CITY OF MEMPHIS

REQUEST FOR PROPOSAL

#52122

Technology Service Desk and/or Desktop Support

Addendum #1

The due date is extended to March 10, 2021.

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Questions & Answers

Except to remove vendor names and addresses, questions are provided exactly as submitted.

#		Section	Question / Answer
1	Q		What is the total number of users?
1	A		There are over 8400 employees, not including retirees.
2	Q		What is the total number of tickets submitted per month?
2	A		An average of 50% of our population could be expected to utilize our services in any given month.
3	Q		What is the total number of devices?
3	A		It can be expected that all employees have at least one device
4	Q		Is there an incumbent?
4	A		Yes
5	Q	Desktop	1.　　Is there a standard for hardware?
5	A		Yes
6	Q	Desktop	2.　　Is there a standard for software package that is deployed on all images?
6	A		Yes
7	Q	Desktop	3.　　Tools referenced will they be provided by the city?
7	A		Required tools will be discussed during the contract negotiation phase
8	Q	Desktop	4.　　Can the City provide a list of current tools in use and the expected horizon for their use? It would be helpful to have the information to be certain that price proposals do not accidentally create overlap in systems.
8	A		Please just provide pricing; any overlap will be discussed during the contract negotiation phase
9	Q	Desktop	5.　　Does this also include iPad and mobile phone support? If so, is there a MDM that will be implemented?
9	A		Mobile device support is handled by the current City of Memphis Mobility department.
10	Q	Desktop (d)	6.　　Who will be providing the remote dial in tool?
10	A		Vendor will work with IT Security team

11	Q	Desktop (d)	7. What is the radius of distance and how many people for home support? Can we please have distances by employee?
11	A		That varies, but any employee at home support is done remotely
12	Q	Desktop (g)	8. Can you clarify what you mean by "terminating emulation"?
12	A		This was a typo. It should be terminal emulation which is handled by the City's Data Center
13	Q	Desktop (h)	9. Will we be responsible for files systems outside of local client info?
13	A		N/A
14	Q	Desktop (j)	10. Who will be building the standardized images?
14	A		Images are created by the current City of Memphis Desktop Engineering department
15	Q	Desktop (j)	11. It would be very difficult to support images that we do not create, would the City consider allowing the vendor to create the images they are being asked to support?
15	A		Images are created by current City of Memphis Desktop Engineering department.
16	Q	Desktop (j)	12. How many distinct desktop images is the vendor expected to support and are standard images already deployed to all City employees?
16	A		There is a standard City image. There are also standard images for specific to specialized division (e.g. Police, Fire, Library, Public)
17	Q	General	13. Several tasks requested in the RFP are one-time events that require a lot of time and personnel. Since the City requested only two price elements, is it correct to assume all project or migration expenses should be amortized into the monthly fees? For example: Initial inventory, seeding and reconciliation of the asset database.
17	A		This will be further discussed during the contract phase
18	Q	General	14. Should automation tools include the need for server infrastructure, will the city provide the space and access for the infrastructure? If the appropriate tools include the use of said infrastructure will the city wish to own the infrastructure or vendor to own?
18	A		City will own all infrastructure
19	Q	General (c)	15. If the City requests non-standard equipment and software can the vendor not assume the City has authorized it? What formal processes does the City have for making purchase requests and vouching for the approval of said requests?
19	A		There is a request and approval process for the purchase of standard and non-standard assets.

20	Q	General (d)	16. Can the City elaborate on the protocols and continuity processes as pertaining to the desktop?
20	A		To be discussed during the contract negotiation phase
21	Q	General (e,m)	17. Testing systems in particular in environments that have legacy software is often limited by the tester's access to systems and data beyond the installation of local clients on systems. Will the City provide test accounts or personnel to perform testing of systems?
21	A		Access is provided as deemed appropriate and necessary to perform job duties.
22		General (h)	18. What provisions are there for billing projects? If there's no provision for Projects should the proposal pricing assume additional cost for projected project work?
22	A		Additional project costs will be discussed during the contact phase
23	Q	General	19. For all tools used for the contract does the City wish to own the tools?
23	A		The City will own all tools
24	Q	Desktop (d)	20. For onsite visits in private homes, will the City be providing the liability insurance for onsite or is that a Vendor requirement.
24	A		The City has insurance
25	Q	Desktop	21. Can the City provide a count of devices currently under management?
25	A		All 8000+ employees have devices
26	Q	Desktop	22. Can the City provide the warranty status of the devices?
26	A		Device warranty information is housed in ServiceNow
27	Q	General (l)	23. Please define "Lan-connectivity Equipment", and the limits of vendors support in this area.
27	A		Supported by the City's Network team
28	Q	General	24. Does the City have a documentation infrastructure in place and in use?
28	A		Yes
29	Q	General (q,ii)	25. What are the expected limits of restoration assistance at the desktop? If users hard delete documents, for instance, would this be best efforts?
29	A		This is handled by the Datacenter team
30	Q	Desktop (b)	26. Is the desktop orientation a reoccurring live group based event, one time training for individuals, or is recorded video sufficient?

30	A		Whatever is deemed necessary during contract negotiations
31	Q	Asset	27. Does the City maintain an asset database of licenses for all software purchased on ad hoc basis?
31	A		Yes
32	Q	Moves (d)	28. Removal of hard drives for reimaging? Is this correct or is the City wishing that all re-imaging and reassigning result in wiping a hard drive?
32	A		Hard drives are removed from devices prior to disposal.
33	Q	Moves (c)	29. What is the average number of moves/adds/changes per month the vendor is expected to support?
33	A		Varies by department and project
34	Q	Moves (c)	30. Will moves be done after hours? Business hours or a mix?
34	A		Moves are generally done during normal business hours.
35	Q	Addl Equip & Software (b,iv)	31. Please provide the requirements for scheduling installations?
35	A		Notification and specifications are determined internally by department
36	Q	Moves	32. For large moves who will be responsible for mover if needed?
36	A		Logistics are worked out based on specific needs. Moves may be conducted by a moving company, Desktop support staff, or a combination of both.
37	Q	Moves	33. Will large moves be considered a project by the City, or should the vendor include large moves in their cost basis?
37	A		Project by the City
38	Q	Moves (d)	34. Can the Hard drive process be provided?
38	A		Not at this stage
39	Q	Moves (e)	35. Who will you be leasing the equipment from?
39	A		Equipment acquisition is determined internally
40	Q	Equipment	36. Who will be supplying the additional hardware to "supplementing" the existing hardware?
40	A		Equipment acquisition is determined internally
41	Q	Equipment	37. Is the vendor responsible to push out monthly MS Patches to all end users? If so, will the tool be responsibility of the city or the vendor?
41	A		No
42	Q	Addl Equip & Software (a)	38. Will the city provide a facility to handle staging and deployment of equipment? Outside of localized areas?
42	A		City will provide

43	Q	Tech/SD (j)	39. Is the calling record system provided by the city?
43	A		Yes
44	Q	Tech/SD (j)	40. How long are calls expected to be saved for?
44	A		Until a purge is requested
45	Q	Tech/SD (j)	41. Does the City require access to the call recordings at any time, i.e., is a customer portal required?
45	A		If necessary
46	Q	Tech/SD	"The Vendor shall provide all technical and management services to support the task, including: • Program management • Technology management • Information and relationship management • Human resources management • Performance management • Quality assurance/quality improvement • Management reports • Security • Contingency/disaster recovery 42. This is a very broad request; can you please specify what is expected from the vendor for each area?
46	A		We would be looking for the vendor to provide recommendations.
47	Q	2.2 Hours	43. What are expectations on ASA and first call resolution?
47	A		Details will be explored during contract negotiations.
48	Q	Desktop	44. Can you explain coverage expectations from 5PM until 8AM?
48	A		After hours on-call support
49	Q	General	45. How many laptops will be supported?
49	A		Desktop and laptop average is about 7,500 devices
50	Q	General	46. How many physical servers will be supported?
50	A		Servers are handled by the current City of Memphis Data Center.
51	Q	General	47. How many virtual machines will be supported?
51	A		Virtual machines are primarily handled by the current City of Memphis Desktop Engineering department.
52	Q	General	48. How many firewalls will be supported?
52	A		Firewalls are handled by current City of Memphis departments.
53	Q	General	49. How many switches will be supported?

