



**ADDENDUM NO. 1**  
**TO THE REQUEST FOR PROPOSAL FOR**  
**Information Technology Infrastructure**  
**Support**  
**October 31, 2024**

This addendum covers changes to the Request for Proposal and shall become part of the submittal documents. Sign and include this addendum as part of your proposal package.

Questions and Answers regarding the Request for Proposal for Information Technology Infrastructure Support:

1. Would remote support be acceptable?

The majority of the time (approximately 80%) remote support is acceptable. However, on-site support is occasionally required when installing equipment such as firewalls, switches, servers, and storage systems, facilitating network topology changes, or performing major upgrades to systems that may impact remote accessibility.

2. Number of workers that are to be monitored through the MSP (could be equal to the computers but we must ask, just to be sure)

The IT Division supports approximately 350 users which include full-time employees, part-time employees, temporary and seasonal workers, volunteers, and partner agency accounts.

3. Number of laptops and desktops (the total of them is fine)

The City's primary desktop computing environment is made up of HP Thin Client desktops running HP ThinPro OS and the VMware Horizon client connecting to its virtual desktop infrastructure hosting approximately 200 virtual desktops. In addition to its virtual desktop environment, the City IT Team supports approximately 120 physical desktop and laptop computers.

4. Number of virtual servers

105 virtual servers including production servers, test environment servers, and various appliances and agents.

- 80 Windows Servers
- 20 Linux Servers (Ubuntu, SUSE)
- 5 Other

5. Number of physical servers

20 physical servers and network appliances (10 of which are VMware ESXi host servers)

6. Number of sites (according to the RFP we believe they are 12)

The twelve sites listed in the RFP are supported.

7. Number of O365 accounts if applicable

265 Office 365 G1 GCC licenses assigned.

8. Would you like a spam filtering solution for your email?

The City currently uses Barracuda Cloud Protection Layer with Advanced Threat Detection and an on-prem Barracuda Email Security Gateway appliance. While the City is satisfied with this solution, other options will be considered while planning a future migration of email from on-prem Exchange Servers to Exchange Online.

9. Would you like dark web monitoring?

The City is not interested in this service at this time.

10. Would you be interested in help desk services?

The City currently utilizes its full-time IT Division staff to provide help desk services to City departments.

11. Please elaborate on how the "Cost of Engagement" section is scored.

Cost is not the sole determining factor. However, the "Cost of Engagement" section will be scored primarily based on the hourly rate for services offered. In addition to the hourly rate, other factors will be considered and weighted including the skillset of recommended consultants, how closely the skillset matches the City's technology environment, previous experience supporting the City or similar municipal IT environments, longevity of consultants with the firm, etc. All of these factors combined will be used to determine value of services to the City.

12. On Page 8 of the RFP, under "Item 3 Proposal", section 5 appears to be missing?

Thank you for bringing this to our attention. The sections are misnumbered but all sections are present. "Section 4 Understanding of Services" is followed by "Section 6 Project Timeline and Approach". For consistency, use the numbering scheme in the RFP when drafting your proposal.

13. Could you provide specific details on the expected SLAs, including response times, resolution times, and any penalties or incentives related to SLA compliance?

The infrastructure support services the City is soliciting in this RFP is primarily project focused and therefore no formal SLA has been developed and will be applied. City IT staff will continue to

be the front line of support responding to technical support requests to the help desk. This RFP is soliciting assistance with the completion of ongoing maintenance tasks (such as patching and upgrading our VMware vSphere environment, installing firmware updates on firewalls, networking equipment, and storage systems, installing upgrades to our Exchange servers, replacing equipment which has reached end of useful life, upgrading IT infrastructure management, monitoring and logging systems, etc. The City seeks to retain a resource averaging 10 labor hours per week that we can assign projects and tasks as needed. When projects and tasks are assigned, the firm will need to develop a project plan, workflow, or task list and work with the Information Technology Manager or a designee to determine appropriate target dates for completion.

