

Responses to Questions – RFP-0001-2009/IT May 11, 2009

Batch 1 Questions

Question 1: *Section B.3.* of your RFP lists a broad range of topics that you would like the consultant to address in the Plan. Given the limited funding available, are we correct to assume that these are to be addressed at a high (strategic) level and not in great detail? In other words, the comment in paragraph C – Telecom Infrastructure states “Please note, the expectation is not for a detailed telecom plan.” To what extent does that same philosophy apply to all other paragraphs? Can you please expand on the depth you expect the consultant to address these areas?

Answer 1. The goal of the RFP is to develop a Five-Year Capital Improvement Plan. The expectation is that there will be sufficient input and analysis to justify the consultants recommendations, based upon the needs of the community. We are not expecting a Project Plan for each item bulleted in Section B-3.

Question 2: Page 13 lists 21 departments to be interviewed. We assume that most of these fall under the “Internal Professional Staff” constituency. How many other interviews/meetings should we expect related to the Boards and Commissions and Citizen Input? To what extent might some of these groups be combined to reduce the number of interviews/meetings? Should we assume that number of the meetings will need to be held in the evening?

Answer 2. The IT Director is in the process of scheduling departmental meetings prior to the contract being awarded in an effort to streamline the interviewing process for the consultant. There will likely be about 20 professional staff interviews conducted jointly by the consultant and the IT Director. These are expected to last 60-90 minutes on average and will be conducted during business hours. Boards that have daily operational staff will be invited to sit in on the professional staff interviews if they chose to do so. They will also be welcome to attend public sessions. Public Input from Boards, Committees and Citizens will likely be accomplished in two public forums; One to be conducted in a morning and another to be conducted in an evening. Data will also be gathered by a survey.

In addition, there will be regularly scheduled IT Planning Committee meetings that may require the consultant’s attendance.

Please note that these are our expectations at this point in the process and we are open to suggestions that will improve our data gathering methodology.

Question 3 Throughout the RFP you make reference to “municipal references” and “similar” projects. Vantage has performed these same type of 5-year IT planning projects

for a number of clients including state colleges, state universities, and city agencies. In addition, we have performed numerous other IT projects for other governmental bodies at the local, county, state, and federal levels. Is this experience considered to be similar and acceptable by the Town?

Answer 3. We consider cities and towns (meaning local government – not state, county or federal) for which you have completed projects of similar type completed to be acceptable references.

Question 4: Your schedule on page 3 states that you will respond to these questions by May 13th but that proposals are due on May 15th. Given the complexity of your proposal format, two days does not seem to be sufficient time to incorporate your responses into the proposal. Might the responders have a week after receipt of your responses to deliver proposals?

Answer 4. We have posted answers to all questions on May 11th, two days earlier than the scheduled date of May 13th. No delay in the proposal due date is expected at this time.

Batch 2 Questions

Question 1: What is the main reason why the Town has decided to undertake this engagement at this time?

Answer 1. Increasing demands for technology, combined with shrinking revenues are forcing the town to step back from the urgency of day-to-day operations to ensure that tactical issues are in alignment with long-term strategic goals for the town. The brevity of this engagement is based upon the timing of Town Meeting voting to support this endeavor, and the FY2011 Capital Planning Process which begins in October 2009.

Question 2: Does the Town now have an Information Technology Committee or any similar kind of staff and/or citizen body? If so, what is the membership of this group, e.g., how many citizens and which staff?

Answer 2. An Information Technology Planning Committee is being convened specifically for the purpose of this strategic planning exercise. The Committee will consist of the following seven people:

Finance Director

IT Director

Town Clerk

Capital Planning Committee Representative

3 Citizen Members (yet to be assigned)

Question 3: Will the Town be providing a Sample Contract for Services, identified in the Top table at RFP Form A , part II: Receipt Forms and Submittal Checklist, but not included currently in the RFP package?

Answer 3. Yes. It has been posted to <http://www.lincolntown.org/itrfp.htm>

Question 4: Will the Town entertain having the consultant submit its standard form of contract for services?

Answer 4. Yes, but we may need to amend the document to ensure it contains all of our required clauses.

