

PROCUREMENT DEPARTMENT
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Philadelphia, PA 19102-1685
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CITY OF PHILADELPHIA

Janet Hagan
Acting Procurement Commissioner

November 30, 2007

RFP NUMBER: T8Z5338P
TITLE: DESKTOP SUPPORT SERVICES
DEPARTMENT: Mayor's Office of Information Systems
DATE TO OPEN: December 12, 2007

ADDENDUM # 1

TO ALL BIDDERS:

You are hereby notified of the following changes to the above mentioned bid:

The Proposal Submittal Date has been changed to: Thursday, December 13, 2007 at 5:00 p.m. (see attached cover sheet entitled "City of Philadelphia Procurement Department, Requests for Proposals RFP#T8Z5338P").

Attached are the Questions and Answers from the Pre-Proposal Meeting held on Monday, September 17, 2007, NOON in the Procurement Department's Bid Room.

DELETE Paragraph 1.5 and substitute this revised Paragraph 1. 5:

1.5: Proposal Submission Date: Anticipated Procurement Schedule:

The date for submitting Proposals pursuant to this RFP (the "Submission Date") is as provided below. Hard copies only of the Proposals should be submitted to the Procurement Department, Room 170A, Municipal Services Building, 1401 J.F.Kennedy Blvd., Philadelphia, PA 19102 by the date and time as listed under Submission Deadline as indicated below. Vendors MUST also submit their applications electronically to eContract Philly.

ANTICIPATED PROCUREMENT SCHEDULE:

<u>Date</u>	<u>Activity</u>
Proposal Submission Deadline: Thursday - December 13, 2007, at 5:00 p.m.	Submit Proposals
Date for Selection of Respondent to enter Thursday, January 3, 2008	Select Respondents with which into contract negotiations
Project Start Date April 1, 2008	Contract Start Date

Please sign, date and return this addendum with your bid to the Procurement Department, 1401 J.F.K Boulevard, Bid Room 170A, Philadelphia, PA 19102-1685 as it now becomes a part of the proposal.

Buyer, T. Vinson

AUTHORIZED SIGNATURE

FIRM NAME (PRINT)

DATE

Attachment

TV/mw

CITY OF PHILADELPHIA
Procurement Department



REQUEST FOR PROPOSALS
RFP #T8Z5338P

DESKTOP SUPPORT
SERVICES

Issued By:
City of Philadelphia Procurement Department

Proposal Submittal Date:
December 13, 2007 at 5:00 PM

Deliver Proposals To:
Procurement Department Bid Room
Room 170A
Municipal Services Building
1401 J.F.K. Blvd.
Phila., PA 19102

Vendors having questions or comments concerning the Proposal should contact the Procurement Department Public Information Unit at (215) 686-4720

This Request for Proposals may be found on the Procurement Department's website, <http://mbec.phila.gov/procurement>, as Bid Number RFP #T8Z5338P, and on the eContract Philly website, <https://ework.phila.gov/econtractphilly/>, as Contract Opportunity Number **21071026143314**.

Any vendor wishing to submit a proposal in response to this RFP **MUST** do so through the eContract Philly website, <https://ework.phila.gov/econtractphilly/>, by completing the online application in accordance with the website instructions, as provided in Section 3.1.9 of the RFP. Failure to do so will result in the proposal being rejected.

In addition, paper copies and an electronic copy (on CD-ROM disk) of proposals must be submitted to the Procurement Department in accordance with Section 3.1.8 of the RFP.

