

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

QUESTIONS & ANSWERS NO. 5

DATE: August 21, 2020

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

1. **QUESTION:**

The city maintains its own website. Is this a responsibility of the IT services provider and helpdesk?

ANSWER:

No

2. **QUESTION:**

Are there any other IT consultation, Internal staff or outside contractors that drive the projects?

ANSWER:

The City has contracted with ClientFirst Technology Consulting for assistance with this procurement and a conversion to Microsoft Office 365 (for email). Projects are driven by the City's Leadership Team to include the IT Business Systems Analyst currently posted for hire.

3. **QUESTION:**

How are IT projects proposed and budgeted?

ANSWER:

The City recently completed a five-year technology plan which will be the basis for upcoming projects and budgets. The awarded Contractor will have input into recommended projects and budgeting as a part of the annual budget process.

4. **QUESTION:**

Are we part of the scoping and budgeting conversation, or just responsible for execution?

ANSWER:

The City is looking for a technology partner to suggest projects to enhance resident services and/or improve staff productivity and then execute those projects in conjunction with the IT Business Systems Analyst and other staff.

5. QUESTION:
Are there any applications currently in use by the City of Sandpoint that do not currently have support contracts with the software provider?

ANSWER:
Not to the City's knowledge.

6. QUESTION:
With the phone adds, moves and changes who is responsible for hardware replacement and programming?

ANSWER:
The awarded Contractor will be responsible for phone placement and basic programming (name changes, etc.). More complex programming will be the responsibility of the telephone system vendor.

7. QUESTION:
Is there a current ticketing system that the city uses that we are expected to operate, or can we use our existing systems?

ANSWER:
The City would expect each Respondent to propose their own ticketing system and reporting.

8. QUESTION:
Does the city have a current product for software distribution, or can we use our existing systems?

ANSWER:
The City would expect each Respondent to propose and use the systems they are most comfortable with (within budgetary constraints).

9. QUESTION:
Does the city have a current product for imaging, or can we use our existing systems?

ANSWER:
The City would expect each Respondent to propose and use the systems they are most comfortable with (within budgetary constraints).

10. QUESTION:
Does the city have a current product for system monitoring and alerting, or can we use our existing systems?

ANSWER:
The City would expect each Respondent to propose and use the systems they are most comfortable with (within budgetary constraints).

11. QUESTION:

Does the city have a current inventory control/ asset management system, or can we use our existing systems?

ANSWER:

The City has an inventory control/asset management system, which is a component of the City's Financial/Enterprise Software System that will be implemented Citywide. The City is willing to discuss this further with the awarded Contractor.

12. QUESTION:

When flexing on-site hours for evening meeting coverage, is the expectation that IT helpdesk also flexes?

ANSWER:

The City would prefer the IT Help Desk hours not flex with meeting coverage hours but is open to alternatives.

13. QUESTION:

Does the 40-hour onsite tech work on projects and proactive tasks, or is this tech exclusively for helpdesk?

ANSWER:

The City would expect somewhat less than 40 hours of Help Desk on average and would expect the awarded Contractor to utilize any available time for projects and other proactive activities.

14. QUESTION:

Is there a current maintenance window, and what is that window?

ANSWER:

This information is not available.

15. QUESTION:

Is installing, testing, and terminating ethernet cables in the scope of this engagement?

ANSWER:

The City intends to transition to a cabling contractor for installing, testing, and terminating cables.

16. QUESTION:

Beyond OneDrive and Office365, what other cloud migrations are planned?

ANSWER:

Over the next five years, the vast majority of local government software products will only be supported through a cloud-based model. Exact timing of each application migration will be determined by budget and the maturity of the cloud-based offering.

17. QUESTION:

How many after-hours calls does the City have on a monthly/weekly basis?

ANSWER:

Less than one per week on average

- END OF QUESTIONS & ANSWERS -