Date: March 29, 2017

To: Prospective Proposers

From: City of Cleveland, Department of Port Control

Subject: Addendum No. 1 to Request for Qualification – **IT Managed Services.**

Please be advised that the City of Cleveland, through its Director of the Department of Port Control, hereby publishes Addendum number one (1) to the Request for Qualifications – **IT Managed Services**, dated March 3, 2017.

This Addendum number one (1) serves to publish the answers for questions received before, during and after the pre-qualification conference for the "IT Managed Services" Project. In addition, Addendum number one (1) will publish the Pre-Qualification Conference attendance sign-in sheet.

SUBMITTAL DEADLINE: Monday, April 17, 2017, at 4:00 p.m. local time

Questions and Answers

1. **Question:** Is this a new requirement? If not, can you please provide the name of the incumbent?
   Answer: This is not a new requirement. There are a number of service providers that currently work with Airport IT for labor and professional services. These include Vertex Computer Systems, BlackBox Network Services, FIT Technologies, Meritech, Tyco Simplex-Grinnell, etc.

2. **Question:** When is the contract for the current vendor expiring? How many vendors would be awarded contract as a part of this opportunity?
   Answer: We hold multiple professional services contracts and this does not coincide with a specific contract expiration. We do expect that the chosen firm begin on July 1, 2017.

3. **Question:** Does this opportunity contain Local preference? If yes, please provide the details.
   Answer: Yes. We prefer that staff is available for local, in-person calls within 1 hour. However, we also realize that not all work needs to be done in person, so the vendor should also have individuals available that can work remotely.

4. **Question:** Can work be performed on-site / off-site?
   Answer: Both. Requirements will vary based on the work required.

5. **Question:** What is the number of positions available for each job title?
    Answer: There is no fixed amount of positions for each area.

6. **Question:** Which Cisco phone system do you have? We support most if not all Cisco systems
    Answer: We already have a vendor that supports our VoIP system. This vendor will not be required to support that system

7. **Question:** Is the help desk requirements a 24/7 operation, and what is the volume requirements?
    Answer: Yes. You may receive up to 20 calls a day, and we also prefer the call takers can perform initial diagnosis by remoting into the machine of an affected user if applicable.

8. **Question:** In section 7 of the RFQ under "Key Staff", the Department mentions that the bidder should have Networking personal. If the current vendor is already doing the networking component of the project, how important to the Statement of Qualifications would networking experience be?
    Answer: Networking experience is not required for companies applying for this project.

9. **Question:**   Is Airport "IT" experience an essential requirement for this project? Will the lack of Airport Experience, be held against the vendor that submits a Statement for this project?
    Answer: Not having airport-specific IT experience will not be held against anyone, however it is considered a "plus." We have a number of regulatory requirements that we adhere to Part 139, Part 150, Part 77, CFR 1542, etc.) and experience in dealing with IT projects falling in those areas is beneficial.

10. **Question:** Is there an incumbent providing the current support described in the RFQ? Who is it?
    Answer: There are a number of service providers that currently work with Airport IT for labor and professional services. These include Vertex Computer Systems, BlackBox Network Services, FIT Technologies, Meritech, Tyco Simplex-Grinnell, etc.

11. **Question:** What have been the spending levels, for the last 2 years (by year), for the support described in the RFQ?
    Answer: We cannot go into specifics about this RFQ, but all IT professional service spending (software, server, network, fire, life safety, video, and security tech) is about $2m per year.

12. **Question:** The RFQ states the need for 24/7 Managed IT Support plus potentially additional labor support as described in the sections below. The number of resumes required implies significant work. A company would need, typically, 12 month tasking to support this type of labor requirement.

   Answer: We use the resume submission to get an idea of the staff readily available to you for support requirements.

13. **Question:** How many individuals, by labor category, are currently supporting this contract? Of those individuals, how many are on-site (customer facility) and how many are off-site at the contractor facility?

   Answer: The number of individuals varies based on what work orders or projects are going on at the time and what technologies are being addressed. For instance, we may ask for 8 hours of labor to work on our flight information display screens, 4 hours to perform updates and maintenance on a server, or 8 weeks for full-time equivalency for project management support.