DESKTOP SUPPORT RFP 2007 QUESTIONS

1. Section 2.6 of the solicitation requires 5%-10% MBE and/or 5%-10% WBE participation. Will 10% MBE participation fulfill this requirement? **Yes.**
2. Since each department will choose its own required SLA from the SLA options listed in Exhibit D, does the city expect multiple pricing matrices, one for each SLA available? **The numbers has been removed from Exhibit D which now has only one SLA – two day response, four day restore.**
3. Can a repair depot be established after award notification? **Yes but an established support infrastructure in the Philadelphia area is preferable.**
4. Does the city expect an hourly rate to be filled in for the “Prepaid Service” on the pricing matrix? **Priced by asset not by hour.**
5. Can an estimate of union workforce interaction associated with the project be provided? **No.**
6. Can a firm whose MBE application is pending participate in this solicitation, if the firm intends to receive a “Reciprocal Certification” using the MBE certificate provided by the Pennsylvania Unified Certification Program? **No.**
7. What is the standard client configuration (hardware and software)? **Standard configuration varies by department. This language is intended to protect vendor from having to restore a piece of equipment that is not configured according to the departmental standard.**
8. What are the City provided automated tools to monitor the health of the network? **Concord, HP OpenView, and What’s Up Gold.**
9. What network hardware needs to be supported? **City uses Nortel switches and router and vendor would only be asked to support on a time and material basis.**
10. Will the City accept terms and conditions under the PA-CWOPA contract #CN0006712? **No. The RFP document terms and conditions apply.**
11. Can we obtain the Make and Model of Desktops, Laptops, and Printers? **No.**
12. Can we obtain the Quantities of Desktops, Laptops, and Printers? **No**
13. Can we get a list of Location where the users and equipment are located and quantities by site? **No. Ninety percent of City equipment is located within a mile of two locations – City Hall and Philadelphia Prisons on State Road. The rest is located a facilities (Police stations, recreation centers, etc.) throughout the City.**
14. What portion of the Desktops, Laptops, and Printers are still under warranty? **Approximately 25%.**
15. Is it the intent of the City to provide the spare parts and hardware inventory, and have the vendor manage it? Or, would you prefer to have the vendor manage and provide the inventory? **Vendor will provide and manage spare part inventory.**

16. What is the current monthly volumes of IMACS (installations, moves, adds, and changes) to the desktop environment over the past 90 days? **Current volumes not applicable.**
17. What is the current monthly call volume for PC help support over the past 90 days? **PC Help is a new offering.**
18. In section 2.1.4.a, what is the City's problem management system? **The City uses c.Support.**
19. In Lieu of interfacing, could the vendor utilize the City's problem management system to deliver these services? **Yes.**
20. For some of the "optional" requests, can they be omitted because there might be other areas/contracts where they are addressed? **No. Your response may be a reference to another section but must be filled in.**
21. Are all agencies participating in Help Desk Services provided by the City today, or is the intent to present an offering and ask other if they want to be included? **PC Help is a new offering. All departments are currently using our centralized help desk.**
22. One of the products that you list as being covered by the agreement will be "CAD" packages. The acronym "CAD" can refer to either Computer Aided Drawing or Computer Assisted Dispatch within the City. Which of these are you referring to, as one is more crucial than the other? **Computer Aided Design/Drawing.**
23. Section 2.1.2, can we get a copy of the Systems Management Control (SMC) practices and procedures? **The SMC is also known as the Procedures Manual referenced in section 2.1.6 D.**
24. Can you provide information on the number of incidents/tickets that occur in a month/year? If so can you provide information on the types of tickets that are raised? **No. Current numbers are not applicable.**
25. Can you provide information on the age and condition/performance of the HW covered in the RFP? **No. Please refer to section 2.1.6.C.4.**
26. Can you provide information about any plans the city has for SW/HW upgrades over the next 3 years? **No. All upgrade decisions are made on a departmental basis.**
27. Are there any financial incentives for an MBEC company? For example a reduction in the bond requirement? **No.**
28. How many assets are covered /enrolled in the support service today? **Current numbers are not applicable due to changes in scope of this RFP.**
29. Can you break down the asset numbers by type? **Current numbers are not applicable due to changes in scope of this RFP.**
30. How many agencies are signed up now for the service? If not signed up, how do they provide their own service? **Current numbers are not applicable due to changes in scope of this RFP.**
31. Section 1.4.1, what constitutes a Depot Facility? **A depot facility contains a supply of commonly needed parts to allow vendor to meet restore time SLA.**