53	A		Switches are handled by the current City of Memphis Network department.
54	Q	General	50. How many printers will be supported?
54	A		Approximately 2500
55	Q	General	51. How many network sites will be supported?
55	A		This is handled internally by the City network team
56	Q	General	52. Can you please describe the state of the data center, network and desktop environments in terms of lifecycle and maturity?
56	A		These areas are supported by their respective internal teams
57	Q	General	53. Will mobile devices and tablets be supported?
57	A		Mobile device (cellphone, tablet, MiFi) support is handled by the current City of Memphis Mobility department.
58	Q	General	54. If mobile devices and tablets will be supported, how many devices?
58	A		Mobile device (cellphone, tablet, MiFi) support is handled by the current City of Memphis Mobility department.
59	Q	General	55. What, if any, equipment will the awarded vendor be responsible for supplying?
59	A		N/A
60	Q	General	56. What operating systems will be supported on servers?
60	A		Servers are supported internally by Datacenter team
61	Q	General	57. What operating systems will be supported on desktops?
61	A		Windows
62	Q	General	58. Does a backup solution(s) currently exist? If so, what role is the awarded vendor expected to play in backup/restore services?
62	A		None
63	Q	General	59. What is the percentage of system patching is up to date?
63	A		N/A
64	Q	General	60. Will virtual environments be supported?
64	A		Virtual machines are primarily handled by the current City of Memphis Desktop Engineering department
65	Q	General	61. If virtual environments are to be supported, what technologies are used for the virtual environments?
65	A		Virtual machines are primarily handled by the current City of Memphis Desktop Engineering department.

66	Q	General	62. Will 3rd party cloud solutions such as AWS and Azure be supported?
66	A		Supported by Datacenter team
67	Q	General	63. How often are software audits expected to be performed?
67	A		Based on the auditor's interval
68	Q	General	64. Are monitoring tools currently in place?
68	A		Yes
69	Q	General	65. What database platforms will require support?
69	A		The vendor will not support database platforms. They will use database to provide support.
70	Q	General	66. Will database performance monitoring and tuning be required?
70	A		N/A
71	Q	General	67. Does documentation on the distributed systems environment already exist?
71	A		Yes
72	Q	Equip & SW Mgmt (k)	68. Will source code for 3rd party software need to be compiled?
72	A		No
73	Q	Equip & SW Mgmt (k)	69. Will custom software be supported?
73	A		Done by the internal team
74	Q	Equip & SW Mgmt (k)	70. If custom software will be supported, what software frameworks, languages and backend platforms will be use?
74	A		N/A
75	Q	Equip & SW Mgmt (k)	71. If custom software will be supported, what source code repositories will be used?
75	A		N/A
76	Q	Equip & SW Mgmt (k)	72. If custom software will be supported, is there is a development methodology requirement?
76	A		N/A
77	Q	General	73. Will GIS data need to be collected and managed?
77	A		N/A
78	Q	Tech/SD	74. What is the average volume per month of calls into the service desk?

78	A		An average of 50% of our population could be expected to utilize our services in any given month.
79	Q	Tech/SD	75. What is the average number of tickets worked by the service desk in a month?
79	A		An average of 50% of our population could be expected to utilize our services in any given month.
80	Q	Tech/SD	76. What is the typical work and call volume during normal business hours versus after hours?
80	A		This will vary
81	Q	Tech/SD	77. What is the current average handle time for service desk calls?
81	A		We would want the vendor to provide their offering to this question, and the final will be discussed during contract negotiations
82	Q	Tech/SD	78. What is the current hardware refresh cycle for the equipment the vendor is expected to support?
82	A		3-5 years
83	Q	Tech/SD	79. What IT Service Management tools, if any, are currently in use at the City for tracking inventory, configurations, and or/ remote support of assets
83	A		ServiceNow, Ivanti
84	Q	Addl Equip & Software & Tech/SD	80. What service targets or Operational Level Agreements will apply to internal departments at the City to ensure response times, availability, and coordination with the vendor?
84	A		This will be discussed during contract negotiations
85	Q	General	81. How extensive or up to date is the current IT Service Management knowledgebase?
85	A		Knowledge Based Articles are used and updated as needed to support process or environment changes.
86	Q	Moves	82. How many discrete "service catalog" items are covered by MAC requests?
86	A		The City maintains a listing of standard and non-standard equipment lists that are reviewed quarterly.
87	Q	1.1 General	83. Who is on the evaluation committee for this solicitation?
87	A		Members of the Information Technology team
88	Q	2. Scope	84. Is the selected vendor responsible for providing the telephone / contact center solution? If not, what solution is in place?

88	A		The City's ServiceNow instance will be used for the ticketing system. We would be looking to the vendor to supply the telecom solution.
89	Q	2. Scope	85. How does the Memphis define "Tier 1" and "Tier 2" technical background?
89	A		See question 275
90	Q	2. Scope	86. What is the minimum number of agents required to perform the Technology Service Desk and Desktop Support functions?
90	A		We would be looking for the vendor to provide a range based on hypothetical usage ex. For 3000 calls/month, ### agents For 8000 users ### technicians
91	Q	2. Scope	87. What is the indoctrination process for Technology Service Desk and Desktop Support agents?
91	A		We would be looking for the vendor to identify what process(es) work best for their agents.
92	Q	2. Scope	88. What role does the selected vendor play in this process vs. Memphis?
92	A		See question #91
93	Q	General	89. Please provide a list of all regulatory compliance and other special training requirements exist for Vendor resources providing service to Memphis. (e.g., HIPAA, FERPA, PII, SOX, PCI, Federal/State Criminal, etc.)
93	A		Federal background check and CJIS certification
94	Q	2.1 General	90. Please define "Distributed Systems" and / or provide a list of all Memphis configuration items / technology assets under this scope of service.
94	A		Desktops, laptops, printer, etc.
95	Q	General (a)	91. What inventory management and / or software audit solution is currently used to track Memphis assets?
95	A		ServiceNow
96	Q	General (a)	92. Is this system provided by the incumbent vendor or Memphis?
96	A		City of Memphis
97	Q	General (a)	93. Is the requirement for this system to track both hardware and software configuration items, or are these items tracked in separate systems?
97	A		Yes

98	Q	General (a)	94. Who will be responsible for the ongoing LICENSING of this/these service(s)?
98	A		City of Memphis
99	Q	General (b)	95. What are the current "operational requirements" for Memphis?
99	A		Work in conjunction with the City's Data Center to recommend specs for distributed systems as needed.
100	Q	General (b)	96. How will the awarded vendor be made aware of the current and upcoming projects that help determine the "operational requirements and other changes" for Memphis?
100	A		Weekly meetings will be held and direction given from the City's Service Delivery Manager.
101	Q	General (e)	97. Please describe the Memphis certification process for Distributed Systems.
101	A		The City will be looking for recommendations from the vendor
102	Q	General (e)	98. Is regression testing required for any Memphis systems in addition to (or in combination with) integration testing?
102	A		No
103	Q	General (g)	99. Is the cost for new support tool deployment part of the scope of services of this agreement, or are these ancillary projects negotiated separately?
103	A		Additional project costs will be discussed during the contact phase
104	Q	General	100. Please provide a 12-month history of all Memphis support requests, including incidents, service requests, IMAC requests, change requests, problems, etc.
104	A		Detailed information can be provided during contract negotiations
105	Q	Equipment (d)	101. Will all lifecycle refresh activities for both hardware and software under the scope of this agreement be included in this scope of services, or will a separate project/agreement be negotiated for these activities?
105	A		Yes, lifecycle refresh activities are included in this scope
106	Q	General	102. Does Memphis or the incumbent follow standard IT Service Delivery framework(s)? If so, what are they?
106	A		ITIL
107	Q	2.2 Hours / Desktop	103. During which days/hours/weekends/holidays are desktop support resources required to be onsite?
107	A		Normal workdays excluding City Holidays
108	Q	Desktop (b)	104. How are Memphis printers currently set up/configured on endpoints? (e.g., direct to IP, print server, etc.)

108	A		IP, Network, Local, Print Server
109	Q	Desktop (d)	105. What Dial-in or remote connectivity solution is currently provided to Memphis employees?
109	A		VPN
110	Q	Desktop	106. Who will be responsible for the ongoing management of the FUNCTION of this/these service(s)?
110	A		City of Memphis
111	Q	Desktop	107. Who will be responsible for the ongoing LICENSING of this/these service(s)?
111	A		City of Memphis
112	Q	Moves	108. How many items or endpoints are currently supported by Move/Add/Change Services in the categories, "Desktop Workstation," "Laptop Workstation," LAN Node Equipment," and others, respectively.
112	A		This will vary based on the request
113	Q	Moves	109. How many requests for MAC services does the City process per month/annually?
113	A		Varies by department and project
114	Q	Tech/SD	110. Historically, how long is the training required for CSRs to achieve the requisite knowledge and understanding (in hours or days)?
114	A		That information is tracked through the vendor providing the service
115	Q	Tech/SD (a)	111. How does the City calculate first point of contact resolution? For example, is a contact considered resolved if it is not transferred/escalated, or is there threshold where a repeat contact from the end-user marks a case as "unresolved" e.g. of the end-user calls back the next day? For the latter scenario, does it matter if the call received the next day is for a different issue? If the SOP directs the support team to transfer or escalate a call, how is that measured against the resolution expectations?
115	A		Details will be explored during contract negotiations.
116	Q	Tech/SD	112. What percentage of inbound calls must be answered by a live operator?
116	A		Details will be explored during contract negotiations
117	Q	Tech/SD	113. Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?
117	A		An IVR type system can be used to assist in directing callers and providing callers with pertinent information.
118	Q	Tech/SD	114. What information is to be included in call logs?