14. The RFP mentions a need for 24x7 availability for system outages and network security incidents. Can you clarify the expected frequency and response requirements for these on-call services?

Major systems outages and security incidents are very rare. Most years there are no major incidents. Rocklin IT Division staff participate in an on-call rotation and will always be the first to respond to incidents and assess the situation. If it is determined that outside support is needed for timely restoration of services and/or data, the City will contact the firm to have a resource deployed to provide the City with additional support. The expectation is the firm will be able to deploy a resource to be on-site providing assistance within 2 hours.

15. Could you provide more insight into any specific milestones or deadlines for each project listed within the scope, especially for the larger projects (e.g., migration to Exchange Online)?

The City is currently embarking on an IT strategic planning process to be completed in April that will solidify project priorities and implementation schedules. It is likely that the City will work on the enterprise document management and retention solution replacement and also the enterprise asset management solution implementation next calendar year. Other projects in the list will be implemented as time and budget allows.

16. Can we get additional details about specific configurations or preferred standards for the VMware Horizon, Fortinet, and Veeam environments mentioned?

#### VMware vSphere And VMWare (Omnissa) Horizon Overview

The City maintains and supports two separate VMware vSphere environments. The first environment includes a vCenter server (v8) and a 4-host cluster (Esxi v8, Dell PowerEdge R750xs) in an N+1 configuration which hosts our server virtual machines. LAN side connectivity includes redundant 10 Gbps NICs and connections to the Aruba 6405v2 core routing switch. Virtual machines are stored on an HPE Nimble Storage system using redundant NICs and 10 Gbps iSCSI connections with load balancing and failover provided by the Nimble Connection Manager.

The second vSphere environment is dedicated to hosting the City's virtual desktop infrastructure. It includes a dedicated vCenter server (v8) and two clusters of Esxi host servers. The first cluster contains 4 hosts in an N+1 configuration (ESXi v8, Dell PowerEdge R760, two NVIDIA A16 GPUs combined with NVIDIA vPC) which hosts approximately 170 virtual desktops for standard office workers. A second cluster of two hosts in an N+1 configuration (ESXi v8, Dell PowerEdge R740, two NVIDIA Tesla T4 graphics cards with NVIDIA vWS) provide an additional 30 desktops with advanced graphics capabilities for power users including police dispatch and GIS

users. LAN side connectivity includes redundant 10 Gbps NICs and connections to the Aruba 6405v2 core routing switch. Virtual desktops are stored on an HPE Nimble Storage system using redundant NICs and 10 Gbps iSCSI connections with load balancing and failover provided by the Nimble Connection Manager.

The VMware (Omnissa) Horizon environment includes the following components:

- Single dedicated vCenter server appliance (v8).
- Two load balanced internal Connection Servers (v8, Load balancing of client connections provided by a cluster of Kemp virtual LoadMasters).
- Two load balanced Unified Access Gateway servers.
- Automated instant clone desktop pools with floating assignments.
- VMware Dynamic Environment Manager (DEM) for profile management.
- Single parent or golden image updated monthly (Currently Windows 10 22H2 upgrading to Windows 11 24H2).
- HPE ThinClients running ThinPro OS and Horizon Client centrally managed by HP Device Manager.
- Duo MFA implemented for all client connections internal or external.

#### Fortinet Overview

The City manages and supports twelve Fortigate firewalls.

- An HA cluster of Fortigate 101F firewalls protect the City's Internet connection and provide external access to servers in the DMZ. The firewalls provide Internet connectivity to internal clients and servers, and additional services such as antivirus, web filtering, application control, intrusion prevention, and SSL/SSH inspection.
- An HA cluster for Fortigate 100E firewalls are used to segment the City's internal subnets. Site to Site VPNs are configured between this cluster and Fortigate firewalls at remote sites including police substations and law enforcement partner networks.
- Additional Fortigate firewalls are deployed to protect public Wifi networks used at the Civic Center and the Event Center.

