

ADDENDUM

Date:	March 19, 2014
To:	On-Call Services for Information Technology Support Services
From:	Luz Quinnell
Subject:	<u>On-Call Services for Information Technology Support Services</u>
	<p><u>Request for Proposals for On-Call Services for Information Technology Support Services</u></p> <p><i>Interested firms should submit their cost proposals for the On-Call Services for Information Technology Support Services by Friday, March 28, 2014 at 5pm. This is a proposed scope of work for three months for April 1 - June 30, 2014. Interested firms should only email their cost proposals to the contact below:</i></p> <p style="text-align: center;"><u>Luz Quinnell, Project Manager</u> <u>San Gabriel and Lower Los Angeles Rivers and Mountains Conservancy</u> <u>luzquinnell@rmc.ca.gov</u></p> <p>Proposed Summary of IT Consultant Services:</p> <ol style="list-style-type: none">1. The Contractor shall provide information technology (IT) services for the Lower Los Angeles and San Gabriel Rivers and Mountains Conservancy (RMC) as generally requested and directed by the Executive Officer or the Officer's designee. The RMC office has a total of 2-servers and 15-users2. Among the services to be provided by the contractor include, but are not limited to, the following: Assist in the design, configuration and on-going maintenance/service of existing onsite network server.3. Assist in the service, configuration and monthly maintenance of the RMC's local area network (LAN).4. Train the RMC's Information System Technician in the use and maintenance of the server and the LAN.5. Assist and/or provide troubleshooting support of the server, LAN network or other IT systems as necessary.6. Provide training and support to RMC staff, including but not limited with Microsoft Office Suite, Adobe Suite and RMC Database.7. Provide existing and new user system set-up, training and user technical support.

8. Identify and assist in the procurement and management of hardware and software needs and upgrades.

9. Provide a broad range of IT management and consulting services involving infrastructure management; applications; and systems integration.

9.1 IT Infrastructure Services include: remote help desk services, desktop and mobility services, on-site service and support (as required) and network management services

9.2 Security Management Services and Application Infrastructure Management.

8.2.1 Network Security Services

8.2.2 Network Security Audit

8.2.3 Network Security Policy and Procedure

8.2.4 Internet Firewall

8.2.5 Intrusion Detection

8.2.6 Trusted Operating System

8.2.7 E-Mail Virus Protection

8.2.8 Vulnerability Testing

8.2.9 Develop a Disaster Recovery Procedure to safe guard data and maintain operations in emergencies

8.2.10 Provide offsite, web-based backup service

8.2.11 Service the current in-house web-based, hosted Exchange email system

9.3 Software Services will include: licensing of software products, life cycle management, compliance and reporting and application design development and maintenance

9.4 Hardware Services will include: procurement of hardware products, life cycle management, configuration and imaging, logistics and distribution

10. RFP must include:

9.1 Scope of Work

9.2 Proposed Terms

9.3 Service Level Agreement, which includes hourly rates, out of hours rate, onsite response time, remote support, emergency calls and any travel charges

9.4 Proposed Maintenance and Support

9.5 Proposed Managed Network Services

9.6 Previous clients

11. For any questions, please contact Luz Quinnell at luzquinnell@rmc.ca.gov. Thank you for your interest in this RFP.