

22-02CM RFP IT SUPPORT SERVICES

ADDENDUM 1

Bidders must acknowledge the receipt of this addendum in writing in the bid proposal. This addendum amends and/or supplements the contract documents. Contract document provisions not specifically amended herein remain in full force and effect.

Scope of Work

The following services and specifications shall clarify the scope of services to be delivered:

Phase-In & Onboarding (Firm Fixed Price)

1. Contractor shall be responsible for the successful onboarding of the City of Palmer with the services to be provided under this award, including all required project management and coordination with the incumbent provider (if any) including both transition of credentials and documentation.
2. It is anticipated that Contractor will have a phase-in period during which they are transitioning services from the incumbent provider starting on June 15, 2022 with full performance required no later than July 1, 2022.
3. Contractor shall deliver a written phase-in plan with their proposal which shall minimally include:
 - a. Transition activities, timelines, and milestones.
 - b. Resource requirements (Contractor, incumbent and City of Palmer)
 - c. Risk analysis and mitigation strategies for the transition.

Contractor proposals shall illustrate their understanding of and plan for achieving each of the major service categories outlined below:

Managed IT Services (Firm Fixed Price)

1. Provide complete lifecycle planning, maintenance, management and monitoring of IT software and hardware assets.
2. Maintain all IT software and hardware assets at current patch levels in compliance with industry best practices and vendor supplied updates.
3. Maintain an inventory all IT software and hardware assets and provide such inventory to the City of Palmer whenever requested.
4. Support and administration of all Microsoft 365 applications and components.
5. Support and administration of all Specialized MLOB applications and components.
6. Provide comprehensive operational monitoring of IT assets via ICMP, SNMP and other protocols, to detect any defect or threat to the operational availability and integrity of IT systems.
7. Provide Security Operations Center (“SOC”) service, including a full scale SIEM monitoring workstation, server, application, and network telemetry, on a 24x7x365 basis.

8. Respond to alerts from the SOC and take required remediation actions.
9. Provide a web-based portal, providing asset inventory, reporting and strategic planning information to City of Palmer management.
10. Provide a web-based Knowledge Base (“KB”) containing IT documentation, processes and procedures, allowing both Contractor and City of Palmer management personnel to collaborate on KB articles.
11. Support City of Palmer management in the preparation of IT procurement requests, including vendor capabilities and technology review.
12. Support City of Palmer management in all internal and external IT audit functions, including those IT functions supporting overall financial audit activities.
13. Contractor shall submit weekly reports to the City of Palmer including:
 - a. A listing of all currently open or unresolved service requests (including the name of the person initiating the service request),
 - b. A listing of all closed service requests, since the last report (including the name of the person initiating the service request),
 - c. Any issues requiring the attention or approval of City of Palmer management.
14. Contractor shall submit quarterly reports to the City of Palmer including:
 - a. Inventory data for all active workstations & laptops,
 - b. Inventory data for all mobile devices & tablets,
 - c. Inventory data for all active servers,
 - d. Inventory data for all active network devices (switches, routers, firewalls, wireless access points).
 - e. Inventory data shall consist of, minimally, the asset name, make, model, serial number and a location identifier.
 - f. If available, inventory data should also include the IP Address, MAC address, age and manufacturer warranty status of the asset.
15. Contractor shall provide a self-service online web portal or dashboard, available to City of Palmer management, providing the following data on a continuous basis:
 - a. Listing of open service requests
 - b. Listing of closed/completed service requests
 - c. Listing of all service request pending approval of the COR
 - d. Inventory of workstation and laptop assets
 - e. Inventory of server assets
 - f. Inventory of installed software assets

End User Support Services

1. Respond to telephone, email, in-person and web-chat based requests from end users (“omni-channel support”).
2. Provide remote assistance, support, troubleshooting and repair as requested by end users during business hours.
3. Provide on-site assistance, support, troubleshooting and repair as requested by end users during business hours.
4. Provide after-hours on call assistance (including on-site dispatch), support, troubleshooting and repair as requested by end users on a 24x7x365 basis.
5. Provide a web-based portal, providing end users with the ability to open support requests and view the status of existing support requests.

