66. Based on the application figures/inventory, it is not possible to match with 10FTE requirement, and our assumption is City of Costa Mesa is open for revised structure with more number of persons. Please confirm.

A: The City will consider all proposals submitted before the RFP deadline.

67. Does the city need a separate team for upgradation? Or, will these resources be part of 10-FTE-team?

A: To be determined when the City requires upgrading.

68. Is monitoring the servers, network, and applications etc. within the scope of this RFP? If yes, will the city provide the successful bidder with all the software and hardware tools required?

A: Yes; we will provide the ones we have.

69.Expected growth in number of servers and desktops in the next 5 years?

A: Unknown at this time.

70.Expected growth in the number or software applications to manage in the next 5 years?

A: Unknown at this time.

71.Who is responsible for IT Hardware/Software 5 Year Strategy?

A: I.T. Manager.

72.Does anyone access on an annual basis the need for current applications?

A: Yes.

73.On an annual basis who is assessing for the need for new applications?

A: I.T. Manager.

74.Is there a 3-5 year software application strategy plan?

A: Currently, no.

75. Is there a 3-5 year plan on the network arch? If so was it made as 1 individual or as a group with a partner?

A: Currently, no.

76.Can you provide a breakdown of the number of servers by platform (HP, Windows, Linux)?

A: HP – 3; Linux – 1; all others are Windows.

77.Does the City currently use virtualization technology in the server infrastructure? If so, does what is the total number of virtual servers as well as physical servers?

A: No.

78.How many servers are Linux today?

A: One.

79.What is the total storage utilized on the server infrastructure by the City?

A: 20 terabytes raw.

80. What is the physical distribution of all the servers across each of the City's locations (locations of server closets and data center locations)?

A: Centralized in the computer room of the City Hall.

81. What are the 4 Websites designed on?

A: Windows platform. However, the City is contracted with an offsite website provider and therefore the current websites should not be considered part of this RFP.

82. We understand that Cost Mesa has redone its website and will be outsourcing the support of the website and hosting. How will this affect the workload of the team outlined in this scope of services?

A: It should not affect the workload.

83. Are the website hosted by provider or reside in a server at the data center?

A: Hosted by provider.

84. Is there a Microsoft Sharepoint platform in place today?

A: No.

85. How much do they spend annually to augment staff for projects with sub contractors?

A: Current budget is \$0.

86. How much of the current projects are outsourced/contracted?

A: Less than 1%.

87. If we are unable to provide the following information in regards to photographs, written policies and/or video of services provided- will this potentially eliminate from the RFP process?

A: Proposers may propose to perform some or all of the services identified in this RFP. If the proposal is for some of the services identified, please clearly identify which services you propose to provide.

88. Would our company be required to obtain a business license with the City of Costa Mesa before the proposal deadline on the 14th?

A: No, not by the submittal deadline. However, the successful bidder will be required to obtain and maintain an active business license with the City of Costa Mesa.

89.In the Bidders Conference it was mentioned that the City has a backlog of approximately \$4M worth of infrastructure improvements that need to be completed. Can we get a list of those projects with the scope and budgetary estimates for each? A 2-3 sentence description and the estimated total cost would be very helpful.

A: The City does not have a complete list available at this time. However, the intent in the RFP is that the City will handle those costs.

90.Does the Police Department have any IT resources to support the MDCs or does all the hardware and software support go through the IT department?

A: One I.T. resource in PD; all support given by I.T.

91.At the meeting on 1/23 you mentioned the City is trying to outsource 19 main services but the RFP only shows different staff's responsibility instead of listing those main services. Do you have a different list that specifically shows the main 19 main services?

A: The City is reviewing 19 different City wide services to outsource. None of the other 18 should be considered part of the I.T. Management Services RFP.

92.We think we can also show major cost saving for your Costa mesa GIS and mapping services that is currently contracted out. Are you open for that to be a part of RFP proposal or we shouldn't bother with that?

A: That service is outside the scope of this RFP and therefore should be excluded from any proposal submitted.

93.The RFP includes what appear to be different 'counts' for the numbers of computers, servers, and users.

