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CITY OF PHILADELPHIA

Hugh Ortman
Procurement Commissioner

Date: October 26, 2012

BID NO: S3Z5883P
ECONTRACTS OPPORTUNITY # 21121004141654

TITLE: "Desktop, Application and Network Support Services"

DEPARTMENT; Various

PROPOSAL DEADLINE: Friday, November, 2012 at 5PM

ADDENDUM # 1

TO ALL BIDDERS:

Attached please find the sign In Sheet from Mandatory Pre-Proposal Meeting

Also attached are Question(s) and Answer(s) resulting from the Pre-Proposal Meeting for the Desktop, Application and Network Support Services held on Monday, October 22, 2012.

**DESKTOP SUPPORT
MANDATORY PRE-PROPOSAL MEETING
OCTOBER 22, 2012**

YOUR NAME (please print)	COMPANY NAME	PHONE NUMBER	EMAIL ADDRESS
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SRINI LOKULA	RAM TECH SYSTEMS, INC (MBE)	302 832 6600	SLOKULA@RTSIUSA.COM
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Justin Colantonio	Total Technology Resources	215-464-8101	Justin@thetechresources.com
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Questions and Answers

Desktop Support RFP

1. Can the City provide a list of equipment that requires support under this contract to include manufacturer, model and quantity? By location? **ANSWER: We are unable to provide equipment details. 85% of the equipment to be covered is within one (1) mile of City Hall. The other major location for equipment is at the Philadelphia Prisons complex in Northeast Philadelphia. Since 2005, the City has purchased mostly Dell desktops and laptops with a four (4) year warranty. Before 2005, the majority of the equipment is HP and Compaq. The City has approximately 18,000 - 20,000 end user devices.**
2. How is the requested services currently provided to the City? **ANSWER: Currently the contract is awarded to a single vendor – Dell Services.**
3. Are services currently handled under Fixed Cost or T&M? **ANSWER: Both. Some equipment is under monthly maintenance and some is time and material.**
4. Please elaborate on disposal services under (2.2) that the City is requesting to be included. **ANSWER: The City will no longer be taking advantage of this provision in the contract. The City recently put an ewaste contract in place with a vendor to handle these items.**
5. Please clarify how the City desires pricing.
 - a. Hardware Maintenance/Break-fix repair (monthly unit price) to be entered in Appendix E – 3? **ANSWER: Yes. The monthly maintenance price is to be inserted in modified table shown in question 50 that replaces the table listed in Appendix E section 3.**
 - b. How do you want Disposal, Mac and Installation services priced? Are all three of these services to be priced separately under the Integration Services Option (2.8) as a separate pricing schedule and if so, is a specific format required? Fixed Unit Cost per device Disposed? Fixed Unit Cost per MAC? Fixed Unit Cost per Installation? **ANSWER: The pricing for MACs, installation services, and disposals will be priced as time and material for those units not covered under the monthly maintenance provision of this contract.**
6. What ticketing system does the City use at the Service Desk to track calls? **ANSWER: The City uses iSupport.**
7. Will the vendor have access to the City's ticketing system? What is the means of access? **ANSWER: The City will set up a queue for the vendor within the system and give access via a VPN connection as well as a desktop located onsite at the City's facility at 1234 Market St.**
8. What is the specific method and process for the vendors Call Center to receive service tickets from the City's Service Desk ? Email Notification? Online Service Queue? Phone Call? **ANSWER: An email is associated with every ticket that is placed in the online queue. For escalation purposes, the service desk may place a phone call to the vendor if a response time in not being met.**
9. Which ticketing system will be utilized as the designated system to generate the reports the City is seeking, as well as to measure performance and determine SLA compliance? City's or Vendor's system? **ANSWER: Either system may be used as long as the required information is provided.**
10. Does the City have a current end-user survey process and mechanism in place that must be used under this contract to gage customer satisfaction? Or will the vendor create and administer the

survey? **ANSWER: The service desk software automatically generates a customer satisfaction survey upon close of a ticket.**