6. Support and maintenance (including regular operating system and software patching) for all workstations, laptops, tablets, multi-function printers, peripherals and mobile devices operated by the City of Palmer.
7. Support and maintenance of all endpoint security software (e.g., anti-malware, MDM, and endpoint encryption.)
8. Setup, support, troubleshoot and repair video teleconferencing systems.
9. Setup, support, troubleshoot and repair telephone (both PBX and VoIP) systems, including full-service move/add/change support (including on-site assistance).
10. Full-service installation, replacement, settings/data migration, data recovery and disposal (including appropriate media controls) of workstations, laptops, tablets, multi-function printers, peripherals and mobile devices operated by the City of Palmer.
11. Perform problem identification and root cause mitigation, to resolve the fundamental cause of repeated issues reported by end users.

Data Backup Services

1. Provide a full-scale data backup solution providing both on site and off-site data replication on a scalable basis, allowing City of Palmer to consume this service on a “pay as you go” basis, measured in terabytes (TB) of data protected.
2. At a minimum, provide a Recovery Point Objective (“RPO”) of one backup per day, retained for 30 days.
3. At a maximum, provide a Recovery Time Objective (“RTO”) of two (2) hours per individual file restored from on-site backup media.
4. At a maximum, provide a Recovery Time Objective (“RTO”) of twenty-four (24) hours per individual file restored from on-site backup media.

Technology Strategy Advisory Services (Hourly Retainer)

1. Support City of Palmer’s Chief Information Officer (CIO), or their equivalent, in their role.
2. Develop, review, and implement all required IT policy and procedures.
3. Develop, review, and implement a Disaster Recovery and Business Continuity plan (DR/BC) for critical Information Technology assets.
4. Develop, review, and present a Technology Strategy Scorecard, developed in cooperation with City of Palmer management, on a quarterly basis.
5. Software asset management (“SAM”) and inventory
6. Hardware asset management and inventory
7. Perform disaster recovery (DR) and incident response (IR) table-top exercises at least annually.

Technology Security Advisory Services (Hourly Retainer)

1. Support City of Palmer’s Chief Information Security Officer (CISO), or their equivalent, in their role.
2. Develop, review, and implement employee onboarding & offboarding IT procedures.
3. Develop, review, and implement IT security policy and procedures.
4. Develop, review, and implement a comprehensive incident response plan.
5. Develop, review, and implement individual incident response procedures for business-critical systems and applications.
6. Develop, review, and implement a role-based access control plan including appropriate data classification and data loss prevention capabilities.
7. Provide data forensics and investigation as required to support incident response and other functions.

8. Provide comprehensive vulnerability management, including vulnerability scans and penetration testing as is reasonable and prudent.
9. Support City of Palmer management in all internal and external information security audit functions.
10. Performance of a firewall best practice analysis quarterly.
11. Performance of a website security scan for all operated websites quarterly.

IT Project Management (Hourly Time & Materials)

1. In cooperation with City of Palmer management scope, plan, report on and advise on all IT projects.
2. Coordinate and facilitate all project related meetings and communications.
3. Coordinate IT project activities with outside vendors and third parties.
4. Develop a project request, review, and approval process in coordination with City of Palmer management to effectively manage changes to the IT environment.
5. Maintain an active risk register and mitigation plan for each IT project.
6. Communicate any service outage or impactful maintenance activities to the City of Palmer and its partners.

Software Development (Hourly Time & Materials)

1. Design and development of websites, applications, databases and integrations (including API design) using modern languages and techniques.
2. Design and development of infrastructure automation solutions (“DevOps”) supporting the City of Palmer’s enterprise software needs.
3. Design and development of Continuous Integration and Continuous Delivery (CI/CD) solutions supporting the City of Palmer’s enterprise software needs.

Special Projects (Hourly Time & Materials)

1. Contractor shall provide support for Information Technology projects, modifications and enhancements including development of requirements, design of system architecture, testing and implementation of the solution, based on the business requirements of the City of Palmer.

Contractor Requirements

This award requires that any selected Contractor be sufficiently skilled and responsible in the delivery of Information Technology services as to meet the needs of the City of Palmer. Prospective Contractors shall submit evidence of their past performance, current proficiency, licensure and certification as follows:

1. Contractor must hold a business license issued by the State of Alaska.
2. Contractor must hold a business license issued by the City of Palmer.
3. Ability to dispatch personnel to support the City of Palmer’s employees at its Operating Locations (shown in Table 1) within 30 minutes.
4. Experience supporting Microsoft Office 365 applications, including email, OneDrive, SharePoint, Teams and Office 365 Desktop applications.
5. Experience supporting Microsoft Enterprise Security + Mobility including mobile device management (“MDM”), encryption management and overall device policy enforcement.
6. Experience supporting Microsoft Windows operating systems on desktop, laptop and tablet devices.

