



ADDENDUM NO. 1
TO THE REQUEST FOR PROPOSAL FOR
Information Technology Strategic Plan
June 7, 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 Strategic Plan:

1. What is the cybersecurity framework the city is following today?

NIST Cyber Security Framework, PCI-DSS, CLETS PPPs

2. Is there a project budget, and if so, what is the dollar amount?

The current project estimate is between \$40,000 - \$90,000.

3. What is the timeline/schedule for this project?

The project timeline is currently estimated to be 6 months. However, proposers are invited to submit their own project timelines and work plans based on their experience with organizations of similar size and composition, aligning with the scope of services outlined. Proposers are encouraged to detail the resource commitments necessary for the City to meet the proposed timeline.

4. How many awards are planned for this bid?

One firm will be selected.

5. Is there an incumbent contractor? Can I know the name of the firm?

There is not an incumbent contractor.

6. Is there a price bid template? or do we need to provide pricing in our own format?

Proposers may submit pricing in their preferred format. Please refer to page 9 of the RFP for details on the information required in the fee schedule.

7. How many buildings/locations are in scope?

Eleven (11)

8. What onsite, in-person requirements do the city have for the duration of the project?

Initial introductions, site survey, and department interviews will be on-site, and then virtual meetings and remote work is acceptable.

9. Approximately how many servers (physical and virtual), switches, and routers are there?

10 VMware ESXi host servers (vCenter and 4 host cluster for server VM hosting, vCenter and 4 host and 2 host cluster for VDI environment), 90 Windows Server virtual machines, 20 Linux virtual machines, 50 switches, 5 routers, 12 firewalls.

10. How many data centers does the city have that house centralized resources such as servers, data storage, and Internet access for the city government locations? Are there any colocation facilities and if so, are those considered in-scope?

One (1)

11. Has the City performed an IT Risk Assessment previously?

A comprehensive IT security risk assessment has not been completed. The City IT team maintains an asset inventory, identifies threats and vulnerabilities, and implements security controls on a regular basis.

12. If a risk assessment has been performed, when and what frameworks and controls sets were used?

Details will be discussed with the selected firm.

13. Is there an ISO or CISO role on staff?

The City doesn't have a dedicated ISO or CISO position.

14. Are there documented standard operating procedures (SOPs) in place today?

Yes, but the IT team is continually working to build a comprehensive library.

15. Is there a documented incident response plan?

Yes.

16. Is there a documented disaster recovery plan?

Yes.

17. Is there a documented business continuity plan?

No.

18. How are critical systems monitored?

Details will be discussed with the selected firm.

19. Is there a SIEM or MDR solution in place?

Event logging and alerting but no automated response.

20. Are any managed IT services in place?

Details will be discussed with the selected firm.

21. Does the City have a formalized change control process in place today?

No, but currently implementing a solution.

22. Does the police department have it's own IT department or support?

No.

23. Is the police department treated separately?

No.

24. Is there a requirement that the proposer be CJIS certified? If so, what level?

Not for the development of the IT Strategic Plan.

25. If CJIS certification is required, will the City provide the short cert video and test to the proposer through the City?

It is preferred but not a requirement for evaluation.

26. Are any critical or perimeter protection systems provided or managed by the State?

No.

27. Is there a vulnerability management program in place? If so, what tools are used?

Details will be discussed with the selected firm.

28. When was the last external vulnerability scan?

Details will be discussed with the selected firm.

29. When was the last internal vulnerability scan?

Details will be discussed with the selected firm.

30. In relation to proposal development and Section C, Qualifications of Staff to be Involved, would the City allow resumes to be included as an appendix to the proposal?

Proposers may include resumes as an appendix to their proposal.

31. Would the City accept a proposed approach and work plan that satisfies the areas in the RFP scope of services but in a different way than stated?

Proposers may submit their alternative project approach and work plan, provided it adequately covers the areas outlined in the scope of services. Furthermore, they may suggest alternative approaches and service components that are not included in the scope of services. However, any such alternatives must be justified. Additionally, proposers may include any additional requirements they deem necessary.

32. For the project cost, Can the City confirm it's looking for hourly rates and an estimated project total vs a fixed price?

Outline your fee schedule for all products and services to be delivered, broken down by tasks as described in your project plan. Include a schedule of hourly rates for all proposed staff and the amount of time each person will be devoted to this project. Describe costs to provide any optional services, if any, and identify these optional services.

33. Does the City have a particular cybersecurity framework (NIST 800-53, Cybersecurity framework, PCI, etc.) it would like to evaluate its current practices against?

The propose work plan may include work plan/approach to security policies and framework in evaluating the City's security vulnerability for consideration in relative to successful IT Strategic Plan development.