32. Does the city have an open environment or are the PC's locked down? **Open in most cases.**
33. About how many applications are used throughout the city? **Approximately a dozen custom applications and over four dozen off the shelf packages.**
34. How do users receive new applications (manual or automatic)? **Both.**
35. Section 2.1.3B – Is there a preset discount % or is it up to the vendor to offer the discount %? **Vendor determines discount.**
36. Section 2.1.3C – How many of these types of calls exist today? Can these be broken down by Software product? **This is a new offering.**
37. Section 2.1.3C – Can you provide more detail on how the minute roll-over will work? **Vendor proposes solution since this request is a RFP.**
38. Section 2.1.3D&E – Can you explain what is meant by “(Option)” for these two sections? Is it the city's option to use? Or the vendor's option to provide a bid/service? **These services are optional to the departments not the vendor.**
39. Can we get a breakdown of the current staff performing services by type of resource? **No.**
40. Vendor requires further information on equipment hardware to be supported under this RFP. This includes, but is not limited to, equipment hardware OEM, make, model, features, peripherals, quantities, and the exact location of the equipment. **Inventory will be provided by the departments at the time of enrollment. The City has approximately 18,000 desktops that are under the control of 53 individual departments. Ninety percent of City equipment is located within a mile of two locations – City Hall and Philadelphia Prisons on State Road. The rest is located a facilities (Police stations, recreation centers, etc.) throughout the City.**
41. Section 1.1 (Scope of Work) and Section 2.1 (Scope of Services). What is the “City” definition of standard configuration? **Standard configuration varies by department. This language is intended to protect vendor from having to restore a piece of equipment that is not configured according to the departmental standard.**
42. Section 2.1.1 (Definitions). The city has provided the definition of an End User System. The current definition is a personal computer that is an integrated Intel-based system. Under the definition of “Hardware Maintenance” is the inclusion of End User System, Server and other devices. What is the City's definition of other devices? In addition, the definition of End User System seems to limit the definition to a personal computer. Can the City expound upon their definition? **End User System is an Intel based desktop or laptop. Servers are Intel based servers. Other devices include printers, plotters, and scanners.**
43. Section 2.1.1. (Definitions). The use of the definition of “Replacement” to cover upgrades or relocation is confusing. This appears to be covering upgrades and relocations. Can the City adjust this definition accordingly to better represent the requirements and to also avoid confusion with other definitions such as a “Move”? In addition, what is the definition of normal business operations within this same definition? **Replacement shall mean the de-installation of a defective or non-working unit or element followed by the installation of a new or effectively new item to bring the system back to functional status. Replacements will also include updating the City's asset management records.**

44. Section 2.1.3A (tier 2 Services). Vendor is confused by the RFP statement “Reconfiguration or adjustment of improper or faulty cabling at the workstation”. Can the City elaborate further on this? **This item would involve plugging the correct cables in the correct connectors (keyboard versus mouse) and at times straighten bent pins, replacing set screws, etc.**
45. Section 2.1.3A (tier 2 Services). What is the Cities definition of disposal services? Also how often or frequently will this be requested? **In the event an item can not be repaired, vendor would provide replacement and then dispose of broken part (monitor, hard drive, etc).**
46. Section 2.1.3A (tier 2 Services). Vendor is confused by the RFP statement “Rearranging equipment that is not set up according to manufacturer’s recommendations”. Can the City elaborate further on this? **This language is meant to cover equipment that is oriented in the wrong direction for proper operation, improperly enclosed creating a high heat condition, etc.**
47. Section 2.1.3A (tier 2 Services). Managing warranty claims is a tier 2 requirement. Can the city provide any information on the OEM, model, type of equipment under warranty and the standard warranty period purchased with each piece of hardware equipment? Also what percentage of equipment is under warranty and what is the Cities position over the next 1, 2 and 3 years with regard to the refreshing of existing equipment? **All this information will be provided by the departments at time of enrollment.**
48. 48. Section 2.1.3B (Prepaid Services). Can the city provide examples of how this would work, from a billing perspective to insure all vendors properly understand? **For example, a department signs up 100 desktops to be covered under prepaid services. In this case, the department would be accruing 25 hours a quarter of prepaid services, which they can use on any covered asset. If the department uses less than 27.5 hours (10% overage is acceptable) then all service is covered at no additional charge. If the service hours exceed the 25 hours plus the 10% cushion and there are no hours carried over from a previous quarter, then the department would be billed at the time and material rate for the hours not covered by banked prepaid service hours - if they used 28 hours and they only had 25 in the bank, they would be billed 3 hours at the time and material rate.**
49. Section 2.1.3C (Monthly PC Help Services). How many departments does the City have that would be subject to this? How are overages per department to be handled? Is this an option by city department? Is this an option by City department whether they enroll all users in the department or only ten per department? What is the Cities estimate of how many calls will be requested per month under this requirement? How is the vendor to resolve all issues as to whether a product is considered eligible? **The City has 53 departments. The vendor has the option of establishing a per call rate or other flat rate mechanism to offer to the departments to handle or eliminate overages. Departments have the option to enroll more ids (users) than employees to give them access to more calls. Since this is a new offering, the City currently has no numbers on the number of expected calls. The vendor and the Mayor’s Office of Information Services will jointly determine whether a product is eligible.**
50. Section 2.1.3D (Integration Services – Option). How is the vendor to account and price for this Option? **This option is priced on a per use basis. Vendor will provide a quote to the department to be negotiated.**