118	A		Details will be explored during contract negotiations
119	Q	Tech/SD	115. What is the current Quality Assurance system in use? Is a Quality Monitoring form being used currently? What % of the calls are monitored for quality assurance and what is the sampling methodology.
119	A		The system and process is the responsibility of the vendor
120	Q	General	116. Will the City provide a trainer, manager, or liaison to assist in onboarding the vendor?
120	A		Yes
121	Q	General	117. Is there an evaluation period for the services and if yes, what is the evaluation criteria?
121	A		Evaluations are ad hoc with a formal quarterly review
122	Q	General	118. Is the City open to distributing the delivery between US and an offshore location?
122	A		Onshore is preferred.
123	Q	General	119. What populations will the vendor be serving and how large are they? For example, are former City employees supported in HR systems?
123	A		Over 8400 employees plus retirees
124	Q	2.2 Hours / Desktop	120. Will different departments, agencies, or populations have different SLAs or busines hours for support?
124	A		Support will be provided during the normal Desktop Support schedule
125	Q	General	121. Is there a requirement for the service desk resources to be in Memphis or is a remote service desk acceptable?
125	A		Memphis or Onshore Remote
126	Q	General	122. What percentage of Tier 2 tickets are currently handled remotely versus onsite/hands on?
126	A		Varies by department needs
127	Q	Tech/SD	123. Does the vendor need to respond via Email or Chat?
127	A		Yes
128	Q	Tech/SD	124. Must the vendor be staffed in the US ?
128	A		Yes
129	Q	Tech/SD	125. Can the vendor be staffed remotely ?
129	A		Yes. Onshore.
130	Q	Tech/SD	126. Will the vendor be housed in City facility?

130	A		The Service Desk will not be in a City facility.
131	Q	Tech/SD	127. Is there a preference on Tools? Ticketing system, asset management, etc.
131	A		ServiceNow
132	Q	General	128. Will the vendor also provide network support?
132	A		No
133	Q	General	129. May we have a list of tools used by Memphis?
133	A		Details can be provided during contract negotiations
134	Q	General	130. Will there be some kind of limit on project hours? Or is the vendor expected to absorb a noted amount?
134	A		The vendor will not be expected to absorb costs.
135	Q	General (n)	131. Will the equipment be owned by the city or the vendor?
135	A		The vendor will be responsible for their equipment.
136	Q	General (n)	132. Will the equipment be purchased through the vendor?
136	A		Customer equipment will be funded by the City.
137	Q	General (o)	133. Does this included running and removal of LAN cables in the cubical or in the walls?
137	A		No.
138	Q	General (p)	134. Does this request include application support on the server side?
138	A		No.
139	Q	General (p)	135. What scope of server support is the awarded vendor responsible for?
139	A		None.
140	Q	General (q,i,C)	136. Is the request that we back up all desktops and laptops?
140	A		The vendor may be responsible for backing up files when replacing computers.
141	Q	General (q,i,C)	137. If so, what is the retention period?
141	A		Not applicable.
142	Q	General	138. How many different physical locations fall under the requested scope of services?
142	A		There are 300+ City of Memphis locations

143	Q	General	139. What type of background or other screening is required for support personnel operating under this contract?
143	A		CJIS certification provided by the City of Memphis and a background check.
144	Q	General	140. How many users will be supported?
144	A		Approximately 8400 users, not including retirees for the Service Desk.
145	Q		Does the City currently have a database or Asset Management System that contains records of all 3rd party systems, equipment, software, and applications? If so, please provide as much as possible.
145	A		Equipment is tracked in a database.
146	Q		What is the total number of City owned devices or assets that would need support?
146	A		It can be expected that each City of Memphis employee could have at least one device.
147	Q		Does the City want to continue using ServiceNow or are you open to a new Service Desk/Desktop software solution?
147	A		The City will continue using ServiceNow.
148	Q		Is there any possibility that the bid due date could be extended for this RFP #52122?
148	A		Yes. The extended due date is part of this addendum.
149	Q		What are the specific SLA(s) and performance requirements associated with this RFP #52122?
149	A		Details will be explored during contract negotiations.
150	Q	4.5 Initial Questions Submission	Based on the assumption that vendor questions will be answered by February 5, as set forth in the RFP, RCG respectfully requests a three (3) week extension to the current proposal submission deadline.
150	A		Noted.
151	Q	Incumbent	Who is the current incumbent? Is the incumbent local to city of Memphis? Does the incumbent currently comply with Memphis Ordinance # 5384, and does it meet the goal of 13 % for M/WBE
151	A		Istonish. Istonish has a local Memphis office. There is no M/WBE goal.
152	Q	List of registered M/WBE	Is it possible to get a list of M/WBE?
152	A		This information is on the City website.
153	Q	Service Now modules	What ITIL modules or applications have been implemented in the City of Memphis' ServiceNow platform to provide the ITIL processes identified in

			the solicitation? Is it a fair assumption that all the modules that will be required going forward will be provided by city?
153	A		All modules that will be required will be provided by the City.
154	Q	Service Now	Is the incoming vendor expected to manage or develop new capabilities for the City of Memphis' ServiceNo w
154	A		The incoming vendor is expected to utilize the ServiceNow tool to effectively provide service.
155	Q	Technology Service Desk General questions	Are you providing service desk capabilities such as call center on-premises, off premises or in the cloud? If on-premises what technology/vendor are you currently using? If on the cloud- what cloud solution are you using?
155	A		The current call center is off premise.
156	Q	Technology Service Desk General questions	Does Memphis currently operate a primary Technology Service desk that will be transitioned to the incoming vendor?
156	A		Yes.
157	Q	Technology Service Desk General questions	Does Memphis expect the incoming vendor to provide an ACD with single point of contact (SPOC) as a managed service or through a merger with an existing Technology Service Desk?
157	A		The current Technology Service Desk is not inhouse. The current process is a phone number that is redirected to the current Service Desk.
158	Q	ACD integration with Service Now general question	Is the incoming vendor expected to integrate the Automated Call Distribution application/system with the City of Memphis' ServiceNow, or will these two systems/platforms be separate as a hybrid service?
158	A		There is no integration today with the current ACD system, but this can be explored if it is an option.
159	Q	Service Now and other tools- costs	Should the incoming vendor assume ServiceNow and associated tools called out in the solicitation license costs are absorbed by the City of Memphis?
159	A		ServiceNow licenses for Service Desk is the responsibility of the vendor.
160	Q	Section 2, Scope of Work	Throughout this section references are made to Distributed Systems, equipment, software and applications. We need a complete inventory list of types/manufacture of current hardware and software to ensure we are providing properly skilled staff. Please provide an asset list.

160	A		Details will be explored during contract negotiations. Number of assets were provided in an earlier question.
161	Q	1.2 Objective	Should the vendor assume the scope of this effort is to work with the city of Memphis to define what Is needed from a new service to effectively provide Technology Service Desk and/or Desktop Support services? Is the Technology Service Desk and/or Desktop Support services a new implementation?
161	A		We would be looking for the vendor to provide a recommendation. We currently have a Technology Service Desk and Support Services.
162	Q	2. SCOPE OF SERVICES page 5: Number of agents	How many Tier 1 Agents are you currently utilizing?
162	A		There are currently approximately 20 Tier 1 agents available to provide coverage.
163	Q	Desk Top support page 5;	How many desk top support personnel are you currently using?
163	A		10
164	Q	2. Scope of Service, Technology Service Desk paragraph, Page 5	"minimum number of agents are trained". Without statistics on call and/or ticket volume it is difficult to anticipate how many agents are needed. Can a number of required staff be provided, or statistical reports from the last 12 months so we can better estimate staffing? How many Tier 1 Agents are you currently utilizing?
164	A		This question is addressed in #163 and #162
165	Q	2. Scope of Service, Desktop Support paragraph, Page 5	"minimum number of agents are trained". Without statistics on call and/or ticket volume it is difficult to anticipate how many agents are needed. Can a number of required staff be provided, or statistical reports from the last 12 months so we can better estimate staffing? How many desk top support personnel are you currently using?
165	A		This question is addressed in #163 and #162
166	Q	2. Scope of Service, Service Desk and Desktop Support paragraphs	:agents are trained and available to answer calls". Does the City have an adjudication process for approval of proposed staff, prior to them being approved for work? Is the Contractor required to perform background checks on employees before proposing them?
166	A		Yes.