#### Veeam Environment Overview

Two Veeam backup and replication servers are configured on the network. The first server resides in the server room. It runs daily backup jobs and stores backup data to a local disk array in the server. It then replicates a second copy of the data to another storage system in the server room and a third copy of the data to a storage system in another building on the Civic Center campus network. Finally, a copy of the backup data is replicated to immutable object-based cloud storage provided by Wasabi.

17. While the RFP outlines evaluation criteria, could you clarify if there are specific attributes within the criteria (e.g., cybersecurity expertise) that are weighted more heavily?

Expertise in managing and maintaining the following products and software solutions are most important and will be weighted more heavily:

- VMWare vSphere
- VMware Horizon and Dynamic Environment Manager
- Windows Server, Active Directory, Group Policy
- M365 and Azure AD Connect
- Microsoft Exchange Server
- Microsoft SQL Server

- Fortinet Fortigate firewalls and FortiManager
- Absolute Secure Access (NetMotion Mobile VPN)
- Aruba switches
- Cradlepoint routers
- Ubiquity UniFi
- Duo MFA
- Dell PowerEdge Servers
- Dell Secure Connect Gateway
- Dell OpenManage Enterprise
- HPE Nimble Storage
- QNAP storage systems
- Veeam Backup & Replication
- Barracuda Archiver, Barracuda Email Security Gateway, Barracuda Cloud Protection Layer, Barracuda Advanced Threat Detection
- Kemp Virtual LoadMasters
- CrowdStrike
- Graylog
- Observium
- Netwrix Auditor
- WhatsUp Gold
- Meraki Systems Manager
- HP Device Manager (Thin Client Management)
- NVIDIA GRID License Server
- ManageEngine Patch Manager Plus and Secure Gateway Server
- Milestone xProtect

18. The RFP includes various insurance requirements. Could you confirm if any additional endorsements or specific coverage extensions are required beyond general liability and professional liability?

Refer to the insurance requirement page in the RFP or insurance section of the city standard contract template attached to the RFP.

19. Are there specific background check or security clearance requirements for personnel who will be assigned to this contract, especially those handling sensitive or CJIS-compliant data?

Yes. A background investigation will need to be completed and then the contractor(s) will need to take the California Law Enforcement Telecommunications System (CLETS) training and pass the CLETS exam to fulfill training requirements. The costs associated with the background check and the CLETS training and exam will be covered by the City.

20. Is the City open to cost-saving measures through modified support levels or alternate solutions for specific services? Are there specific areas where the City prioritizes cost savings?

Yes. The City is open to cost-saving measures and recommendations for alternate solutions with no particular priority given to specific areas.

21. Are there any anticipated updates to the RFP scope or other requirements? Should we monitor specific channels for addenda?

Monitor the request for proposals page on the City's website for updates to the RFP and addenda <https://www.rocklin.ca.us/rfps>.

