



REQUEST FOR PROPOSAL No: 2019-0023

City of Globe
IT Modernization Project

Addendum #2
Dated: 6/10/2019

Corrections/Clarifications

Do not include a server rack in your proposal. The City has purchased a 42U rack.

On page 7, item 4, please submit one (1) original, and two (2) copies of the submission.

On page 12, items 1-3 are for all cost, server & network equipment

On page 12, items 5-7 quantity changes.

- Item 5 – 68
- Item 6 – 40
- Item 7 – 108

Site Addresses & Internet Speeds

Site Name	Address	Primary Internet Provider/Speeds	Secondary Internet Provider/Speeds
Police Dept	175 N Pine St, Globe, AZ 85501	CableOne 50 down / 5 up	TMCI 10 down / 10 up
City Hall	150 N Pine St, Globe, AZ 85501	CableOne 50 down / 5 up	TMCI 10 down / 10 up
Police Substation	5882 N Hospital Dr, Globe, AZ 85501	CableOne 50 down / 5 up	None
Public Works	150 Hagen Rd, Globe, AZ 85501	CableOne 50 down / 5 up	TMCI 10 down / 10 up
City Museum	1324 Jesse Hayes Rd, Globe, AZ 85501	CableOne 50 down / 5 up	TMCI 10 down / 10 up
Property Building	1300 N Broad St, Globe, AZ 85501	CableOne 50 down / 5 up	None
Wastewater Treatment	2005 N Pinal Creek Rd, Globe, AZ 85501	TMCI 10 down / 10 up	None

Questions & Answers

#1

QUESTION: Should network appliances have a UPS?

ANSWER: Yes – right sized.

#2

QUESTION: What is the minimum storage size for the server?

ANSWER: 6TB

#3

QUESTION: Will we manage anti-virus, if so, what are you using?

ANSWER: Yes, contractor will be managing anti-virus. We have purchased a site license for Webroot, and contract will take over the management for our license.

#4

QUESTION: What version of Microsoft SQL license should we provide?

ANSWER: 2017, with 2016 installed.

#5

QUESTION: Are you open to a VMWare solution?

ANSWER: Yes, but City believes Hyper-V is sufficient.

#6

QUESTION: Changes to Service Level Requirements

ANSWER: 99% with regularly scheduled maintenance window that does not count against uptime.

#7

QUESTION: What hardware, software, and kind of materials will be purchased by the City of Globe and what hardware, software, and kind of materials are to be procured by the Contractor?

ANSWER: Intention is that Contractor will provide all hardware, software and materials.

#8

QUESTION: Are there any standards, or guidelines required for this project for the marking of infrastructure equipment and cabling?

ANSWER: There is not an existing standard for marking / labelling of equipment or wiring. Industry best practice for any cabling is to be used. Naming convention and inventory will be devised by IT staff.

#9

QUESTION: Is a Low Voltage Commercial Contractor's License required for any of the IT infrastructure work to be accomplished?

ANSWER: No

#10

QUESTION: On page 9 opening paragraph of the Submission Requirements of the Request for Proposals No: GS-2019-0023 it states "To be considered responsive, proposals meeting the minimum mandatory requirements above must contain the following." What specifically is meant by the minimum mandatory requirements above? (Is it just the information on Pages 1-8?)

ANSWER: Correct, it is just the information on Pages 1 through 8.

#11

QUESTION: Considering the Submission Requirements on Page 9 & 10 of the RFP; does only paragraph 1 pertain to both the contractor and all subcontractors with the contractor responsible for all 14 paragraphs in that section?

ANSWER: Paragraphs 1 through 14 apply to both Contractor and Subcontractors

#12

QUESTION: Is it a mandatory requirement that the contractor completed an implementation of a similar system design for a public sector organization or is acceptable to submit similar implementations in private and public sector contractor system experience?

ANSWER: Not Mandatory

#13

QUESTION: Is it acceptable to submit similar private sector, public sector contractor system implementation with other related public sector IT project completion?

ANSWER: Yes

#14

QUESTION: Does the City of Globe IT Modernization project include Hardware and or Software License procurement by the Contractor?

ANSWER: Yes, hardware and software licenses are to be included in the project and procured by the Contractor on the City's behalf.