167	Q	2.1 STATEMENT OF WORK	The RFP states there are 6 activities that require implementing a new function/feature and identifies 6 activities that require integrating an existing function/feature. It's not clear what skill set is required by the staff to perform this work. It's not clear what the technologies are that will require implementation and/or integration.
167	A		Not sure which 6 activities are being referred to.
168	Q	2.1 General applicable support (a) page 5	Does distributed system refer to a desktops/laptop?
168	A		Yes, and printers.
169	Q	2.1 General applicable support (a) page 5	Does the Memphis distributed system environment contain a federated architectural component?
169	A		Not at this time
170	Q	2.1 General applicable support (a) page 5	Does the Distributed Systems include remote/mobile end points?
170	A		Yes
171	Q	2.1 General applicable support (a) page 5	Does the city of Memphis currently use an Enterprise Resource Planning (ERP) system to forecast against projects and expected demand for projects?
171	A		No.
172	Q	2.1 General applicable support (a) page 5	What tools are you currently using to record and track inventory and config data for LAN connected distribution systems? The distribution in the context are LAN-connected PCs only or includes servers, printers, and other devices also? Are you using Service Now currently?
172	A		PCs and printers. We are using ServiceNow now.
173	Q	2.1 General applicable support (a) page 5	It's not clear from the statement "Cooperating with the City to research and implement tools to improve performance standards and/or performance of the Distributed Systems. Tool selection will be influenced by the City standards and technical direction, and any new/additional tools chosen should provide equivalent or better functionality than those already deployed." Whether or not there is an existing performance baseline for the Distributed System or whether a performance baseline needs to be established.
173	A		There is an existing performance baseline.

174	Q	2.1 General applicable support (a) page 5	It's not clear whether the city of Memphis has established SLAs for the Distributed Systems environment and/or uses a tool to track all SLAs and service level requirements.
174	A		ServiceNow is used for tracking
175	Q	2.1 General applicable support page 5	It's not clear what is required based on the statement "All operators must understand and speak English and have a Tier 1 technical background." What level of proficiency in the operators Tier 1 technical background is required?
175	A		The operator should have Tier 1 experience. There are no levels associated with Tier 1.
176	Q	2.1 General applicable support page 5	It's not clear what method the vendor is to use in order to quantify "ensure that a minimum number of agents are trained and available to answer calls within 48 hours from the time network connection and call connectivity is verified." Is there an association or correlation with the following stated performance metric " Vendor shall provide the Services twenty-four (24) hours per day, seven (7) days per week and all City holidays, beginning on the date and time agreed to and as will be listed in the contract that results from this RFP. Vendor shall maintain an availability commitment of 99.5%?"
176	A		No. There is no correlation. The first statement refers to availability after contract execution and transition. The first time the vendor takes calls for the City. The second statement refers to availability throughout the duration of the contract.
177	Q	Section 2.1 page 6, item e	What type of Certification Process is being referred to?
177	A		We would be looking for the vendor to provide recommendations.
178	Q	Section 2.1 page 6, item i	What tools are you currently using?
178	A		See question # 177
179	Q	Section 2.1 page 6, item j	What are the Identity and Access Management (IAM) policies and tools that Memphis uses to enable the following: "Vendor shall install and operate such monitoring tools as are necessary to perform software audits of LAN-connected Distributed Systems remotely in an automated fashion?"
179	A		Any software required at the time.
180	Q	Section 2.1 item j page 6	What exactly is meant by software audits of LAN-connected Distributed systems? How many LAN connected distributed systems and how many standalone distributed systems you have?
180	A		Software verification may be required when updating or replacing systems. N/A - It can be expected for each employee to have one device.

181	Q	Section 2.1 item l page 7	What transport technology are you currently using?
181	A		N/A This is handled by the Network team
182	Q	Section 2.1 item p page 7	What Data base system are you currently using?
182	A		Service Now.
183	Q	Section 2.1 item p page 7	What languages or platforms are the software applications developed in or on (COTS or GOTS or MOTS - modified or modifiable off-the-shelf)?
183	A		N/A
184	Q	Section 2.1 item q page 7	What tools are you currently using for automated and remote system management of distributed systems
184	A		A variety of tools are used including Ivanti, Teams, Quick Assist and RDP
185	Q	Section 2.1 item q (i) page 7	What tools are you using for communication monitoring, Hardware/software inventory, license management, backup/restore and automatic alerting?
185	A		ServiceNow, Ivanti.
186	Q	Section 2.1 item q (i) page 7	The scope of (q) is very broad. What enabling technologies does Memphis currently use for the following: Support the implementation and maintain appropriate tools and processes to allow automated and remote systems management of Distributed Systems?
186	A		A variety of tools are used including Ivanti, Teams, Quick Assist and RDP
187	Q	Section 2.1 item r page 8	"Performing electronic Software and Desktop Software distribution to Desktop Equipment, including database client Software as necessary or requested by the City, including verification of the communications path, verification of available disk space and Desktop Equipment configuration, verification of existing Software and Desktop Software versions and old fallback copy, distribution of new Software and Desktop Software versions, verification of delivery and accuracy, and verification of rollback to old Software and Desktop Software versions." Is this the responsibility of the Tier 2 on-site support professionals?
187	A		It is the responsibility of Desktop Support technicians.
188	Q	Desktop support item (d) page 8	Do you really mean dial-in, or over the internet? Remote access from laptops/ travelling etc. to a LAN) What are you currently using for such remote access? What is carry-in/depot based technical support? How many elected officials will require home visits and historically home many of this trips need to made on a monthly basis?

			What is the total number of onsite, versus remote staff that have to be supported?
188	A		End users who are traveling or remotely accessing LAN-based services from home. VPN. This is a rare occurrence. No visits have been made in the last year. A variety of tools are used for remote support including Ivanti, Teams, Quick Assist and RDP. Carry-in/depot based support is when end users bring their devices to the Desktop Support office location. The number of end users working remotely vs onsite varies by department decisions.
189	Q	Desktop support item (g) page 8	What are you currently using for PC terminating emulation currently?
189	A		This is handled by the Data Center
190	Q	Desktop support item (h) page 8	Presently how are you backing up end user files?
190	A		OneDrive and/or external hard drive
191	Q	Desktop support item (j) page 8	Is the City-approved standard desktop image an image the Contractor is responsible to create and maintain? Are there multiple images to maintain based on multiple offices?
191	A		The vendor is not responsible for managing images.
192	Q	Moves, Adds, and Changes (a), page 9	Are all City employees located in the same building or is support provided in multiple buildings? If multiple buildings, are moves conducted between buildings and would a 'van' be provided to transport equipment?
192	A		Support is provided in multiple buildings. City SUVs are available. City employees are approved to drive.
193	Q	Equipment Management and Support item (a) page 10	This function is performed by on-site technical professionals. I Item (iv) – Our assumption is that the City would provide a test environment and physical space for full testing.
193	A		Yes.
194	Q	Equipment Management and Support item (b) page 11	What imaging tools are you currently using? How many unique images are you currently using?
194	A		Ivanti. There is a standard City image. There are also standard images for specific to specialized division (e.g. Police, Fire, Library, Public)

195	Q	Systems Software Management and Support. Page 11	Will this support be provided by on-site awardee personnel?
195	A		Yes.
196	Q	Systems Software Management and Support Item (g) page 12	Vendor shall direct, supervise and be responsible for maintenance performed on Third Party Systems Software by third party vendors. Q: How many third-party vendors is the vendor supposed to direct, supervise and be responsible for?
196	A		The vendor is not responsible for directing or supervisor third-party vendors.
197	Q	Systems Software Management and Support Item (h) page 12	Reviewing Systems Software conversion plans with the City. Vendor shall perform Systems Software reviews with the City for major operating system and sub-system releases. How many system software conversion plans per year is a vendor supposed to support?
197	A		It varies depending on what is required at the time.
198	Q	Systems Software Management and Support Item (j) page 12	Item (i): What tools are you currently using to track the frequency and type of rollouts on a business-by-business basis?
198	A		ServiceNow and SharePoint
199	Q	Asset Inventory and Tracking page 13 item (a)(i)	Are you using Service Now's asset management module? How many assets are there for both city locations?
199	A		ServiceNow is used to track hardware assets. It can be expected that each employee has at least one device.
200	Q	Additional Equipment and Software Responsibilities page 13	How many city locations are there? How is the equipment transferred from the main city location to other locations? Does city of Memphis have a test network, or the awardee has to set up the network? Will City provide the space and equipment for such a set up? Are you using service Now for request fulfillment currently?

