

REQUEST FOR INFORMATION (RFI)

City of Fort Wayne & Allen County, Indiana

IT Outsourcing
(Infrastructure & Application Support Services)

RFI Published: Wednesday, May 20th, 2020

Electronic Responses Due: Monday, June 8th, 2020 (5:00pm EST)



Fort Wayne, IN



Allen County, IN

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1 RFI purpose and response details

1.1 Introduction and Purpose (we want to hear your creative thoughts)

The City of Fort Wayne & Allen County, Indiana (the “City-County”) is seeking information from prospective vendors relating to the procurement and implementation of a new IT Outsourcing agreement for Infrastructure and Application Services via the publication of this Request-for-Information (RFI). The information collected from this RFI will help the City-County gain a better understanding of the current market trends, creative service levels (SLA’s), new support models and support structures in order to publish a more comprehensive Request-for-Proposal (RFP) in the near future.

The RFI objectives are twofold:

- 1) Provide vendors with basic information on the project scope, as well gaining a clearer understanding of possible vendor solutions.
- 2) Provide the City-County with an understanding of vendor capabilities and service/support offerings related to this IT Outsourcing initiative.

Please Note: The City-County understands that some vendors may provide **only specific services related to this IT Outsourcing initiative**. I.E. Infrastructure services only or Applications services only. In this case, please complete the questions asked in this RFI that apply to your specific area of expertise and/or business.

1.2 RFI Timeline (simple & easy)

The City-County has established the following timeline for the administration of this RFI. NOTE: Dates are subject to change at the City-County’s discretion.

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1.3 Rules for Responding (only a few)

To maintain a level field, the following rules of engagement will be strictly followed:

- 1) Due to the timeline, the City-County will not be answering questions or having meetings regarding this RFI, nor will the City-County be collecting or sharing questions and responses from this RFI.
- 2) Please answer questions to the best of your abilities based on the information provided.
- 3) Please be BRIEF yet descript in your response. Please limit general marketing, brochure and promotional type materials. Response should focus on the questions asked in this RFI.
- 4) If a particular question is not applicable to the products and/or services your business provides, please respond “not applicable.”
- 5) Not responding to this RFI does NOT preclude any vendor from the forthcoming formal competition (RFP) process, although we encourage your input to this RFI phase.
- 6) Some of the content within the RFI may be repeated in the RFP; however, vendors will have the right to modify information provided in the RFI in their response to the RFP.
- 7) **This RFI is issued solely for information and planning purposes only and does not constitute a solicitation.**
- 8) All information received in response to the RFI that is marked “proprietary” and/or “confidential” will be handled as such and accordingly.

- 9) Responses to the RFI are not “offers” and will not be accepted by the City-County to form a binding contract of any kind.
- 10) Responders are solely responsible for all expenses associated with responding to the RFI.
- 11) Any (if any) estimated price/cost figures provided in your RFI response will be understood by the City-County as such and not bind the City-County or Vendor to this estimate later in this process. It is for planning and informational purposes only at this point.

1.4 Response Format & Submission (excited to hear from you)

To facilitate the review, responses to this Request for Information (RFI) must be in the order and organized as indicated below.

- 1) Please save all submittal document(s) with a common, easily identifiable naming convention. Such as: “(vendor name) RFI response for CFW-AC IT Outsourcing”.
- 2) Vendors should **email** their RFI response(s) to: Joel@PREMISconsulting.com
 - ➡ Joel Buege is a Principal and Project Manager (PM) with Premis Consulting Group, LLC - the vendor independent consulting firm, acting on behalf of the City-County, to facilitate this IT Outsourcing process/initiative.
- 3) The email subject heading should read: “RFI Response: City of Fort Wayne & Allen County, Indiana IT Outsourcing”.
- 4) Responses should be in Microsoft Word, Power Point and/or Adobe PDF format(s). (i.e. industry standard formats)
- 5) A confirmation email of receipt will be provided once the document is checked for readability.

1.5 Legal Details (got to keep the legal folks happy)

- 1) **REVISIONS to RFI:** The City-County may modify or amend this RFI at any time. If it becomes necessary for the City-County to revise any part of this RFI, the RFI as well as any revisions/addendums will be posted on the City and County websites as well as the following locations:
 - ➡ Allen County Website: <http://bidding.allencounty.us/county.php>
 - ➡ City of Fort Wayne Website: <https://questcdn.com/>

In such an event and depending on the magnitude of the revision, the submission deadline may be extended, at the sole option of the City-County.

- 2) **CONFIDENTIALITY POLICY:** All responses received by the City-County, unless designated as “proprietary” and/or “confidential” by the vendor, will be assumed public information, in accordance with the provisions of Indiana’s public records law(s). The City-County reserves the right to request additional information if deemed necessary.
- 3) **NO OBLIGATION TO PROCEED:** The City-County is under no obligation to proceed with this project or any subsequent project and may cancel this RFI at any time without the substitution of another, if such cancellation is deemed in the best interest of the City-County. Furthermore, the City-County may reject any and all submittals, to waive any irregularities or informalities in a particular submittal proposal, and to issue a new or modified RFI, if it is found to be in the best interest of the City-County.

