

Questions – RFP for Information Technology Services (BVCSD)

- 1. Does the District currently employ any internal IT staff, and if so, in what capacity?**

The District does not employ any internal IT staff.

- 2. Is the District seeking a fully managed IT services model, or a co-managed model working alongside existing or planned internal IT staff?**

The District is seeking a fully managed IT services model.

- 3. Does the District intend to hire internal IT staff during or after this contract term, and if so, how would that role interact with the awarded vendor's scope?**

There is no plan to employ internal IT staff.

- 4. Does the District currently purchase its Microsoft 365 (or equivalent) licensing directly, or is licensing procured and billed through the current IT services vendor?**

The District currently purchases its software licenses through the IT service provider. However, the District will require the new provider to source licenses using competitive bidding or government contract pricing (CA state contract with CDW-G for example). If the provider does not wish to be responsible for the competitive bidding process, the provider will need to provide specifications to the District to allow the District to competitively bid for the licenses.

- 5. Please provide the total number of currently licensed users and the license tier/SKU for each. Does this align with the ~70 total users cited in the RFP background?**

There are approximately 55 employees, all of whom should have the ability to access emails and file folders. Approximately 12 of these employees share a computer in Public Works, with another 7 sharing the gatehouse computer.

In addition, there are 5 directors who have email addresses. The incoming service provider will need to assess the current users and license needs to adjust for new licenses or reduce the number of licenses needed in upcoming renewals.

- 6. Please provide the exact current count of workstations and laptops in use across the District. Are these devices District-owned, or owned/provided by the current IT services vendor?**

The current service provider will provide this information as part of the transition process. The incoming provider will need to conduct a hardware and software asset review to verify the current needs. The District owns the servers and other hardware and is interested in migrating to virtual servers and cloud hosting for appropriate software use

- 7. Please provide the exact current server count, broken out separately as physical servers and virtual machines. Are these District-owned, or owned/provided by the current IT services vendor?**

The current service provider will provide this information as part of the transition process. The incoming provider will need to conduct a hardware and software asset review to verify the current needs. The District owns the servers and other hardware and is interested in migrating to virtual servers and cloud hosting for appropriate software use.

- 8. Does the District currently maintain an on-premises Active Directory domain controller, and if so, is the District considering migrating identity management to a cloud-based directory service (e.g., Microsoft Entra ID) as part of this engagement?**

The current service provider will provide this information as part of the transition process. The incoming provider will need to conduct a hardware and software asset review to verify the current needs. The District owns the servers and other hardware and is interested in migrating to virtual servers and cloud hosting for appropriate software use.

- 9. Please provide a count and make/model of the District's current routers, firewalls, switches, and wireless access points. Are these District-owned, or owned/provided by the current IT services vendor?**

The current service provider will provide this information as part of the transition process.

- 10. The RFP references existing contracts with OpenGov (ERP) and SCADA Industries (water/wastewater systems). Are these relationships intended to remain fully independent of this IT services contract, or is some level of coordination or integration support expected?**

OpenGov and SCADA Industries are supported by the vendors and will continue to do so. There is still a need for the IT service provider to assist with OpenGov as we are in the implementation stage and transitioning from the current software provider, MOMs, which is hosted on a District server.

- 11. Does the scope of work include support for printers, copiers, and scanners referenced in the Background section, or are those serviced under separate vendor agreements?**

Yes, the scope of work includes support for printers, copiers, and scanners for connection to District computers. Copier and scanner are serviced through lease agreements.

- 12. Does the environment include any District-supported mobile devices beyond standard workstations and laptops, and if so, are they District-owned or BYOD?**

Yes, the District owns cell phones that the IT provider will need to assist with.

- 13. Does the scope of services under this RFP include full IT support for the Police Department, including network infrastructure and Records Management System (RIMS), or is any portion of Police Department IT handled under a separate arrangement outside this contract?**

Yes, the scope includes full support for the Police Department.

- 14. Given the CJIS compliance and background clearance requirements for technicians accessing Police Station systems, will the Police Department support and expedite that clearance process for the awarded vendor's staff?**

Yes, the Police Department will support the clearance process for the identified staff as needed.

- 15. Is the District's current backup and disaster recovery solution District-owned, or provided/licensed through the current IT services vendor?**

This information will be provided by the current IT provider as part of the transition process.

- 16. Is current network documentation (topology diagrams, asset inventory, IP addressing scheme) available to proposing vendors, either now or during a walkthrough prior to submission?**

This information will be provided by the current IT provider as part of the transition process.

- 17. Is a site visit or walkthrough of the four District locations available to proposing vendors before the October 5 deadline?**

The District can arrange individual site visits if requested by proposing vendors.

