



JURUPA COMMUNITY SERVICES DISTRICT

REQUEST FOR PROFESSIONAL SERVICES

FOR

INFORMATION TECHNOLOGY MASTER PLAN

ADDENDUM

Jurupa Community Services District
11201 Harrel Street
Jurupa Valley, CA 91752

Issue Date: March 2, 2022

*Due Date: March 10, 2022
Thursday, 5:00 p.m.*

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REQUEST FOR PROFESSIONAL SERVICES FOR INFORMATION TECHNOLOGY MASTER PLAN

ADDENDUM

1. Can JCSD provide the number of external public network/IP addresses to be evaluated – typically firewalls?

Answer: 8 external devices for penetration testing.

2. Can JCSD provide the number of internal devices to be evaluated – internal firewalls, servers, workstations, etc.?

Answer: (20 workstations, 15 servers (3 will be external), 5 switches, 3 firewalls)

3. We would need access to the District's Virtual Private Network (VPN) network environment. Is that possible?

Answer: Yes. We prefer an onsite scan, however.

4. Just to be clear, is the District asking for evaluation of public facing (not internal) web sites/web applications? – If yes, we need to know the number of web sites/web applications to be evaluated.

Answer: The current Internet service is adequate for the district's needs. However, if new proposals include cloud-based services, an assessment of JCSD's bandwidth and reliability must be included.

5. The anticipated start date outlined in Section 2 is May 2, 2022. In Section 5, it states, "The ITMP will serve as a roadmap for technology projects and activities between July 2022 through June 2027." Is this anticipated start date of May 2, 2022, for preliminary planning purposes and the July 2022 start date to begin coverage of the ITMP?

Answer: The ITMP will serve as a roadmap for technology projects and activities between July 2023 through June 2028

6. For the estimated Technical Budget, is the goal to have a generalized estimate based on annual costs over for the 5 year IT Plan or is the goal to have it tailored around the results of the pending scans, interviews, etc. that will be completed by the chosen vendor?

Answer: A generalized estimate based on costs associated with projects or initiatives being proposed.

7. Is the goal of BYOD to allow personally owned devices to access internal infrastructure directly, through a terminal server, or just for SASE based solutions?

Answer: Recent changes have resulted in the District no longer needing a Bring-Your-Own-Device (BYOD) solution. Please disregard the BYOD analysis.

8. What is the current MDM solution?

Answer: MaaS360

9. Is there an asset management platform in place today to be replaced or is this a new project?

Answer: The District is not requesting a complete asset management or software solution review. The goal is to have an asset management lifecycle plan developed. JCSD will provide a list of asset types, but the list will be typical devices and equipment found on most networks (UPS, switches, firewalls, routers, workstations, servers, WiFi access points, WiFi Controller, etc). The response to our asset management lifecycle plan request must include replacement of equipment, managing end-of- support announcements, managing end-of-life announcements.

10. What Microsoft office license is currently deployed (Office 2016, O365 E1, etc.)

Answer: Office365 G1 and G3

11. Do you have a Software Bill-of-Materials for all applications within scope?

Answer: The applications included in the scope of this project are: Cityworks, New World ERP (Finance, payroll, accounting), and OnBase (Records Management).

12. For the Project Schedule, is the goal to have the proposed schedule around developing the 5 year plan, based upon the architecture review, vulnerability assessment, interviews, etc. or is it to also include time for potential recommended projects or potential new projects outlined in the bid (adoption of cloud based applications)?

Answer: The goal is to have an analysis performed on our current environment and all to assume all proposed recommendations would occur in a five-year period. This should include recommendations for network infrastructure refresh, recommendations on business

applications and cloud services, and cybersecurity recommendations (we are not seeking a cybersecurity assessment during this review, but recommendations are welcome).

13. Since the proposal is based on time and expenses, is it safe to assume that the estimated not to exceed project total is only for the estimated time to perform the necessary review and analysis of the network to create the 5 year IT plan? Or are you expecting to see estimated costs of potential upgrades over the 5 year period as well?

Answer: Any new initiatives being proposed as during this project must have an estimated cost associated with purchase and implementation of these new initiatives.

14. Please provide an estimated number of assets (databases, servers, computers) and applications that are to be included in the scope of the vulnerability scans?

Answer: (20 workstations, 15 servers, 5 switches, 3 firewalls)

15. Does JCSD intend for the selected vendor to perform penetration testing in addition to the vulnerability scans?

Answer: Penetration test on 8 external IP addresses. Vulnerability scans on 20 workstations, 15 servers (3 will be external), 5 switches, and 3 firewalls

16. Does JCSD intend for the selected vendor to perform vulnerability scans on a periodic basis, or should the vulnerability scans be scoped out to be a one-time event?

Answer: This is a one-time event

17. Does JCSD intend for the selected vendor to perform vulnerability scans from inside the JCSD network? Outside the network? Or Both?

Answer: The vulnerability scans will primarily occur on assets located inside the network. Three external servers (Internet facing) will be included

18. Will JCSD provide the selected vendor with network credentials to perform the vulnerability scans?

Answer: Temporary credentials will be provided for scanning servers, workstations, and switches. Firewall scans will be non-credentialed scans.

19. Will JCSD accept a firm-fixed fee price proposal, rather than a time and expense fee model?

Answer: JCSD will only accept a firm-fixed price proposal

20. Our IT Master Planning effort typically requires a minimum of six (6) months to complete. Since the ITMP will be used to project activities from July 2022 through June 2027, does this present a problem for the District if the ITMP is not completed by July 2022?

Answer: Dates have been adjusted to: July 2023 through June 2028

21. Will the District provide a detailed inventory of existing equipment with purchase dates to assist in developing a full equipment replacement plan?

Answer: The equipment plan does not need to include every asset. We are requesting a lifecycle recommendation based on the asset type. JCSD will provide a list of asset types, but the list will be typical devices and equipment found on most networks (UPS, switches, firewalls, routers, workstations, servers, WiFi access points, WiFi Controller, etc). The response to our asset management lifecycle plan request must include replacement of equipment, managing end-of- support announcements, managing end-of-life announcements.

22. What is the District's budget for this project

Answer: The District does not provide project budget numbers.

