

**Information Technology Strategic Plan RFP**  
**Written Questions and Answers Revised as of 7/18/2016**

*All questions are shown verbatim as received*

Q&A issued to all firms who have been issued the Notice To Bidders and who have contacted the City of Alameda regarding this RFP

- 1) **Q:** Will a company that is involved in producing the information technology strategic plan be precluded from subsequently supplying systems or services resulting from recommendations included in the plan?

**A:** Yes

- 2) **Q:** Have you established a budget for the strategic planning work?

**A:** Estimated at \$75,000

- 3) **Q:** Will you circulate the answers to all questions to all potential responders?

**A:** We are not clear on what this question is asking, however, we would not provide responses to RFP questions prior to a contract being awarded and then, it would depend on the nature of the question asked. Some questions may ask for financial or proprietary information that we typically would not disclose. If this question is a clarifying question on the RFP requirements then those types of responses would fairly be shared with all potential proposers. If a potential proposer asked a question specific to its proprietary information or products, which would not be appropriate to share with all. And, of course the actual submitted proposals will not be shared with all.

- 4) **Q:** Where can we find the answers to other questions from potential responders?

**A:** They will be posted on the website as an Addendum and will be emailed to all firms who have been issued the Notice To Bidders and who have contacted the City of Alameda regarding this RFP

- 5) **Q:** Regarding the Statement of Work on pages 6 and 7, please define and explain the deliverables the City is expecting for the two highlighted instances below:

Page 6

A comprehensive assessment of existing technologies and staffing that will identify current strengths and weaknesses; including documentation of existing City information system business processes

Page 7

IT staff and technical teams will provide assistance to the consultant in evaluating, assessing, and understanding the City's current IT infrastructure and IT business processes.

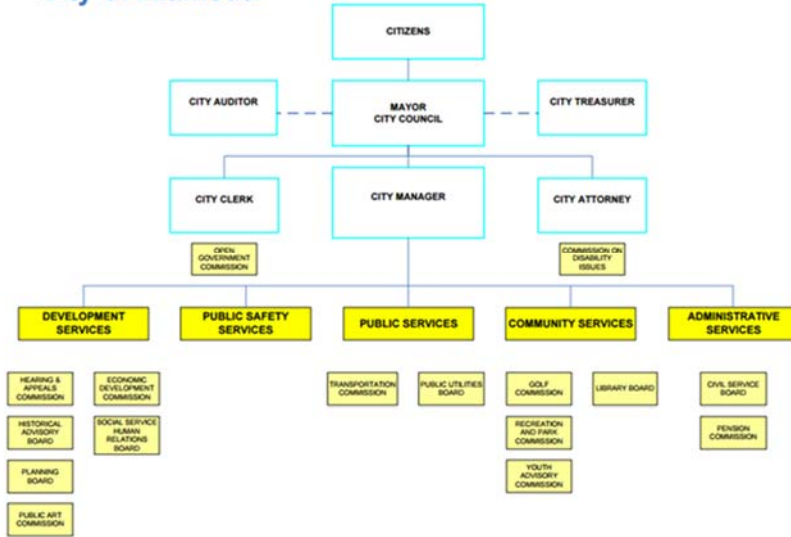
**A:** The final report should include a technical assessment of the existing inventory with recommendations for upgrades and/or replacements including prioritization and also review the city's current business processes to make recommendations for potential streamlining for efficiencies.

- 6) **Q:** Can the City provide current copies of the following:

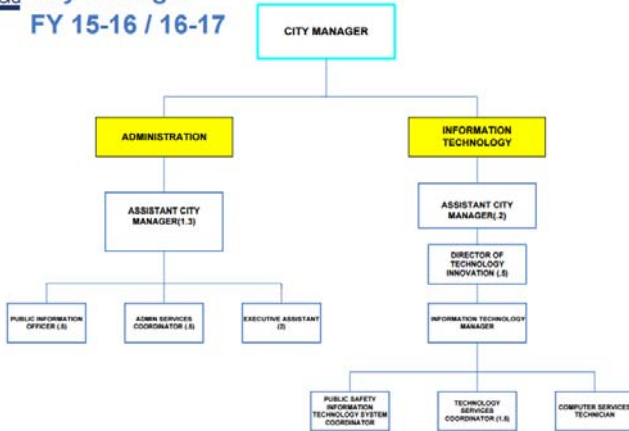
- a. Citywide Organization Chart
- b. IT Department Organization Chart

A: Yes, they can also be found in the Budget document on the city's website.