Question A: Could you please provide a spreadsheet with the most current counts by department? We would be especially interested in any terminals that are either shared or dedicated to training rooms or other non-user environments.

A: Not tracked.

Question B: In addition, how many persons have more than one computer (e.g., a workstation and a pad or laptop)?

A: There are 14 computers in Dispatch and 12 in the Training Room; we do not track the rest.

94.The RFP indicates that there are several custom programming jobs in government.

Question A: Could you please list all of the currently defined custom programming tasks and the projected budgets and timelines for same?

A:

- Writing the interface between JMS and County Livescan machine.
- Writing the interface between JMS and County DA Office for DNA collection.
- Writing the interface between CrimeMap and LRMS.
- Writing Transact-SQL scripts to manage our LRMS archived cases, unlock “locked” cases, etc.
- Using customized programming tools and Transact-SQL to create user requested reports. Depending on the complexity and urgency of the report, some reports require completion time to be a couple of weeks, some within a day or two. There are currently over 120 customized reports for our Police Department.

Question B: Could you please provide a listing of all of the ‘home-grown’ or custom programs supported by the I.T. staff along with a ‘best guess’ at the annual cost for support? In addition, we would like to know if the support of locally developed code is a City continuing requirement or if the City would look favorably on a plan to, over time, reduce or eliminate the number of locally supported ‘home grown’ applications.

A: For your information, quite a few ‘custom applications,’ (such as the Jail Booking System, LRMS and CAD analysis reports, and the Property and Evidence Barcode Management System) are already listed in the original RFP at approximately pages 11-22. Budgeting for said items is part of internal costs; therefore, no specific line entries are made. Yes, to the last part of the question.

95. The RFP provides a number of references to the PeopleSoft financial application(s).

Question A: Are these systems/applications under current maintenance by the vendor?

A: The Financials applications have been ‘sunsetting’ by the vendor. However, it has been many years since an actual support call has been made regarding the Financials. The City remains on a maintenance agreement to facilitate upgrade assistance.

Question B: What is the current annual budget for these applications?

A: The current budget for PeopleSoft Financial applications for Fiscal Year 2011-12 is \$125,639.

Question C: How much has the City budgeted for custom programming or support from the fiscal vendor?

A: \$0

Question D: In the future, will budgeting for special programming for the fiscal system be the responsibility of the City? How would the vendor know how much to allocate to this function?

A: Future special programming can be discussed on an as needed basis.

Question E: It appears that the City IT staff has, in the past, taken an active role in upgrading/updating the fiscal system. This is uncommon—more common is to have the vendor be central to the development and update of the System. Is this acceptable? By this

we mean, “Would the City be amenable to having fiscal updates/upgrades performed by the fiscal system vendor rather than by the staff – with the staff assisting, of course”?

A: The City will consider any proposal submitted.

96.The RFP implies that the Police Department has dedicated resources but this one is not explicitly stated.

Question A: Are programmers currently assigned to work for the Police Department? Is so, how many? And, over the last year or two, on average, how many programmers worked on public safety vs other City tasks?

A: Two programmers work on PD tasks – one almost exclusively; the second, as needed.

Question B: Does the Police Department have its own dedicated IT resources separate from the IT staffing discussed in the RFP?

A: PD has no separate IT resources.

Question C: Does the Police Department have its own staff for writing special reports and applications?

A: No, all reports and applications are developed/modified by IT resources.

97.The City provides full services to its residents. We assume this includes public safety.

Question A: What system does the City use for its CAD functions?

A: Motorola Printrak Premier CAD 6.8.30.

Question B: What system does the City use for its RMS functions?

A: RMS Police – Motorola Infotrak 5.6.6; RMS Fire – Zoll Rescue/Net FireRMS 4.8.34.

Question C: Is the maintenance for these police/public safety functions budgeted in the public safety budget? How much is the current budget?

A: No, it is included in the IT budget.

Question D: Does the City provide Fire Department services or contract this out?

A: City-provided.

98.The RFP lists a wide variety of off-the-shelf and custom applications, operating systems and related IT functional components.