200	A		There are 300+ City location. Day-to-day equipment deployment is done by Desktop Support agents in their vehicles. There is space at the City location to test, image, repair, prepare for deployment, etc. Equipment. Yes. ServiceNow is currently being used.
201	Q	Technology Service Desk General question	Does Memphis currently operate a primary Technology Service desk that will be transitioned to the incoming vendor?
201	A		The Service Desk is currently outsourced. This will be transitioned to the new vendor.
202	Q	Technology Service Desk item (a) Page 14	We assume that the city will make Service Now available to all the service desk professional, Desk top support personnel, or any other party responsible for problem resolution. Yes/NO?
202	A		Yes.
203	Q	Technology Service Desk item (a) Top of Page 15	Regarding Vendor cooperating with external parties for problem resolution, do procedures exist today for the transfer of problems to an external party, and for follow up and closure of the incident?
203	A		Yes.
204	Q	Technology Service Desk item (b) Page 15	Regarding routing tickets promptly to an internal or external entity, does a procedure exist today for transferring tickets to an external entity? Does this require the Service Desk to place a call to the external entity?
204	A		Yes.
205	Q	Technology Service Desk item (b) (iii) Page 15	References are made to Incident Resolution Time metrics, and elsewhere in the document to Service Level Agreements (Desktop Support, page 17). Please provide a list of Metrics and SLAs for the Vendor to bid to.
205	A		We would be looking for the vendor to provide recommendations. Details would be explored during contract negotiations.
206	Q	Technology Service Desk item (c) Page 15	"Solving Incidents without need of further actions, using diagnostic and monitoring tools and services as appropriate, including remote control software (to the extent provided by the City)." What remote control software will be provided by city?
206	A		A variety of tools are used including Ivanti, Teams, Quick Assist and RDP
207	Q	Technology Service Desk	We assume that Service Now with a knowledge base module is available for contractor use.

		item (d)(i) Page 15	
207	A		Yes.
208	Q	Technology Service Desk item (f) Page 16	What is the peak volume of incoming calls? Do you have estimate on number of simultaneous calls? What is the average call hold time? Do you use chat or e-mail for incident reporting?
208	A		Approximately 4000 contacts per month. No. N/A for responding to this RFP End users are sometimes contacted via email.
209	Q	Technology Service Desk item (g) Page 16	We assume our technicians are members of Active Directory (AD) and have a privileged access to AD for password resets.
209	A		Yes.
210	Q	Technology Service Desk item (i) Page 16	Does city of Memphis have an incident escalation plan?
210	A		Yes.
211	Q	Technology Service Desk Page 16	Could you please specify technical and management services required in support of Security and contingency/disaster recovery?
211	A		The vendor shall be able to support in the event of a disaster. The vendor should have security measures in place for their operation.
212	Q	Technology Service Desk Page 16	Vendor should provide 24-hour coverage. On average, how many after-hours calls are fielded in the current environment?
212	A		This varies depending on the time of month and year (e.g. Payroll week and open enrollment).
213	Q	3.3 PRICING Technology Service Desk page 19	The requirement states "Pricing model should be based on Per User, Per Month pricing." What is included in the end devices that are supported by a user?
213	A		Desktops, laptops, printers

214	Q	3.3 PRICING Technology Service Desk page 19	The requirement states "Desktop Support: Pricing model should be based on Per Device pricing." Please define what constitutes a device? Is this pricing per device per month?
214	A		Desktops, laptops Baseline billing will be determined during contract negotiations
215	Q	3.3 PRICING Technology Service Desk page 19	Does the City have a preference in the format the price proposal should be submitted in (Excel, Word?). Can the City provide a template for the Vendor to use?
215	A		Please follow the instructions in the RFP and provide the information in the format that is best for your response.
216	Q	2	Do we have to submit RFPs for both services: Help Desk and Desktop Support?
216	A		No.
217	Q	2.1-2.2	What is the volume of Help Desk/Desktop Support tickets you currently handle?
217	A		Approximately 4000 monthly
218	Q	2.1-2.2	What is the current device count?
218	A		This question has been previously answered.
219	Q	2.1-2.2	What is the current user count per device?
219	A		It can be expected that each employee has at least one device.
220	Q	2.1-2.2	How many buildings/locations require support? What is their distance to each other?
220	A		There are 300+ City locations
221	Q	2.1-2.2	How many people currently handle the volume of support?
221	A		Desktop support = 10 Service Desk = approximately 20
222	Q	2.1-2.2	What are the SLAs for Desktop and Help Desk services?
222	A		Details will be explored during contract negotiations
223	Q	3.8	Does the vendor have to be a M/WBE entity in Memphis or can they be located anywhere in the US?
223	A		Technology Service Desk can be in Memphis or elsewhere in the US.
224	Q	Scope of Services	How many agents currently support your Technology Service Desk including management?
224	A		11

225	Q	Scope of Services	How many agents currently support your Desktop Environment including management?
225	A		11
226	Q	Statement of Work	What tool is currently being used to manage service desk calls and do you plan to change?
226	A		ServiceNow. No.
227	Q	Statement of Work	What tool is currently being used to manage and track inventory?
227	A		ServiceNow
228	Q	Statement of Work	What tool is currently being used in the desktop environment for remote control and software distribution and patching?
228	A		A variety of tools are used to remotely access end user computers including Ivanti, Teams, Quick Assist and RDP. Patching is not done by Desktop Support.
229	Q	Statement of Work	What is your current daily call volume to Service Desk and what percentage of those calls are resolved at the service desk?
229	A		4000
230	Q	Statement of Work	What is your current daily call volume dispatched to your Desktop Support Team?
230	A		Desktop Support generally performs work based on service tickets
231	Q	Statement of Work	What is your current monthly average of moves, adds, and changes?
231	A		Varies by department needs and project
232	Q	Pricing	How many users does the City Of Memphis currently have?
232	A		This question has been previously answered.
233	Q	Pricing	How many devices does the City have that are being asked to be supported? Please give break down if available. (desktops, laptops, printers, etc….)
233	A		This question has been previously answered.
234	Q		How many devices approximately will be supported?
234	A		This question has been previously answered.
235	Q		How many end users are being supported?
235	A		This question has been previously answered.
236	Q		Do you have an estimate of daily calls we should expect?

236	A		4000 monthly
237	Q		With regard to Asset tracking, do you use Service Now, some other software, or are we expected to provide?
237	A		ServiceNow
238	Q		Are we providing any anti virus or other software for the end user devices?
238	A		No.
239	Q		Are we providing any network or datacenter monitoring?
239	A		No.
240	Q	2	Is the call manager solution is already there? Or will be provided by CoM.?
240	A		The call manager solution in place today is provided by the current Service Desk vendor
241	Q		.. agents are trained and available to answer calls within 48 hours from the time network connection and call connectivity is verified. Need clarity on - answer call within 48 hrs.
241	A		Vendor will be required to answer calls with no assistance from incumbent.
242	Q		Does ServiceNow Administration / Configuration / procurement / management fall under our scope?
242	A		No.
243	Q	2.1	Is there an effective backup solution in place or vendor is expected to put a solution as part of the RFP? Is there any reservation about leveraging cloud based backup solution? Assumes, this does not include data recovery from crashed drives of end users?
243	A		OneDrive or external hard drives are used to back up data while assisting end users. System backups are handled by the City's Data Center.
244	Q	2.1(a)	Is there an effective IT Asset Management Solution already in place? Or we need to include in RFP scope of vendor ?
244	A		Answered in a previous question.
245	Q	2.1	1) How Many sites are in scope for DeskTop Support / MACs ? 2) For Physcial movement of assets , do we have adminstration/ logistics support from CoM?
245	A		1) There are 300+ City locations. 2) Day-to-day deployment of assets is done using the Desktop Support agent's vehicle. If needed, there is also a City van that can be driven by City employees.
246	Q	2.2	1) What is average no. of calls / day and average call duration? 2) How many agents / shift currently in-place ?