11. Does the City have a current procedures manual in place that will be jointly updated/modified throughout the contract or will this be created anew by the vendor and City? **ANSWER: The City will work with the awarded vendor to develop a joint procedures manual.**
12. Does the contract in place today for these required services include SLA's and liquidated damages. If so, were any liquidated damages assessed over the past full year and what was the cost? **ANSWER: Yes, the contract does allow the City receive service level credits on its monthly maintenance fees if SLAs are not met. Please see section 1.1 of Appendix E. No credits were assessed over the past 12 months.**
13. What was the cost to the City for the past full year to provide these services? **ANSWER: The total spend on this contract last year was approximately \$520,000.**
14. Please elaborate on Retainage (4.8) on page 21 and how it is applied to vendor payment under this contract. **ANSWER: Retainage for this contract would only apply to project work performed under time and material.**
15. It states in the RFP that parts are reimbursable. Are they reimbursable for time and material? Are they reimbursable for Desktop support (Tier II)? **ANSWER: Parts are included for monthly maintenance. Parts are reimbursable only for time and material quotes.**
16. Are the estimated expenditures for parts: \$100,000 for all parts for desktop support and time and material? Can you explain what service area it is for? **ANSWER: The \$100,000 estimate is for time and material not for monthly maintenance.**
17. Should we bundle in the cost for a service manager in our cost proposal for each service area submitting for or give the City a line item price for a service manager for each service area? **ANSWER: The vendor is only required to have one service manager to handle all areas. The cost for that resource is part of the vendor's overhead for this contract and is not billed separately.**
18. Can you please explain how to fill out the offering by type pricing table in appendix E? **ANSWER: The table allows vendors to price their monthly maintenance service based upon economies of scale – the more equipment covered, the more efficiently and thus less expensively it could be provided. The vendor is to bill based upon the total number of units across all categories covered during that month.**
19. Will the vendor have access to the City's asset management database? **ANSWER: No. The current asset management data base only includes a fraction of the equipment to be covered. Asset information will be provided in the incident ticket.**
20. Please elaborate on the MAC and Installation services under (2.2) that the City is requesting to be included. How many per year? **ANSWER: Moves, adds, and changes to devices are covered as part of the monthly maintenance fee. The average number of MACs is 78 per year.**
21. Can you provide the current number of devices under by type under monthly maintenance? **ANSWER: Currently we have 953 desktops, 648 printers, 2 plotters, and 5 scanners.**
22. How many calls per month on hardware? **ANSWER: 68 per month.**
23. How many calls per month on software? **ANSWER: 125 per month.**
24. How many calls per month on network? **ANSWER: 3 over the last 12 months.**