51. Section 2.1.3E (System and Network administration – Option). How is the vendor to account and price for this Option? **This option is priced on a per use basis. Vendor will provide a quote to the department to be negotiated.**
52. Section 2.1.4 (Support Options). How is the vendor to supply a separate price for this option? **This option is priced on a per use basis. Vendor will provide a quote to the department to be negotiated.**
53. Section 2.1.6 (Enrollment for Services). Can the city clarify that Vendor is required to do a physical inventory of departments that contract for Service? If the answer is yes, what are the requirements or is this up to the Vendor to decide? **The department will provide an inventory of the items to be covered. It is the vendor's responsibility to locate and validate this inventory.**
54. Section 2.1.7 (Reports and Meetings). What is the maximum amount of city Departments that could be supported? **The City has 53 departments and agencies.**
55. Exhibit D – Offering by type does not include Servers. Should there be a category for Servers? **Line has been added for Wintel Servers.**
56. Exhibit D – If a product does not fit one of the existing categories listed, then should vendor assume that the non-categorized equipment is out of scope? **Yes.**
57. Section 2.1.9f and 2.1.10 appear to be in conflict and/or overlap. Can the city clarify? **2.1.9f refers to soliciting customer satisfaction response after a desktop visit to determine satisfaction with interaction. The requirement of 2.1.10 is to conduct a formal customer satisfaction survey with the department to determine overall satisfaction with support.**
58. Section 2.1.10B – Does the City consider this to be an outside vendor or the Winning Vendor or the City? **This process will be developed jointly by the City and winning vendor with the intention of establishing that the City is receiving best of class service.**
59. Section 2.1.9. The City has the right to select categories of Services. As an example, does this mean that the City can choose just the Desktop pricing offering and exclude all other offering types? **Yes.**
60. Exhibit D – Does this imply that the minimum amount of equipment that will be placed under an offering by type will be equal to or greater than 1000? If the amounts of equipments go above 6999, what is the City expecting? **If the number of devices supported exceeds 6999, the City and Vendor will negotiate the next pricing tier.**
61. Exhibit D – Does the city have estimates of how many types of equipment will be under two day or 4 hour? If the City cannot provide this how should vendor estimate the correct amounts to be expected by vendor since it appears that pricing must be blended to account for both offerings? **Vendor should estimate.**
62. Exhibit D – Does at risk amount include just units under the monthly payment philosophy or will this include IMAC, project, Time and material, etc? **Risk Amount includes just monthly items.**
63. Exhibit D – Whose responsibility is it that units must be fully operational at the time coverage commences? **The City warrants that units will be fully operational.**

64. Exhibit D – What is the proper definition of Tier 2 Support Services? For the purposes of this RFP, Tier 2 Support Services is generally considered to mean the break/fix maintenance and restoration to service of desktop computer equipment.
65. Exhibit D – Calculated Service Levels – Can the City confirm that the number of Service events that occurred is also during the most recent and two previous contract months for calculation purposes? Yes, the percentage is calculated on a rolling three month average.
66. Exhibit D – The current definition of Service Levels is not clear. Can the City elaborate on the correct definition? Service Level is the percentage of service requests that met their SLA.
67. Exhibit D – The City introduced Tier 2 in the body of the RFP. The City also introduced Level 2 in the body of the RFP. This vendor believes that in Exhibit D Level 2 is being misused for Tier 2 by the City. Can the city evaluate and elaborate. Example – Monthly charge for Level 2 Support Services. Level 2 and Tier 2 are equivalent terms for the purposes of this document.
68. Exhibit D - #2 under Service Level Credit. – Can the City elaborate on “If, in the subsequent contract month, it is determined that the Calculated Service Level meets the Service Level, then any Service Level calculated as owing for the previous month will no longer be due”? The percentage is calculated on a rolling three month average which allows a vendor to eradicate a penalty by improving its performance the following month.
69. Exhibit D – Will each unit of equipment be classified with one of the response and restore time selections when it is placed under contract or is it the intent of the City to select the response and restore at the time the call is received by the City Help desk? Under Tier two support, there is only one response time restore time option – two days to respond and four days to restore.
70. Is it permissible for the selected vendor to access systems outside the COP LAN/WAN network. Vendor will have access to the internet.
71. Is it permissible for the selected vendor to provide services which may be located outside of the City of Philadelphia? Yes.
72. Should the selected vendor elect to use a ticket tracking system, would they be allowed to install and run that system on the COP network? Web application would be allowed.
73. Are depot facilities in Philadelphia required? No.
74. Is this RFP considered to be a single vendor award? Yes.
75. What is the difference between the MOIS Help Desk and the Monthly PC Help Service? The MOIS Help Desk takes and routes calls and provides help on tier 1 basis. The PC Help Service is to provide question and answer support for desktop software usage questions such as “how do I create a pivot table in Excel”.
76. Will the City provide adequate parts inventory and/or spare systems to enable the vendor to achieve an 80% first contact resolution rate? Vendor provides all parts.
77. Will the City commit to award a minimum number of supported systems to the select vendor? Yes.

