



**Finance Department**  
Purchasing Division

**REQUEST FOR PROPOSALS (RFP)**  
**Specification No. 25-11691-C**  
**FOR**  
**IT Managed Support Services**  
**PROPOSALS WILL NOT BE OPENED AND READ PUBLICLY**

**ADDENDUM "A"**  
01/21/2025

Dear Proposer:

Questions received from proposers along with answers are attached.

**Proposals/bids must be received no later than 2:00 pm, on Tuesday, January 28th, 2025.** All responses should be sent via email to [purchasing@berkeleyca.gov](mailto:purchasing@berkeleyca.gov) and have **"IT Managed Support Services"** and **Specification No. 25-11691-C** indicated in the subject line of the email. Please submit one (1) PDF of the technical proposal. Corresponding cost proposal shall be submitted as a separate PDF document.

Proposals will not be accepted after the date and time stated above.

We look forward to receiving and reviewing your proposal.

Sincerely,

Henry Oyekanmi  
Director of Finance

## **Addendum “A”**

### **Questions and Answers for Specification No. 25-11691-C IT Managed Support Services**

The City of Berkeley has received questions from some potential respondents regarding **Specification No. 25-11691-C**, IT Managed Support Services. In an effort to provide the same information to all, listed below are the questions received to date, with responses from City staff.

**1. Q.** Is the City intending to keep using ServiceNow ticketing system or can the new MSP bring in their own?

1. A. The City intends to keep using ServiceNow.

**2. Q.** If the City intends to keep using ServiceNow, then can the new MSP use their ticketing system with an API/integration.

A. 2: No

**3. Q.** Does the City want New Hires setups included on the monthly fee or is the City preferring billable charges?

3. A. New Hire setups included on the monthly fee.

**4. Q.** Does the City want to continue using Bomgar remote support software or is the City ok with migrating to the MSPs remote monitoring management software?

4. A. Yes, the City wants to continue using Bomgar.

**5. Q.** What is the contract length preferred?

5. A. The proposal should be all inclusive for a two-year period with the option to extend.

**6. Q.** What is the budget for the City on the new MSP agreement?

6. A. There is not a set budget. Please provide your best proposal based on the scope of work as detailed in the RFP. Please use this [City Council Agendas | City of Berkeley](#) link for information regarding the City estimate budget.

**7. Q.** Does the City have any internal IT/Security software that they intend on keeping? (EDR, Cyber Security, Anti-Virus, MFA, i.e.)

7. A. Yes, the City does have internal IT/Security software and the City intends on keeping it. The environment will stay the same.

**8. Q.** Does the City have any on premise or cloud servers? If so, please describe the roles.

8. A. Server support is not part of this RFP

**9. Q.** How much storage is on the on-premise server and cloud server respectively?

9. A. See answer to question #8

**Q. 10:** What is being used for data backup?

A. 10: See answer to question #8

**Q. 11:** How much data is being backed up?

A. 11: See answer to question #8

**Q. 12:** How many locations are covered in the MITS agreement.

A. 12: Approximately twenty.

**Q. 13:** How many firewalls are at each location?

A. 13: Firewall support is not part of this RFP.

**Q. 14:** What kind of firewalls are at each location?

A. 14: See answer to question #13.

**Q. 15:** What kind of access points are at each location?

A. 15: Wireless if fully managed by a third party not included in the RFP.

**Q. 16:** What kind of switches are at each location?

A. 16: Network support is not part of this RFP.

**Q. 17:** What email spam filter is being used?

A. 17: City of Berkeley is a Microsoft shop.

**Q. 18:** What email platform is being used?

A. 18: Microsoft Outlook

**Q. 19:** What email licenses are being used?

A. 19: Microsoft Outlook 2019 and O365 G3

**Q. 20:** How many email licenses total?

A. 20: ~2400

**Q. 21:** Is the MSP taking over email management for licensing and billing?

A. 21: No

**Q. 22:** Is there an MFA solution in place?

A. 22: Yes

**Q. 23:** Is there any preference for Small Business (SB) and/or Disabled Veteran Business Enterprise (DVBE)?

A. 23: No

**Q. 24:** Is there an established budget for the IT Managed Support Services bid opportunity?

A. 24: See answer to question#6.

**Q. 25:** Is there a current incumbent for this bid opportunity? If applicable, what was the awarded amount for the previous vendor?