2 IT Outsourcing Scope & RFI Purpose

2.1 Note to vendors (let's be creative & strategic together!)

Vendors: We want to know your thoughts and experiences and several key topics related to this next IT Outsourcing agreement. This is your opportunity to play role in contributing content, context and collective experiences to help us publish a more comprehensive RFP and overall better/smoothen IT Outsourcing process for all.

The City-County sees this as a real opportunity to learn from the past and apply that experience to the future. To do things different, to be creative with newer, better, more customer focused SLA's, support models, and its strategic use of technology at the City-County. **We encourage your creative and honest feedback.**

2.2 Background and Scope Overview

Provided below is an overview of the City-County IT structure, service model, service towers, stats and general scoping data points as they exist today.

City-County Baseline Stats today	
Total # of C/C locations supported by IT:	Approx. 100 locations. Majority are within 3 buildings in the downtown campus area within walking distance of each other.
Total # of C/C customers served by IT:	Approx. 3,500 customers
Outsourced IT org chart today:	See the current Outsourced IT org chart included later in this document.
Helpdesk / Service Desk Support:	Full function service desk offsite. Utilizes vendor owned "Service NOW" ticketing system. Averages approx. 940 calls/tickets per month (approx. 13,500 per year).
Desktop / Laptop / Tablet Support:	Approx. 3,500 devices. All owned. No lease agreements.
Printer / Scanner Support:	Approx. 1,113 printers ranging from multi-function, laser, desk/design jet, large volume networked and standalones. Mix of brands but majority are HP, Dell, Canon, Toshiba and the like. Approx. 400 Scanners are supported as well.
Network / Server Support:	Approx. 297 physical & virtual servers supported. Approx. 50 O/S's for Windows & Linux servers, Firewalls, Routers, Switches and WAPs. Remote/offsite NOC. Comm Equip: Approx. 596 devices (Firewalls, Routers, Switches and WAPs)
Data Center Support:	Onsite Data Center with offsite backup via Azure.
Applications Support:	Approx. 57 applications and 54 databases are supported. NOTE: Many more DB's exist today that are client owned/created & either client-supported or by a 3 rd party.
Projects Support:	Today an annual "bucket of hours" is available to the City-County by the current vendor. On a case by case basis, the C/C CIOs decide which projects utilize bucket hours and which do not. Those that do not are usually a billable type project. Typically, any activity in this service area that takes more than 40+ hours is considered a project.

2.3 A few questions we have for you...

The City-County is interested in identifying innovative, cost efficient and new, effective solutions to meeting the City-County's growing IT needs today and for the future. **All vendor service and support model scenarios are on the table.** Below are several KEY areas upon which we are keen to understand your (the vendor community's) perspective. Questions are in no particular order. **Please be brief but descriptive in your responses.** Thank you.