78. Is the selected vendor expected to safely dispose of all end-of-life systems or just arrange for the final disposal? **Vendor must safely dispose of all defective parts removed or replaced from City equipment. Vendor may offer equipment disposal as a Time and Material service. In either case, Vendor must warrant that equipment is disposed of properly in an environmentally sound manner.**
79. Is this RFP being issued because of dissatisfaction with the current service being provided to the City or do City contracting rules require this RFP to be put out to bid? **City requires contracts to be re-bid every four years.**
80. Would the City be receptive to alternative pricing arrangements other than the pricing model described in Exhibit D? **Yes, since this request is for a RFP but vendor should complete Exhibit D as well.**
81. If a Desktop Support Technician cannot successfully repair a faulty system or fix a software problem, who is the case escalated to and what is the process? **Vendor and MOIS will jointly determine a resolution.**
82. Please provide information on the manufacturer and model number of desktop systems, laptop systems and printers that are in scope in the City's IT environment. **City has 18,000 desktop systems and several thousand printers. Most (90%) of this equipment was purchased through our Vanilla PC contract or State Contract with tier 1 manufacturers such as Compaq, HP, and Dell.**
83. What percent of City-owned systems is in-warranty? **Approximately 25%.**
84. Does the City own or lease systems? **Own.**
85. What is the refresh cycle for systems? **Varies by department.**
86. Please provide current version numbers for the supported software detailed in section 2.1.1.21. **Varies by department.**
87. How many images will the vendor be expected to support? **Varies by department.**
88. Please provide ACD reports that detail call arrival patterns (either half-hour or hour increments), abandonment rates, average speed of answer, average talk time. **Data is not applicable.**
89. Will the hours of operation for PC Help Service be 8am-5pm? **8 AM to 5:30 PM.**
90. Will all requests for support come by telephone or can a user request support by e-mail or web submittal? **All methods are acceptable.**
91. What are the hours of on site coverage for network/system support? **8 AM to 5:30 PM unless negotiated otherwise on a case by case basis.**
92. Please provide an overview of all network and system hardware supported and details of server software. **City uses mostly IBM Windows servers and Nortel network equipment.**
93. Where is the City in regards to implementing patches and fixes from the software vendors? What is the window of time for implementing fixes and patches? **City forces out patches monthly.**
94. What system management tools are used by the City? **Varies by department.**

95. How many system/network incidents occur per month? **Varies by department.**
96. What are the top problem areas affecting the network/systems? Why? **City systems are fairly stable with no pattern of problems.**
97. Is the network/system hardware still under warranty? Is there a vendor maintenance agreement in place? If yes what is the response time? **Varies by department.**
98. Please further define “testing and integration of new hardware and software”? **Vendor must check to see that system is operational before turning back to end user.**
99. How many locations today require a fulltime network administrator? **Varies over time from as few as two to as many as a dozen.**
100. What has been the historical up time metric for server availability to date? **>95%.**
101. Are there priority levels in place for network/system problems/requests? (priority-1, priority-2, etc)? **Yes.**
102. What are the current utilization metrics for the network and systems supported? What are the thresholds for utilization for both network/systems? **Varies by department.**
103. What is the current level of staffing for the network/system support? **Varies by department**
104. What are the current escalation processes? Are they documented? **Escalation procedures will be jointly developed by vendor and MOIS.**
105. Are there any planned upgrades to the hardware environment? If yes, what will be upgraded, and what are the approximate implementation dates? **Each department determines upgrade schedule.**
106. Will the vendor be able to use the City’s problem management system to track case tickets through final resolution as well as for running the mandatory contract management reports? **Yes.**
107. Can the vendor’s Desktop Support Technicians be hosted at City-owned facilities? Can the vendor’s repair depot be located at City-owned facilities? **Vendor will be given limited space for technicians and some parts associated with the City’s account. Vendor will still need to maintain a parts depot for the majority of their spares and replacements.**
108. For the supplemental Monthly PC Help Service (2.1.3C), can Help Desk Analysts be hosted at a City facility using the City’s telephony infrastructure? **City does not have space at this time for hosting this service.**
109. Over the past year, please provide the number of events plus the average handle time and/or average resolution time for the following transaction types:
PC Hardware break-fix events
Deskside software support events
Server support events
Monthly PC Help Service requests
Integration service (IMAC) requests
Number of supported users by location that make up the above transaction volumes.
Existing statistics are not applicable to this RFP since the scope of services has changed.