14. **Question:** Are 12 months tasks expected to support this type of labor requirement? The Firm may be asked to provide any variety of services that span the complete system development life cycle. The following are general examples of the types of activities that may be requested. They are organized into 4 categories (and example tasks within each category) based on the type of service:

   A) Project Oversight Category
      1. Senior Project Manager
      2. Technical Lead (Microsoft Certified Solutions Expert)
      3. Technical Lead (CCAr Enterprise Architect)
   B) Network and Telecommunications Operations/Infrastructure Support Category
      1. Senior Project Manager
      2. Project Manager (CCIE Data Center)
      3. Consultant Level 1 (Routing/Switching, Security, Voice, Wireless)
      4. Consultant Level 2 (Routing/Switching, Security, Voice, Wireless)
      5. Consultant Level 3 (Routing/Switching, Security, Voice, Wireless)
      6. Subject Matter Expert Level 1
      7. Subject Matter Expert Level 2
   C) Software and Desktop Operations/Infrastructure Support Category
      1. Senior Project Manager
      2. Project Manager (MCSE Server Infrastructure)
      3. Consultant Level 1 (MS Windows, SQL/Server)
      4. Consultant Level 2 (MS Windows, SQL/Server)
      5. Consultant Level 3 (MS Windows, SQL/Server)

6. Subject Matter Expert Level 1
7. Subject Matter Expert Level 2
D) Enterprise Architecture/Implementation Support Category
1. Senior Project Manager
2. Project Manager
3. Consultant Level 1 (Network and Software)
4. Consultant Level 2 (Network and Software)
5. Consultant Level 3 (Network and Software)
6. Subject Matter Expert Level 1
7. Subject Matter Expert Level 2

Answers: There may be longer tasks such as that in the future, however not at this time

15. **Question:** What is the anticipated level of effort in providing services to BKL?
    Answer: Minimal. We perform service work at Burke 1-2 times per month on average. Other assistance is done remotely.

16. **Question:** Are individual tasks in addition to providing the IT Managed Service (i.e. 24/7 Help Desk, Tier-1 and Call Center), or is the entire scope subject to individual tasks? Please clarify.
    Answer: In addition to the support/t1/call center work.

17. **Question:** What operational processes, procedures and documentation will be provided to the successful Firm?
    Answer: The firm will have full access to our KACE system, scripts, SOWs., etc.

18. **Question:** Where does the current Knowledge Base (KB) and Configuration Management Database (CMDB) reside?
    Answer: We have SOWs, scripts, and CMDB on our shares as well as in Dell KACE.

19. **Question:** Where is the Data Center located?
    Answer: Our Data Center is at Cleveland Hopkins International Airport and we have a DR site on City property about 1.8 miles away.

20. **Question:** What are the current ticket data dump statistics for the purpose of conducting a ticket analysis?
    Answer: The current status as of today is:
    OPEN WORK ORDERS: 34
    i. Priority 0, Mission Critical: 0
    ii. Priority 1, VIP: 1 (snow) Awaiting third party
    iii. Priority 2, High Importance: 1
    iv. Priority 3, Medium Importance: 3
    v. Priority 4, Low Importance: 22
    vi. Project Long Term: 3
    vii. Project Short Term: 3

viii. Service Request S1: 1
ix. Service Request S2: 0

Work Orders over 30 days old: 6
   x. Priority 3, Medium Importance: 1
  xi. Priority 4, Low Importance: 2
 xii. Project –Long Term: 2
xiii. Priority 1, VIP (Snow) Awaiting third party

Work Orders over 60 days old: 2
 xiv. Priority 4, Low Importance: 0
 xv. Priority 3, Medium Importance: 1
xvi. Project –Short Term: 1

