

**ADDENDUM NO: I**

**RFP 127922:** Request for Proposals for Professional Services Provider SLA  
**DEPARTMENT:** Information Technology  
**REASON:** Responses to All Questions as of 1/06/2016  
**DUE DATE:** 4:00 p.m. EST 1/21/2016

**PLEASE SIGN ONE (1) COPY OF ADDENDUM AND RETURN TO THE PURCHASING DEPARTMENT. RETAIN THE OTHER COPY FOR YOUR FILES.**

**Name**

**Company**

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**CITY OF CHATTANOOGA  
PURCHASING DEPARTMENT  
SHARON LEA  
City Hall Suite G13  
CHATTANOOGA, TN 37402  
[slea@chattanooga.gov](mailto:slea@chattanooga.gov)**

**TEL: (423) 643-7235**

**FAX: (423) 757-7244**

**RFP 127922 – All Questions Received as of January 6, 2016**

**12/21/2015 (#1)**

- 1. Is this new requirement or is there an incumbent on this, if yes then please provide incumbent details?**  
New requirement.
- 2. Who received the last award for this contract? What is the annual spend amount for last contract?**  
NA
- 3. Please provide the computer environment detail like server, systems, the number of users, number of tickets per month, routers/switches, etc.**  
Mixed environment. Pricing will need to be fixed and based on blocks of hours.
- 4. Is it multiple award or single award?**  
Single.

**12/21/2015 (#2)**

- 5. We have the certified individuals for a lot of these services. Are we able to respond to portions of this?**  
All responses will be reviewed, considered, and evaluated based on services offered.
- 6. Are there specific projects laid out to better help with pricing? Cost varies greatly depending on the products and services requested.**  
No.

**12/29/2015 (#3)**

- 7. Are you looking for a company to provide resources or are you looking to have a company manage your existing resources?**  
Provide resources.
- 8. What type of training are you expecting from the vendor?**  
Knowledge transfers so that systems can be maintained and documentation from any installations or development pursued.
- 9. What is the reporting structure (i.e. who will these resources be reporting to)?**  
IT Management

**1/05/2016 (#4)**

- 10. How many positions are there?**  
NA
- 11. How many positions are there in each roll?**  
NA
- 12. Can you provide full job descriptions for each roll?**  
NA
- 13. Can you provide the salary range for each roll?**  
NA
- 14. Are you interested in Contract to Hire or Direct Hire services?**  
No
- 15. Would you consider a fixed markup over a pay rate that is provided by the City?**  
Maybe.

**16. Can you please provide the annual spend on professional services by the City of Chattanooga, IT?**

No.

**17. Will this be awarded to multiple vendors?**

No.

**18. How many helpdesk agents are employed by the City of Chattanooga?**

4

**19. Are you interested in a single source outsourcing solution or are you looking for multiple vendors to support your outsourcing requirements?**

Single.

**20. How many full time employees are in the IT department within the City of Chattanooga?**

This is not relevant.

**21. Are there any specific projects coming up that will require additional resources? If so, what skill sets are needed and what funding is available?**

Unavailable at this time.

**22. What specific licenses are going to be required and how many of each?**

Not sure to what this is referring.

**23. What training expectations do you have?**

Knowledge transfers between the City and vendors should occur regularly.

**01/06/2016 (#5)**

**Document Preparation**

**24. Should the online version of the RFP be delivered by email or on a CD?**

Please turn in two hard copy responses in a sealed envelope/box along with an electronic copy (CD or thumb drive).

**General**

**25. Could you describe the objectives of the City for issuing an RFP for professional services?**

To augment our IT Staff, complete outstanding tasks, and increase skill pool.

**26. Is the City seeking staff augmentation, managed services, a complete outsourcing solution or a blend of these?**

Staff augmentation.

**27. Is it the City's objective to have a Vendor manage any or all of the City's IT environment and employees?**

Not for this RFP.

**28. Will the Vendor be transitioning any of the City's employees to its payroll?**

No

**29. What are the services that the City would consider being provided remotely?**

Open to discussion.

**30. Would the City consider offshore services as an option?**

No.

**31. How many employees and contractors are currently in the City's IT organization?**

NA

**32. What is the term of the prospective contract?**

This shall be a twelve-month contract with the option to mutually renew two additional twelve month terms.

#### **Help Desk Services**

**33. What is the current personnel composition of the Help Desk team in terms of number and roles?**

NA

**34. How many users and locations are they currently supporting?**

Users ~2500  
Locations ~65

**35. What ticketing or help desk request system is currently used?**

Jira

**36. What service levels are currently provided?**

We would expect the vendor to provide and help maintain SLAs.

**37. What is the target service level to be provided?**

This varies and will be discussed as part of the review process.

#### **Infrastructure**

**38. What is the current personnel composition of the Infrastructure team?**

NA

**39. How many data centers and/or City locations are supported?**

~65 Locations and 1 Datacenter

**40. Does the City anticipate growth in the number of servers over the next 3 years?**

Yes.

**41. What will be the growth in the network or upgrade effort over the next 3 years?**

Standard growth is expected, network equipment is upgraded on a 5 year rotation.

**42. Does the City use Cloud services providers? Will any be added over the next 3 years?**

Yes and Yes.

**43. What will be the budgeted growth in infrastructure personnel over the next 3 years?**

NA

**44. What service levels are currently provided?**

This varies and will be discussed as part of the review process.

**45. Is there a target service level the City is looking to meet?**

This varies and will be discussed as part of the review process.

**46. Does the City anticipate making changes to the infrastructure hardware and software over the next 3 years?**

Yes.

#### **Technology Projects and Strategy (PMO, Business Analysis, Training)**

**47. What is the current personnel composition of the PMO team, and what are their roles (project managers, business analysts, etc.)?**

1 PM

1BA

**48. What will be the budgeted growth in PMO personnel over the next 3 years?**

NA

**49. Do you currently utilize Product Owners?**

Yes.

**50. Does the City provide technology training today?**

Yes.

**51. Describe the scope of training that the Vendor is expected to provide.**

As much as possible.

**52. What strategic projects are planned over the next 3 years?**

Please read the IT strategic plan located on the City's website, <http://www.chattanooga.gov/it>.

**53. What project and program management software tools are used? What collaborative tools are used?**

Jira, Confluence, Google

#### **Application Development**

**54. What is the current personnel composition of the application development team?**

Nine (9) developers.

**55. What will be the budgeted growth in application development personnel over the next 3 years?**

Unknown.

**56. How is Agile currently deployed in application development?**

We are using Scrum, with the objectives of DevOps, TDD, and Continuous Integration.

**57. Do all applications reside on City hardware? Do any applications reside in the Cloud?**

Developed apps live in the cloud.

**58. Does the City use outside application development and/or system integrator vendors currently?**

Not at this time. When we purchase COTS software, we generally employ the vendors for integration of their own application and other pre-existing COTS apps.

**59. Can any application development be performed remotely, within the US or offshore?**

Within the U.S. We are undecided at this point about offshore.

**60. What changes to the application development environment are expected over the next 3 years?**

We'll likely experience growth, both in demand and personnel.

**61. What service levels are currently provided?**

We do not have an SLA at this point for custom-development apps.

**62. What is the target service level to be provided?**

Most of our apps are business-hours (8:AM - 4:30PM EST/EDT) only, thus allowing for planned downtime after hours.