Question A: Does the City have a current IT plan? Could we please have a copy if there is one?

A: Not currently.

Question B: Does the City have a current IT equipment (replacement policy)? If 'yes,' could we please have a copy?

A: The City does not have replacement policy. When we can no longer support it technically or it breaks beyond repair, it gets replaced.

Question C: Would the City object to simplifying its IT environment? For example, standardizing on a specific operating system for users and terminals, as well as a certain complement of IT desktop products?

A: We already are.

99. The RFP indicates the page limit for the response is 20 pages. This is what the RFP states in brief:

"Everything is included in the page count, except tables and graphs, Proposal should be typed and should contain no more than 20 typed pages using a 12-point font size, including transmittal letter and resumes of key people, but excluding Index/Table of Contents, tables, charts, and graphic exhibits."

Question A: What is included in this page count? I understand the words but don't under the exclusions such as tables, charts and graphs. For example, if we have a chart with the summaries of the resumes of the key staff, is that then excluded? How are the 'non-counted' pages annotated or separated from the 20pgs that are indicated?

What would be most helpful is to construct a virtual response with a T-of-C showing us (all) how to place the stuff that counts and where to put the 'tables, charts, and graphic exhibits.'

A: 20 typed pages is standard for any RFP issued by the City. It is to encourage proposers to be concise with their response. However, if a proposer feels more pages are needed to provide an adequate response, please feel free to provide as many pages as deemed necessary.

Question B: Are resumes included? (We read it as 'yes!') If 'yes' how do we provide more than 20 resumes? (for example)

A: Please see answer above.

Question C: Are letters of support/recommendation included? If 'yes' then may we provide excerpts from these letters as a table?

A: Please see answer above.

Question D: We will provide a pricing schedule table with hourly rates by billing category but we understand the City might desire a fixed-price contract. Is the intent to have a fixed price

contract for the IT and network support (only)? Should we provide a specific level of programming support since programming levels depend on the amount of programming that the Agency requests?

A: Proposers are encouraged to follow the pricing format as described on page 26 of the RFP. However, should proposers wish to provide alternative solutions, please provide an alternative section for reviewers to consider separately.

Question E: We normally have a Cover Letter on the RFP Response. We assume that it is not included in the page count. Correct? We would like to have the readers/evaluators see the cover letter as it introduces the response. How do we accomplish that goal?

A: Correct, it is not included in the page count. Please also reference answer to question A above.

100. Projects in Progress (page 15)

Implementation of 4%/5% PERSable...Implementation on 2/27? What would new provider be responsible for? We assume maintenance of the system/application. Is it fully documented?

A: Maintenance of the system and application. These processes and procedures are not fully documented.

101. Online Timesheet (page 15)

Deadline 4/1/2012? Same as above, project is scheduled for completion on 4/1. What would new service provider responsibility be in relationship to this deadline? We thought the RFP stated that this was completed and another example of a successful project? What is the status? In addition, it is common to have the vendor perform this sort of detailed work – why did the City elect to perform the work in house and will it be turned over to the vendor for future maintenance and for inclusion in the future releases? Or, will the City be responsible, in perpetuity, for ensuring that the system will continue to work with future releases?

A: The Online Timesheet was fully implemented in 2009. Since this was an in-house project, bidders should inform the City in the proposal of their ability to maintain the Peoplesoft PeopleTools 8.42 software.

102. Page 26, PROPOSERS ARE NOT REQUIRED TO PROVIDE A RESPONSE BUT AS AN OPTION YOU MAY SUBMIT THE FOLLOWING – with YOUR PROPOSAL: On a separate pricing format, provide a fixed standard hourly rate for the desired services described by Costa Mesa Sanitary District in Appendix F. Costa Mesa Sanitary District will make the final consideration to execute an agreement.

We had difficulty finding this. Where can we find this? Is not in Appendix F? Could you please provide a separate (Word) copy of Appendix F?

A. This item in the RFP is an error. Bidders are encouraged to ignore this item and subsequent reference to Appendix F.