			3) Does all calls request gets ticketed inside servicenow? If yes, can we get a dump of tickets?
246	A		1) There are approximately 4000 contacts per month 2) There is currently approximately 20 agents providing 24-hour coverage. The number of agents and the shift makeup is determined by the vendor 3) ServiceNow is the ticket repository. Specific ticket information can be made available to the awarded vendor.
247	Q	2.1(e)	Is this CoM's Internal Certification Process? Can we get a sample certification and stadards already in-place?
247	A		We would be looking for the vendor to provide recommendations.
248	Q	2.1(j)	1) Is there any current tools in place for ITAM - SAM and HAM? 2) What are the current challenges in IT Asset Management?
248	A		ServiceNow is used for hardware tracking Ensuring accurate information
249	Q	2.1(l)	1) Is DB Support in scope? 2) is there a Patch Management Solution currently in place or vendor need to deploy new patch management tool? 3) Is firewall policies and management is in scope?
249	A		No.
250	Q	2.1(m)	1) if VAPT is expected to conducted internally by the vendor or to engage external service provider?
250	A		City of Memphis IT Security is responsible for any Vulnerability Assessment and Penetration Testing
251	Q	2.1(p)	1) Servers based application support - is there a list of such applications ? Is server administartion also in scope?
251	A		Server administration is not in scope.
252	Q	2.1(q)	1) if CoM has Monitoring tools in place? Or Vendor should provide monitoring solution? 2) Servers and Other infrastructrure is in scope of Monitoring? 3) Backup Management is in scope? And what are backup tools currently in place?
252	A		The CoM has monitoring tools in place. Servers and backups are handled by the City's Data Center.
253	Q	General	Does the City is currently utilizing any firm for Service Desk and Desktop Support Services?
253	A		Yes, for the Service Desk.
254	Q	General	How many locations, end-users, and devices will be supported in total?
254	A		This question is answered in a previous question.

255	Q	General	What is the ticket and call volume? If possible please provide the breakdown by day of the week, week, month.
255	A		Approximately 4000 calls monthly.
256	Q	General	What is the number of supported Users?
256	A		This question is answered in a previous question.
257	Q	General	What is the estimated budget of this contract? If, unknown, please provide the previous spending.
257	A		N/A for responding to this RFP.
258	Q	General	Is this a new requirement or is there any incumbent(s)? If so, can you please disclose the incumbent name and if possible, please provide their proposal.
258	A		This is answered in a previous question.
259	Q	General	Because of the COVID pandemic, we would like to request the City to amend the proposal delivery method from hard copy to email.
259	A		No. You must follow the delivery instructions/options in the RFP.
260	Q		Please provide ticket extracts (Incidents, Requests and Events) for the past 12-months including all service towers with a minimum of the following fields included: - Assignment Group - Assignee - Location - Department/Agency - Priority - Open Date - Closed Date - Resolved Date - Short Description - Categorization (Category, subcategory, and Configuration Item) - Contact Type (Call, Email, Chat, Self-Service) - Ticket Number - Reopen Flag – Yes/No Reassignment Count
260	A		No
261	Q		Please provide current Service Level Metric reports across all service towers for the past 12-months.
261	A		There are approximately 4000 contacts per month. Detailed information can be explored during contract negotiations.
262	Q		Please provide ACD call data for the past 12-months with time and volume of calls by day/hour.

262	A		There are approximately 4000 contacts per month. Detailed information can be explored during contract negotiations.
263	Q		Please provide asset information by location for both end user and infrastructure assets.
263	A		Details will be explored during contract negotiations
264	Q		Will there be an opportunity to ask the City follow-up questions to responses between the 2/5 responses and 2/17 submission?
264	A		No. The project needs to remain on schedule to the extent possible. However, the due date has been extended by this addendum.
265	Q		Are there resources providing any or all of these services that would be eligible for rebadging?
265	A		A vendor is currently providing Service Desk services. The Desktop Services are provided by the City.
266	Q	2.1: Statement of Work, General Applicable Support	In statement "e", please clarify what "certification process" is being referenced? Is this intended to be an audit of the implemented systems for operational and business continuity readiness? Or is this a specific regulated audit/certification and if so, please provide more details?
266	A		We would be looking for the vendor to provide recommendations.
267	Q	2.1: Statement of Work, General Applicable Support	In statement "i", please provide a list of existing tools (please note if they are City owned, leased, or being provided by other vendors)? Is there an existing roadmap or documented City standards and technical direction, if so, can this be provided?
267	A		This can be provided during contract negotiations.
268	Q	2.1: Statement of Work, General Applicable Support	In statement "p", Is the intent of this requirement to provide system level Application Support to end user (e.g., Active Directory)? If not, please clarify the expectation around this requirement.
268	A		Yes
269	Q	2.1: Statement of Work, Desktop Support	In statement "d", please provide "home visit" specific incident/request volumes? Is this expected to be supported by day-to-day operations personnel?
269	A		This is a rare occurrence. No home visits have occurred in the last 12 months.

270	Q	2.1: Statement of Work, Desktop Support	In statement "j", please clarify if the City has an established standardization today? How many base images for end user computers (laptop and desktop) are maintained today?
270	A		There is a standard City image. There are also standard images for specific to specialized division (e.g. Police, Fire), Library, Public)
271	Q	2.1: Statement of Work, Asset Inventory and Tracking	What tools are being utilized today for discovery? Are these tools integrated with ServiceNow?
271	A		Ivanti, CrowdStrike. No
272	Q	2.1: Statement of Work, Asset Inventory and Tracking	When was the last time a physical inventory and audit was completed? Please share the results.
272	A		Currently being conducted
273	Q	General Question	Can Support Desk, Desktop Support be bid separately or by separate vendors?
273	A		Yes
274	Q	2.0 Scope of Services: Technology Service Desk	Can we obtain volume information regarding the Service Now application for the most recent 12-month period? Number of incoming and outgoing calls: number of incident tickets: number of tickets opened and closed: number of changes created: number of request tickets both created and closed:
274	A		There are approximately 4000 contacts per month. Detailed information can be explored during contract negotiations.
275	Q	2.0 Scope of Services: Desktop Support	Number of desktops in the current environment? Various makes and models of desktops currently being used? What are City of Memphis requirements to meet a Tier 1 technical background? What are the City of Memphis requirements to meet a Tier 2 technical background?
275	A		We have over 8000 systems in the environment. It is a mix of desktops and laptops (currently Dell and HP). Tier1 should handle basic opening and assigning incidents, basic password resets, and asking appropriate questions to determine next level escalation. Tier 2 would be handled by our internal technicians.
276	Q	2.0 Scope of Services: Phone agent training	Will the City of Memphis provide phone agent training to help understand the entirety of the task requirements?

276	A		Our expectation would be that agents would have some level of experience. The only training that we would expect to be needed is usage of our ServiceNow platform.
277	Q	2.0 Scope of Services: Desktop support agent training	Will the entirety of the City of Memphis support knowledgebase be available to winning vendor once a contract is awarded?
277	A		Yes, via the ServiceNow history of tickets
278	Q	2.1 SOW General Applicable Support	Will vendor be given a list of all prior approved authorizations for non-standard equipment and/or software?
278	A		Yes, we maintain a non-standard equipment list that is refreshed quarterly
279	Q	2.1 SOW General ApplicableSupport	Is there a required timeline to reach standardization? What is the current refresh cycle for Distributed systems endpoints? Is there a communication standard for the City of Memphis that the vendor must meet?
279	A		This is an iterative process. 3 to 5 years This varies depending on the scope of the communication.
280	Q	2.1 SOW General Applicable Support: Adds/moves changes	Can the City provide the total number of requested Move/Adds/Changes completed in the last 12 months?
280	A		Detailed information can be explored during contract negotiations.
281	Q	2.1 SOW General Applicable Support: Software Distribution	Does the City have a list of all current software including versions or is this a requirement for the vendor to retrieve the list, then be able to provide the various verifications and rollback testing?
281	A		We maintain a listing, but it is not all inclusive at this time.
282	Q	2.1 SOW Desktop Support:	How many desktop images are currently approved?
282	A		There is a standard City image. There are also standard images for specific to specialized division (e.g. Police, Fire, Library, Public)

283	Q	2.1 SOW Desktop Support: Refresh and Cascading	Would the cascade of technology be considered a MAC?
283	A		No. This is part of normal day to day operations.
284	Q	2.1 SOW Desktop Support: leased equipment	Can the City supply a list of all leased equipment?
284	A		We do not list equipment at this time.
285	Q	2.1 SOW Systems Software Mgmt and Support	Can the City supply a list of all third-party system software currently licensed by the city?
285	A		That information can be gathered if needed
286	Q	2.1 Asset Inventory and Tracking	Can the City supply the City's security procedures regarding the removal of City data and software from equipment
286	A		Details would be explored during contract awardence.
287	Q	2.1 SOW Tech Service Desk	Can the City explain their desired service levels?
287	A		Service levels will be negotiated with the selected vendor
288	Q	2	Please supply the number of users to be supported.
288	A		Over 8000 employees not including retirees that will be supported.
289	Q	2	Please supply the last 12 months of service desk phone call volume.
289	A		There are approximately 4000 contacts per month. Detailed information can be explored during contract negotiations.
290	Q	2	Please supply the last 12 months of all service desk contact volume.
290	A		There are approximately 4000 contacts per month. Detailed information can be explored during contract negotiations.
291	Q	2	Will the technology service desk be supporting applications?
291	A		No, applications support will be assigned to the appropriate department
292	Q	2	If the technology service desk will be supporting applications, please supply a list of the applications and the number of users on each application.
292	A		n/a