A. 25: No

**Q. 26.** Are you looking to replace your entire Service Desk workforce or are you looking to add personnel to the existing team?

A. 26. Looking to augment our first level support for the Service Desk.

**Q. 27.** Can you please provide details of the current service team?

A. 27. As part of the RFP, we are looking for your recommendation based on the scope of work and our current environment.

**Q. 28.** Of the 380 calls, 230 incidents, and 250 service request, what percentage of these would the “new” team be handling?

A. 28. ~90%

**Q. 29.** Can you please provide a range of how many FTE equivalents are you looking to add?

A. 29. Please provide the headcount you think will be needed based on the RFP scope.

**Q. 30.** Can you provide an average number of hours each service request/incident usually requires?

A. 30. This can vary. Most service request can take less than 5 minutes. For example, password resets, extend accounts, grant access to network folders, update distribution list, and install software. Troubleshooting an incident depending on complexity can take an average of up to 30 minutes or more.

**Q. 31.** Are there any size limits for email attachments?

A. 31. No

**Q.32.** We are unable to add a colon or forward slash to the file names. Will the City please provide an alternative naming convention?

A.32. If unable to use the characters in the name convention, please use the City naming convention, but without eh characters.

**Q. 33.** What is the total headcount for the service desk?

A. 33. As part of the RFP, we are looking for your recommendation based on the scope of work and our current environment.

**Q. 34.** How many City employees will be part of the service desk team?

A. 34. For the spirit of this RFP assume none. City employees will be an escalation point.

**Q. 35.** How many vendor service desk resources does the City anticipate needing?

A. 35: Please provide the headcount you think will be needed based on the RFP scope.

**Q. 36.** Will the vendor’s staff be managed and supervised by the City’s Service Desk Supervisor?

A. 36. Yes, vendor's staff will managed and supervised by the City’s Service Desk Supervisor

**Q. 37.** What is the total number of contract awards anticipated?

A. 37. The City is opened to selecting multiple vendors based on responses.

**Q. 38.** What is the aggregate annual budget for the services?

A. 38. Please see answer to question #6.

**Q. 39.** What is the anticipated number of resource request during the first 12 months?

A. 39. Please provide the headcount you think will be needed based on the RFP scope.

- Q. 40.** What is the anticipated average duration of a staffing services assignment?  
A. 40. The proposal should be all inclusive for a two-year period with the option to extend.
- Q. 41.** What are the locations of service for this contract?  
A. 41. All sites are within the City of Berkeley limits and are no more than 10 miles from the location of the Service Desk.
- Q. 42.** Will the City provide reimbursement for mileage incurred by technicians in the performance of their duties, or is the vendor expected to reimburse mileage?  
A. 42. The vendor is expected to reimburse mileage.
- Q. 43.** What is the average monthly mileage each technician will incur while performing their position duties?  
A. 43. ~30 miles/month
- Q. 44.** Who is expected to perform background checks, the city or the vendor?  
A. 44. Vendor is expected to provide quality personnel that have been thoroughly vetted.
- Q. 45.** Who is responsible for the cost of background checks, the city or the vendor?  
A. 45. Please see answer to question #44.
- Q. 46.** What of cost of each background check?  
A. 46. Please see answer to question #44.
- Q. 47.** Please define the number of tickets for each tier. It appears there are overlapping numbers because the definitions are not clear.  
A. 47. The environment attributes listed are all for first level support. The RFP is for augmented resources for first level support.
- Q. 48.** Will vendors be given access to the City's ServiceNow to monitor and manage their employee's performance and ensure achievements of SLAs?  
A. 48. No
- Q. 49.** Will the City provide a price proposal document for vendors to complete and submit as their price proposal?  
A. 49. No. Please provide your best pricing based on the RFP scope.
- Q. 50.** Since proposals are to be submitted via email, are electronic signatures permitted?  
A. 50. Yes
- Q. 51.** If a vendor does not have a City of Berkeley business license, how should this blank be completed? (Business Lic.: #:)  
A. 51. Yes, please leave this blank. Once the vendor is contracted with the City, the City will require the vendor to acquire a City of Berkeley license.
- Q. 52.** If a vendor has not entered into any contract with the City of Berkeley, how should this questions [51] be answered?  
A.52. Please see answer to Q.51.

