

ADDENDUM NO. 1
CITY OF MQUON
REQUEST FOR PROPOSALS TO CONDUCT AN
INFORMATION TECHNOLOGY STRATEGIC PLAN

April 1, 2021

TO ALL PROPOSERS:

Attention of all Proposers is called to the following revisions and general clarifications and interpretations to the Proposal Documents for the completion of a Information Technology Strategic Plan for the City of Mequon, Wisconsin.

The information given in this Addendum shall be taken into account by each prospective Proposer in the preparation of its Proposal.

Receipt of this Addendum shall be acknowledged on Attachment B: Proposal Submission Form that is included with the Request for Proposals that was issued by the City. Additionally, it is requested that a copy of this Addendum be included in the Proposer's Proposal.

GENERAL CLARIFICATIONS & INTERPRETATIONS

General

Q: Is there potential growth for the City?

A: The City of Mequon is growing community that encompasses about 48 square miles. The City is situated north of Milwaukee. The City anticipates the community will continue to grow and in turn require the City to evolve as well. The City has about 120 full-time equivalent positions. Staffing levels are currently predicted to stay relatively stable in the near-term.

Q: Has the City of Mequon completed a IT strategic plan in the past?

A: The City had a strategic plan that expired in 2016, which was a listing of priority projects identified in 2011. A copy of the 2016 strategic plan will be provided to the selected consultant.

Q: Can the City provide organizational-wide IT spend data?

A: The City will be able to provide data on the total IT expenditures across all departments, including capital accounts, to the selected consultant.

Q: Do you include all major strategic projects in your annual program portfolio planning and are these reflected on your strategic plan?

A: The City's 2016 strategic plan does not list all major IT projects completed over the years. A listing can be made available to the selected consultant. There are currently no new significant IT initiatives in motion for this year. When a project is in motion, it is funded through the City's annual budget process.

Q: Are vendors who participate in the strategic planning process barred from providing services in the future?

A: By participating in the RFP process, no proposer is precluded from then bidding on any resulting work or contracted services that may be executed in the future as a result of the Information Technology Strategic Plan.

Q: An analysis of infrastructure is a common area of focus in strategic planning projects, but on page 4, Item 4 of the RFP, there is reference to a detailed migration plan. Is the City seeking a separate infrastructure design and implementation plan as a part of this project; or are assessment and development of recommended improvements an acceptable approach as a part of the IT Strategic planning effort?

A: The City is seeking an assessment and development of recommended improvements of its infrastructure. The recommendations should identify the priority of improvements, costing, and direction on implementation.

Q: Does the City have a minimum number of required client references for Section G in proposals (maximum is identified as 10)?

A: The City does not have a minimum number of required client contacts. The number of contacts submitted should be sufficient to adequately provide a depiction of client experience for the City when conducting reference checks.

Q: Could the City provide more details about the anticipated available budget, as noted in Section II, Item 2 of the RFP, so overall budgeting and a framework for development of the IT Strategic plan can be better understood?

A: The City of Mequon will evaluate proposals to determine which organization provides the necessary services at a cost-effective level to complete the assessment.

Q: As proposed fees should be broken down to differentiate between strategic and tactical planning separate from infrastructure evaluation, should Task Area 1, 2, 3, and 5 (page 5, Item D) be considered part of strategic and tactical planning?

A: It would be helpful for proposers to breakout fees by the specified areas as best as possible. The City will look at the total cost of the project equality when evaluating fees and services rendered.

Q: Please advise on the cap that the City allows for administrative fees or indirect costs?

A: The City of Mequon does not have a cap on fees or other costs set for this RFP. All proposals will be evaluated to determine the best proposal in both terms of costs and services.

Q: Considering COVID-19, what percentage of our budget should be allocated for travel (for in-person meetings, etc)?

A: The City anticipates the selected consultant will need to be onsite to review its information technology infrastructure and assets. It is up to the consultant to determine the adequate amount of on-site sessions needed in order to fulfill the requirements of the project.

Staffing

Q: Do City departments contract for technical assistance beyond what is provided by the 2 (FTE) staff in the IT Department? If so, can support contracts be provided?

A: No other departments have dedicated technical assistance contracts. The City's IT Division is staffed by a part-time contracted IT Coordinator, part-time IT Intern/Assistant, and full-time Public Safety IT Specialist. The City also contracts with a managed services provider to assist with special project support and for some help desk support. The City does have some other more minor contracts with vendors to support specific IT Division functions. Contracts can be provided to the selected consultant.

Q: Does the Public Safety IT Specialist support other City departments as well?

A: The Public Safety IT Specialist's primary role is to support both the Police and Fire Departments. When requested, the Public Safety IT Specialist does assist other departments with some support tasks and projects.

Q: Are there other staff within the City's departments that provide technical support and assistance?

A: There are no other dedicated technical support or assistance personnel in other departments. By the nature of the City's current system, most departments have staff who spend time on technical support tasks on top of their assigned duties.

