COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 902005

### for

Information Technology (IT) Support Services

**Networking/Bidders Conference Held on August 5, 2021**

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| **This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at** [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/)**.**  |

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Thank you for your participation and interest in the County of Alameda.

All the questions are a direct copy and paste from written questions emailed by Bidders. In the answers to these questions, the County of Alameda shall be noted as “County”. The Questions and Answers are the final stances of the County. Please consider this document in preparation for your bid response.

**Questions and Answers:**

1. Page 12 Item 6 H: Is Microsoft Project Online an acceptable platform to meet the requirements of Item 6 H? If not, is there a functional requirement list available that denotes the full requirements?
	1. **Tableau is the current Reporting Portal. This Reporting Portal would need to connect to a backend database for us to report on the data we need.
	This section is not talking about Project Management software.**
2. Page 12 Item 7 A: Are server racks, firewalls, mobile gateway packages, and VOIP hardware of the HaaS requirement?
	1. **HaaS requirements do include Routers/Firewalls, Mobile Gateways, VOIP hardware. Server Racks are not as we own these.**
3. Page 14 Item 2: If the Department adds another server or system to its Dispatch Environment, will the vendor be able to get cost recovery for the additional device or devices?
	1. **Yes, ACFD will add contingency terms for such actions to pay for the additional equipment.**
4. Page 16 Item E: Will the Department Provide the Keyboards, Mice, and Video Extenders for the Dispatch Workstations, or should those costs be bundled with the cost of each workstation?
	1. **Yes, Keyboards, Mice, Video Extenders are provided by the department.**
5. Page 16 – 17 Items J -N: If the Department stops supporting any member of the ACRECC Consortium, is the Contractor able to continue billing for equipment deployed at the Contract Start Date?
	1. **Yes.**
6. Page 17 Item 3 A: Please confirm support for the Vehicle Maintenance Facility is shifting support times from seven business days per week to five business days per week.
	1. **Support for the shop is 7 days per week.**
7. Page 18 Item 10: Does the Department require the Contractor to stop billing for equipment deployed at the Contract Start if consolidation or staffing change results in the equipment no longer being used?
	1. **ACFD will attempt to reallocate the equipment. If not reallocated, then there’s a possibility that it will be returned to the contractor.**
8. For Costing Purposes, please confirm it is acceptable to a) Bundle technologies related to cyber-security, remote management, inventorying, and related items in the per-item cost of each end-user or device depending on license requirements. If not, please advise how to capture those costs in the Pricing Tables; b) Please confirm the Department would like the following servers to remain in Production: FirstWatch, Intranet, IQS-Posicheck, SMTP Relay High Availability Redundant SQL Server. Please confirm the Department would like to remove the Anti-Virus Server and Windows Update Server. If these adjustments are approved, please advise how to properly document costs in the Pricing Tables; c) Please advise where the hardware software and service expense are required to connect Alameda City Fire Camp Parks, LP Fire, and Fremont Fire to ACRECC should be captured in the Pricing Tables?
	1. **a) Yes that is possible. b) These services are needed. How it’s deployed is up to contractor c) In Bid Form under the ACRECC tab.**
9. If there is a change in EMS Transport Provider during the Term of the Contract, is the Contractor required to provide transition support as part of its proposed service fee?
	1. **Contractor will provide transition support. If it indeed turns to this route, then the service will be amended.**
10. If a new Dispatch Center is built during the term of this contract, will the Department negotiate and contract for additional hardware and services required with the Contractor?
	1. **Yes.**
11. Does this RFP document all of the Projects that the Contractor will support during the Term of the Contract? If not, what is the expectation of the Department for Projects which are commissioned after the start date of the Contract?
	1. **No, the expectation is that the contractor will work with ACFD on the projects.**
12. Will the Department consider allowing the Contractor to provide wire cards (primary and backup) for the MDCs deployed in Apparatus if there is a cost-saving?
	1. **Yes, if the contractor provides the wireless cards for primary and backup.**
13. Is the Contractor responsible for providing the backup telco line at each designated site if the Department elects to use CALNET for fiber connections at each designated site?
	1. **Department is providing all lines, Primary and backup. Contractor needs to help manage connections.**
14. What table and line item should we use to capture the data center costs for the Backup Dispatch Center?
	1. **In Excel Bid Form, under the ACRECC Tab, use the “other” section for these items.**
15. Is it possible to bid as a prime and a sub? How would we go about doing so?
	1. **Yes. A prime bidder can be a sub-contractor to another bidder. However, this is an internal process between bidders.**
16. Are we allowed to contact the firms via the information they presented in the meeting chat?
	1. **Yes.**
17. Can we do a joint venture with another company and bid as a prime?
	1. **Please refer to page 40 of the RFP, SECTION W (SUBMITTAL OF BIDS), item 6 which states:**