7. Experience supporting macOS operating systems on desktop and laptop devices.
8. Experience supporting mobile devices and tablets including both Android and Apple iOS/iPadOS operating systems.
9. Experience supporting enterprise identity management systems, including but not limited to Microsoft Active Directory, Microsoft Azure Active Directory, and Microsoft AADSync.
10. Experience in the support of enterprise network systems, including next-generation firewalls, intrusion prevention systems (IPS), wired and wireless local area network (“LAN”), routers, IPSEC based virtual private networks (“VPN”), uninterruptable power supply (“UPS”), environmental monitoring, structured wiring and web content filtering.
11. Experience delivering remote and in person technology support to end users with a high level of customer satisfaction (“CSAT”).
12. Experience delivering strategic IT consulting services in the role of vCIO.
13. Experience delivering information security and assurance services in the role of vCISO.

Performance Requirements

The Contractor's services shall meet the following requirements:

Performance Objective	Standard	Performance Threshold	Method of Surveillance	Incentives/Disincentives
Kickoff Meeting To be held via video teleconference or in person at the offices of the City of Palmer.	Within 3 days after contract award	No more than 2 days delay in meeting schedule.	100% Inspection	Positive/negative past performance.
Managed IT Services	All operating and software patches applied within time periods specified by City of Palmer policy.	No more than 5% deviation (unless provided prior written deviation by City of Palmer management)	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance. Unacceptable performance will be grounds for revising work products at no cost to the City of Palmer. Contractor shall remediate unpatched operating systems and systems within 30 days at no additional cost to the City of Palmer.
Technology Strategy Advisory Services	Delivery of annual review of Business Continuity Plan, in writing, to City of Palmer management	0% deviation	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance. Unacceptable performance will be grounds for revising work products at no cost to the City of Palmer.
	Delivery of Technology Strategy Scorecard to City of Palmer management each quarter	0% deviation	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance. Unacceptable performance will be grounds for revising work products at no cost to the City of Palmer.

Performance Objective	Standard	Performance Threshold	Method of Surveillance	Incentives/Disincentives
Technology Security Advisory Services	Delivery of annual review of incident response plan, in writing, to City of Palmer management.	0% deviation	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance. Unacceptable performance will be grounds for revising work products at no cost to the Government.
	Delivery of quarterly vulnerability scan and remediation plan, in writing, to City of Palmer management.	0% deviation	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance. Unacceptable performance will be grounds for revising work products at no cost to the City of Palmer.
End-User Support Services	Maintain Customer Satisfaction Index greater than 90 for each calendar year.	0% deviation	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance.
	After initiating a service request, Contractor shall contact the initiator with a first point of contact no later than the following business day (8x5xNBD Response SLA).	10% deviation	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance. Unacceptable performance will be grounds for revising work products at no cost to the City of Palmer.
	After making first point of contact, provide a plan of action to the service request initiator within two business days (8x5x2Day Plan SLA).	10% deviation	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance. Unacceptable performance will be grounds for revising work products at no cost to the City of Palmer.

Performance Objective	Standard	Performance Threshold	Method of Surveillance	Incentives/Disincentives
IT Project Management	Provide regular updates to City of Palmer management on the status of active projects at least monthly.	0% deviation (unless provided prior written deviation by City of Palmer management)	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance.
Data Backup Services	Contractor to provide evidence of successful data recovery within established RTO and RPO.	0% deviation	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance. Unacceptable performance will be grounds for revising work products at no cost to the City of Palmer.
Reporting	Weekly reports delivered to the COR each Friday by 5:00PM AKT. Reports shall have minimal typographical errors.	No more than 2 weekly status reports per year will fail to meet the agreed upon delivery date. No more than 2 weekly status reports per year will be returned for rework due to inaccuracies or incomplete information.	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance. Unacceptable performance will be grounds for revising work products at no cost to the City of Palmer.
	Quarterly reports delivered to the COR on the first business day of each quarter of the year by 5:00PM AKT. Reports shall have minimal typographical errors.	No more than 2 quarterly status reports per year will fail to meet the agreed upon delivery date. No more than 2 quarterly status reports per year will be returned for rework due to inaccuracies or incomplete information.	Random Inspection - As requested by City of Palmer management.	Positive/negative past performance. Unacceptable performance will be grounds for revising work products at no cost to the City of Palmer.