

1. Are you wanting the response to the RFP in the same numerical order as in the RFP or can the Table of Contents Label be sufficient?

The bidder should address each point listed in this document and the attached Exhibits. In this way, the City will be able to discuss the specific information requested and review the response without a cumbersome matching process.

Answer - The response provided in a table of contents can easily be cross referenced to the RFP.

2. What do you mean by this statement? Are you wanting copies of contracts with our customers where we provide the same services?

Bidders should provide copies of all sample contracts for proposed services and support.

Answer - Section 5.5.6 – We are requesting your response to include a sample of your contract used to execute your proposed services and support.

3. Are you wanting 1 hard copy of the response and an electronic version or only the electronic version on a USB drive? Electronic file on a USB in a sealed envelope and labeled “Supplemental IT Support Services Server Administrator Role RFP Response.”

4. **Answer – Response should be provided in electronic format on a USB in a sealed envelope labeled “Supplemental IT Support Services Server Administrator Role RFP Response.” Documents can be protected but should be searchable.**

5. Can you share which roles are onsite and/or remote work?

Answer -Primary objective of this request requires onsite support.

6. What is the expectation of the State for on-site versus remote resources for this contract?

Answer – This support role will require the candidate to be onsite.

7. If the contract is “remote” can required travel be billed?

Answer – Support candidate is required to be onsite, and a local resource is preferred.

8. Is a local office or a local representative required? If yes, how often is the local representative expected to be onsite? Any hourly time requirements?

Answer - Local resources are preferred. As stated in the RFP section 6.1.1, the selected candidate should expect to be onsite two days per week (10-hour workdays)

9. Is there a local preference for this contract?

Answer – Yes, due to weekly onsite requirement.

10. Can we submit our response for a single category or for all categories?

Answer – Response should include all categories.

11. Once awarded, how do you release your requirements? Is it through portal or email?

Answer – The contracted resource will be provided with a prioritized project/task list which will be updated periodically.

12. What is the estimated budget for this contract?

Answer – Not available at this time.

13. How many requirements are anticipated to be released annually?

Answer - Not available at this time.

14. Is there an incumbent for this contract? If yes, can you share the name of the incumbent, or historical data on spending?

Answer - There is no incumbent.

15. What evaluation criteria will be used to evaluate the cost proposal?

Answer -

Evaluation Criteria	Points
Cost	35
Qualifications and experience of candidate	20
Local Resource	10
Completeness of Proposal	20
References	15

16. Would you confirm if resumes are required with proposal submission?

Answer – Yes, they are required as indicated in section 6.3 of the RFP.

17. Are financial statements required if we are a privately owned company?

Answer - Arrangements will be made with vendors to establish financial stability. However, copies of financial statements will not be required.

18. Will you accept a statement of financial stability instead of requiring the sharing of confidential company finance documents?

Answer – Yes, but the City at their discretion may request additional details from the selected vendor.

19. Will you accept a statement of compliance related to securely handling data instead of sharing our proprietary, internal processes for evaluation?

Answer – Yes

20. Will you accept a statement that we comply with requirements for ensuring personnel have appropriate experience and training instead of sharing our proprietary internal processes for evaluation?

Answer – Yes, however submitted staff resumes shall show that they meet the skills and requirements contained in section 6.3 of the RFP.

21. What is the minimum/maximum number of client experience you want to see in each IT category?

Answer – Minimum is 3 client experience.

22. Can we provide sample resumes for the positions?

Answer – Submitted resumes should meet the requirements of section 6.3 of the RFP.

23. Is it necessary to provide proof of insurance at this stage?

Answer – No, but this requirement should be acknowledged and confirmed able to comply.

24. Is there a preferred font or format?

Answer – Response should adhere to the proposal format specified in section 5.5 of the RFP.

25. What are the specific roles needed for SME positions?

Answer – The purpose of the requested SME title and pricing table is to allow for vendors to provide additional staffing capabilities should additional resources be required outside of the role of the requested server administrator.

26. Is there a page limit?

Answer – No, but response shall be complete, concise and provide an ease for review and comparison to requirements contained in the RFP.

27. Is there any other document of this RFP apart from the one published on the website?

Answer - No

28. Are the proposal requirements as described in Section 6?

Answer - Yes, these are the base requirements for the level of support and work to be performed by the selected support staff.

29. If applicable, who is the incumbent for these services and for how long have they served South Gate in this capacity?

Answer - There is no incumbent.

30. What is the anticipated annual and total spend for this contract?

Answer – This information is not available at this time.

31. When does South Gate anticipate completing its evaluation and notifying respondents of its recommended awardee(s)?

Answer – Per the RFP “Process Schedule” the estimated time for selection and finalization of contract is October/November 2023

32. To ensure FCRA compliance, it is our company’s policy to provide clients with an attestation of completion of background check pursuant to client’s requirements, but not the actual results. Will South Gate accept letters of attestation in lieu of actual background check results?

Answer – The onsite contractor will be working with Police Department data from time to time. In order to comply with CJIS, the City must conduct a background check to the satisfaction of the Police Department CISO.

33. If government-mandated costs or expenses are enacted during the contract term, will respondents be allowed to request rate increases to cover these higher rates?

Answer – We do not foresee a situation where this is possible.

34. Will respondents be disqualified or adversely impacted during the evaluation process if they were to submit exceptions to South Gate?

Answer - Exceptions do not automatically disqualify a respondent but may impact the overall score if they do not meet the City’s best interest or objective of this RFP.

35. How many awards does South Gate anticipate making?

Answer – One award

36. Although this bid may not have any notarization requirements, this is a general question. As **California** has not approved notaries to conduct RON (remote online notary) services. However, **If** this bid did/does include documents that required notarization, would documents completed by certified notary through a Remote Online Notary (RON) service be accepted?

Answer – No, notaries must be certified/registered in California.

37. Is the Bachelor's in Computer Science or Engineering a minimum qualification or will the City consider qualified personnel based on a mix of education, certifications, and experience that may not possess the Bachelor's degree in Computer Science or Engineering?

Answer – Yes, the educational degree specified in the RFP "bachelor's degree in computer science or engineering" is a minimum requirement.

38. Section 6.3.8 Refers to potential employees, not contractors. What components of this section will apply to a contractor?

Answer – The background check requirements stated in the RFP apply to employees and contractors.

39. The RFP states the term of the contract is 1000 hrs., approximately 1 year. Does the City anticipate the need for these services beyond 1000 hrs./1 year?

Answer – Not at this time