25. What percentage of the calls require an onsite visit? **ANSWER: Essentially, 100% of the calls require an onsite visit.**
26. Project Management- is this also included in the per item Monthly pricing or is it considered Time and Material pricing? **ANSWER: Project management is only included on projects quoted via time and material.**
27. How is Network Support priced? And where is it quoted on the bid response? **ANSWER: Basic network troubleshooting is included in the monthly maintenance price. All other network support is quoted as time and material.**
28. Is there any restriction for location to host tier 2 services by vendor (offsite/onsite)? **ANSWER: Yes. Most staff and parts will have to be housed at the vendor's facilities since the City has limited space available. The City will provide a cubicle for the vendor's onsite service manager.**
29. Is there any restriction for monitoring/management and service desk tools to be used by vendor? **ANSWER: Yes. The City will only install its own tools on City desktops and equipment. Vendor is free to use whatever tools it chooses for its own internal systems.**
30. For the Network Support Services, if after-hours support is requested, is 24x7 coverage required? **ANSWER: Yes, unless the request was quoted for after hours as time and material.**
31. Are there any specific security requirements (access restrictions etc) that must be met by the NOC providing the Network Monitoring and Management services? **ANSWER: The City will provide its own network monitoring. Vendor will only be required to provide diagnostic testing at the end point device to determine network problems.**
32. Can you provide a breakdown of percentage of computers by Operation System, how many are Windows 7, how many XP, and other. **ANSWER: Approximately 70% of the City's desktops are running Windows XP. Around 20% are running Windows 7. The remaining 10% are running Windows NT or another earlier version of Windows. Windows 8 has not yet been certified for City desktops. Windows Vista was never certified for the City and was skipped.**
33. What quantity and version of MS Office being utilized? (Office 2003, 2007, and 2010). **ANSWER: Most City desktops run MS Office. Approximately 50% are using 2007, 40% are using 2003, and 10% are using 2010.**
34. Please list and quantify and other software programs we will be required to support? **ANSWER: We do not have a comprehensive list. The software detailed in section 1.21 of Appendix A represents our current understanding of common software used within the City.**
35. Will the City allow remote access to desktops to assist with software help questions? **ANSWER: Yes. The City currently allows our vendor to take control of a desktop, with end user permission via an email link, to show how to perform functions in MS Office and other commonly used software packages.**
36. Who will be the responsible organization to continually update the various versions of the "computer images" and insuring they are updated? **ANSWER: The City maintains a standard City image for its desktops, however not all departments choose to use this standard image but rather maintain their own image.**
37. What is the current average time to complete a Tier 2 ticket? A desk-top support action/visit? **ANSWER: The City will not be able to provide this information.**
38. How many people does the incumbent currently have supporting this activity for Tier 2 Help Desk and Desk-top Support? **ANSWER: The City will not be able to provide this information.**
39. What are the qualifications of the current people? **ANSWER: The City will not be able to provide this information.**

40. What qualifications are required/desired specifically for each service? **ANSWER: The City is only interested in results – restoring desktops to service – and not in determining the qualifications needed by the vendor’s staff to achieve these goals.**
41. Appendix A, Section 2.2 Desk-side Services notes the inclusion within Tier 2 Services of repair/replacement or loaner equipment for malfunctioning parts or units. Can the current sparring/hot spare requirements be provided along with any experience metrics for the frequency/numbers of repair/replacement/loaner equipment currently used to support the contract? **ANSWER: The City does not track whether a part is repaired or replaced.**
42. Please verify and/or clarify the requirement for Tier 2 Support coverage. Current OIT Tier 1 support (in Appendix A, section 2.1) is listed as 24x7. Appendix A, Sections 2.4, #1 notes 8 AM-5:30 PM for Tier 2 Support for the purposes of this RFP response. We understand there are some additional requirements outside this for VIP support and “special” cases. **ANSWER: The City reserves the right to prioritize incidents within tier II based on impact.**
43. Please verify and/or clarify the requirement for Service Level. Appendix A, Section #2.3 (Desktop Support Requirements), item #1 notes a two-day response with a four day repair with the principal period of maintenance M-F, 8 AM - 5:30 PM. This is noted again in Appendix E, section 1.3. However, within Appendix A, Section #2.3 (Desktop Support Requirements), item #4, notes the selected response and restore times of all calls being 4-hours for each. Is this for Tier 2 calls and Item #1 for Tier 2 desk-side support/dispatch? **ANSWER: The four hour response refers to ticket acknowledgement.**
44. From the RFP, it appears that bidders need to bid on the following three distinct areas: Desktop and Server Support, Application Support, and Network Support. We are assuming that we can bid any one, two, or all three services. Please confirm. **ANSWER: The City reserves the right for this opportunity to award to one or more vendors. Obviously, if we only award to a single vendor, that company would have submitted pricing for all the requirements. A respondent that proposes pricing for a single area would only be eligible if the City makes a multiple vendor award.**
45. Can you explain how billing is done for application services. How is the vendor charging the City. Are you stating that the vendor will only charge for 30 minute blocks or charge a monthly fee and city use the time allotted and unused minutes rolled over? **ANSWER: The RFP states that the 53 departments will enroll by number of employees. For every 10 employees enrolled, the department is entitled to three (3) 10 minute calls per month. If a department does not use its allotted calls for any given month, the balance will roll forward into the next month. Respondents may propose alternate solutions. For example, a provider could quote the City a flat rate per year for an unlimited number of calls.**
46. Can the Application Support services be provided off site? offshore? What are the hours of operation? **ANSWER: Yes, the service can be provided offsite but preferably not offshore. The hours of operation are at a minimum 8 AM to 5:30 PM.**
47. What is the determinant for declaring equipment beyond a reasonable repair and marked for replacement. **ANSWER: The decision is made jointly between the City’s service desk manger and the vendor’s service manager.**
48. Is there a replacement pool of equipment, or is procuring a replacement left to the contractor? **ANSWER: The vendor will replace with comparable used equipment procured by the contractor.**
49. Is the pricing for the printers listed in Appendix E Cost Proposal for monochrome or color printers? **ANSWER: The printers listed in that table are monochrome but since the City is**

