



## Questions and Answers – City of Canby RFP for Information Technology Services

### March 19, 2024 Update

1. Can you provide a detailed inventory of the current hardware and software infrastructure in use across all City of Canby locations? We have approximately 7 servers running windows with Fortinet firewalls with up to 23 vms. We have multiple desktops, laptops, and tablets throughout the city, and we use office 365 for productivity. There are several software packages used by the various departments for differing purposes. For example, the finance department uses Caselle software. The successful RFP respondent will be able to learn and adapt to any software the city has.

We do not have an exact inventory and will need whoever is successful to do a proper inventory plus an assessment of the city's current infrastructure with recommendations for upgrades, and a proper management path for the future.

2. What is the current network architecture, and can you describe the specifications of the network equipment, including routers, switches, and firewalls?

We have multiple Power edge Switches (R330, T430, R550). None of our switches are smart switches. We use Fortinet Firewalls.

3. How is the current IT support structure managed, and what challenges or limitations are you facing with the existing outside vendor service? The city was most recently in house, however several of our IT staff left for other opportunities leaving us shorthanded. We turned to Robert Half to fill in the gap and prior to this the city was managed by a contractor. We have one existing contract that supports only the Police Department (PD) on a part-time basis.

We currently do not have any full-time employees and our other contract is temporary to support one Robert Half employee, one PD contract, and maintain our servers. We will continue with this model until such a time as we can secure a service to manage our IT. We have one temporary IT employee who is onsite 40 hours a week.

4. How many Full-Time Equivalents (FTEs) do you anticipate will be required to effectively support the City of Canby's IT needs, considering the distributed nature of its offices?

We expect proposers to make this determination for themselves. In the past we have had two to three.

5. Can you elaborate on the process for handling IT support requests, including the ticketing system, response times, and escalation procedures?

Requests are made through an email ticketing system. Response times are generally within 30 minutes to one day depending on severity, but generally a simple response is within 30 minutes or less. There are no escalation procedures currently as we have only had internal services or local contracts. They usually handle all issues themselves without needing to escalate to another party.

6. Is there a need for on-call support, and if so, what are the expected response times?

Yes 24/7 365 for the PD. While the PD is the only entity open 24 hours currently there are varying hours for each department, such as the city library being open 6 days a week. The Transit department is open 6 days a week and is staffed from 430am to 11pm. the Public Works department may get a call out anytime, but generally employees work 7-5 etc. The respondent should be able to cover all potential work hours, however most normal IT work can happen during a normal business day.

7. What is the average monthly ticket volume for IT support, and do you have insights into the expected call volume during regular business hours and after-hours?

It can be low such as 30, or high in the 120s. Call volume after hours is low. During business hours it can vary, though most tickets are done via email.

8. What is the approximate allotted budget of the contract?

There is no allotted budget. The RFP will help determine a baseline. Past budgets are posted on the city website for reference.

9. Is this a new contract? If not, who are the incumbent(s) on the current contract? Also, share the spent on the current contract? This is a new contract. The prior contract was pre-pandemic and not representative of current rates. In between this time, IT was in-house.

I want to be very clear that this is not a 100% remote contract. We expect there to be onsite support on a regular basis. That doesn't mean that someone is here 40 hours a week, but it does mean that much of the desktop work, and some of the troubleshooting will require a person to physically present and there needs to be Techs within a reasonable distance in case of emergencies or urgent matters.

10. We wanted to know if we would be able to submit a proposal through email for the RFP Information Technology Support Services

Maybe. Our firewall may block your submission, or if your submission is too large it may not come through. I will accept emailed submissions but will not be verifying things make it through the firewall, that will be your responsibility.

### **March 15, 2024 Question**

1. In section 3.2 sub a, it asks to "identify employees and areas of involvement" are you looking for names or the number of employees and their abilities?

Yes, names and qualifications / abilities. The goal is to make sure you employ people that can do the job vs hoping you can quickly try to hire people, or claim you have people with the skill set, but really don't.