293	Q	2	What level will application support be required?
293	A		At a minimum, password rests or instructions on how to utilize self-service if appropriate
294	Q	2	How many desktops will be supported?
294	A		Desktops/laptops for all 8000+ employees
295	Q	2	What desktop operating systems will be supported?
295	A		Windows
296	Q	2	Will vendor be responsible for printers and peripherals also?
296	A		We order our printers and peripherals directly from approved vendors
297	Q	2	How many people currently supply the services for the city?
297	A		Not sure about which services this question is referencing
298	Q	2	Will current staff be eligible for hire?
298	A		Yes
299	Q	2	If current staff is available to hire, when will interviews be allowed to be done?
299	A		After contract negotiations are completed
300	Q	2	Under desktop support you have an incident request of 48 hours, does this include weekends?
300	A		Yes
301	Q	2	Are the 48 hours under desktop support 48 business hours or 48 hours in total?
301	A		Total
302	Q	2.1.a	Will, the city, be supplying the tools used for maintaining records and inventory?
302	A		Yes
303	Q	2.1.a	If the city has these tools, what are they?
303	A		Our ServiceNow application maintains this information
304	Q	2.1.a	Will, the vendor, be required to do a complete inventory at the beginning of the engagement, or will the city be supplying the base inventory?
304	A		The city will have the inventory
305	Q	2.1.a	Please define implementation in this section. Are you looking for us to replace the current tools? Will the vendor be free to select the tool without city input?

305	A		How the vendor interfaces with ServiceNow is their choice
306	Q	2.1.b	Please define what the city is expecting for the forecast of distributed systems?
306	A		Operational requirements for the systems in response to business needs at that time.
307	Q	2.1.b	Please supply a sample forecast that you're expecting from the vendor.
307	A		We will be looking to the vendor for recommendations.
308	Q	2.1.e	Please clarify what the clarification process is what kind of deliverable the city is looking for?
308	A		We will be looking to the vendor for recommendations
309	Q	2.1.f	Please supply the standardization that the city has Defined?
309	A		This standard is iterative depending on the business needs at that time.
310	Q	2.1.f	Does the city reserve the right to change the standardization at any time?
310	A		Yes
311	Q	2.1.f	If the city does change the standardization, will the vendor be compensated for the time and cost related to this change?
311	A		No. This will be a part of the normal operational duties.
312	Q	2.1.g	Will the Development of new tools and technology solutions related to the systems be billable as a project?
312	A		No.
313	Q	2.1.i	Does the section mean that the city may not stay with a vendor-supplied solution and is expected to be changed over the life of this agreement?
313	A		This section refers to all tools that are used to support the Distributed systems and improving upon them as business requires.
314	Q	2.1.j	What tools currently being used for this, and how is it performing?
314	A		Various tools
315	Q	2.1.j	Will the city bear the cost of all tools and licensing required for this?
315	A		Vendor will be responsible for purchasing ServiceNow licenses for the Service Desk.
316	Q	2.1.j	Is the city committed to purchasing any licensing identify the shortage once this is completed?
316	A		Not exactly sure what you are referring to. See the answer to 315.

317	Q	2.1.k.i	If a city third-party, vendor, etc. does something to create an issue on distributed desktops, will we be responsible for fixing the issue at no additional charge?
317	A		The third-party vendor would be expected to play a role in the resolution
318	Q	2.1.k.ii	Who is responsible for testing the upgrades provided by the vendors?
318	A		The appropriate departments
319	Q	2.1.k.ii	Will we be able to have a set schedule for when upgrades are rolled out?
319	A		Notification will be given
320	Q	2.1.k.ii	Will users be assigned to test all upgrades before pushed?
320	A		The appropriated departments will test
321	Q	2.1.k.ii	If a vendor has an error in their upgrade, who is responsible for costs related to having to deploy the upgrade?
321	A		That will be worked out between the Information Technology Department and the vendor
322	Q	2.1.k.ii	How quickly after a third-party release is a patch or upgrade do you want to push for the desktop?
322	A		That will be determined by the affected departments
323	Q	2.1.k.ii	What percentage of desktops need to receive a patch to be considered a successful deployment?
323	A		All of them
324	Q	2.1.k.iii	Do you have a list of the documentation that you that is required to be kept for your environment?
324	A		The question is not clear
325	Q	2.1.k.iii	What documents exist today, and will they be handed over to the new vendor?
325	A		Any available documentation will be provided
326	Q	2.1.k.iii	How many knowledge base articles do you have, and will they be handed over to the new vendor?
326	A		Any available documentation will be provided
327	Q	2.1.i	Please explain what is meant by Client software? Are these custom database applications? So how many and what software and versions are they on?
327	A		Clients are City of Memphis Division personnel. There are some custom applications. Specific details aren't necessary for vendor responses.

328	Q	2.1.i	Please describe what you are using that uses FDDI and ATM? These are legacy protocols and typically replaced by current technology. Are there existing systems utilizing these networking technologies today?
328	A		N/A
329	Q	2.1.m	Does the city have a current test environment? If yes, please explain what it consists of.
329	A		Yes. The appropriate equipment and software for testing.
330	Q	2.1.n	As a system's age directly impacts the cost of support, what options are available to the vendor if the city doesn't refresh its systems regularly?
330	A		The age of our systems will not affect the cost of support.
331	Q	2.1.n	What is the current average age of the city distributed systems?
331	A		The City is working to have a 3-5-year refresh cycle.
332	Q	2.1.o	Section 6 appears to be RFP terms and conditions. Is this a typo?
332	A		No.
333	Q	2.1.p	What is the City's expected turnaround time for the vendor to implement these requests?
333	A		That will be determined during contract negotiations
334	Q	2.1.q.i	Will vendor be responsible for monitoring servers and LAN equipment other than the desktop computers? If yes, please describe the current environment and the numbers of servers, LAN equipment, and locations to be supported.
334	A		No
335	Q	2.1.q.i	Will vendor be responsible for managing software on servers?
335	A		No
336	Q	2.1.q.i	Will vendor be responsible for patching servers?
336	A		No
337	Q	2.1.q.i	Will vendor be responsible for patching all devices such as switches and routers?
337	A		No
338	Q	2.1.q.ii	Can you describe restoration assistance? Is the expectation for vendor to backup all supported desktops?
338	A		No
339	Q	2.1.b	Please define "keeping current" e.g. 90 days, 30 days, 24 hours?

339	A		Images loaded on devices each day should be functional or notification and coordination with Desktop Engineering to make the necessary modifications.
340	Q	2.1.c	If the vendor makes the recommendation and the city elects not to implement it, will the vendor be reimbursed for costs related to this? For example, Wake on LAN network cards or Intel AMT which would allow the vendor to patch computers that were turned off at the time of patching.
340	A		n/a
341	Q	2.1.c	Please identify what percentage of city computers can turn on remotely for patching.
341	A		The vendor is not responsible for patching.
342	Q	2.1.d	Is vendor responsible for Dial-In infrastructure (modems, modem banks, VPN software/hardware, etc.)?
342	A		No
343	Q	2.1.g	Please describe emulation requirements currently in use (IBM 3270, IBM 5250, etc.)
343	A		This is handled by the City's Data Center
344	Q	2.1.g	What server systems currently require terminal emulation? What mainframe or midrange servers exist in the environment?
344	A		This is handled by the City's Data Center
345	Q	2.1.h	Will desktop support be required to back up files on the desktop?
345	A		N/A
346	Q	2.1.h	Is the city currently backing up desktops? If so, what software is being used?
346	A		N/A for the selected vendor
347	Q	2.1.h	If the city is currently backing up desktops, please provide an inventory report indicating the amount of data backed up for which the vendor will be responsible. If the city is requesting desktop backup as a new service, please provide an inventory report of all workstations that will be backed up, including the current disk utilization and total capacity in megabytes.
347	A		N/A for selected vendor
348	Q	2.1.i	How often will migrations/evolutions take place?
348	A		Notification will be given
349	Q	2.1.i	How many migrations/evolutions could the vendor expect annually?
349	A		Notification will be given

