Request for Proposals
Information Technology Services
Questions Received from Bidders
December 19, 2025

TECHNICAL REQUIREMENTS

1. What specific technical certifications does the District prefer for on-site support staff? (Examples: CompTIA A+, Network+, Microsoft certifications, Fortinet NSE?) None
2. Will subcontractor staff need proficiency in any specific applications like Tableau, ArcGIS, or Zoll ePCR? Yes, Tableau
3. What remote support tools are approved for use? (TeamViewer, ConnectWise, Datto, etc.) Vendor to provide

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OPERATIONAL LOGISTICS

4. Do on-site technicians need to provide their own vehicle for travel between fire stations? Yes
5. Is parking available at all six locations for vendor/subcontractor staff? Yes
6. Are there dress code or uniform requirements for personnel working at fire stations? No
7. What are the facility access hours at each fire station for non-emergency support visits? Monday through Friday from 8am to 5pm

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TOOLS & ACCESS

8. Will subcontractor staff receive access to the helpdesk ticketing system to log and update tickets? Vendor to provide the helpdesk ticketing system
9. Will subcontractor staff receive credentials to Active Directory, O365 Admin, or other management consoles? Vendor to provide
10. Who provides laptops and tools for on-site technicians - the primary vendor or District? Vendor

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TRANSITION PERIOD

11. During the two-month transition (May-June 2026), will the incoming vendor/subcontractor have access to DNI's documentation, network diagrams, and passwords? Yes
12. Will there be a formal knowledge transfer session with DNI? Yes

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LIABILITY & ACCOUNTABILITY

13. If an SLA penalty is triggered due to subcontractor performance, who is financially responsible - the primary vendor or subcontractor? The primary vendor. See RFP Section 7a9 – Subcontractors. If a vendor partnership submits a proposal, the primary vendor is responsible for the satisfactory performance of all subcontractors performing work under this contract.
14. What are the minimum general liability and E&O insurance limits required? General liability: in an amount not less than $1,000,000 per occurrence/$2,000,000 aggregate. E&O insurance: Vendor shall maintain professional liability insurance for licensed professionals performing work in connection with this Agreement in an amount not less than $1,000,000 per claim, $1,000,000 aggregate for damages that may be the result of errors, omissions, or negligent acts of Consultant. Any deductible is the responsibility of the Vendor.

COMMUNICATION & ESCALATION

15. During a Priority 1 emergency, what is the escalation communication protocol? Who at the District should be contacted? Contact the Administrative Services Director.
16. Is there an on-call rotation expected, or can after-hours calls go to a central helpdesk first? No on-call rotation expected.

CONTRACT STRUCTURE

17. Does the District have a preference for 3-year or 5-year contract, or will both be evaluated equally? No preference.
18. For the 5-year contract, is there an option for the District to terminate early? If so, what notice period is required? To be negotiated

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O365 TENANT TRANSITION

19. The District is taking over the O365 tenant from DNI on July 1, 2026. What specific tasks will the new vendor need to perform for this tenant migration? Vendor will be responsible for managing the licenses using the District's tenant. The District will pay Microsoft directly for the licenses.
20. Will the new vendor become a Microsoft CSP partner for the District, or will the District manage licenses directly with Microsoft? Vendor will be responsible for managing the licenses using the District's tenant. The District will pay Microsoft directly for the licenses.

VPN & REMOTE ACCESS

21. The RFP mentions 17 staff use Perimeter 81 VPN. Will the new vendor be required to continue with Perimeter 81, or can they propose an alternative VPN solution? Vendor can propose an alternative.
22. Section 4r1o2 requires "Enterprise VPN access for 10 simultaneous users" - but 17 staff currently have VPN. Which number is correct? 17

SERVER UPGRADES

23. fs1.mofd.org (File Storage) is still running Windows Server 2012 R2, which is end-of-support. Is upgrading this server part of the scope, or a separate project? It is not part of the scope.
24. workforce01.mofd.org (Telestaff) is noted as "to be eliminated." What is the expected timeline for decommissioning this server? July 1, 2026

HARDWARE OWNERSHIP

25. At contract end, who owns the Fortinet switches, wireless access points, and firewalls provided by the vendor - the District or the vendor? Vendor
26. The current firewalls are owned by DNI. Will these be transferred to the new vendor, or must the new vendor provide replacement hardware? The new vendor is to provide replacement hardware.

