

City of Springfield IT Services RFQ – Q&A Addendum
(Responses are in red)
3/2/20

1. The RFQ states that the vendor must agree to a 30 days cancelation clause. Is the City effectively requesting a month to month contract? Is this clause a requirement? If this is not a month to month agreement, what is the preferred term length?

The city generally requests a 30-day cancellation clause due to the nature of taxpayer funds expended for the service. However, the city understands that vendors may have significant up-front cost and need a minimum term agreement to ensure return on investment. This clause is not a requirement and the term may be negotiated by the parties.

2. The RFQ states that on-site support must be available on request. Does the City have a set schedule or a specific number of hours per week for an engineer to be on-site? Is the City asking for a full-time engineer on site 8 hours a day?

The city IT Department has limited staffing, and as a result, the city desires to schedule in advance supplemental onsite support during peak or needed times (such as deployments, vacation, etc.). This clause of the RFQ shall not be interpreted to require onsite support 8 hours a day/5 days per week. Additional onsite support maybe negotiated by the parties.

3. The RFQ states that the vendor is responsible for deploying and configuring new hardware, including servers and workstations. Is the City requesting this service as part of the service agreement price or will this service be billed separately based on time and materials?

As stated in number 2, the city desires to negotiate a pre-scheduled number of onsite support hours for items such as workstation deployment. Server migration or other projects which require additional support, such as engineering, would be negotiated separately.

4. The RFQ states that the vendor must deploy and test backups and provide a disaster recovery plan and procedure documents. Is the City requesting this service to be added to the agreement or will it be part of a separate project? On what schedule would the City like the tests to occur on, annual, bi-annual, or monthly? What level of testing is the City requesting? Would a file level test suffice or is a full server restore and applications test required?

The city currently has backup schemes and a disaster recovery plan. The city desires for the vendor to assist in testing these and advising the city on the its backup and disaster recovery procedures. The frequency and intensity of the items shall be negotiated by the parties.

5. In the RFQ the City requests for an escalation process based on the resolution timeframe. Is the intent to replace a standard SLA based on response time to an SLA based on resolution time, if so, what is the expected resolution time the City is requesting?

The RFQ requires a proposal to include a detailed response time for each type of service issue. The intent of the section in question is to provide the user with an estimated resolution time upon escalation.

6. The RFQ requests that the vendor provide regular security audits. Can the City be more specific on how in-depth of an audit they are requesting? Is the security audit required to include every aspect of the network and data environment and penetration testing, or are standard security reports sufficient?

The city desires for the vendor to assist in the mission of securing the IT infrastructure. Proposals should list the vendor's available options and recommendations for accomplishing this task. Specific services will be negotiated and discussed by the parties.

7. The RFQ requests for the vendor to provide an IT liaison representative. Is the City requesting a dedicated point of contact for escalations and billing questions or is the City requesting IT strategic services, budgeting, and proactive IT planning?

The city desires to have a central point of contact with the vendor for all items related to the contract. This can be in the form of an account manager or representative that is able to field questions and advise on various matters.

8. The RFQ requests for the vendor to provide IDS/IPS services. Implementing IDS/IPS requires software and hardware licensing for all City locations with an internet connection. Is the City requesting to add these services as a line item on the agreement and build it into the support contract, or is the City requesting pricing to implement these services as a project?

The city desires that during the 24/7/365 network monitoring, that the vendor have the ability to notify the city of abrupt changes in the network. Individual services such as penetration testing will be negotiated and discussed by the parties as deemed necessary to comply with policy.