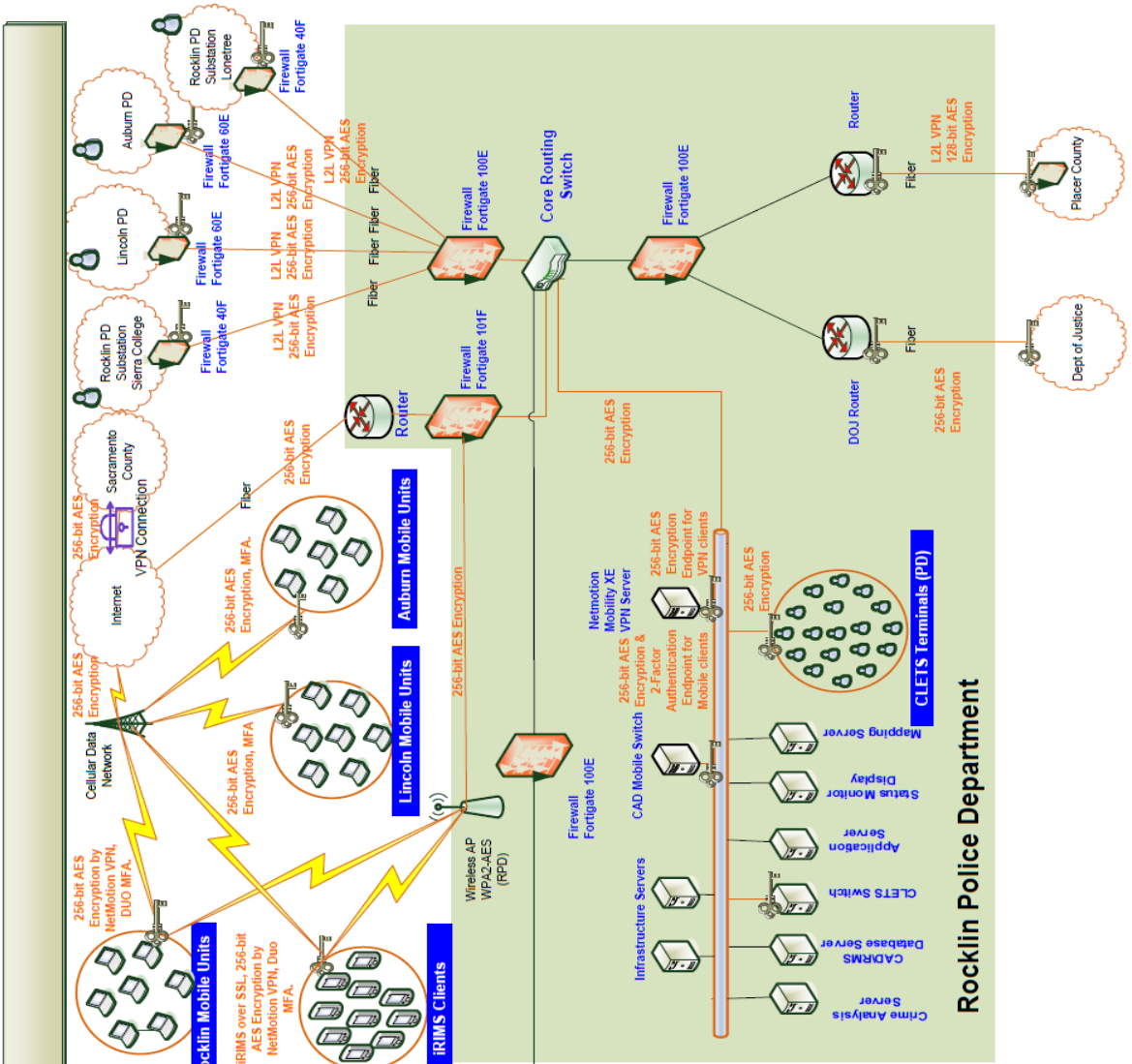
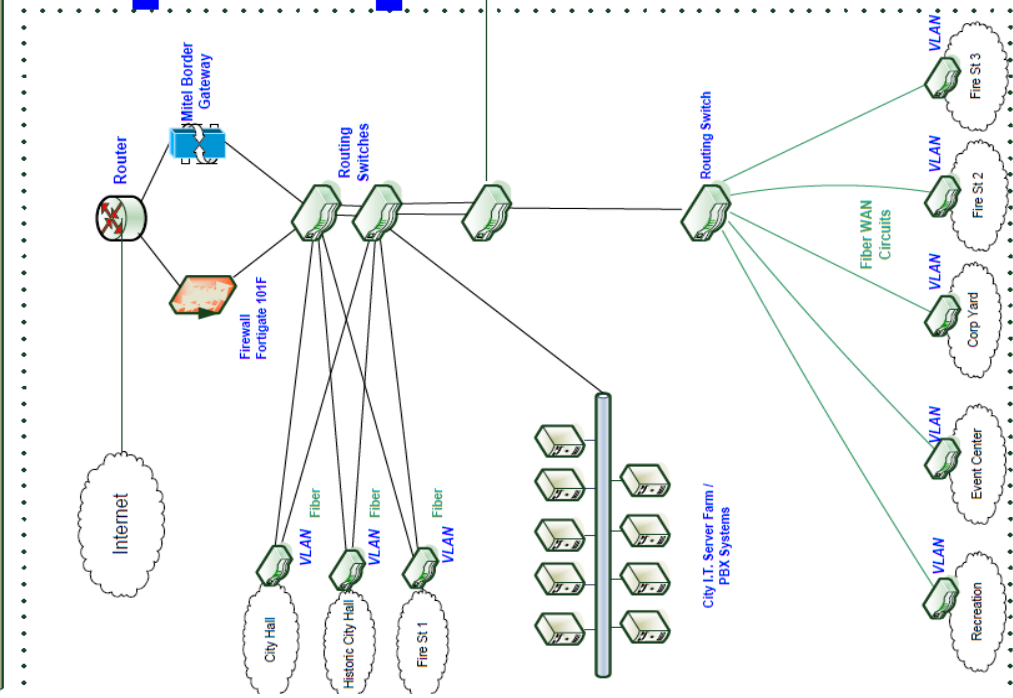
22. Beyond the RFP Administrator, will there be a designated project manager or City representative with whom our team would coordinate directly?