***6. Only one bid response will be accepted from anyone person, partnership, corporation, or other entity; however, several alternatives may be included in one response. For purposes of this requirement, “partnership” shall mean, and is limited to, a legal partnership formed under one or more of the provisions of California or other state’s Corporations Code or an equivalent statute.***

1. What is the not-to-exceed budget for this contract?
	1. **There is not a “not-to-exceed “budget.**
2. May we have the current contract value for the same services?
	1. **There’s no current contract value for the same services.**
3. If other key personnel (ServiceDesk, etc.) do not meet the 3-year requirement, will the bid be disqualified?
	1. **The 3-year tenure requirement only applies to (1) Chief Operations Officer (COO) and (2) Sr. Network Engineer.**
4. How many employees are assigned to the current support contract?
	1. **Fifteen.**
5. How many employees are currently onsite full-time to support the contract?
	1. **Eight.**
6. What is the current support ticket volume?
	1. **100 weekly helpdesk tickets, 10 emergency after-hours support calls, 50 automated alert tickets.**
7. Can the reports requested in section F be shared from a previous month(s)?
	1. **No. The reports are not shareable. ACFD will work with the awarded Contractor to define the deliverables/reports required in the contract.**
8. Can a support ticket document by type or issue be provided?
	1. **No. The system is not shareable. Vendors should be knowledgeable on common HelpDesk issues and types.**
9. Is Microsoft Teams the VOIP system in place currently?
	1. **No, but would like to explore implementing this in the future.**
10. What are the current VOIP handsets in place?
	1. **Shoretel.**
11. What SIEM is in place currently?
	1. **Splunk.**
12. What Antivirus is in place currently?
	1. **SentinelOne EDR.**
13. For the cloud configuration is Private or Public cloud acceptable?
	1. **Both are acceptable, no need for Government Cloud (GC), prefer E5.**
14. Would there be an interest in any On-premise server infrastructure?
	1. **Yes.**
15. Are there any applications that have on-premise infrastructure requirements only?
	1. **CAD (Hexagon).**
16. Are there any applications limited by OS or other technical elements that prevent them from being on the most up-to-date software/hardware?
	1. **CAD (HEXAGON), Marvlis (Vehicle Routing).**
17. Is there a reason that Hexnode was specifically chosen for Mobile Device Administration?
	1. **Hexnode fits the current specs.**
18. What are the current device model/specifications for the Station Alerting Appliance Locution or Equivalent?
	1. **ACRECC: Locution Software Version: CADVoiceServerGui 5.11.0.0095 Fire Station: Locution Client Version 5.11.0.0047.**

**Current Locution Appliance Station Specifications CPU x Intel® Xeon ® E-2124 CPU @ 3.30GHz 16 GB RAM, 512 GB SSD Drive, 1 1000 Mbps Network Card.**

**Relays/Logic Controllers – Locution DirectLogic 105, Locution Intelligent Audio Switch, Locution PrimeAlert Station Control Unit.**

