

**CITY OF SANDPOINT**  
**Request for Proposal**  
**RFP No. 20-1920-1**  
**INFORMATION TECHNOLOGY CONTRACT SUPPORT**  
**SERVICES**

**QUESTIONS & ANSWERS**

DATE: August 10, 2020

PROPOSALS DUE: **Thursday, August 27, 2020, no later than 2:00:00 PM PST**

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1. **QUESTION:** Can I please have copies of the audit logs for the current contract term including the audit log for service requests? I would like to review format and expectations; asses system stability; separation of concerns; recent maintenance, updates and upgrades; and volume of service requests by priority.

**ANSWER:** To receive any available documents or records, you may file a Public Records Request at <https://lf.sandpointidaho.gov/Forms/PublicRecordsRequest>.

2. **QUESTION:** Is the City happy with the current provider? If so, why the RFP? If not, what are the primary pain points with the current contractor?

**ANSWER:** This RFP has been released in accordance with the recently adopted City of Sandpoint Procurement Policy and Idaho Statute §67-2806A for Public Procurement.

3. **QUESTION:** I assume that all procurement and subscription costs will be borne directly by the City. Please confirm.

**ANSWER:** Yes

- END OF QUESTIONS & ANSWERS -