

**REQUEST FOR PROPOSAL
FOR
Information Technology Support Services (IT
Services)**

Issued October 2, 2013

RESPONSE TO QUESTIONS

Responses to all questions received by the stated due date of 4:00 PM, October 17, 2013



San Diego Geographic Information Source
5510 Overland Ave., Suite 230, San Diego, CA 92123

Question: How many servers have Ubuntu Linux 11.04 or newer OS and what function do they perform?

Response: SanGIS has three servers running Ubuntu Linux: a monitoring server, an FTP server, and the virtual tape backup system server.

Question: Nagios IT infrastructure monitoring application is currently in place, does the vendor has the option to install its own monitoring tool in place of Nagios?

Response: Yes. SanGIS will entertain recommendations from the selected service provider for using alternatives for monitoring infrastructure components. SanGIS will review any proposals for alternative monitoring methods and base their approval on cost, effectiveness of solution, and impact of changes on current infrastructure. State law would prohibit the selected service provider from recommending its own products.

Question: There is mention of Web site maintenance and web page development, is this hosted internally or at a Service Provider?

Response: As stated in Section 4.3 of the RFP documents: "SanGIS internet site hosted through Hostgator". Hostgator is a commercial website hosting service.

Question: Please provide information regarding the website as per technologies it is currently using.

Response: The Hostgator hosting service provides a variety of technology and services to users for website hosting. However, SanGIS currently only relies on standard HTML for web pages and utilizes FTP to upload new pages to the website.

Question: Also what are the requirements if any to make sure the website if there is an update to the site when and how long can the site be offline?

Response: The SanGIS website is hosted through a commercial service provider and the uptime requirements are per agreement with that provider. SanGIS does not expect the selected service provider to be responsible for the infrastructure uptime of the SanGIS website. Webpage updates are first loaded to a staging area before being moved to production. It is expected that webpage updates may be done at any time during normal business hours. The SanGIS website does not go offline during normal webpage updates.

Question: Does SanGIS have a current support contract(s) for all the equipment from the respective OEM vendors they utilize?

Response: As stated in Section 4.3 of the RFP documents: "All critical SanGIS infrastructure (servers, workstations, network equipment) is covered by a current maintenance contract or warranty. All maintenance contracts provide next business day response". The maintenance contracts are acquired direct from the manufacturer or through maintenance contract providers. All servers, filers, and network equipment that fall under SanGIS service level policies have maintenance contracts or are under warranty.

Question: Does SanGIS fall under any government, state regulations and/or standard that it has to comply with related to IT?

Response: SanGIS is subject to government and state regulations which are applicable to all public local agencies, including, but not limited to, the Public Records Act and Political Reform Act.