1. What is the current connectivity solution for the MDC’s? (for both, internet and VPN)
	1. **Verizon(Primary) and ATT(Secondary) wireless cards via Sierra Wireless Mobile Gateway.**
2. How should devices such as Enterprise Keyboard/Video/Mouse extenders be incorporated into the pricing sheet?
	1. **These are considered consumable items and are will be provided by ACFD.**
3. Is there up-to-date vendor support for all applications?
	1. **Yes.**
4. Will there need to be a new Citrix Xen App subscription? Should that be included in the pricing sheet? Are other remote access solutions suggestion?
	1. **Yes, Citrix for our GIS environment. There is room in the Excel Bid Form to account for additional gear.**
5. On page 10. How many users are on Office 365?
	1. **500.**
6. On page 10. What is the license for Office 365 (E1, E3, E5)?
	1. **ACFD would need E5.**
7. On page 10. What cloud providers (Azure, GCP, AWS) is ACFD currently using?
	1. **AZURE only.**
8. On page 10. What is the SSO product?
	1. **Currently none. DUO SSO or AZURE AD would be preferable.**
9. On page 10. What is the Mobile Device Management product?
	1. **Currently Hexnode. ACFD would like to explore Microsoft Intune.**
10. What security agents (AV or EDR) do ACFD currently have deployed?
	1. **SentinelOne EDR with Huntress Threat Protection Integrated with Splunk.**
11. Is ACFD currently using CarbonBlack cybersecurity products?
	1. **No, we use SentinelOne EDR integrated with Splunk.**
12. Does ACFD want a service provider to bring its own Cybersecurity technology stack?
	1. **Yes, ACFD is open to this.**
13. How many mobile devices are ACFD owned?
	1. **ACFD provides 60 iPhones, 65 iPads.**
14. How many mobile devices BYOD?
	1. **An estimate of users using their own device is 500+ mobile phones and 50 Ipads.**
15. How many Window servers, windows, Linux, macOS, and UNIX does ACFD have?
	1. **ACFD only runs Windows OS on its environment. There are currently 58 servers registered on the ACFD Domain. The current Contractor and Technology Providers augment the ACFD Domain Servers as required to meet contractual obligations with servers from private clouds.**
16. How many data centers does ACFD have?
	1. **Data centers are owned by the Contractor, ACFD has 0 data centers. ACFD has one Server Room at ACCREC and one small IT closet at Admin. Each Station has IT closets.**
17. How many data centers are on-perm?
	1. **Zero.**
18. How many data centers are in the cloud?
	1. **Zero, ACFD currently does not have Cloud data centers(IaaS) just Cloud apps (SaaS).**
19. Does ACFD have a roadmap for moving to cloud data centers?
	1. **No.**
20. What are the Software-as-a-Services that ACFD is subscribed to?
	1. **O365 G3, UKG Telestaff, Image Trend RMS, various other smaller non-core apps.**
21. What is the count per SaaS subscription?
	1. **500.**
22. When is each Saas subscription up for renewal?
	1. **O365 renews annually 8/1. UKG Telestaff 7/1 Annually, and Image Trent Contract ends 3/2025.**
23. On page 10. What is the Security Software stack?
	1. **SentinelOne EDR.**
24. On page 10. What are the counts per Security Software stack?
	1. **In Production, there are 300+ Windows devices, 300 IOS devices, 135 Network Devices, and 135 Mobile Gateways in Fire Apparatus. That number changes as required to support Operations. Most devices are included in the current HaaS. Some devices are owned by ACFD.**
25. How many firewalls does ACFD have?
	1. **ACFD does not own any firewalls. The firewalls which are required to support ongoing operations have been detailed in the HaaS schedules and are the responsibility of the Contractor to provide, license, and maintain. That information is detailed in the 2391\_RFP#902005BidForm, which was included in the RFP package.**

1. What is the brand of firewall and model number?
	1. **The information is detailed in the 2391\_RFP#902005BidForm, which was included in the RFP package. The vendor can recommend an alternate model of equivalent capability in its RFP response.**

1. On page 11. What is the current daily ingest (GB per day or Event per Second (EPS) for SIEM?
	1. **The medium daily ingest for the SEIM varies depending on what is being monitored. For security monitoring, an average daily ingest is more than 30 GB.**

1. On page 11. How many sources is the SIEM connected to?
	1. **The Security Information and Event Management (SIEM) is currently connected to approximately 600 sources. That number is adjusted as required. It is the responsibility of the Contractor to determine what should be monitored to meet the ongoing requirements associated with performance, security, uptime, and analytics.**

1. On page 11. How many daily, weekly, monthly, or quarterly alerts were generated by the SIEM?
	1. **In the last 12 months, 125/day alerts were fielded by the current Contractor**.

