



Questions and Answers
RFP No. 18-01
Information Technology & Audio / Visual Services for the Western Riverside
Council of Governments
Date Prepared: March 22, 2018

1. How many locations comprise WRCOG for this agreement?
a. If more than one, please provide the physical address of each location.
Response: One physical location but will require remote assistance as well.

2. How many of each devices would be covered under this agreement? Desktops, Laptops, Tablets, Peripherals, Printers, Switches, Routers, Firewalls.
Response: There are about 35 desktops and within that number there are seven Surface Pros that serve as mobile and onsite workstations. There are also about 40 laptops and one router. They have all been purchased within the last 5 years. Most workstations utilize Windows 10.

- a. Could you provide a complete inventory of these systems including part numbers and purchase dates?
Response: See question 3.

- b. If there a multiple locations, please provide the inventory by site.
Response: Only one location.

3. How many of each type of AV equipment at each location? Please provide an inventory of these systems including model numbers and purchase dates.
Response:

DTP CrossPoint 84 - 60-1515-01
8x4 Scaling Presentation Matrix Switchers with DTP Extension

Extron DTP T UWP 4K 232 D - 60-1755-13
Two Input DTP Transmitter for HDMI and VGA with Audio Embedding

Extron DTP R HWP 4K 231 D - 60-1531-13
DTP Receiver for HDMI - Decorator-Style Wallplate
Extron DTP HDMI 4K 230 Rx - 60-1271-13
DTP Receiver for HDMI
Extron DTP T DSW 4K 233 - 60-1487-12
Three Input Multi-Format Switcher with Integrated DTP Transmitter and Audio

Extron TLP Pro 725T - 60-1562-02
7" Tabletop TouchLink Pro Touchpanel
7" Touch Panel Device. Smudge-Proof device with capacitive touch screen

Extron IPCP Pro 250 - 60-1429-01
IP Link Pro Control Processor

Extron XPA 2001 - 60-850-01
Mono 70/100 V Amplifier - 200 Watts

Extron FF 220T - 42-141-03 (Pair)
Full-Range Flat Field Speakers with Low Profile Enclosure and 70/100 V
Transformer

Extron XTP DTP 24 - 22-236-03
Shielded Twisted Pair Cable for XTP Systems and DTP Systems

Extron HDMI Ultra Series - 26-663-03 (3 FT)
Ultra Flexible Premium High Speed and High Speed HDMI Cables

Extron RSU 129 - 60-190-01
Universal Rack Shelf Kit for 9.5" Deep Products

Extron RSU 126 - 60-190-10
Universal Rack Shelf Kit for 6" Deep Products
Extron Product Rack Mount Kit

Dell OptiPlex 3050 Micro Form-Factor PC
Processor: Intel Core i5 7th Gen 7500T

Extron DTP T DSW 4K 233 - 60 - 1487 - 12
Three Input Multi-Format Switcher with Integrated DTP Transmitter and Audio
Embedding

Extron DTP HDMI 4K 230 Rx - 60 - 1271 - 13
DTP Receiver for HDMI

Extron XTP DTP 24 - 22 - 237 - 03
Shielded Twisted Pair Cables for XTP Systems and DTP Systems

Purchase date: 3/2018.

4. What type of Antivirus/malware is currently under license?

Response: Symantecs.

5. What backup systems are currently in place?

Response: Back-up Exec + Tapes

6. Who is the current services provider?

Response: WRCOG will not be disclosing this information.

7. What is the current services model (ie. onsite, remote, etc.)?

Response: Onsite personnel minimum twice-per-week in addition to remote and phone support.

