

Information Technology Support Services RFQ Requests for Clarification
November 27, 2017

1. What carrier provides the Fiber?
 - a. Consolidated Communications Incorporated (CCI).
2. Are workstations networked into copiers and printers?
 - a. Yes.
3. How old is the server?
 - a. The server was installed in July of 2016.
4. What are the server specifications?
 - Dell Poweredge T430 Server
 - Intel Xeon Processor E5-2640 2.6 GHz
 - 16 GB Memory
 - 4 – 300 GB Raid5 Hot Swappable Drives
 - Integrated Graphics
 - Perc H730 Hardware Raid Controller
 - DVD ROM Drive
 - Broadcom Dual Gigabit Lan
 - Seagate SAS 300GB 15K 3.5”
 - Configure as Raid5 with Hot Spare, 600GB Usable
5. What is the additional drive on top of server for backup?
 - a. It is a backup of Photo Drive.
6. Where are the CCI Switches?
 - a. In the District Office Hallway, Recreation Office Hallway and Corporation Yard Closet.

7. Are the CCI Phones Hosted?
 - a. Yes, the District Office, Recreation office and Corporation yard are on CCI hosted phones. Daycare sites are separate and one daycare is At&T provided by the school
8. What is the Pool internet usage for?
 - a. Need internet for Point Of Sale and Swim Lesson Registration.
9. What is the current Firewall information?
 - a. The firewall is provided by CCI.
10. What are the Current Services?
 - a. Current services are 20 hours per month block of time.
11. How many people have Go to My PC?
 - a. 3 People have Go To My PC.
12. What software is used that is web based?
 - a. Activenet and EZcare programs.
13. Do we have a hosted exchange through CCI?
 - a. Yes.
14. Do you want an hourly rate?
 - a. Please refer back to the RFQ. Fee for service should be outlined in proposal.
15. Who wired room #1 for CAT 5?
 - a. The room was wired by staff.
16. Is there a desire to have room #4 wired?
 - a. Room #4 would like to have internet as well for meetings with the possibility for wireless access.
17. Windows Server Version?
 - a. Windows Server 2012

18. Who is responsible for purchasing hardware and software?
- District would purchase on recommendation of IT consultant.
19. How many computers and servers?
- Currently 38 - 10 Admin, 8 Recreation, 8 Parks, 8 Daycare, 4 Laptops, 1 Server
20. How many end users?
- Approximately 38.
21. What roles each sever is doing?
- The district only has one server and it is a file server
22. Would also be in need of administration for the phone system?
- No.
23. What Operating Systems are in use on these workstations? Are there any unsupported OS (e.g. Windows XP, etc.)?
- A majority of workstations are on Windows 10. With the rest on Windows 7.
24. The RFQ mentions that there are other satellite locations where some of the PCs are located. Please provide a breakdown of each location, its address, and how many PCs are located at each location.
- District Office: 7801 Auburn Blvd Citrus Heights: 10 Admin Desktops, 8 Recreation Desktops, 2 Laptops (one seasonal), 1 server.
 - Corporation Yard: 7401 Antelope Road, Citrus Heights: 8 Parks Desktops.
 - Antelope Meadows: 8343 Palmerson Dr, Antelope: 2 Desktops.
 - Creekview Ranch: 8779 Cook Riolo Rd, Roseville: 2 Desktops.
 - Oakhill: 3909 North Loop Blvd, Antelope: 2 Desktops.
 - Olive Grove: 7926 Firestone Way, Antelope: 2 Desktops.
 - Antelope Aquatic Complex: 7990 Palmerson Dr, Antelope: 2 Laptops (seasonal).

25. Please provide the current Internet UP/DOWN speeds at each location.
- District office is wired for 200 up/ 200 down but switch is currently set to 100 up/down. The Corporation yard is 25 up/5 down. Please see attached document on page 10 for more information.
26. What is the approved/estimated budget for the upcoming contract?
- The budget has not been approved at this point. Our current budget is \$24,000 a year.
27. How are Backups currently handled?
- Currently we do file level backups through SOS Online Backup.
28. Onsite: On-site appliance (backup server, NAS, etc)?
- No
29. RD1000 or LTO tape drive?
- No
30. Are these Image-level or File-level backups?
- No
31. Offsite: Image-level or File-Level backups?
- File-Level only
32. Physical or Cloud backups?
- Cloud Based
33. What is the monthly cost of the offsite backups?
- \$2148.00 for approximately 3 years.
34. Is this amount included in the existing contract, or is it a separate cost?
- It is not in the contract, so it is separate.