1. On page 11. Is the SIEM integrated with the ACFD ticketing system?
	1. **ACFD does not have a ticketing system. The Contractor provides the Ticketing System and provides access to ACFD staff. Security Information and Event Management (SIEM) alerts are currently integrated into the Contractor’s Ticketing System.**

1. On page 11. What is the ACFD ticketing system?
	1. **ACFD does not have a ticketing system. The Contractor provides the Ticketing Systems and grants access to ACFD Staff. The Contractor should identify which ticketing system it proposes to deploy in its response.**

1. On page 11. For the SIEM, what threat intelligence is currently being used?
	1. **The current Contractor uses a combination of open source and paid feeds. It is the responsibility of the Contractor to select appropriate feeds that meet the ongoing requirements associated with performance, security, uptime, and analytics.**

1. On page 11. How many analysts support the SIEM today?
	1. **The current Contractor manages the SIEM and assigns staff at its discretion. Staffing levels fluctuate based on activity, alert load, severity, etc.**

1. On page 11. How many engineers support the SIEM today?
	1. **The current Contractor manages the SEIM and assigns staff at its discretion. Staffing levels fluctuate based on activity, alert load, severity, etc.**

1. On page 11. How many users are on the SIEM product today?
	1. **The current Contractor manages the SIEM and assigns staff at its discretion. Staffing levels fluctuate based on activity, alert load, severity, etc.**

1. On page 11. How many users is ACFD SIEM licensed for?
	1. **ACFD does not license a SIEM. As documented in the RFP, the Contractor is responsible for providing a SIEM and providing dashboard and report access to ACFD designated staff.**

