

**Request for Proposal Process**  
**Information Technology Managed Services**  
**Answers to Questions**  
**Updated 1/28/2020**

Below are the answers to questions received by January 15, 2020. Questions are answered to the best of staff's knowledge. Some questions were asked by multiple people and have been consolidated into one question and answer.

1. What products (i.e., SolarWinds, WhatsUp Gold, TeamViewer, Remote Desktop, LanSweeper, etc.) does the City currently use to meet the following requirements?  
RFP - Proactive, Accountable IT Service (Page 4, A-D)

**Answer: Synergy Computing uses Continuum for Remote Monitoring and Management, along with user Remote Access to systems.**

2. What tool is currently being used to manage anti-spam and anti-virus for workstations and city email server?

**Answer: Exchange is cloud hosted and the vendor takes care of spam/virus scanning for email. For workstations it is Security Essentials/Windows Defender.**

3. On page 7 of the RFP under DEADLINE FOR SUBMITTALS it states:

Proposals shall be clearly marked 'CITY HALL SPACE NEEDS ASSESSMENT PROPOSAL.' And, in the delivery address, for the "Attn:" line it states: Attn: City Hall Space Needs Assessment Proposal.

**Answer: To clarify, proposal shall be clearly marked "IT MANAGED SERVICES PROPOSAL." The delivery address should be "Attn: IT Managed Services Proposal."**

4. Can the city clarify if Todd Mitchell or Deborah Lopez is the point of contact?

**Answer: Deborah Lopez is the City Clerk responsible for receiving all responses to the RFP. Todd Mitchell is the primary point of contact for the project.**

5. Is the City of Goleta's email services a Microsoft Office 365 Exchange (cloud-based) service or on-premise exchange server?

**Answer: Hosted Exchange is currently through Rackspace.**

6. We have reviewed your Information Technology Strategic Plan and understand per the RFP that funds have been set aside to accomplish its objectives. Is there a specific budget that has been determined/approved for these initiatives? If so, can this be shared?

**Answer: Funds have been allocated for these initiatives, but no budget has been established yet.**

7. Do the Self-Check-out Machines consist of special hardware, special software and/or hand scanner? Is there a vendor support agreement in place?

**Answer: They are all-in-one devices from Biliotheca. There is an existing maintenance contract on them, as three new ones were put into service January 2020.**

8. Elaborate and define specific support requests for applications. What existing application vendor support/training agreements are already in place? Are there 3rd party application vendor support to address non-technical issues, such as user functionality questions?

- Actua GovDelievery.com
- Blackboard
- Crossroads Software Traffic Collision Database
- Digital Map Products GovClarity
- ArcGIS
- Granicus
- Incode/TylerTechnologies
- etc.

**Answer: The current contractor has typically assisted with helping end users, and if they are unable to do so, will contact the vendor on their behalf to get support.**

9. Will the IT proposer be supporting police department infrastructure and systems?

**Answer: No. The City contracts with County of Santa Barbara for law enforcement and fire services.**

10. Will the IT proposer be expected to support iPads, cell phones, etc? Is the city interested in an MDM solution for city owned cell phones/iPads?

**Answer: There are a number of city-owned iPads in use.**

11. Will the IT proposer be expected to support desk VOIP Phones? Is there an existing support agreement with the VOIP Phone vendor? We see that Polycom phones are used, but what phone system is used?

**Answer: Hosted VOIP system is through Impulse. Current contractor has typically acted as the middle-man and worked with Impulse when issues arise.**

12. Does the city have an existing Printer Vendor for multi-function copiers and desk printers?

**Answer: Yes.**

13. Does the city have a HA (High Availability) unit for the SonicWALL TZ600?

**Answer: No.**

14. Does the city have multiple internet connections?

- If so, what are the locations and are the connections configured to offer redundancy to the WAN? What router is in place at each location?

**Answer: At City Hall, the Firewall is set to failover to the Impulse T-1 line in the event Cox has an issue. We cannot recall Cox having an outage recently that caused a failover to occur. Cox has been pretty stable over the past year or so.**

15. Mentioned in the ITSP is the upgrading of Wireless coverage. Is this meant to be wireless throughout city buildings only or does the scope expand city wide, parks, public use, etc?

**Answer: Throughout City buildings only. Synergy is providing equipment currently for wireless at City Hall, Corp Yard and the Libraries.**

16. Who was the "vendor" that will "replace 1/3 PCs beginning Q3 2019" and was this completed? Are there any remaining Windows 7 or Server 2008 OS's remaining on the network?

**Answer: Yes, there are a number of workstations still remaining on Windows 7.**

17. Will an outsourced vendor, internal city staff, IT Proposer or mix thereof be expected to implement the following?

- Expanding self-service options on City website properties, i.e. online form submission, online payments, etc.
- Online permit tracking system
- Extensive social media outreach and interaction
- Mobile app

**Answer: Contractor would be working with departments to help facilitate.**

18. Does the City have internal IT support staff and/or Management? If so, what roles are fulfilled by the internal team members?

**Answer: The City is in the process of hiring a Management Analyst – IT to assist with implementation of ITSP and to provide project management assistance with the contractor. Management staff is already in place to provide oversight of the project effort.**

19. Is the City open to a provider located outside of the Santa Barbara and Ventura County area? If so, what concerns would the City have about contracting with a vendor outside of the Santa Barbara and Ventura County area?

**Answer: While the City is open to considering a vendor located outside of the region, it is our preference that the vendor be local to the Santa Barbara County area.**

20. What level of service is provided by the current third-party IT provider?

- -Scheduled On-site support?
- -SLA for as needed on-site support?
- -SLA and availability for Helpdesk?
- -Remote Helpdesk Support?
- -Afterhours and on-call Support?

**Answer: Currently scheduled Monday-Friday onsite, 24/7/365 monitoring and response as necessary.**