Work Orders over 90 days old: 9
  xvii. Priority 3, Medium Importance: 2
xviii. Priority 4, Low Importance: 2
  xix. Service Request S1: 1
  xx. Project –Long term: 2
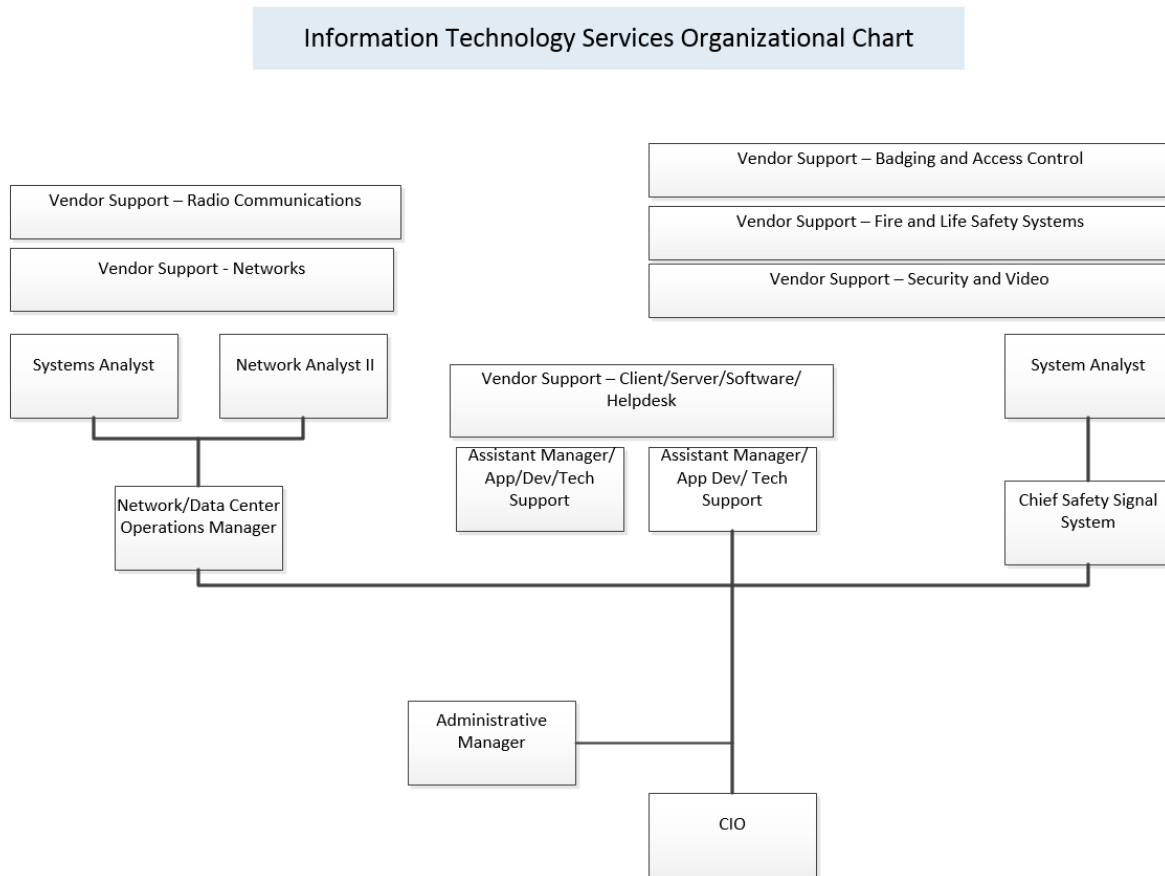 xxi. Project –Short Term: 2

21. **Question:** What is the Departments current Disaster Recovery Plan/Strategy?
    Answer: We have a DR Plan and Airport Emergency Plan that is considered FOUO that we will not share through this process.

22. **Question:** Who will be responsible for hosting the infrastructure, the Department or successful Firm?
    Answer: Department, however that is not to say that the Department may not discuss potential and future infrastructure hosting opportunities with the Firm

23. **Question:** Is the Department able to provide facilities, is it the absolute responsibility of the Firm to provide the facilities, or are facilities negotiable?
    Answer: Vendor will host the call center at their facility.

24. **Question:** Will the Department provide for repair and storage facilities, or is the successful Firm to provide?
    Answer: The vendor can use our facilities for repair or storage pertaining to the contract.

25. **Question:** How many locations are to be supported by the successful Firm and where are the locations?
    Answer: Cleveland Hopkins International and Burke Lakefront Airports and city-owned properties along the lake (Harbors)

26. **Question:** How many End Users per location?
    Answer: Port Control has around 400 internal employees and supports approx. 8,000 employees working for other companies (airlines, concessions, etc.). We support that whole group in terms of security, badging, and fire and life safety systems, and a subset of that group with IT services.

27. **Question:** What is the historical volume of Tier-1 support over the last six (6) months?
    Answer: 378 tickets have touched Tier-1 since 11/1/2016 (when the new help desk system was implemented)

28. **Question:** What is the average duration of a Help Desk service call?
    Answer: We do not have data at this time.