**Q. 53.** What is meant by “present contract” in the RFP “During the previous twelve (12) months, have you entered into contracts, including the present contract, bid, or proposal, with the City of Berkeley for a cumulative amount of \$25,000.00 or more?”

A. 53. If the vendor is a for profit business that has entered into a contract with the City of Berkeley for over \$25,000 in the past 12 months, please see the questions in section I.1.

**Q. 54.** What is the current headcount for the IT department?

A. 54. Fifty-five

**Q. 55.** What are your expectations regarding backfill coverage for vacation or sick time?

A. 55. When personal go on vacation and/or sick, the existing first level support staff will cover.

**Q. 56.** Could you provide an estimate of the daily volume for phone, chat, and Teams interaction?

A. 56. Points of engagement for the Service Desk are email, ServiceNow portal, phone, or walk-in appointments. Phone call volume average ~380 calls per month and walk-in appointments average 10 to 15 a day.

**Q. 57.** Section III, Submission Requirements, does not provide a section for forms. Where are vendors to include completed forms?

TA. 57. The document from your response can be organized at your discretion.

**Q. 58.** Can you provide a breakdown of the types of tickets received (e.g., password resets, hardware issues, software support)?

A. 58. Approximately 20% of service request are for managing user accounts/access, 15% software, 25% hardware, 15% Mobile phones, 5% printer, and 20% General Request like creating and managing distribution list, shared inboxes, password resets, etc.

**Q. 59.** What is the expected minimum and maximum number of technicians required on-site at any given time?

A. 59. All augmented staff will be required to be on site from 8-5 Monday-Friday.

**Q. 60.** What percentage of service desk activities typically requires on-site visits versus remote resolutions?

A. 60. On-site visits make up 20% of service desk activity.

**Q. 61.** What are the main pain points the City faces in resolving tickets efficiently today?

A. 61: Not enough resources for the volume of tickets and tickets lacking the information needed to resolve the issue.

**Q. 62.** Is there a local vendor business preference for this RFP?

A. 62: No

**Q. 63.** Will there be a preference given to vendors providing California cities as references, or will they be evaluated higher?

A. 63: There will no preference given to vendors providing California cities as references.

**Q. 64.** Will the City require staggered shifts or overlapping hours to handle peak times during the day?

A. 64. No

**Q. 65.** Is there a defined budget range for this contract? If not, can the City provide historical data on prior spending for similar services?

A. 65. See answer to question #6.

**Q. 66.** Is there an existing vendor providing service desk support, and if so, who is it?

A. 66. A vendor is backfilling two (2) positions while individuals are out on leave.

**Q. 67.** If multiple awards are possible, how will the scope be divided among vendors (e.g., by geographic location, service type, or workload volume)?

A. 67. If multiple awards are given, augmented resources will be rotated throughout the two-year period.

**Q. 68.** Are vendors required to have an office or physical presence within Berkeley city limits to qualify for any local preference?

A. 69. No

**Q. 70.** If not a local vendor, do you intend to partner with or subcontract to any local firms to meet the local preference requirements?

A. 70. No

**Q. 71.** Do we need to submit Form EBO-1 along with our proposal?

A. 71. EBO is not required at this time.

**Q. 72.** Please provide a list of forms that are to be submitted with our response in order to meet the compliance requirements.

A. 72. Non-Discrimination/Workforce Composition, Nuclear-Free Disclosure, Oppressive States and Sanctuary City Compliance Statement.

**Q. 73.** Where is the base location of support staff?

A. 73. 2180 Milvia Street, Berkeley

**Q. 75.** For the individuals that work the help desk, do you need Tier 2/3 support for issues that are not PC related?

A. 75. No

**Q. 76.** Is it mandatory to provide references from California agencies?

A. 76. No.

**Q. 77.** Who is the current service provider? How many support personnel deputed on-site?

A. 77. City of Berkeley employees and technicians are on site from 8-5 Monday-Friday.

**Q. 78.** Do you seek support on weekends? Do we need to mention in response to the solution?

A. 78. No

**Q. 79.** What is the skill level of current staff?

A. 79. Augmented staff will provide helpdesk and desktop support for all City computers and phones. Skill level commensurate with this level of support is required.