- 18. Is a formal, documented IT security policy currently in place, and would the awarded vendor be expected to develop one as part of this engagement?**

This information will be provided by the current IT provider as part of the transition process. The new provider could propose changes if deemed appropriate.

- 19. Does the 15-20 page limit include the required Execution of Proposal (Attachment A) and client reference information, or are those excluded as appendices?**

No, the limit does not include the Execute of Proposal and client references.

- 20. Are gate passes required for vendor personnel to access the District Office, Wastewater Treatment Plant, Police Station, or Entrance Gatehouse, both during the proposal process and for ongoing service delivery, and if so, what's the process and lead time?**

Yes, personnel will be required to have gate passes to enter through the gate to get to the District Office and Wastewater Treatment Plant. A gate pass is not necessary to access the Police Station or Entrance Gatehouse. The gate passes are submitted through the Police Department or District Office and can be processed during regular business hours with at least 30-minute notice.

- 21. For the five-year agreement term with firm pricing, does the District have a preferred or required methodology for the inflationary adjustment (e.g., CPI-indexed, fixed annual percentage, or another defined index)?**

The District has historically used CPI with a fixed not-to-exceed amount.

- 22. Will the District consider proposals that separate the recurring managed services fee from hardware and software procurement costs, consistent with the cost-breakdown requirements in Section 4.A.6?**

Yes, the District prefers proposals with separate service fees from hardware and software procurement.

- 23. Is there a preferred incumbent transition timeline (e.g., 30/60/90 days) the District would like addressed in the Implementation, Training, and Maintenance section of the proposal?**

The transition timeline is 30 days, with the current vendor's contract expiration on November 30.

- 24. Section 6.K asks proposers to accept the terms of the draft Professional Services Agreement (Attachment B). Will the District consider redlines or**

negotiated exceptions during contract negotiations with the selected firm, or should proposers treat its terms as final?

The District will consider redlines or negotiated exceptions during contract negotiations.

- 25. Beyond overall cost, is there a specific area of the District's current IT service, such as response time, communication, or proactive planning, that the District is most interested in seeing improved?**

The District is interested in guaranteed response times for services, improved communications, competitive bidding for software and hardware.

- 26. Regarding the required insurance in Section 6.M, would a combined Commercial General Liability and Umbrella/Excess Liability program that meets or exceeds the \$2,000,000 per-occurrence threshold satisfy the requirement, or must the CGL policy alone carry that limit?**

The District will consider alternatives to the insurance during contract negotiations.

- 27. Is the District's budgeted Information Technology Systems Administrator position currently filled? If so, we would appreciate understanding how the District would like a selected firm to coordinate with that role.**

The District will consider redlines or negotiated exceptions during contract negotiations.

- 28. Task 3 – Special Projects: Infrastructure Replacements and Updates Could the District provide additional clarification regarding the types of infrastructure replacements and updates anticipated under Task 3? Additionally, is there an estimated quantity or frequency of these projects expected during the contract term? In addition, is the district expecting special projects to be included in our pricing?**

This information will be provided by the current IT provider as part of the transition process.

- 29. Task 3 – Special Projects: New Technology Could the District clarify what is intended by “New Technology” under Task 3? Please provide examples of the types of technology, systems, or equipment that may be included within this scope.**

The District recently upgraded its Ring phone system. This is an example of a special project or “new technology” under this Task 3.

- 30. Hours of Operation Could the District please clarify the expected hours of operation? Specifically, is the expected coverage period 7:00 AM to 5:30 PM, or 7:00 AM to 5:30 AM?**

The District business hours are 8:00 am to 5:00 pm. While some users arrive earlier, and the gatehouse is a 24/7/365 operation, the expected coverage period is 8:00 am to 5:00 pm, barring emergencies.

- 31. Company Profile – IT Systems Installed and in Use Under the Company Profile section, the RFP requests that vendors “Indicate total number of your company's IT systems installed and currently in use in the public sector as well as private sector.” Could the District clarify what is meant by “IT systems” in this context? For example, is the District requesting the number of individual systems, or client organizations supported by the vendor?**

Please provide the client organizations supported by the vendor.

- 32. The RFP requests that vendors “Describe the new systems or equipment required.” Could the District provide additional information regarding the District’s existing IT infrastructure, systems, and equipment? Without this information, it may be difficult for vendors to accurately determine what new systems or equipment may be appropriate or required. Is the District expecting vendors to recommend new systems and equipment based on an assessment of the District’s current environment?**

The District does not have specific information requested. However, each provider may wish to implement its own security measures (like Duo) to be consistent with its practices and that may differ from the District’s current systems.

- 33. To clarify, under the Budget section, you would like us to provide a description of all costs, including transitional training, and all other required services?**

Yes, please provide all costs associated with services, including start-up and training costs that you anticipate.