Once contract is awarded, consultants supporting the City will work directly with the Information Technology Manager or a designee within the Information Technology Division.

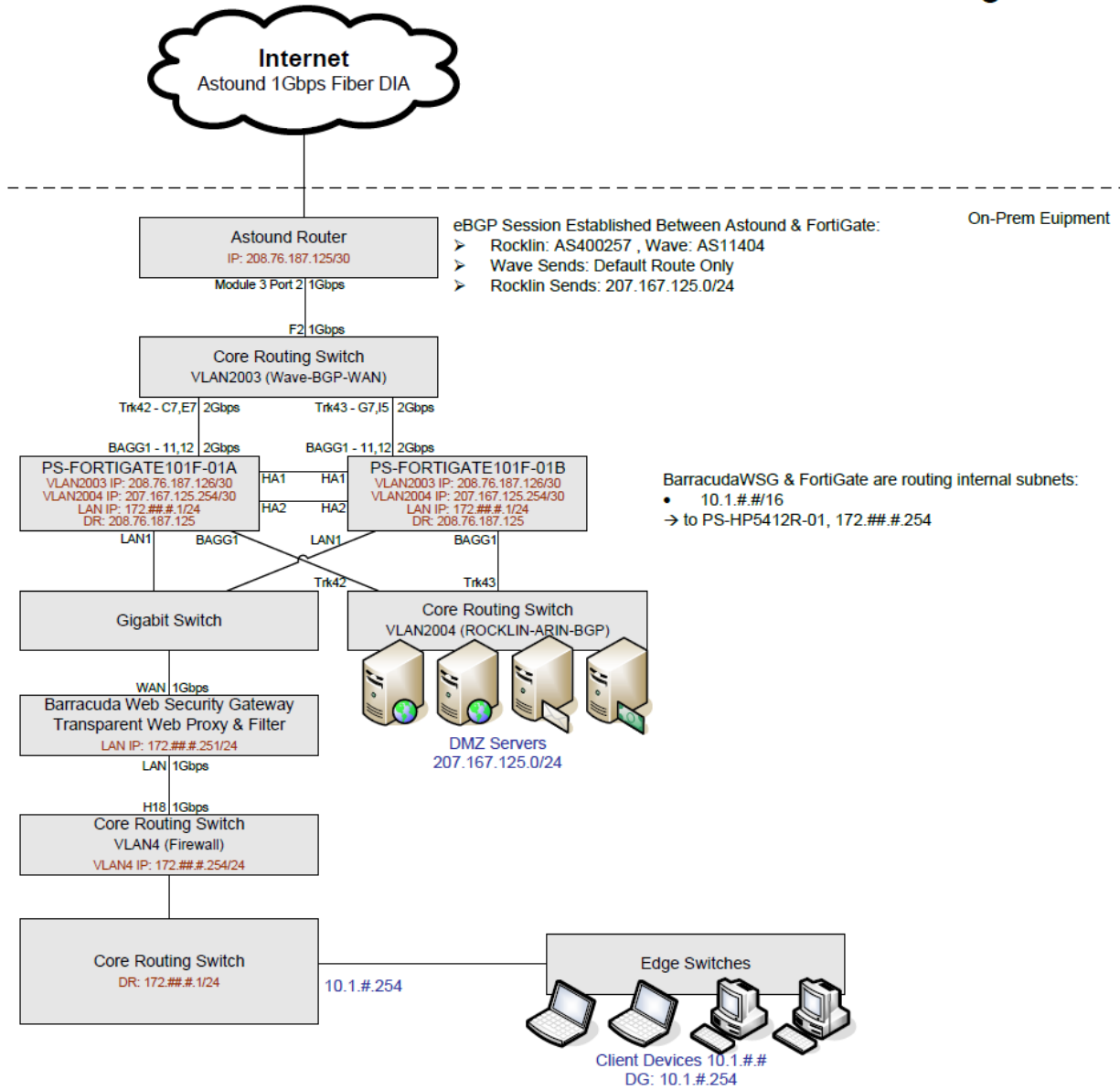
23. Can we please get equipment counts, network topology, server topology, and diagrams showing how everything is connected?