34. Does this RFP require and internal or external penetration testing? If the City requires penetration testing please clarify the following for pricing:

- Total number of internal IPs for testing
- Total number of external IPs for testing
- Number and type of application testing
- Number of wireless networks (SSIDs) to be tested

The propose work plan may include work plan/approach to security policies and best practices in evaluating the City's security vulnerability including internal or external penetration testing for consideration for successful IT Strategic Plan development.

35. How many security-related policies does the City anticipate needing review?

The City envision one of the deliverables would include recommendations for appropriate security-related policies.

36. How many City IT staff are there in the department?

The City of Rocklin employs approximately 270 full-time equivalent personnel, which includes 10 individuals working in Information Technology (IT). The IT team comprises one IT Manager, one Principal IT Analyst, one Senior IT Specialist, one Senior IT Analyst, two IT Specialists, two IT Analysts, and two GIS Analysts.

37. Can you provide more detailed examples of the specific outcomes and deliverables expected from the five-year IT Strategic Plan?

The City envisions the selected firm to conduct a thorough review of the current IT infrastructure, operations, and security to develop an actionable plan that strategically aligns IT infrastructure and resource needs with supporting the City's growth and long-term operational requirements, all while safeguarding the City's IT assets.

38. Has the City of Rocklin had a previous IT Strategic Plan, and if so, can you share any insights or lessons learned from that plan?

Yes. The details could be discussed with the selected firm.

39. Are there any current IT projects or initiatives that need to be incorporated into this strategic plan?

Yes.

40. How will the IT Strategic Plan integrate with other strategic initiatives within the City, such as public safety, community development, or educational support? What departments will it cover?

The IT Strategic Plan focuses specifically on IT operations, but it should align with the City's overarching strategic goals and objectives, as outlined in the 2023-2025 Strategic Planning Framework (<https://www.rocklin.ca.us/post/2023-2025-strategic-planning-framework>), as well as with department-specific goals that are also in alignment with the overall strategic planning framework.

41. Could you provide more detailed information about the current IT infrastructure and any known limitations or areas needing improvement?

A part of the scope of the services is to evaluate the City's current IT Infrastructure, including its limitations and areas needing improvement.

42. What level of stakeholder engagement from the City of Rocklin will be provided during the development of the IT Strategic Plan? Are there specific departments or groups that should be prioritized?

The project approach and work plan should include a recommendation for the adequate level of stakeholder engagement required for successful IT Strategic Plan development. The City envisions that the assessment will result in a recommendation for systems and operations by priority.

43. What areas share applications/ solutions with (a) County; and (b) State? [Examples are HR, Finance, email, etc.]

City doesn't share applications and solutions.

44. The RFP says the IT supports approximately 270 staff members. How many contract staff does the system support? This is assuming a network ID is created for every contractor for clock-in/clock-out and/or building access, etc.

Approximately 270 including contract staff. The number will vary depending on the number of vacancies and seasonality.

45. Could you elaborate on how "Project costs" will be evaluated?

The City shall employ a two-step process to select a Contractor for this Project, with an option for a third step, if necessary. In the first step, a panel shall rate all Proposals using the criteria described in the RFP. Each criterion shall be assigned a unique scoring weight based on the significance of each criterion to the overall success of the Project. Proposals must earn a minimum of 70% of the available points in Step 1 to advance to Step 2. In the second step, a cost analysis shall be performed on all cost proposals and/or fee schedules received from the Proposals. A Ratio of Cost score shall be assigned to each Proposal based on the proposed rates for the requested IT Strategic Plan consulting services, adjusted to reflect a projection commensurate with the anticipated contract term.

46. How will the City assess "Proposer's ability to deploy and provide services as requested in the Scope of Services within the prescribed timeframe"? Are there specific milestones or timelines that are particularly critical?

Proposals will be evaluated on the basis of the response to all provisions of this RFP, including relevant firm's experience and references, qualification of staff involved, and specific methodology, its quality, and level of details provided in the proposed work plan/approach and timeline.

47. What is the current City budget for IT (S/W, h/w, Network, Data Centers, staff, etc.)

Approximately \$4.1 million for FY 2023/24.

48. Would the City of Rocklin be interested in an Incident Response Plan?

The proposed work plan may include a recommendation of work plan/approach to security policies and best practices including an incident response plan for consideration for successful IT Strategic Plan development.

49. Would the City of Rocklin be interested in a Disaster Recovery Plan?

The proposed work plan may include a recommendation of work plan/approach to security policies and best practices including a disaster recovery plan for consideration for successful IT Strategic Plan development.

50. Would the City of Rocklin be interested in a Social Engineering (Phishing) Assessment?

The proposed work plan may include a recommendation of work plan/approach to security policies and best practices including a social engineering assessment for consideration for successful IT Strategic Plan development.

The proposal due date of Friday, June 21, 2024 at 5:00 PM has not changed with this addendum.

End of Addendum No. 1

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.