#15

QUESTION: Is the Caselle Financial software licensed as a network version or single site version currently?

ANSWER: Network – Server/Client

#16

QUESTION: Is the current Caselle Financial data part of the disaster recovery plan currently?

ANSWER: At current, the City does not have a formal disaster recovery plan. Caselle financial data is backed up via full server backup using Acronis cloud.

#17

QUESTION: Will the current Caselle Financial data be migrated to the new server?

ANSWER: Caselle will assist with the migration of data / software to the new server. Disaster recovery plan will have to be devised alongside the implementation of the backup system

#18

QUESTION: In the Scope Detail on page 5 of the RFP there is a list of "Managed Services." Currently are there any such services being managed by a contracted service providers or vendors?

ANSWER: Some individual services are currently managed by different third parties - firewalls, cloud backups, Office 365. Our intention is to end / let expire all existing contracts and consolidate them under the new single Contractor.

#19

QUESTION: In the Scope Detail on page 5 of the RFP there is an explanation of Service Level Requirement. The response and resolution times for the category "Outage incident" are very clear; however, clarification is needed concerning the categories of Non-outage incident. Are the times shown just for response and no finite time for resolution in those categories?

ANSWER: Non-outage times listed are for response, no finite time for resolution.

#20

QUESTION: What hardware already exists to support the City of Globe modernization project?

ANSWER: Essentially all existing network and server hardware is slated to be replaced by this project. Current servers and network will remain in place until go-live.

#21

QUESTION: What business licenses or permits does the contractor need to provide services to fulfil the City of Globe Modernization project?

ANSWER: City of Globe Business License

#22

QUESTION: What training is the contractor expected to provide to fulfil the City of Globe Modernization project?

ANSWER: Training will only need to be provided to the IT Manager with regards to the new hardware and backup system as regards to daily tasks.

#23

QUESTION: How does the disaster recovery plan that is in place address the City of Globe Modernization project changes?

ANSWER: There is no formal Disaster Recovery Plan currently in place.

#24

QUESTION: As part of the City of Globe Modernization project; will the servers be joined to an existing domain or will a new domain be created, and the servers joined to the new one?

ANSWER: Once the new virtual servers are in place, existing servers will be decommissioned. A trust relationship between the two domains (Police and City Hall) will need to be established.

#25

QUESTION: In the Scope Detail on page 5 of the RFP for Managed Services; will the managed services be for all equipment connected to the network or just those new pieces added as part of the Modernization project? If Managed Services is to be for all equipment on the network – how many endpoint nodes are anticipated to be connected to the network?

ANSWER: Managed services will cover all new equipment. With very few unforeseen exceptions, all network and server hardware will be replaced by this project. There are approximately 90-100 nodes on the network.

#26

QUESTION: In the Contract No. GS-1019-0023 IT Modernization Project City of Globe Goods and Services Agreement, paragraph 4.16 states "The City shall have no obligation to pay any amounts for taxes, of any type, incurred by the Contractor." So, if the contractor buys hardware, software, or materials and pays taxes on those items – none of those taxes can be charged to the City of Globe, right?

a. If that is so, will the contractor have to possess a tax privilege license to be able to buy wholesale and charge and collect taxes from the City of Globe for such sales to the city?

ANSWER: In the Notice of Invitation for Request for Proposal, the second paragraph states that the proposal submitted shall include all applicable taxes. The Contractor shall include a separate line for all sales tax, in his proposal amount, which will become Attachment "A" to the Contract.

The Goods and Services contract used for this project is a standard City of Globe contract. Section 4.16 is included in the contract to cover any taxes omitted on the accepted proposal. The City will strike out Section 4.16 of this Contract for this procurement.

#27

QUESTION: What is the current make and model on the firewalls?

ANSWER: We're currently using SonicWALL TZ-400 at City Hall and TZ-300 at Police.

#28

QUESTION: Are the PDU's in the rack? And if so, can we get the plug type?

ANSWER: PDUs currently in place are standard 110-volt plugs.

RFP Due Date & Time remain the same: 6/18/2019 at 2pm AZ Local Time

*** THIS CONCLUDES ADDENDUM NO. 2 ***