8. What is the current services provider staffing levels?
Response: WRCOG will not be disclosing this information.
9. Are there any SLAs required? If not, what is the expectations for service requests?
Response: Minimum two-three office visits per week with phone and remote support.
10. Thank you for providing the budget. What is the cost that the organization is currently paying?
Response: \$10,000 / monthly
11. Can we provide multiple methods/proposals for your requirements?
Response: Please keep to the requirements of the RFP.
12. Who does the service provider report to?
Response: The Chief Financial Officer
13. Is there a list of current or upcoming IT and AV projects that you can provide?
Response: Not at this time.
14. What is a typical daily and monthly call volume?
Response: The daily and monthly call volume varies.
15. What is the inventory of equipment? Can you provide the OEMs, quantity, etc. for both IT and AV?
Response: We do not have a currently inventory list; however, WRCOG estimates the number of workstations and mobile devices to be around 70. We also have 13 newly installed televisions.
16. Do you have a network diagram that you can provide?
Response: WRCOG does not currently have a network diagram.
17. How many people will be provided support? The RFP mentions 40. Are there additional remote users?
Response: 40 should be all the users covered.
18. What are the reasons for making a change?
Response: WRCOG is required to solicit bids via RFP every couple of years.
19. What is the reason WRCOG is going out to RFP?
- Is there any dissatisfaction with the existing IT vendor's services?
Response: No.
 - Who is the current vendor?
Response: See question #6.
 - Will the Current vendor be responding to the current RFP?
Response: Yes.
 - What is the current monthly/annual IT vendor contract price?
Response: See question #10.

- e. What is the budgeted/estimated amount for the upcoming contract?
Response: Not to exceed \$125,000 / annually.
20. The RFP mentions 40 employees. How many users are registered on the Domain?
Response: See question #17.
21. How many workstations are to be covered under the requested support plan? Please include both desktops and laptop computers in the count.
Response: See question #2.
22. What Operating Systems are in use on these workstations? Are there any unsupported OS (e.g. Windows XP, etc.)? If so, is there budget allotted to update these?
Response: See question #2.
23. How many servers are to be covered under the requested support plan? Please include both physical and virtual servers in the count.
Response: See questions #2b.
23. If there any unsupported Server OS (e.g. Server 2003, etc.)? If so, is there budget allotted to update these? "I don't believe so."
Response: All Operating Servers are the most current software.
24. Please provide the current ISP, type of connection, and Internet UP/DOWN speeds at your location.
Response: Internet Service Provider is California Telecomm System. Download speed is 95.99 Mbps; Upload speed: 92.23 Mbps.
25. What is WRCOG's current email solution, and roughly how many user accounts are there?
Response: WRCOG currently utilizes Office 365 with approximately 40 users.
26. How are Backups currently handled?
Response: Currently backups are handled offsite.
27. Ordinarily (assuming enterprise class IT service is in place)--in an environment with only 40 employees--two onsite visits per week could be significantly more than what is needed to maintain a safe, stable and well-maintained IT network environment.
- a. Is the request for two on-site visits per week based on some particular data or history?
Response: The minimum is two office visits per week, but more is welcomed and based solely on history.
- b. Is there a record of the on-site (and remote, if applicable) tickets from the last year (or 6 months) that could be shared with proposing vendors?
Response: Perhaps this might be possible in the later rounds of interviews.
28. Regarding the Audio/Visual support requirements (RFP pg.9 #7),
- a. What is the frequency of these duties, or the number of on-site hours to be included for these particular duties in our proposal?
Response: Approximately 40-50 hours per month on A/V services.

- b. Are these on-site duties included in the requested 2 on-site visits per week, or are they additional?

Response: The on-site duties are in addition to the minimum of the two day support visits.

- c. What are the off-site locations referenced (organization & addresses), and is it acceptable for travel costs (time/mileage and hotels/meals if applicable) to be billed separately from the monthly fixed cost?

Response: There are no off-site premises and the total cost you provide on the RFP should be inclusive of any travel expenses.

29. How many servers are present?

Response: WRCOG has two servers.

30. How many Switches are present?

Response: WRCOG has two switches.

31. How many firewalls are present?

Response: Currently, there is one firewall.