Counts on virtual servers, physical servers, and virtual and physical desktops have been provided above. The City can only share a limited amount of information on its technology infrastructure for security reasons. Sample network, Internet, and ESXi host connectivity diagrams are attached to provide additional information on systems architecture.

# City of Rocklin Logical Network Diagram

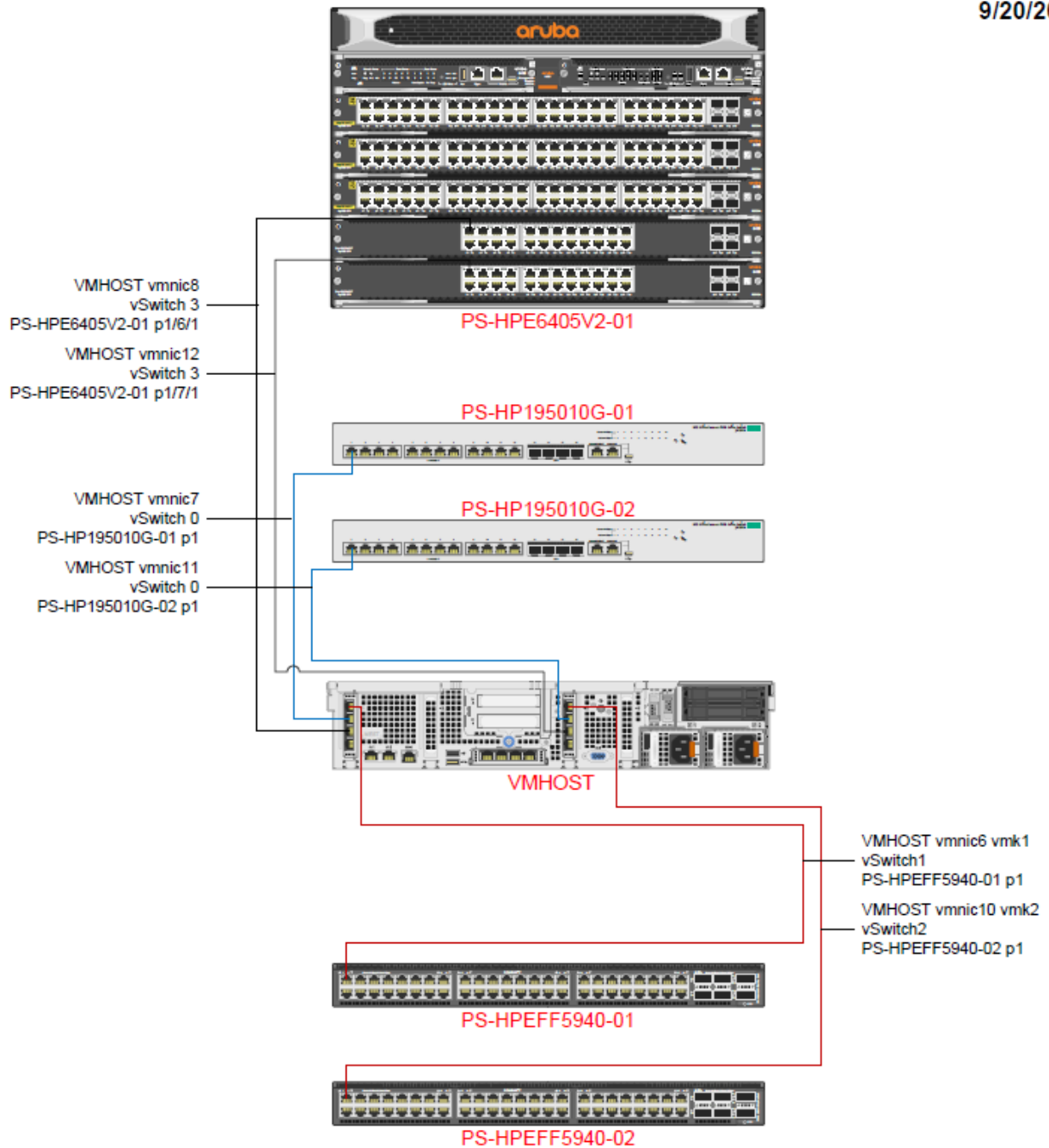


# Internet Connectivity Diagram





VMHOST  
Connectivity Diagram  
City of Rocklin  
9/20/2024



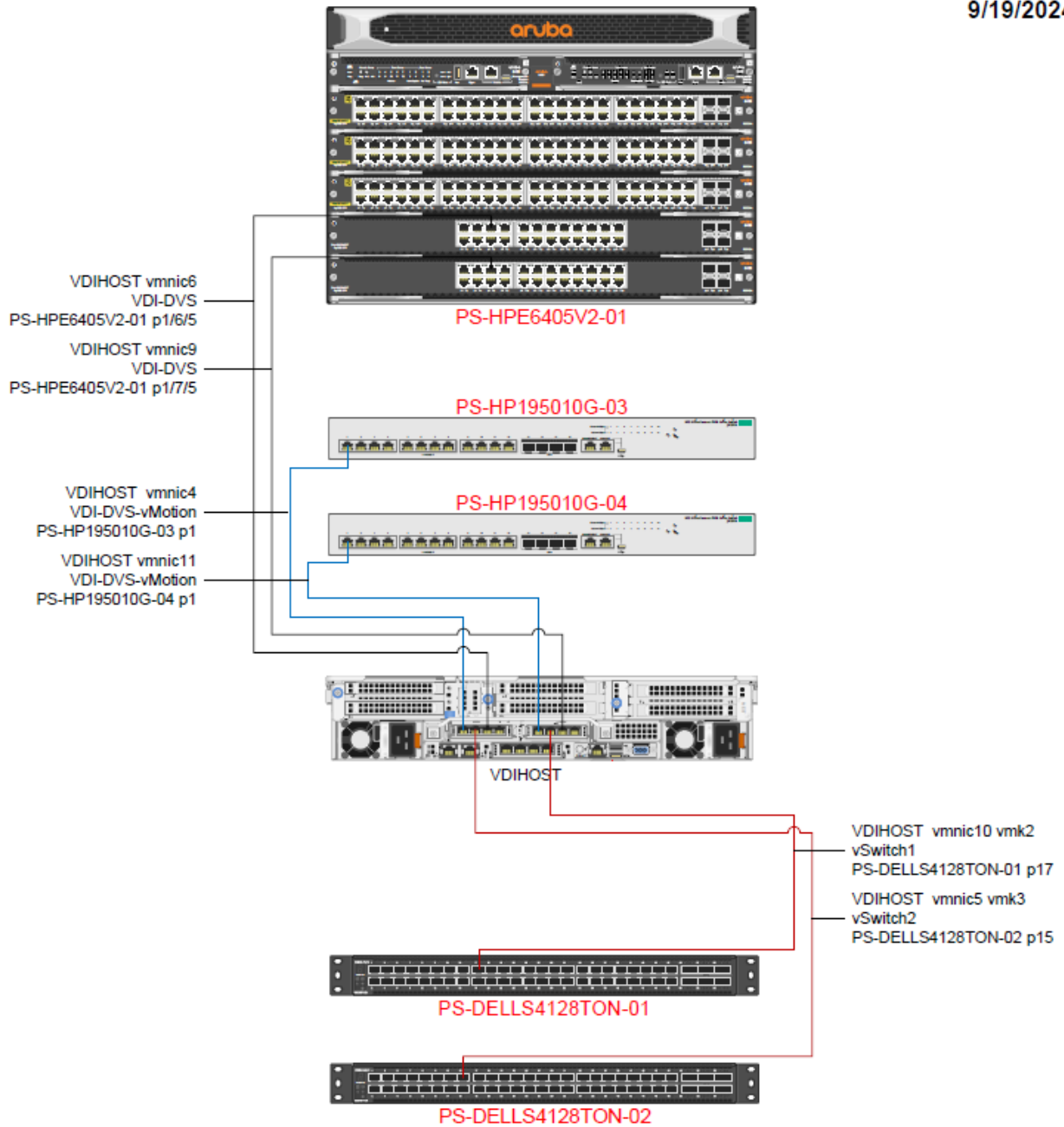
VMHOST VMKernel Port Info:

vmk0	vSwitch 3	MGMT
vmk1	vSwitch 1	iSCSI-1
vmk2	vSwitch 2	iSCSI-2
vmk4	vSwitch 0	vMotion

VMHOST vSwitch Info:

vSwitch 0	vMotion	Native VLAN 15
vSwitch 1	iSCSI-1	Native VLAN 9
vSwitch 2	iSCSI-2	Native VLAN 9
vSwitch 3	MGMT,VM	Trunk VLAN 2,5,10,11,12,13,23,30,192,2000,2001,2002,2004

VDIHOST  
Connectivity Diagram  
City of Rocklin  
9/19/2024



VDIHOST VMKernel Port Info:

vmk0	VDI-DVS	MGMT
vmk2	vSwitch 1	iSCSI-1
vmk3	vSwitch 2	iSCSI-2
vmk4	VDI-DVS-vMotion	vMotion

VDIHOST vSwitch Info:

vSwitch 1	iSCSI-1	Native VLAN 9
vSwitch 2	iSCSI-2	Native VLAN 9
VDI-DVS	MGMT,VM	Trunk VLAN 2,11,15,20,21,22,192,244
VDI-DVS-vMotion	vMotion	Trunk VLAN 15

The proposal due date of Friday, November 8, 2024 at 5:00 PM has not changed with this addendum.

**End of Addendum No. 1**

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**Acknowledgement of Addendum**

Signature of Proposer: \_\_\_\_\_

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Date

**SUBMIT THIS SHEET AS PART OF YOUR REQUEST FOR PROPOSAL PACKAGE**

**Note:** Your submission may be rejected if you do not sign and include the Acknowledgement of Addendum with your proposal package.