



# City of Anaheim

Office of the City Clerk

200 S. Anaheim Blvd., Suite 217  
Anaheim, CA 92805  
(714) 765 5166 • fax (714) 765 4105  
www.anaheim.net

## Request for Public Records

STEP 1: **COMPLETE** all fields on this form. This form is to facilitate and expedite the processing of your public records request. Describe identifiable records in the possession of the City; your request must be sufficiently focused and specific to allow the City to locate the requested record(s).

STEP 2: **SUBMIT** completed form by mail, fax, email or in person to Custodian of Records, Office of the City Clerk, 200 S. Anaheim Blvd. (714) 765-5166; [landal@anaheim.net](mailto:landal@anaheim.net); fax: (714) 765-4105

STEP 3: **WAIT** to receive an invoice for responsive records. The City shall determine within 10-days from receipt of a public records request, whether the request, in whole or in part, seeks copies of discloseable public records in possession of the City [GC 6253(c)]. Please note that if you are requesting the opportunity to inspect records, you will be requested to make an appointment to return at a later date/time to view the documents.

Charges for the direct cost of duplication will apply. **Documents will not be copied until payment has been received.** If payment is not received within 10 days after invoice is sent, you may be required to submit a new request. Please see backside for additional information.

### REQUESTER INFORMATION

Full Name: Kevin Hammond Date: 1/31/19 11:59 AM

Company Name: Total PC

(Mailing) Address: \_\_\_\_\_ City/State/Zip Code: Walnut, CA 91789

Phone number: \_\_\_\_\_ Email: \_\_\_\_\_

Preferred method of contact in the event of questions:

Email

### DESCRIPTION OF REQUESTED RECORD(S): (Describe the specific public record(s) e.g., date, type, time period covering documents requested etc)

Current contract(s) for the following I.T. services:

#### Category 1. Infrastructure Management

Infrastructure Management includes responsibilities to manage, support, and maintain the City's technology infrastructure and plan for future growth and/or advancements. This includes the following:

- City Owned Data Centers
- Physical and Virtual Servers
- Network Services – WAN/LAN, Wireless, VPN
- Storage Management
- Backup and Restore Services
- Disaster Recovery Services
- Cybersecurity Programs
- Security Management

*The information entered to request for public records is continued on succeeding page(s)*

I understand that I will be contacted once documents have been identified. If production of records is requested, an estimated cost will be provided to me and I agree that I will be required to submit payment for duplication costs (and mailing) prior to the production of the requested documents.

I wish to inspect City records

Will Pick-Up Records

Please Mail

*Electronically Signed/Submitted 1/31/19 11:59 AM*

**SIGNATURE OF REQUESTER**



## City of Anaheim

Office of the City Clerk

200 S. Anaheim Blvd., Suite 217  
Anaheim, CA 92805  
(714) 765-5166 • fax (714) 765-4105  
www.anaheim.net

# Request for Public Records

---

### DESCRIPTION OF REQUESTED RECORD(S)-Continuation

#### *Category 2. Application Management*

*Application Management includes responsibilities to manage, support, maintain and plan for upgrades and/or replacements for system applications that provide business process solutions for all departments as well as enterprise-wide. The Successful Respondent will also participate in the evaluation and recommendation of new and/or upgraded software, as well as coordinate with third parties for remediation of problems and changes to software functions. This area includes:*

- Enterprise and Department-specific Applications*
- Database Services and Management*
- System Development and Support*
- Website Maintenance*
- End User System Training*
- Custom Small Applications*
- Reporting and Analytics*

#### *Category 3. Workplace Solutions Support*

*Workplace Solutions Support includes responsibilities related to the management, support, and procurement of computer, mobile devices, and software resources deployed throughout the City, which includes:*

- Help Desk Services & Desktop / Mobile Computing Support Services*
- Mobile Device Support and Management*
- Enterprise Solutions (Email, Productivity Software, standard enterprise tools, etc.)*
- End User IT Training Program (Enterprise Solutions)*
- Security Awareness Training*
- Asset Management Services and Acquisitions*
- Unified Communication System – Telephone network, VoIP services, IVR*

#### *Category 4. Building Security Technologies*

*Building Security Technologies addresses the support for technology services used to provide operational services for all City facilities. This category includes responsibilities to manage, support, maintain and plan for upgrades for the following:*

- Access Control System*
- Surveillance Camera Network*