1. On page 11. How is the SIEM licensed?
	1. **The Contractor is responsible for all licensing and costs associated with the SIEM.**
2. Can you provide an ACFD network diagram?
	1. **Please see Exhibit C in the RFP.**
3. On-Page 11. What is the current SIEM product?
	1. **Please see A28.**
4. What is the ACFD cybersecurity technology stack?
	1. **SentinelOne with Huntress Threat Protection and Splunk.**
5. Does ACFD leverage any Alameda County shared IT services?
	1. **Currently SaaS apps (O365, Docusign), Website hosting.**
6. Does ACFD leverage any California Department of Technology (CDT) shared IT services? Or any shared IT services?
	1. **No.**
7. On page 11. For SIEM, are there existing analysts and engineers onsite in Alameda County?
	1. **Yes, the contractor has two analysts.**
8. What is the organizational chart for ACFD? For ACFD IT?
	1. **Please see link** [**https://fire.acgov.org/AboutUs/orgcharts.page?**](https://fire.acgov.org/AboutUs/orgcharts.page)
9. What Cybersecurity county standard will the vendor have to comply with?
	1. **The CIS Controls provide a security framework consistent with the requirements detailed in the RFP. Other standards are also relevant regarding the handling of HIPPA data associated with Dispatching, Patient-Care Reporting, and Analytics.**
10. When does the existing license for the SIEM product expire?
	1. **Contractor provides this as a service****, managed detection and response (MDR).**
11. What is the organizational chart for ACFD IT for 24/7 SIEM security monitoring?
	1. **Contractor provides this as a service, managed detection and response (MDR).**
12. On page 11. Who is the existing service provider for 24/7 coverage for SIEM?
	1. **The current contractor manages the SIEM product.**
13. On page 11. When does ACFD want to transfer SIEM 24/7 coverage to a new vendor?
	1. **Current Contractor provides this as a service, managed detection and response (MDR).**
14. What are your existing internet connections?
	1. **Please see Exhibit B and C in the RFP.**
15. How are ACFD sites connected?
	1. **Please see Exhibit B and C in the RFP.**
16. What are cybersecurity technologies being considered in the near future (1 year)?
	1. **Multi-Factor Authentication (MFA) and Single Sign-On (SSO) for Cloud Apps.**
17. What are the cybersecurity technologies being considered in the far future (5 years)?
	1. **Five Years in the IT space is hard to predict as the threat landscape is volatile. Preparation is important to be in front of the threat landscape as new technologies present. What our baseline is today and prepares for whatever the threat landscape will be.**
18. Is ACFD happy with the existing SIEM product?
	1. **Yes.**
19. Is ACFD happy with SIEM 24/7 coverage provider?
	1. **Yes.**
20. Can the vendor propose an alternative SIEM product?
	1. **Yes.**
21. When does the existing contract for SIEM 24/7 service expire?
	1. **Contractor provides this as a service, managed detection and response (MDR).**
22. For SIEM, how should the price be shown on the ACFD bid form spreadsheet?
	1. **It should be as a service, and managed detection response (MDR).**
23. Has ACFD been affected by ransomware in the past?
	1. **Yes, threaten but it was mitigated quickly. Proper backups, minimal loss.**
24. What are Cybersecurity concerns that ACFD would like to address with the IT Support Services RFP?
	1. **ACFD would like the bidders to know our business, secure the perimeter, safeguard the network and endpoints, use best practice processes and applications.**
25. What is the multi-factor application product?
	1. **Currently, DUO for laptop devices and Citrix access.**
26. Who manages the existing data centers (in-house or third-party)?
	1. **Third-Party Contractor.**
27. What Cybersecurity regulation will the vendor have to comply with?
	1. **The CIS** [**CSC Controls**](https://www.cisecurity.org/controls/cis-controls-list/) **provide a security framework consistent with the requirements detailed in the RFP. Other standards are also relevant regarding the handling of HIPPA data associated with Dispatching, Patient-Care Reporting, and Analytics.**
28. What Cybersecurity industry-standard will the vendor have to comply with?
	1. **Please see A98**

1. What Cybersecurity ACFD standard will the vendor have to comply with?
	1. **Please see A98**

1. What Cyber Security California Department of Technology (CDT) standards will the vendor have to comply with?
	1. **Please see A98.**

1. What Cybersecurity privacy standard will the vendor have to comply with?
	1. **Please see A98.**
2. Will the vendor have to comply with California Consumer Privacy Act (CCPA)?
	1. **The Contractor must comply with the California Consumer Privacy Act (CCPA).**

1. Can ACFD share the last Cybersecurity Assessment?
	1. **No, Because of concerns regarding cyber threats, that information is not available for public distribution.**

1. What was the key finding of the last cybersecurity assessment?
	1. **ACFD is a target for bad actors and must maintain strong defenses to protect its network assets and maintain ongoing operations.**
2. What is the ACFD technology roadmap?
	1. **Office 365 Tenant Migration to ACFD.**
3. Can you provide the number of calls to the Help Desk currently in a month?
	1. **500 monthly helpdesk tickets, 50 emergency after-hours support calls, 200 automated alert tickets.**
4. Can you identify the volume of requests for (1) on-site technician(s) and (2) online helpdesk?
	1. **In the last 12 months, 3,290 requests were submitted to the Helpdesk. 738 Emergency Support Calls were placed. 1,947 systems alerts were generated.**
5. Can you identify the number of calls for each day, by day?
	1. **Please see A108. Daily breakdowns are not available.**

1. Can you break out the number of help desk service calls by level, i.e. Level 1, Level 2, or Level 3?
	1. **In the last 12 months, help desk requests fall into the following categories: Level 1 Emergency Support Calls (Dispatch Impacted): 738; Level 1 Helpdesk Tickets (Dispatch Impacted): 68; Level 2 Helpdesk Tickets (Enterprise System Outage); 149. Level Four Helpdesk Tickets (End User Support): 3,073**.