35. Will this need to be included in the upcoming contract, or will the existing offsite backup contract remain in place separately?
- Would like receive options in proposals.
36. If it needs to be included in the upcoming contract, what is the total native data amount being backed up?
- Unknown
37. I had mentioned while onsite but wanted to also formerly request a copy of your services received by CCI.
- Please see attached document on page 10.
38. It seems you must be receiving router and VPN management from CCI since we were unable to find a router other than the consumer router onsite.
- Currently have an internal VPN.
39. Do you have a current replacement plan or budget plan to replace existing computers and server?
- Yes, inventory will need to be completed each year with budget for recommended replacement.
40. Are you supplying mobile phones to your employees or do you reimburse?
- Both.
41. If you do supply phones how many people receiving a phone and what type is the standard (Android or iPhone)?
- 28 Total supplied: 10 iPhones, 1 Blackberry, 17 Motorola flip phones.
42. Is anyone currently working from home in any capacity that involves IT?
- No.

43. Have you ever had to do a major restore with your existing backup provider... sos backup?
- a. Not on the server. Individual workstations have needed to be restored.
44. Was there ever an incidence of cryptolocker or ransomware or some other major network/server/workstation infection?
- a. Not to our knowledge.
45. Are there organization events that would be held after hours or on weekends which would require after hours support?
- a. No.
46. You had mentioned that you have a 20 hour a month package with the current vendor does that roll over?
- a. Unused hours roll over. At the end of the year if used hours exceed contract the district is billed.
47. It sounds like you have not seen a bill outside of this monthly... on average how many times a month would you say you call your existing provider?
- a. Under 10 times.
48. Do you currently have a written information security plan or a disaster recovery plan (as it relates to IT)?
- a. No.
49. Do you currently have employee policies around IT safety and do you engage in training of your employees?
- a. Yes we have a policy. No we do not engage in training.
50. Do you do anything to test your employees on the above training? (Phising, quizzes etc.)
- a. No, we not test employees.

51. Are network and infrastructure upgrade projects to be included in the basic contract or are they a separate change order submittal to the contract?
- a. Separate.
52. In addition to the equipment listed will be also maintaining the server that is on premise?
Please note that the server was not listed in the count of computers.
- a. Yes. We neglected to put it into the count, but it is listed on page 3 of the RFQ.
53. In regards to the Hosted Exchange Service, will maintenance and changes to that service be part of the contract. Specifically adding and deleting users as required.
- a. No.
54. In Section 3. Scope of Work it states proposals will be accepted only from vendors who have trained service personnel employed by vendor. Would you please elaborate on that.
- a. The District is looking for the submitting agency to provide resumes and background on those working on the Districts systems.
55. How many virtual servers do you have?
- a. None
56. Do you have a SAN Appliance?
- a. Unknown
57. Do all of the remote offices connect to the main location through VPN? MPLS?
- a. Only the Corporation Yard is using a VPN at this point. The District would like the Day Care sites to be connected as well.
58. Is your phone system a hosted phone system or do you guys own the equipment?
- a. Hosted Voice Over IP.

59. In the RFQ, it states that the RFQ Document will be distributed on November 1, 2017.

Why did I receive the RFQ Document on November 8, 2017 by email?

- a. District staff posted the RFQ online on November 1st. Known or vendors who had requested the RFQ were all informed on November 8th as a group.

60. Is there a requirement to provide details as to services provided?

- a. Yes.

61. It appears like the new Hosted Exchange Email service is to become the responsibility of the selected IT vendor?

- a. No, the Hosted Exchange Email Service will remain the responsibility of District Staff.

62. On Page 2, Paragraph B of the RFQ, there is a statement ... "...and implementation of HELP Desk procedures under policy constraints of the successful vendor." What does that statement mean?

- a. The District expects the successful vendor to outline its Help Desk procedures. Typically this includes but is not limited to, assigning priority, create tickets, documentation, problem solving, customer communication and problem escalation. HELP Desk procedures should include explanation of how priority system works. District-initiated service tickets should receive a response within one hour and a resolution within the following parameters:

- High Priority – within two (2) hours
- Medium Priority – within forty-eight (48) hours
- Low Priority – within one (1) week

63. Immediately following the above statement there is a statement that all "Priority" systems should have HELP Desk explanations of how priority system works. What are the District's "Priority" systems?

