

Zone 7 Water Agency



ADDENDUM NO. 1 **RFP - I/T & SCADA Support Services**

Addendum Issue Date: 8/17/22

Purpose: The purpose of this Addendum is to address questions, make changes, additions, deletions, revisions, and clarifications to the Request for I/T & SCADA Support Services. Any changes incorporated in this Addendum shall be considered as a part of the document and shall supersede, amend, add to, clarify, and/or subtract from those conditions shown in the original RFP. Language added to the RFP is in **Bold**. Language that has been deleted is in ~~strike out~~.

There have been no changes to the RFP at this time. This Addendum will provide answers to questions submitted.

Q1. Will you please confirm who is currently doing the programming at Zone 7?

A1. Lanlogic, Inc. is our current IT service provider.

Q2. Are we able to do a site visit/walkthrough?

A2. No, unfortunately a site visit/walkthrough is not available due to COVID-19 restrictions.

Q3. **Page 4.** Based on the statement on page 4 that reads, "*Vendor must provide all services from facilities within the continental U.S. and maintain a local office in the Tri-Valley area (comprising the cities of Pleasanton, Dublin and Livermore, CA).*":

Currently, our nearest office is in Stockton 51 miles away. We have clients nearby In Tracy and the surrounding area that we are at daily.

1. If we were to provide a full-time on-site technician, would there be an office available for that engineer on Zone 7 Water Agency property?

a. If Yes, would that satisfy the Local Office Requirement?

2. Would it be acceptable to open a local office within a set time-frame (i.e., 90 days) of winning the bid?

a. If Yes, what would be the acceptable timeframe to have the office established?

A3. 1a. No, the specifications do not require an on-site technician.

2a. No, a local presence is required at time of contract start.

Service Level Agreement (SLA) (starting on pg. 9)

Q4. **Service Level Agreement (SLA) (Table 3) (pg. 10)**, it has a couple of lines with Minimum Service Levels:

Emergency Service services – server(s) down, WAN Link Issue ---- Resolved within 2 hours at least 90% of the time.

Emergency Service requests that materially affect a single site ---- Resolved within 4 hours at least 90% of the time.

Question: How is this SLA impacted when the outage is the result of a 3rd party network having an issue (such as an AT&T WAN connection)?

A4. When it's due to a third party, we expect the IT provider to work diligently with the third party to restore service promptly and provide frequent status updates to Agency staff.

Q5. With Network Connectivity and All Business Servers requiring 99.999% availability, is the infrastructure in place making these fully redundant? Redundant connections, Redundant Network Equipment, Redundant Servers, Enterprise UPS, Generator at each location?

A5. Yes, we have the network infrastructure in place to maintain 99.999 availability.

Q6. Do all network segments have multiple paths to the core network, including network paths and power?

A6. Yes, the network segments have multiple paths back to the core and redundant power on separate circuits.

Q7. Does the core network infrastructure include fully redundant switch hardware?

A7. Yes, the switch hardware is redundant.

Q8. Restoration of desktops- Are all desktops being backed up currently and how?

A8. No, desktops are not backed up at this time.

Q9. User Support. Approximately how many user support tickets are being generated per month?

A9. About 100 tickets a month.

Q10. Location of Equipment - Are all of the servers and core networking equipment in one location? No Cloud?

A10. Servers and core networking units are distributed across site locations. Applications such as Office suite - Exchange, SharePoint, Teams, etc. and Laserfiche are hosted in the cloud.

Q11. Is the SCADA infrastructure physically segregated? UPS/Generator?

A11. For the most part. The IT and OT (SCADA) networks both use AT&T OPTEMAN/ASE connections and certain routers may be connected to both. All OT network panels and devices are on a UPS. Treatment plants and some well sites have on-site generators, but most smaller distribution sites only have panel mounted UPS to handle short-term power interruptions.

Q12. Network/Infrastructure - Could you provide a network diagram that includes all network, server, phones, and workstation hardware that would be in the management scope? (Network segments physically separated from the Internet require special considerations)

A12. Yes, this can be provided upon request.

Q13. Endpoint Protection - We do not see endpoint protection listed. Is there some solution already in place that will need to be maintained? (AV,EDR etc.) If not, we can list that as a line item?

A13. Webroot is the endpoint protection in use.

Q14. Professional Consulting Services – How often are the IT Committee Meetings?

A14. Quarterly

Q15. Phone System - What model of Mavericks phone system?

A15. Mitel MiVoice Business Express

Q16. Is the phone system hosted on premise? Or cloud based?

A16. There is a on premise virtual system at main office and hardware gateway controllers at main and 3 other locations

Q17. Is the phone network logically separated from the PC and/or Server network?

A17. The phone system is a virtual local area network.

Q18. Radio - We would like the detail of the Radio system you have, and the support needed.

A18. Agency has joined radio systems with Alameda County – the EBRICSA regional radio communication system.

Q.19. Policy - Can you provide copies of any organizational IT related policies?

A19. We will provide this to the selected bidder.

Q20. Can you provide copies of any organizational security or cybersecurity related policies?

A20. We will provide this to the selected bidder.

Q21. Can you provide copies of any organizational change control policies?

A21. We will provide this to the selected bidder.

Q22. What is the current SCADA Control Software? (Wonderware, VTScada, etc.)

A22. Wonderware Application Server 2014 R2 SP1.

Q23. Considering the servers are running Windows 2000 which is severely EOL, is there a project plan for upgrading servers?

A23. Most OT servers are running Windows Server 2012 R2. There is a plan to upgrade servers and OS next fiscal year.

Q24. Are all network devices all under warranty and/or vendor supported?

A24. Most OT network devices, except for the main routers at the treatment plants, are not under warranty or vendor supported.

Q25. Is all server hardware under warranty or vendor maintenance contracts?

A25. Yes.

Q26. Does the SCADA environment have access to the Internet?

A26. Not directly. Windows updates and remote access is available through a firewall from the IT network. This firewall and the associated RDP server are managed by the Agency's current IT service provider.

Q27. Do any mobile devices connect to the SCADA network?

A27. No