29. **Question:** What is the current IT Service Management software tool currently being utilized by the Department?
    Answer: Dell KACE

30. **Question:** If applicable, how many licenses?
    Answer: N/A, we have unlimited usage.

31. **Question:** What is the estimated lifespan of End User systems?
    Answer: 5-7 years.

32. **Question:** What is the current level of maturity within the lifespan of End User systems?
    Answer: 1-5 years old, generally. Most desktops are 3 years old.

33. **Question:** What is the current count of End User systems?
    Answer: We support about 600 client-side devices for the Department: computers, laptops, and display systems. This count does not include any server or network infrastructure nor does it include anything run by vendors using our services.

34. **Question:** How many End Users are within the Department (i.e. full time employees, tenants, etc.)?
    Answer: Under 1000 AD accounts, but there are vendors that have non-domain services provided to them.

35. **Question:** How many VIP Users are within the Department?
    Answer: 10

36. **Question:** What is the historical volume of Tier-2, Tier-3 and higher support over the last six (6) months?
    Answer: Less than 50 hours of unplanned Tier-2/3 work handled by our non-security/fire/life safety vendors, however we will be using more hours the 2/3 work in the future contract. The limitation was due to conservation of service hours, not necessity of work. Most work, however, is maintenance-based or project-based and planned out in advance.

37. **Question:** What are the current Telecom/Voice/Data technologies?
    Answer: We run all Cisco equipment, however this is not in the scope of this RFQ.

38. **Question:** What is the anticipated level of effort for hourly IT managed services?
    Answer: That will depend on what is worked out with the selected vendor, the hourly rate equivalent, and the contract terms. We cannot go into award amount details at this time.

39. **Question:** What is the estimated contract budget and/or value for the base year and follow on option years to ensure compliance with Performance Bond requirements?
    Answer: We will discuss contract value during contract negotiations with the successful Firm.

40. **Question:** What is the anticipated time line for selected Firms to make an oral presentation?
    Answer: There is no official timeline for this, however, if we hold presentations, it will most likely be held one to two weeks after the final scores are turned in. Once we have final scores, we will let everyone know the next steps.

41. **Question:** What is the anticipated contract award and start date(s)?
    Answer: July 1, 2017

42. **Question:** What are all applicable licenses, certificates, permits and other authorizations required for this contract?
    Answer: From an IT standpoint, all Firm employees or contractors, that will be on-site, must obtain an Airport ID. This requires a 10-year criminal history records check, fingerprinting and other local, state and federal requirements.

43. **Question:** What is the current organizational chart of the Department showing all major component units and resources providing IT services?
    Answer: CHART BELOW

Information Technology Services Organizational Chart

Vendor Support – Radio Communications	Vendor Support – Badging and Access Control
Vendor Support - Networks	Vendor Support – Fire and Life Safety Systems
	Vendor Support – Security and Video

- Systems Analyst
- Network Analyst II
- Vendor Support – Client/Server/Software/ Helpdesk
- System Analyst
- Network/Data Center Operations Manager
- Assistant Manager/ App/Dev/Tech Support
- Assistant Manager/ App Dev/ Tech Support
- Chief Safety Signal System
- Administrative Manager
- CIO

44. **Question:** What are the required licenses and permits needed by the successful Firm for this contract?
    Answer: There are no required licenses and/or permits for this project. Licenses and permits can vary depending on the projects associated with each individual City of Cleveland contracts. Some could be professional license and certificates and others could be City permits. The required licenses and permits could be discussed and determined during contract negotiations and/or during the time project are created and assigned.

45. **Question:** If a vendor is registered as a CSB and wins the contract can they Get the CSB credit towards the OEO Goals since they are a registered as a "Cleveland Small Business" with the Office of Equal Opportunity at the City of Cleveland?

   Answer: No, the Vendor will still need to find registered "CSB" vendors in order to fulfill the OEO Goal for this project; they cannot count themselves towards the goal.

46. **Question:** The City of Cleveland has established a Cleveland Area Small Business ("CSB") subcontracting goal of 10 percent (10%) for this contract. If more than one (1) CSB is utilized for this contract, is the threshold 10% across all utilized CSBs, or does the 10% apply to each CSB utilized to perform services for this contract?