using more and more color printers, please use the following modified table for your cost proposal:

OFFERING BY TYPE	PRICING BY TOTAL NUMBER OF UNITS UNDER MONTHLY MAINTENANCE			
	<2000	2000-3999	4000-5999	6000+
Desktop				
Laptop				
Monochrome Printers				
<30 PPM w/o maint kits				
>30 PPM w/o maint kits				
<30 PPM with maint kits				
>30 PPM with maint kits				
Color Printers				
<30 PPM w/o maint kits				
>30 PPM w/o maint kits				
<30 PPM with maint kits				
>30 PPM with maint kits				
Plotters				
Scanners				

50. What is the disposition of equipment/peripherals that does not have current operating system support, i.e., printers or scanners that that don't have Vista/Windows 7 support. **ANSWER: Best effort.**
51. For hardware loaners, and workarounds for downed equipment, does the city provide the loaner equipment. Does the city have backups or network drives for the employee to access their files when the machine is down? What provisions will the contractor have to make for this. **ANSWER: The vendor provides the loaner equipment if necessary to meet the restore time objective. The City provides all users with a network shared drive to back up documents. Backups will not always be complete, so vendor should attempt to recover user data where possible when replacing disk drives.**
52. What are the security requirements for taking equipment offsite? **ANSWER: Vendor may take equipment offsite for repair as long as they maintain chain of custody. If a disk drive is replaced, the original drive must be returned to the City for data destruction purposes.**
53. For remote diagnosis tools, can we remote into the Philadelphia City network from an offsite location? **ANSWER: The only network access permitted besides normal web based traffic will be a VPN connection to the City's ticketing system.**

54. Appendix D - Customer References – how many references are required for each category? How many government references are required for each category? **ANSWER: We are looking for eight (8) references – two current and three governmental. Where possible and applicable, provide references that cover each of the three services area: 1) desktop support, 2) application support, and 3) network services.**
55. Is any type of bonding required for this contract (did not see any requested in RFP)? **ANSWER: A performance bond may be required.**
56. For the resumes requested, must these individuals currently be employees of the respondent? **ANSWER: No, they do not have to be from current employees.**
57. Is Novell widely used and is Master CNE still a requirement? **ANSWER: Novell is no longer widely used so a master CNE is no longer a requirement.**
58. Does the monitoring and management tool have to be Open View or is the City open to other options? In general is the City open to us proposing use of our own tool to assist in management of servers and workstations? **ANSWER: Open View is not required. The City is open to alternate solutions.**
59. “Section 2.7 states that vendors agree to be bound by the terms and conditions, but Section 2.8.3 states that the city will negotiate terms. Please clarify our understanding that vendors may submit exceptions and clarifications for negotiation upon award.” **ANSWER: The City will negotiate the contract with the selected vendor. Vendors should state any objections in their responses. Ease of contracting is a factor in the selection process.**
60. Please confirm if vendors may submit additional or enhanced pricing options for the monthly support portion of the RFP. **ANSWER: Yes, vendors may submit alternative proposals in addition to but not in lieu of the required pricing.**