350	Q	2.1.j	How many different images will the vendor have to manage?
350	A		Images are created by the current City of Memphis Desktop Engineering department
351	Q	2.1.j	How many different images does the city currently have?
351	A		There is a standard City image. There are also standard images for specific to specialized division (e.g. Police, Fire, Library, Public)
352	Q	2.1.j	Do users have administrative rights to their or any other desktops? If yes, how many different administrators are enabled? Additionally, will the vendor be responsible for fixing desktops damaged by users making system administration changes (hardware drivers, security identifiers, browser plugins, unauthorized or pirated application installation, registry, etc.)?
352	A		Some, but this will be out of scope for the vendor
353	Q	2.1.a	How many moves add changes will the vendor be responsible per month?
353	A		These are by request
354	Q	2.1.a	Will the vendor be required to work on projectors or other non-PC direct related items such as Audio/Video equipment, cameras, microphones, council voting, or webcasting systems?
354	A		No
355	Q	2.1.a.i	Please supply what other attached devices will be required to be supported by the vendor.
355	A		N/A
356	Q	2.1.a.iii	Will vendor be required to fix printers that break or disconnect from computers that use them?
356	A		Initial troubleshooting may be necessary
357	Q	2.1.a.iii	Please provide a list and quantity of the LAN Node Equipment to be supported by vendor.
357	A		This will be discussed during contract negotiations
358	Q	2.1.a.iv	How many telephone handsets & consoles will be supported by the vendor?
358	A		The is done by the Telecom department
359	Q	2.1.a.iv	Are the telephones all VoIP, all digital, all analog, or a combination thereof?
359	A		N/A
360	Q	2.1.a.iv	Is vendor responsible for configuring handsets (numbers, ring groups, ACD, etc.)?
360	A		No

361	Q	2.1.a.iv	For non-VoIP handsets, is vendor responsible for cabling telephones and connecting to a PBX, PSTN, or switch?
361	A		N/A
362	Q	2.1.a.iv	For non-VoIP handsets, does the current cabling comply with ANSI standards. If so, which one?
362	A		N/A
363	Q	2.1.a.iv	For non-VoIP handsets, does the city have current documentation and/or as-built documentation for all supported cabling and handsets, including station location and PBX line/trunk configuration?
363	A		N/A
364	Q	3.3	Can you please supply the number of users that will be supported?
364	A		8000+ not including retirees that will need to be supported
365	Q	3.3	Can you please supply the number of devices that will be supported?
365	A		8000+
366	Q	3.3	Will it be named city users or just a number of users?
366	A		This question is not clear
367	Q	3.3	Is the city looking not to be billed for users who do not contact the service desk within the month?
367	A		Baseline billing will be determined during contract negotiations
368	Q	3.3	If user or device counts increase during the month, does the city agree to increase the billed quantity to cover the additional users and/or devices?
368	A		Baseline overages will be determined during contract negotiations
369	Q	3.3	Are there other users who will use the services that aren't directly employed or engaged by the city, such as retirees, vendors, or other associated individuals?
369	A		Yes
370	Q	3.6	On-Shore staffing information is requested. Is on-shore a requirement?
370	A		On-shore is preferred
371	Q	3.8	Will vendors that do not meet the M/WBE goal of 13% be disqualified immediately?
371	A		Internal discussions will determine that
372	Q	5.2	With pricing only being 10% of the criteria, will the city select the most expensive vendor if they score highest in all the other categories?
372	A		Internal discussions will determine that

373	Q	5.2	Please supply the current budget for the services included in the RFP.
373	A		That will be discussed during contract negotiations
374	Q	Exhibit insurance requirements	Will vendors that do not meet all of the insurance requirements be disqualified immediately?
374	A		Yes
375	Q	Exhibit insurance requirements	Will the city openly negotiate and modify insurance requirements?
375	A		That will be determined by City legal
376	Q	Other	Is the city going to require any service levels related to the services?
376	A		Yes
377	Q	Other	If the city is going to require service levels related to the services, please supply what the service levels are requested, what areas they affect, and what penalties will be assigned to each.
377	A		That will be discussed during contract negotiations
378	Q	Staffing	Will current staff be eligible to be hired by the new vendor?
378	A		Yes
379	Q	Staffing	Can you please supply a list of what kind of background check staff will need to have?
379	A		Federal background check and CJIS certification
380	Q	Staffing	Who is responsible for background check costs?
380	A		Fingerprinting will be required and paid for by the vendor or employee of the vendor.
381	Q	Staffing	Does the city have any minimum wage requirements that will need to be applied to this contract?
381	A		No.
	Q	2. Scope of Services	Is the City using ServiceNow as their current ticketing platform? If not, what is the current platform?
	A		ServiceNow is the current platform
382	Q	2. Scope of Services	Does the I.T. Department have data that can be provided on the number of calls the Help Desk has received for 2019 and 2020 broken out per month and further broke down to all calls that came in during business hours and non-business hours if possible? With the current pandemic, we want to look at history prior to and during the pandemic for accurate scoping.

382	A		There are approximately 4000 contacts per month. Detailed information can be explored during contract negotiations.
383	Q	2. Scope of Services	How many City employees have the Help Desk as their primary support option?
383	A		All
384	Q	2.1 SOW	Can you provide information around the City's current Distributed System network?
384	A		This question is unclear
385	Q	2.1 SOW (j)	Please provide a list of the core software applications the City is utilizing that would require software audits and a listing of all desktop software the helpdesk/desktop support team would be expected to support.
385	A		That can be provided during contract negotiations
386	Q	2.1 SOW (l)	Is Oracle Fusion the primary ERP system the City uses? Does the city require Oracle DB knowledge for Support?
386	A		Oracle is the primary ERP. N/A
387	Q	2.1 SOW (o)	Does the I.T. Department have data that can be provided on the number of service tickets that resulted in on-site support being dispatched for 2019 and 2020?
387	A		Details can be explored during contract negotiations.
388	Q	2.1 SOW (o)	Remote support tools (SRA) currently used?
388	A		A variety of tools are used including Ivanti, Teams, Quick Assist and RDP
389	Q	Desktop Support (d)	How many end users are currently remote from a support model standpoint?
389	A		This varies based on the direction of that division
390	Q	RFP T&C	Paragraph 6 states: *Only proposals submitted on the provided form(s) with no changes, additions or deletions to the terms and conditions will be considered. Proposals containing terms and conditions other than those contained herein may be considered nonconforming.* Is the City willing to negotiate a mutual contract with the selected vendor in reference to the terms and conditions? Are exceptions allowed to the terms and conditions upon award?
390	A		There will be separate Terms and conditions for the contract.
391	Q	2. Scope of Services	Paragraph 5 on page 5 states:

			Technology Service Desk – The Vendor shall ensure that a minimum number of agents are trained and available to answer calls within 48 hours from the time network connection and call connectivity is verified. Is it the City's goal to have a 48 hour resolution from start to finish for tickets? Or does that paragraph represent the time that the vendor has to begin taking service calls once initial network configuration and call connectivity are first established?
391	A		This will be discussed during contract negotiations
392	Q	2. Scope of Services	Can the City provide data around the types of tickets being worked and issues being reported? Specifically, what current reporting data is available for us to properly scope the SOW?
392	A		We can provide specifics at this time, but the vendor should be able to handle all standard tickets
393	Q	2. Scope of Services	Are there City resources that could be impacted by the outsourcing of this project that would be available for contract staffing for on-site support roles?
393	A		Yes
394	Q	2. Scope of Services	What is the existing Asset Management System currently in place? Is it the City's intention to continue using that software?
394	A		Currently ServiceNow, but we are exploring options
395	Q	2. Scope of Services	How many City employees is the vendor required to support?
395	A		8000+ not including retirees
396	Q	2. Scope of Services	How many desktop support technicians are currently supporting the City?
396	A		10
397	Q	2. Scope of Services	Are there any locations outside the City of Memphis that require on-site support?
397	A		All support locations are in Memphis
398	Q	2. Scope of Services	Is the vendor required to store equipment for replacement purposes? Does the City have a storage repository for new or replacement equipment?
398	A		N/A
399	Q	2. Scope of Services	What is the largest quantity of desktop equipment the City anticipates the vendor will have to provide for interim storage?
399	A		N/A
400	Q	MACs	Does the City have a supplier that is responsible for disposal of PC hardware?

400	A		Yes
401	Q	MACs	What are the City's policies for disposing equipment currently?
401	A		We currently use a recycling company and follow their protocols.
402	Q	MACs	Is it the vendor's responsibility to return hardware that is coming off a lease arrangement?
402	A		N/A
403	Q	3.3 PRICING	The RFP states: *Technology Service Desk: Pricing model should be based on Per User, Per Month pricing.* *Desktop Support: Pricing model should be based on Per Device pricing.* Will the City accept a per user model for desktop support? Can you clarify the Per Device pricing model requested in the RFP? Traditionally, Desktop Support is priced in a Per User model as well.
403	A		We are open to discuss the best options for both the City and the vendor.