COMPLIANCE & SECURITY

27. Does the District require CJIS (Criminal Justice Information Services) compliance for any systems? No
28. Is HIPAA compliance required for patient care data (ImageTrend, Zoll ePCR)? Yes
29. What cyber liability insurance limits are required for the vendor and subcontractors? Vendor shall maintain commercial general liability insurance for the term of this Agreement, including products liability, covering any loss or liability, including the cost of defense of any action for bodily injury, death, personal injury and property damage which may arise out of the operations of the Vendor (with coverage at least as broad as ISO form CG 00 01 01 96) and in an amount not less than $1,000,000 per occurrence/$2,000,000 aggregate.
30. Is SOC 2 Type II certification required for the hosting facility or vendor? No

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CELLULAR & DATA PLANS

31. Who pays for cellular data plans on the 34 iPhones, 34 iPads, and 20 Cradlepoint routers - the District or the vendor? The District
32. What carrier does the District use for mobile devices? Verizon and AT&T

APPLICATION SUPPORT

33. For Tableau (or equivalent) - is the vendor responsible for licensing costs, or just implementation and support? The vendor is responsible for licensing costs.
34. Are there any integrations between applications that the vendor must maintain? (Example: Fire RMS to ImageTrend, Operative IQ to KNOX Medvaults?) Yes

35. Who provides Tier 3/4 support for third-party applications like Zoll, ImageTrend, and ArcGIS - the vendor or the application vendor directly? The IT vendor is responsible to work with the application vendor to make everything work. Typically, this for allowing access via the internet to their hosting site.

REPORTING

36. For the Monthly Board Report (Section 4r2), is there a specific format or template the District requires? Yes
37. The RFP mentions Tableau for reporting. What specific operational reports does the District currently generate?

SPARE EQUIPMENT

38. Is the vendor expected to maintain spare equipment (laptops, desktops, phones) for quick replacement during break/fix incidents? No, the District provides spare equipment for quick replacement.
39. Where would spare equipment be stored - at vendor location or at a District facility? District facility

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WARRANTY & REPAIRS

40. For hardware under manufacturer warranty, who coordinates warranty claims - the vendor or the District? The vendor.
41. For hardware out of warranty, who pays for replacement parts - included in monthly fee or billed separately? The District pays for replacement parts and it should be billed separately.

LANGUAGE & ACCESSIBILITY

42. Is English the only language required for helpdesk support, or are other languages needed? English only
43. Are there any ADA accessibility requirements for IT systems or support? No

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MEETINGS & COMMUNICATION

44. For monthly meetings with the Administrative Services Director (Section 4t6), are these expected to be on-site, virtual, or either? Either
45. How many District staff members will the vendor typically interface with for day-to-day support requests? 1-2

SLA DISPUTES

46. If the vendor disputes an SLA penalty, what is the resolution process? Work with the Administrative Services Director to reach agreement.
47. Are SLA penalties deducted from monthly invoices automatically, or billed separately? Deducted from monthly invoices

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END OF CONTRACT

48. At contract end, what format must documentation be provided in for transition to the next vendor? At the end of the contract, the Vendor will work with the District designee over a sixty (60) day period to transition the services to a new information technology services provider
49. Does the District retain ownership of all documentation, network diagrams, and configurations created during the contract? Yes

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ADMIN OFFICE MOVE

50. For the Administration office move in February 2026 (before contract starts), will the new vendor be involved, or is this DNI's responsibility? The new vendor will not be involved.
51. What is the address of the new Administration office location? 1150 Moraga Way, Moraga, CA

DISPATCH & COUNTY INTEGRATION

52. Since Contra Costa County handles dispatch (CAD/RMS), what is the vendor's responsibility for connectivity or integration with county systems? The vendor is responsible for connectivity.

DISASTER RECOVERY

53. What is the required Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for critical systems? We do not have one.
54. Has the District experienced any major outages in the past 12 months? If so, what was the root cause? None

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OFFSHORE/REMOTE SUPPORT

55. Does the District allow offshore (non-US based) staff to provide remote helpdesk support, particularly for after-hours coverage? No
56. Are there any data residency requirements that mandate all support personnel or data storage be located within the United States? Yes, all must be located with the United States.
57. Does the District require US citizenship or work authorization for all personnel accessing District systems? Yes
58. Are there any CJIS, HIPAA, or other compliance requirements that would restrict non-US personnel from accessing certain systems? Yes, HIPAA