1. Can you provide the type/category of calls received?
	1. **Please see A110**
2. Can you identify the application by name and version identified in section E.5?
	1. **Databases are MS SQL Server 2016 or higher.**
3. Are there special services or applications required to support medical dispatches such as two-way doctor communication, medicine disbursement, and patient records?
	1. **Yes, Patient Records. Image Trend and ESO.**
4. Which GIS software is currently being used?
	1. **ESRI.**
5. Can you identify warranties that are in place for current equipment?
	1. **Per the RFP, all HaaS equipment provided in this contract is the property of the Contractor. It is a requirement that all equipment deployed have warranty coverage for the duration of the contract. For ACFD owned assets, warranty status varies.**
6. Is the data center management under this proposed action?
	1. **Yes.**
7. What in-house resources are available to support the performance of these services?
	1. **None, per RFP that is what Bidders are bidding on.**
8. Can you provide the historic frequency of on-site physical support at LLNS?
	1. **On average, 200 on-site responses per year are required to support Station 20 and ACRECC at Lawrence Livermore National Laboratory. On average, 40 on-site responses per year are required to support Station 19 at Lawrence Berkeley Laboratory.**
9. Do you have a technical staff with DOE clearance that can support physical activities at LLNS?
	1. **Yes.**
10. Are there in-house technical resources for dispatch if an incident requires physical repair?
	1. **No, RFP indicates that the contractor will provide staff to support all helpdesk activities remotely and physically on site.**
11. Is there a current consolidated CMDB?
	1. **Yes.**
12. Can you provide a copy of historical problem resolutions to include root cause analysis and mitigation?
	1. **No. This information is not shareable.**
13. Page 19 Item 13: Does the Department require the Contractor to provide in-wall wiring, patch panels, and all infrastructure components required for a device?
	1. **No.**
14. Page 12, 6 I: Is Microsoft SharePoint Online an acceptable platform to meet the requirements of Item 6 I? If not, is there a functional requirement list available that denotes the full requirements?
	1. **Yes.**
15. Will the Department consider allowing the Contractor to provide telco lines (primary and backup) to each designated site if there is a cost-saving?
	1. **No.**
16. On-Page 11. What is the current SIEM product?

**A126) Please see A28.**

VENDOR LIST

**RFP No. 902005 – IT Support Services**

This Vendor Bid List is being provided for informational purposes to assist bidders in making contact with other businesses as needed to develop local small and emerging business subcontracting relationships to meet the requirements of the [Small Local Emerging Business (SLEB) Program](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/).

This RFP is being issued to all vendors on the Vendor Bid List; the following revised vendor list includes contact information for each vendor attendee at the Networking/Bidders Conferences.

| **RFP No. 902005 - IT Support Services** |
| --- |
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|   21 TECH | Baker Brad | ( 415 ) 355-9096 | 1330 Broadway | OAKLAND | CA | SALES@21TECH.COM |
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|   A/E Information Services | Frank Green | ( 510 ) 384-0762 | 6747 Wilton Drive | OAKLAND | CA | aeis@california.com |
|   AAA Computers & Technologies, Inc. | Ajay Shah | ( 510 ) 623-7255 | 46540 Fremont Blvd., Suite 502 | FREMONT | CA | ajay@aaacompu.com |
|   Acumen Building Enterprise, Inc. | Marlene Barrett | ( 510 ) 530-3029 | 7770 Pardee Lane, Suite 200 | OAKLAND | CA | marlene.barrett@acumentransit.com |
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|   Ampliosys Inc | Archana Shyam | ( 510 ) 371-0547 | 39270 Paseo Padre Parkway 129 | FREMONT | CA | archanaa@ampliosys.com |
|   AMS Consulting, LLC | Robert Estimo | ( 925 ) 225-9922 | 5627 Stoneridge Drive, Suite 320 | PLEASANTON | CA | restimo@amsconsulting.net |
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