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. Can companies from Outside USA can apply for this?

   **Answer:** Companies located outside of the United States can submit proposals for the Economic Development Strategic Plan Services; however, the heightened risk to the City’s financial integrity will be taken into account when selecting the final consulting firm. Items considered will be the extra cost of postage or travel, foreign exchange rate confirmation against the contract, IRS foreign account tax compliance, and additional staff time. In addition, the selected company will need to obtain a City of Goleta Business License and meet all local, state, and federal requirements in order to legally work in the City of Goleta.

2. Do the selected consultants need to come to Goleta for meetings?

   **Answer:** Yes. As noted in the RFP, meeting facilitation is a requirement fulfilling the City’s requested work. Also, in the Meeting Attendance section, it notes that a minimum, the following is required:
   - Attendance at a minimum of two (2) meetings and/or workshops with the Goleta City Council.
   - Preparation and facilitation of community visioning workshop(s) with the business community, general community members, Chamber of Commerce, and other stakeholders.

3. Can the selected consultants perform the tasks (related to RFP) outside USA?

   **Answer:** If tasks are able to be performed to the specifications of the RFP can be performed outside of the United States then this would be allowed with the considerations noted in the previous responses.

4. Can proposals be submitted via email?

   **Answer:** No. Proposals must be delivered in person or mailed to the addressed listed in the RFP. All proposals, whether mailed or personally delivered must be received by 3 p.m. on Tuesday, April 7, 2020.
Answer: Funds have been allocated for these initiatives, but no budget has been established yet.

1. 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.

2. 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 GovDelivery.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.

3. 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.

4. 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.

5. 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.

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

   **Answer:** Yes.
7. Does the city have a HA (High Availability) unit for the SonicWALL TZ600?

   Answer: No.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. 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.