REQUEST FOR PROPOSALS (RFP) NO. 698-SH
GOTHAM CONSULTING SERVICES

ATTACHMENT 1 TO BULLETIN NUMBER 3
QUESTIONS AND ANSWERS

QUESTION NUMBER	RFP LANGUAGE (IF PROVIDED)	POTENTIAL PROPOSER'S QUESTION	ANSWER
1.	RFP Paragraph 2.1.1: The Department's Joint Regional Intelligence Center (JRIC) seeks a Contractor to provide Services for its current Gotham software.	What is the anticipated work start date after award? (2.1.1, page 2)	Contractor will be expected to commence work immediately following Contract execution. The County anticipates Contract implementation to take place in December 2023.
2.	RFP Paragraph 2.1.1: The Department's Joint Regional Intelligence Center (JRIC) seeks a Contractor to provide Services for its current Gotham software. RFP Paragraph 3.1.2: Proposer must have at least five years of experience, within the last ten years, in maintaining and supporting Palantir Gotham.	How many personnel are currently supporting this work? (2.1.1 and 3.1.2, page 2 and page 3)	JRIC – two staff members and a Project Manager Palantir – two to three engineers share responsibilities for assisting with support, but are not required to do so simultaneously. Also, there are two supervisors who oversee and manage the existing contract.
3.	RFP Paragraph 2.1.3: Contractor's Services must include, but are not limited to, break-fix maintenance, technical support, and other professional services.	Is there any additional information on the "other professional services" identified in the RFP? (2.1.3, page 2)	Other professional services refers to break-fix maintenance and technical support that would entail development and troubleshooting of a break to find the issue and adjust as needed. For example, there was a broken integration and it was found that the source database was moved to a different server. Contractor would need to determine the broken integration, request the information for the new server, and update the integration code to point to the new server. For more insight, refer to Paragraph 3 (Proposer's Minimum

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			Mandatory Requirements) of the RFP.
4.	RFP Paragraph 2.1.3: Contractor's Services must include, but are not limited to, break-fix maintenance, technical support, and other professional services.	Is there any training/direct user support involved? (2.1.3, page 2) "…or is this strictly kind of a back-end function, making sure it's up and running?" "Do they talk to the people that are providing the consulting services for the stacks?" "Do they speak directly with users in any way or interact with them in any way?"	No. Support issues are normally conducted through emails, but Palantir engineers have directly assisted JRIC users before only because a historical relationship had been established between the users and engineers.
5.	RFP Paragraph 2.1.3: Contractor's Services must include, but are not limited to, break-fix maintenance, technical support, and other professional services.	How many P0s were reported in CY22? (2.1.3, page 3)	No P0 severity levels errors occurred in 2022. A complete catastrophic failure of the application has never occurred.
6.	RFP Paragraph 2.1.3: Contractor's Services must include, but are not limited to, break-fix maintenance, technical support, and other professional services.	How many service tickets in total for CY22? (2.1.3, page 3)	JRIC does not use a service ticketing method. However, JRIC does receive daily emails regarding support issues (e.g., login issues), but JRIC staff are able to assist with those. Approximately three to six support-issue emails (of other types) come in on a weekly basis that get escalated to Palantir.
7.	RFP Paragraph 2.1.3: Contractor's Services must include, but are not limited to, break-fix maintenance,	Are all of the front end applications listed in the SOW currently in use? (2.1.3, page 3)	Yes. Everything listed in Paragraph 4 (Specific Requirements) of Exhibit A (Statement of Work) is in use.