Infrastructure

Q: Are there more facilities that contain network infrastructure other than the primary facilities listed in the RFP?

A: The only facility other than the City's four primary facilities listed in the RFP that holds network infrastructure is the off-site backup location with ISCorp, a local certified disaster recovery/backup company.

Q: How many network closets and/or server rooms per building?

A: City Hall has two server rooms, Public Works Building has one server room, Public Safety Building has one server room, and First Station Two has one server room.

Q: Is the fiber connectivity owned or managed by a provider?

A: The City owns the fiber network between its four primary facilities. The fiber connectivity between the City and ISCorp is privately managed.

Q: Who is your ISP?

A: The City's ISP provider is ISCorp, a local service provider.

Q: Where is the internet handoff located (building)?

A: The exact location of the City's demark will be shared with the selected consultant.

Q: How many firewalls do you have?

A: The exact number of firewalls will be shared with the selected consultant.

Q: What Security and Compliance standards are implemented across the environment (CJIS, PCI)?

A: CJIS is one compliance standard. Any others will be provided to the selected consultant.

Applications

Q: How many applications are in-scope for this assessment and what are they?

A: The City's primary applications are in-scope of this project with includes, ERP system, standard office suite applications, access database for payroll system, permit/inspections system, building/IT ticketing systems. During the course of the project, if another application is identified by the consultant and the City as needing review, then that should be incorporated as best as possible.

Q: Does the City have a help desk system that might provide historical call volumes for technical assistance and support?

A: The City does not have a help desk ticketing system. It is one of the IT Division's current goals to implement a help desk ticketing system within the next month.

Q: What features of Microsoft365 (Office365) are you utilizing?

A: The City uses the full complement of the standard Office products; Outlook, Word, Excel, PowerPoint, Teams.

Q: How many tenants of Microsoft365 (Office365) are you currently using?

A: The City has one Microsoft365 tenant.

Q: How many users utilize Microsoft365 (Office365)?

A: The City has approximately 135 licensed accounts with over 100 active users.

Q: Do you have On-Premise email?

A: The City utilizes Office365 Exchange online, which is set up in a hybrid structure with an on-premise system.

Desktops/Servers

Q: What backup systems are in use on the network (software)?

A: The City uses "ComVault" with both VM and traditional backups to ISCorp. The City has a secured private fiber connection directly to ISCorp with on-demand GB speeds.

Q: Are you using virtualization anywhere (Hyper-V or VMware)?

A: The City uses VMware.

Q: If you are using virtualization, how many VMs are you utilizing?

A: The City is currently utilizing between 16 – 20 VMs.

Q: Are you utilizing any type of shared storage? if so, how many?

A: The City utilizes one SAN, and at various times 2 to 4 NAS. The City has three specific file servers which act as document shared storage.

Q: What applications run locally on these servers?

A: The City will share specific application location information with the selected consultant.

Q: Are you using SCCM or MDM to manage any of the endpoint devices?

A: The City does not use SCCM or MDM globally. There may be limit MDM based on specific applications and devices.

Q: Are printers or other miscellaneous end devices (hvac controllers, building automation, etc) in scope? If so, how many of those miscellaneous devices are there?

A: Printers are involved in the IT Strategic plan in terms of deployment, centralization, and optimal use for investment. No other miscellaneous devices, such as hvac or building automation, are a part of the scope of this project.

Q: Are you using Azure AD Connect?

A: The City does use Azure AD.

Q: Are you using Active Directory? Are you using more than one active directory domain?

A: The City does use Active Directory with only one domain.

Mitel Phone System:

Q: Can you provide more information about the City's phone system?

A: The system has two physical HP ProLiant DL320e Gen8 servers that host voicemail and the BoarderGateway for the Mitel Phone system. The system was installed in 2014 with an upgrade in 2016 and updates in 2019. The City has a redundant phone system with Mx III (3300) and failover PRI lines into each system. Marcho Tech is the City's current support provider for its phone system.

Q: What types of desktop phones does the City use?

A: The City has Mitel 5320e/5333e IP phone sets.

Q: Approximately how many voice endpoints does the City have?

A: The City has approximately 70 endpoints with a capacity of 102 endpoints.

Q: Can the City provide administrative access to the Mitel system for detailed configuration assessment?

A: The City can provide assisted escorted access to the Mitel phone systems.

Q: How many facilities have voice equipment that needs to be assessed?

A: The City has four facilities with voice equipment.

Q: Does the City wish for Telco services to be included in the analysis and consideration?

A: The Telco services provider is not included in the study, but the City's telecommunications system is part of this study.

As indicated in the RFP, the deadline for proposals to be submitted to the City of Mequon is 4:00 p.m. on April 12, 2021.

DATED this 1st day of April 2021.

CITY OF MEQUON

By: /s/ Justin Schoenemann
Assistant City Administrator
City of Mequon, Wisconsin