**Q. 80.** Can you share the ticket dump by various categories, e.g., hardware, software, email, mobile devices, audio visual related etc.?

A. 80. No, See answer to question #58.

**Q. 81.** What are the other products or applications are part of scope of project apart from the mentioned detailed in RFP?

A. 81. None

**Q. 82.** Is all your hardware and accessories under standard warranty with respective OEM?

A. 82. Yes

**Q.83.** During transition plan, how do you want us to manage SLAs?

A.83. During the transition, a grace period will be given while integrating the augmented resources the existing Service Desk team.

**Q.84.** Are all desktops/laptops belonging to domain or workgroup? Please specify the name of Domain or Workgroup?

A.84. Yes, all desktops/laptops belong to a domain or workgroup.

**Q.85.** Is this a new project, if not could you please share the incumbent details?

A. 85. Yes, this is a new project.

**Q. 86.** Are the resources answering the phone the same ones who will be providing deskside support by visiting the user's desk, or should we assume these will be a different?

A. 86. It will be the same resources.

**Q. 87.** What is the average travel time between city locations?

A. 87. All sites are within the City of Berkeley limits and are no more than 10 miles from the location of the Service Desk and with each other.

**Q. 88.** Are these numbers cumulative: 380 average calls per month, 10 to 15 average walk-ins per day, 230 average incidents per month, and 250 average service requests per month, totaling approximately 875 events per month? If not, could you please clarify the difference between a call, an incident, and a service request?

A. 88. The numbers are not cumulative. On average, 50% of calls generate an incident, a walk-in appointment, or a service request ticket.

**Q. 89.** What is the average time to resolve cases today?

A. 89. This can vary. Most service request can take less than 5 minutes. For example, password resets, extend accounts, grant access to network folders, update distribution list, and install software. Troubleshooting an incident depending on complexity can take an average of up to 30 minutes.

**Q. 90.** Do you have any chat and/or self-service ticketing solution today?

A. 90. The City does not have chat. Knowledge articles are available to customers on how to perform some tasks as well as company portal where some software installations are available.

**Q. 91.** After the initial triage is completed, who is responsible for procuring the part? Is the supplier in charge of inventory tracking and spare part management?

A. 91. After the initial triage is complete, it may require the OEM technician to be called on-site for repairs and they have the part. Other parts such as power cords or batteries are ordered by the department. When deploying a PC, the technician is responsible for updating the inventory in ServiceNow.

**Q. 92.** Is the team responsible for handling phone calls and incidents the same team that manages computer imaging, mobile device management, and managed print services?

A. 92: Yes, it is the same team. A third-party vendor is called for all printer issues.

**Q. 93.** Should we include backfill costs and other expenses such as mileage, parking, etc. in the proposal?

A. 93. Yes

**Q. 94.** Will the city provide remote support tools (e.g. Bomgar) licenses or is the vendor expected to procure them?

A. 94. The City will provide the remote support tools licenses.

**Q. 95.** Do you have a self-service password reset solution today?

A. 95. No

**Q. 96.** Are there additional integration with ServiceNow beyond basic ticket tracking (e.g. automation of workflows)?

A. 96. No

**Q. 97.** In the 80% based only on incidents categorized as “resolvable by the Service Desk” or is 80% overall? We understand that certain incidents and requests must be escalated to other resolver groups by default—are these tickets also included in the calculation?

A. 97. The 80% is based on incidents categorized as “resolvable by the Service Desk”.

**Q. 98.** Is parts logistics required, such as parts planning and forecasting handled by the supplier?

A. 98. No

**Q. 99.** Is onsite repair by supplier required, or is the plan to hot-swap the device and coordinate hardware repairs with the warranty provider or OEM?

A. 99. Once the initial triage is done and the technician is unable to fix the hardware issue and it is still under warranty, hardware repairs will be coordinated with the OEM. A loaner PC may need to be issued to the customer until the repair is complete.

**Except as provided herein all other terms and conditions remain unchanged.**