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	technical support, and other professional services.		
8.	RFP Paragraph 2.1.3: Contractor's Services must include, but are not limited to, break-fix maintenance, technical support, and other professional services.	Are there any new front end applications expected? (2.1.3, page 3)	No.
9.	RFP Paragraph 2.2.1: Contractor will be expected to implement the requirements outlined in Appendix A (Sample Contract) to this RFP. Proposer should review Appendix A (Sample Contract) with its legal counsel prior to submitting a proposal.	What custom helpers have been developed and are still in use? (2.2.1, page 2)	All custom capabilities are listed in Paragraph 4 (Specific Requirements) of Exhibit A (Statement of Work).
10.	RFP Paragraph 2.2.1: Contractor will be expected to implement the requirements outlined in Appendix A (Sample Contract) to this RFP. Proposer should review Appendix A (Sample Contract) with its legal counsel prior to submitting a proposal.	Are there any data integrations not listed in the SOW that are in use? (2.2.1, page 2)	No.
11.	RFP Paragraph 2.2.1: Contractor will be expected to implement the requirements outlined in Appendix A (Sample Contract) to this RFP. Proposer should review Appendix A (Sample	Are all of the data integrations currently listed in the SOW in use? (2.2.1, page 2)	Yes.

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	Contract) with its legal counsel prior to submitting a proposal.		
12.	RFP Paragraph 2.2.1: Contractor will be expected to implement the requirements outlined in Appendix A (Sample Contract) to this RFP. Proposer should review Appendix A (Sample Contract) with its legal counsel prior to submitting a proposal.	Are there new data integrations expected? (2.2.1, page 2)	No.
13.	RFP Paragraph 2.2.1: Contractor will be expected to implement the requirements outlined in Appendix A (Sample Contract) to this RFP. Proposer should review Appendix A (Sample Contract) with its legal counsel prior to submitting a proposal.	Are data integrations mostly steady state or do they require routine attention? (2.2.1, page 2)	Yes, mostly at a steady state, with routine attention for application backups.
14.	RFP Paragraph 2.2.4: Contractor will be required to provide Services Monday through Friday between 6:00 am and 6:00 pm (Pacific Time). Contractor is not required to provide services on County-recognized holidays. County Project Manager will provide a list of County holidays to Contractor when the Contract is approved, and	Is current support on site M-F or is it remote? (2.2.4, page 3)	Current support is mostly done remotely. In the last two years, Palantir staff have come on-site only once to assist with the servers.

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	annually, at the beginning of each calendar year.		
15.	Statement of Work Paragraph 5.3: System Errors (malfunctions) will be assigned a severity level by County Project Manager. Contractor must correct the Error in accordance with the respective severity level Response Times and Target Resolution Times as described below. See the table in Paragraph 5.3 of the Statement of Work of the RFP.	Could you please elaborate further on the parameters used to determine the operational state of the Gotham application as described in Exhibit A, Statement of Work, Section 5.3? To better provide response times in alignment with LA Sheriff's needs, it would be very helpful to have a clear definition of what constitutes the application being inoperative or experiencing a catastrophic failure, as there appears to be some ambiguity in the current description. some ambiguity in the current description.	Some examples of the application being inoperative are: • A broken integration, • A page or form not displaying, or • A submission or search not responding. The fix for the examples listed above would be a command, coding, or database change. An example of the application experiencing a catastrophic failure would be a security breach, application corruption, or server failure. In all cases, Contractor is only responsible for the application but will need to work with Department staff to bring the application back online by using a backup or other means.
16.		How will the response requirement vary depending on the source of the error—i.e., network failure, physical servers, etc.? To what extent will the contractor be responsible for supporting parts of the system that fall outside of the Palantir Gotham application?	Contractor will be expected to monitor system health and work with Department staff for hardware or network changes.
17.		Is the supplier expected to maintain only the Palantir Gotham software or do we also	Yes, Contractor will be expected to maintain only the Palantir Gotham software. However, if a

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		maintain the hardware infrastructure including network infrastructure?	Linux or security update/patch is due on the server, Contractor will need to test if the Linux or security update/patch will break the Palantir Gotham application. Maintenance of Gotham software includes backups. The server storage is provided on Department servers; however, execution of system and database backups is done by Contractor.
18.		Can you clarify, what are the modifications that county/jric staff need to make to staging that we need to provide instructions for and import into prod?	Example #1: There was a DOJ mandate that required an update to the search function. A coding change was made in the staging environment, tested, and moved to production. Example #2: Immigration search codes were updated in the database. The coding for it was added in the staging environment and tested. Once testing was completed and successful, the coding was moved to production.