### City of Alameda

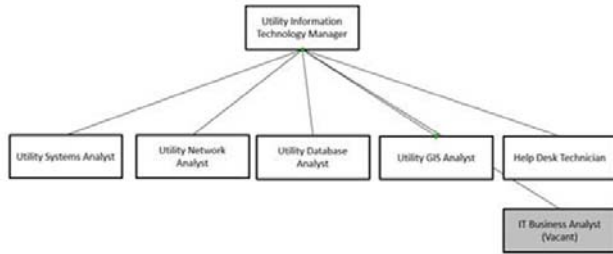


### City Manager FY 15-16 / 16-17



7) **Q:** Is Alameda Municipal Power (AMP) and the AMP IT staff and operations included in the scope of this engagement? If yes, can the City provide AMP organization charts for Operations and IT?

**A:** Yes



- 8) **Q:** Does Alameda have City and AMP network inventory (complete) and network diagrams available for the awarded firm to review?  
**A:** Network diagrams will be available to the awarded firm. We have our active network device inventory available through our network management system, but this only includes the network devices at AMP and service delivery switches at all City municipal area network facilities.
- 9) **Q:** Please clarify whether the City expects the selected consultant to help IMPLEMENT the strategic plan that is developed (per page 2, paragraph 3: "...successful track record of creating and implementing IT strategic plans...") If yes, to what extent?  
**A:** The consultant will prepare the implementation plan and the city will perform the actual implementation of the plan
- 10) **Q:** For the ADA assessment, can you provide some information regarding how comprehensive you would like it to be?  
**A:** We are interested in an ADA assessment for public interaction and communication either through our social media outreach or documentation that the public relies on for city services.
- 11) **Q:** What factors/reasons induced the City to undertake this evaluation and planning project at this time?  
**A:** The City of Alameda is embracing technology and has not kept up to date historically with new technology trends in the past
- 12) **Q:** A fee proposal and schedule are requested both in III.2 and III.4. Is it your intent that response section 2 consist of a summary of those items, and that the detailed fee and schedule information should be in response section 4? Or should those two items be addressed solely in response section 4?  
**A:** Yes, a summary of those items in section III.2 and a detailed fee and schedule information for section III.4
- 13) **Q:** Due to the page limitation for III.3, may we place team member resumes in an appendix?  
**A:** Yes
- 14) **Q:** Would the City like us to include a sample (redacted) Strategic Plan developed for one of our previous clients?  
**A:** Yes
- 15) **Q:** Is there is a deadline for questions for the RFP for the City of Alameda - Information Technology Strategic Plan?  
**A:** July 18, 2016
- 16) **Q:** Is there a due date for the letter of interest?  
**A:** July 18, 2016
- 17) **Q:** Was the PreBid meeting held on Monday, June 27, 2016 - 15:15 Mandatory?  
**A:** No PreBid meeting took place, which was posted on the website link in error.

- 18) **Q:** Is there a potential to request a one week extension on the due date?  
**A:** There will be no extensions to the due date.
- 19) **Q:** Does the City have a preference for contracting a local firm for this work? If so, what weight will this have in the evaluation process?  
**A:** There is a five (5%) percent preference for local businesses in the City of Alameda
- 20) **Q:** Does the City have a target timeline or target dates for certain project milestones (e.g., conducting fact-finding and needs assessment activities, delivery of the Strategic Plan, etc.)? If so, what are they?  
**A:** Ideally, the city would like to begin fact finding in September with delivery of the completed Strategic Plan and Roadmap by November to be used for budget building.
- 21) **Q:** Does the City desire the selected consultant be involved in presentations to leadership teams or elected officials as part of this project? If so, at what times or for approximately how many presentations?  
**A:** Yes, when the final strategic plan is approved and presented to the city, a presentation to the Executive Management Team and possibly to City Council will be requested.
- 22) **Q:** Does the City anticipate the selected consultant will need to meet with the various departments that receive IT support services? If so, with how many departments and at what organizational level (e.g., City leadership, management, end users)?  
**A:** There are 13 departments in the City of Alameda and the interviews will involve a mix of management and end users.
- 23) **Q:** Does the City anticipate that meetings with City and Alameda Municipal Power stakeholders will be conducted at a central location or at multiple locations throughout the City? If so, how far apart are the locations?  
**A:** The Island is very small and the interviews will take place within 5 miles of each facility
- 24) **Q:** Has the City developed an IT Strategic Plan in the past, either internally or with the assistance of a consultant? If so, can it be shared?  
**A:** Yes, in 2005 and can be available to the awarded consultant
- 25) **Q:** Does the scope include the two commissions?  
**A:** I don't understand the question
- 26) **Q:** Does the scope include future automation for the bus line (AC Transit Line)?  
**A:** No
- 27) **Q:** Can we propose without the following:  
a. Assess ADA compliance:  
i. Online services and technologies for the public; third party services as well  
ii. Web Content Accessibility Guidelines version 2.0 Level AA Success Criteria  
iii. Identify accessibility barriers and make compliance suggestions  
**A:** Yes, however, that will be factored into the evaluation rankings