- a. Priority labels may include system down, critical situation, non-critical, investigation required, regular scheduled service.
64. There is no language in the RFQ that spells out what happens when the selected vendor has to work past 5:00 pm and/or on a weekend or a Holiday. Is there some type of extra compensation for such emergency situations?
- a. Potential vendors should include their preferences in the proposal.
65. Page 2, Paragraph C. (Third paragraph down) It states: "Scheduling of preventive maintenance of equipment in the areas of coverage is properly and promptly performed;..." What does this mean?
- a. Submitting proposals should address how they would accomplish this.
66. Page 3, Paragraph D. (Third paragraph down) There is a reference to the need for a conduit with a fiber connection. I believe this is in reference to the Rusch pool shack's internet connection. Currently the District is using an antenna that could be improved using a more permanent internet interface. Why are you specifying fiber when a simple Cat 6 connection would be more than adequate and much less expensive?
- a. Applicants are welcome to submit possible solutions in their proposals.
67. Page 3, Paragraph E. (Second paragraph down) That paragraph is stating that it is a "possible future configuration" and then the last part of the paragraph indicates it is "required". Which is it?
- a. Required.
68. Page 3, This paragraph would seem to indicate that the selected vendor would be involved with engineering, planning, and providing recommendation for future purchasing and technology needs.
- a. Yes.



**ATTACHMENT 1
INITIAL SERVICE ORDER**

[Areas in grey and signatures to be completed.]

I. **SERVICES REQUESTED:** The Service(s) requested by Customer to be provided by CCI under the Agreement are as follows:

Customer Name:	Sunrise Recreation & Park District
Location(s) Where Services Are To Be Provided:	7801 Auburn Citrus Heights, CA 95610

Term: 36 Months

Service NOTE: Some services are provided only under Tariffs or fixed price schedules. If such a service is being provided under this Agreement, the tariff or price schedule must be entered on this form.		Quantity Ordered	Unit Price or Base monthly Recurring Charge per Unit (Base Monthly Rate)	Total of Monthly Recurring Charges ("MRC(s)") by Service
Small Business Local Plan	Fax lines	2	\$19.99	\$39.98
Access Line - Measured 3 year	Alarm and Fire	4	\$12.00	\$48.00
California Unlimited Plan (All out-of-state call 8.8 cents) 3 year		14	\$29.99	\$419.86
Long Distance BUS 5,000 - MOU Included 5,000 - Overage \$0.039		1	\$125.00	\$125.00
Hosted Voice - Ala Carte Features - Call Center Supervisor		2	\$20.00	\$40.00
Hosted Voice - Ala Carte Features - Call Center Agent		1	\$10.00	\$10.00
Polycom VVX 500 - Lease		15	\$12.00	\$180.00
Hosted Voice - Ala Carte Features - Call Center Standard		6	\$10.00	\$60.00
Hosted Voice - Ala Carte Features - Receptionist Small Business - 30 Users Monitor		4	\$10.00	\$40.00
Managed Services Adtran Switch 1234 PoE 24 port 3 year		1	\$50.00	\$50.00
Hosted Voice - Primary Seat 3 Year		18	\$39.95	\$719.10
Polycom VVX 600 - Lease		3	\$16.00	\$48.00
Fiber Internet 15 Mbps/3 Mbps Internet Access - 3 year	Public Wifi circuit	1	\$0.00	\$0.00
Fiber Internet 200Mbps/200 Mbps Internet Access		1	\$1,902.40	\$1,902.40
Fiber Internet 25 Mbps/5 Mbps Internet Access 3 year		1	\$149.99	\$149.99
DSL Up to 16Mbps/3Mbps (bonded) - 3 year	DSL for 8343 Palmerson; 7990 Palmerson; 7926 Firestone.	3	\$49.95	\$149.85
Hosted Outlook Web Access Services		45	\$3.95	\$177.75
Promotion 2 months free one-time credit \$8,319.86				
Total MRC/MO:				\$4,159.93

One Time Charges (if applicable) Equipment may be listed here or on an extra page Non-Recurring Charge(s), Installation Charge(s), Expedite Charge(s)	Quantity	One Time Charge	Total One Time Charge (by Service)
			Total NRC:
			0

Notes:

New 03/01/14