   Answer: Yes, the goal is 10% across the board, not 10% for each CSB that is used. In essence, if the consultant used two CSB's they could give 5% to each to fulfill the goal or if they use one CSB they could receive the full 10% for that one CSB.

47. **Question:** The RFQ states that "This may include a nominal fee up to Three Hundred Dollars ($300.00) at the Director's discretion". What is the anticipated level of frequency for any nominal fee?

   Answer: This is standard language in our RFQ and RFP documents. The fee is at the Director's discretion; however, the level of frequency is minor during the life of the contract.

48. **Question:** When will the Pre-Qualification Meeting Sign-in Sheet be published on the web site?

   Answer: The sign-in sheet will be available with this addendum as a separate attachment.

49. **Question:** Can you post on the website, or send in a spreadsheet to all interested RFQ respondents, all of the tickets processed in the last three months? Can you tell us approximately how many L2 and L3 events requiring a higher-level systems/platform engineer occur each week?

   Answer: We do not have data that goes into this level of detail

50. **Question:** Page 4, Section 2.2 A Can you define a Tier 1 support call? Perhaps provide examples.

   Answer: Examples: a. My printer is broken or jammed; b. My password has expired and I can't log in; c. I can't find the file I just saved; and d. My internet is broken.

51. **Question:** Page 5, Section 2.2 B c. Microsoft SQL Server 2012, 2014, 2016 and above. Does the City need DBA capabilities (tables, joins, complicated queries, data design) or Systems Capabilities (database provision, encryption, patching and system maintenance and troubleshooting)?
   Answer: On an hourly basis... not full time.

52. **Question:** Page 5, Section 2.2 B d. Linux and Unix-based operating systems. How many Linux-Unix Based machines (virtual and physical)? And, can you provide a rough estimate of ESXi hosts and Microsoft based virtual machines?
   Answer: Handful of linux/unix based machines, about 100 or so VMs.

53. **Question:** Page 5, Section 2.2 B 1. SharePoint. Does the City need a SharePoint Developer/Designer or SharePoint Systems Support?
   Answer: On an hourly basis or per-project.

54. **Question:** Page 5, Section 2.2 B m. NetApp disk shelving. What does this mean? Does the Airport need assistance in managing storage LUNS, replacing bad drives, monitoring power, and other storage troubleshooting?
   Answer: Yes to each of those.

55. **Question:** Page 8, I. This section refers to a fixed-price contract. Does this mean the Airport wants to see our fixed hourly rates for our different levels of consulting services? Please clarify. My understanding is that the RFQ was not to include any pricing.
   Answer: Pricing will be discussed with the selected firm or firms during contract negotiation.

56. **Question:** Assume a vendor provides many of the services, requested in RFQ, to other customers via secure, remote access from its headquarters in downtown Cleveland. While the vendor can provide resources for troubleshooting, maintaining and updating systems on-site at Hopkins, can we also provide these services also via secure remote access when appropriate?
   Answer: Yes, when appropriate.

57. **Question:** The presenter indicated that the Hopkins IT department consisted of 4 people. Is the future to grow internal staff or continue to manage technology service providers?
   Answer: The future plan is to have a good balance of growing the division's internal staff and utilizing service provider, if needed.

58. **Question:** Would they be open to an on premise person(s)?
    Answer: Yes

59. **Question:** Are they open to ticketing system recommendations?
    Answer: No. We use Dell KACE together with the rest of the City of Cleveland.

60. **Question:** Beyond the help desk, what is the timeframe to transform the It group?
    Answer: IT growth is a multi-year process and we will be continuing for foreseeable future.

61. **Question:** Is there an existing Program Management Office that is running the overall IT engagements?
    Answer: We have a Project Manager that is leading a PMO with vendor-based staff.

62. **Question:** Do they prefer a consumption model, per head count model, or fixed price model for commercials?
    Answer: This can be discussed with the firm or firms that is selected.

63. **Question:** Would only employees be requesting assistance through the helpdesk?
    Answer: Employees, airlines, concessionaires and vendors.

64. **Question:** What KPI's would they manage the helpdesk against? Are those already established or would they be looking for the vendor to provide those?
    Answer: We will work with the vendor on KPIs in order to ensure vendor performance.

65. **Question:** What other success criteria should we be aware of that isn't explicitly spelled out in the RFP.
    Answer: Please see the RFQ and the questions answered through the process.