Question 5: Will the Town accept the consultants integrating findings of the surveys and public input into the body of the work product, rather than having this information presented separately as the RFP now requires in Section B.3.a?

Answer 5. Clearly the findings derived from all interviews and surveys will be incorporated in the various recommendations in order to justify what is being proposed. The desire to have an appendix is for the purpose of providing an overview of the findings, providing statistical data when available and to ensure transparency in the process.

Question 6: Since answers to questions regarding the RFP will not be provided until May 13, will the Town agree to extend the date for submission of proposals from the Current May 15 (only 2 days later) to May 20?

Answer 6. We have posted answers to all questions on May 11th, two days earlier than the scheduled date of May 13th. No delay in the proposal due date is expected at this time.

Question 7: How many copies of the price proposal do the Town wish to receive?

Answer 7. One

Question 8: Tab 4.b and Tab 5.a/RFP Form C appear to require the same information regarding references and experience. How should proposers address this apparent duplication?

Answer 8. Tab 4 is asking for details regarding past projects so that we may be assured the projects are of similar nature. Tab 5 is asking for the contact information for each of those projects. (Name, title, address, tel. no, email, etc...)

Question 9: Evaluation Criteria Item 3 asks for consultant's rate as part of the Technical Proposal. Since this is not permitted under the Uniform Procurement Act, Chapter 30B, may rates be omitted here but included in the Price proposal?

Answer 9. Evaluation Criteria 3 on page 8 is intended to ask ONLY for details as to the team makeup. No rate or price information shall be submitted in the technical proposal. Price information must ONLY be submitted in the separately sealed price proposal.

Batch 3 Questions

Question 1: *Section B.3.D.* discusses Servers and Server-based applications, but does not explain the Town’s objectives for including the **applications** that are listed here in the IT Plan. Please provide as much detail as possible as to the nature of any required assessment of the applications listed in this Section. If the required assessment of the applications listed in this Section is different for some or all of the applications, please explain accordingly.

Answer 1. The software applications are listed simply as background information regarding the purpose of each server. The desire of this task is focused primarily at assessing the viability of the server infrastructure. For example, where are these devices in their life-cycle? Consider their hardware vintage, operating system, databases, patch management, etc. How does each server’s upgrade or replacement fit into a five-year capital planning replacement schedule?

Question 2: *Section A.6* requires Six separate “Tabs” to be submitted in the Technical Proposal. However, although the 4th Evaluation Criteria in *Section A.7.a* addresses the consultant’s **proposed approach** to this project, none of the six Tabs appear to request the proposed approach. Should the proposed approach be a separate Tab? If not, please identify what Tab it should be included in.

Answer 2. Typically this type of information is provided either as part of a detailed cover letter or as a separate section with a clearly identified heading. Provide the requested information with its own heading in whichever area of your technical proposal that you wish and clearly mark that section as “Project Approach”.

Question 3: *Section A.7.* - What is the relationship between *Section A.7.a.* and *Section A.7.b.*? For example, does this mean that a consultant who receives a “Highly Advantageous” ranking on criterion #1 in Section A.7.a. will receive 30 points, as per the second bullet item in Section A.7.b.?

Answer 3. The ranking information presented on page 9 is intended to express the “weight” that the reviewers will be placing on the scores they apply to each proposal for the criteria presented. (E.g. the Technical proposal score carries more weight than the references do.)

Batch 4 Questions

Question 1: Is “Tab 3 Qualifications b. Management Approach” the appropriate place to put our statement of work, work plan, project outline etc?

Tab 3 Qualifications

- a. Overview of Firm Qualifications
- b. Organization Management Approach
- c. Key Staff

The evaluation criteria requests how the proposer will provide the services necessary within the project, as well as a project outline, proposed schedule, and resource allocation information, however, it was not entirely clear in the outline where our workplan should go.

Answer 1. Typically this type of information is provided either as part of a detailed cover letter or as a separate section with a clearly identified heading. Provide the requested information with its own heading in whichever area of your technical proposal that you wish and clearly mark that section as “Project Approach”.