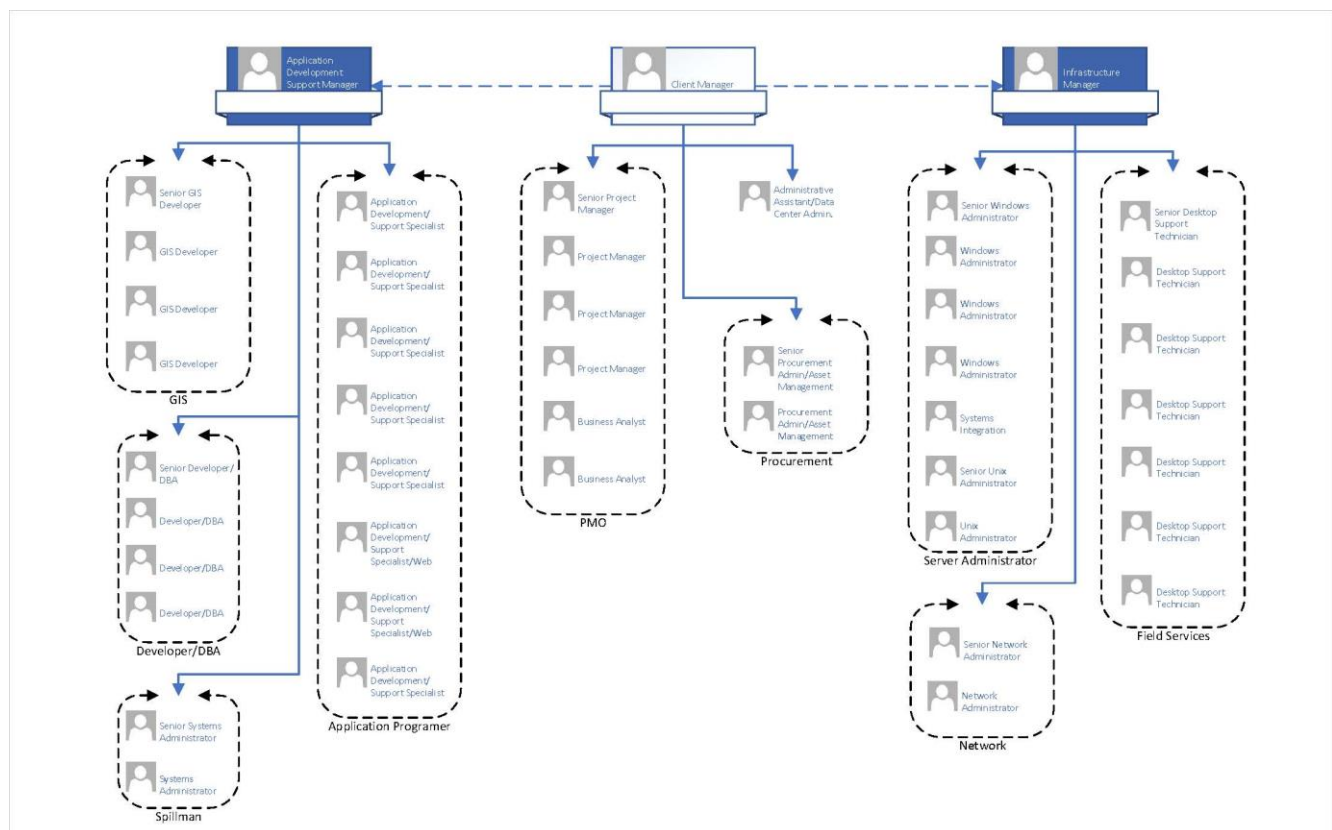
- 1) **SERVICE LEVEL AGREEMENTS (SLA's):** Are an integral part of any performance-based contract. They help monitor/manage performance and should help elicit the agreed upon service level. Dial them down and they do not entice the correct performance level and customers are not happy. Dial them up and costs can often go up as well. Striking the right balance is key. **With which SLA's have you had success and would recommend for the following areas?**
 - Helpdesk / Service Desk Support
 - Desktop / Deskside Support
 - Network / Server Lan/WAN Support
 - Applications Support
 - Projects Support
 - **ALSO – The more historic and common “IT” / back office SLAs certainly have their place but what (if any) more “customer focused/facing” SLA's have been successful?**
- 2) **STRATEGIC/CREATIVE SUPPORT MODELS/STRUCTURES:** Besides the “traditional” support model(s) for “typical” outsourced environments like the City-County, what different (more strategic) support models/structures might you recommend to meet City-County IT need and growth for the future? – This with public sector cost efficiency in mind.
 - Reminder: All scenarios/models are open for discussion/review. The City-County sees this as an opportunity to try new things and do things differently. The typical public sector “labels/perceptions” should not be assumed.
- 3) **CYBER SECURITY SERVICE & SUPPORT:** Is certainly not a new field but **is** a continually evolving one. Staying current and/or ahead of threat(s) is critical to day-to-day IT service, especially in the public sector. Below are several questions/focus areas the City-County is interested in your opinions on.
 - What methods do you use to evaluate your existing on-prem security and hardening techniques for all assets (all LAN endpoints including cameras and other small IP devices)?
 - What methods do you use to evaluate your existing cloud security and hardening techniques for cloud-based assets (e.g. Office 365, Azure, AWS).
 - By what method do you remain abreast of the threats and security controls relevant to your client's cloud environment?
 - What methods do you use for intrusion, or threat detection/prevention? What methods do you use to improve your ability to detect, investigate, and respond to attacker activity across all phases of the attack lifecycle.
 - What experience do you have in dealing with security incidents? Have you ever worked with a cyber forensics entity to mitigate or remediate an incident? If so, please describe the scale, attack, exploit, mitigation, and remediation.
- 4) **SUPPORTING KEY ENTERPRISE APPLICATIONS:** Effectively managing and supporting KEY multi-department and/or enterprise applications can often be (has been) a challenge. A good example of this at the City-County is proper support and maintenance of their “Accela” app environment. The Accela framework is used by Allen County, Civil City, and City Utilities to manage the complete permitting process life cycle for new construction and remodeling projects. The complexity of the framework, the application, the server environment, and interfaces with other application require

more resources than ordinary applications. How would this application fit into your support model and how would more typical applications fit in?

How would you recommend solving this problem and having “right level resource expertise” available (when needed) and in a cost-effective way to properly support the City-County’s enterprise application needs?

- 5) **ASSET INVENTORY:** Today the outsourced vendor manages the asset inventory. We realize maintaining asset inventory accuracy is always a challenge. The City-County CIO’s would like better visibility/access to this data for day-to-day oversight/governance. **How can this inventory data be better shared between vendor and client/CIO?**
- 6) **PROJECTS MANAGEMENT:** There are many apps available to track projects. The City-County feels they’ve never found a good tool that gives the vendor PMO the functionality it needs while giving the project sponsors (the City-County) the access/visibility they need to properly monitor and track project process, status and success. **How would you recommend addressing this challenge?**

2.4 Current outsourced vendor IT org chart



Thank you for your time and participation in this exciting City-County initiative. - End of document.