

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

QUESTIONS & ANSWERS NO. 4

DATE: August 18, 2020

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

1. **QUESTION:**

We are hoping that the City could provide some guidance on how the new IT Systems Analyst position at the City would change/alter the RFP. Our team had been working on a response for a Fully Managed (i.e. no in-house IT staff) solution, but in light of the current job posting it appears that a Co-Managed proposal may be more fitting (as we do for organizations with in-house IT staff). If the new position will be handling tickets and providing support to City Employees, calculations and cost estimates may be very different than if the city had no in-house IT support. Details on responsibilities and expected levels of IT support this new position may provide would be appreciated.

ANSWER:

The City recommends you review the job description. The new position will not be doing support tickets. The position will be strategic management of IT, overseeing contracts, developing CIP's and purchases, and ensuring business needs are met.

For convenience, here is the link to the job description:

<https://www.governmentjobs.com/careers/sandpoint/jobs/2834274/it-business-systems-analyst?pagetype=jobOpportunitiesJobs>

- END OF QUESTIONS & ANSWERS -