

Wilsonville Information Technology Strategic Plan RFP Questions:

Below are the unique questions that the City received regarding the IT Strategic plan with the answers given in red. Please note that they are not in any particular order.

1. Whether companies from Outside USA can apply for this? (like, from India or Canada) Technically companies outside of the USA can apply but they need to adhere to everything outlined in the project description and adjoining contract (sample attached to notice). All sections but specifically Section 11 and 12 which refer to Oregon and Federal wage and hours laws and Indemnity.
2. Whether we need to come over there for meetings? Everyone's approach will be different but the ability to attend an in person meeting could be advantageous. We will consider the ability to attend in person in conjunction with the "Project Approach to Scope of Work" evaluation section.
3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) Please see the answer to number 1.
4. Can we submit the proposals via email? No, as stated on the first page of the proposal, "Electronically mailed or faxed Proposals will not be accepted". They can be emailed as a backup but because of rules put in place we must adhere to the language of the RFP.
5. Please identify the date in which the City expects to be fully contracted for the start of the project.- We anticipate that a fully executed contract should be able to be achieved by February 15th. Please pay special attention to #4 under Proposer Certifications.
6. Will the winning bidder be allowed to install a scanning tool on the network to discover systems? Potentially. We would need to know more information about the tool, how it works and what is done with that information.
7. Are any network diagrams available? We could provide network diagrams to the winning bidder but we would discuss what they would be used for and how it fits into the overall strategic plan.
8. Can you provide an inventory list of equipment to the winning bidder? An inventory list could be provided but again, we would need to know how it would fit into the overall strategic plan.
9. Does the City have a preference for on-site or remote/virtual discovery interviews? If so, please indicate the preference. – The City does not have a preference as long as the proposer's process achieves the desired results. The proposer's methodology will be evaluated in the "Project Approach to Scope of Work" section.
10. Does the City have a budget for this project? If so, can that be shared with proposers? – The budgeted amount for this project is approximately \$65K. Cost effectiveness does account for

25% of the scoring of proposals.

11. The RFP deliverables include “Comprehensive documentation of interviews with stakeholders and the processes of arriving at recommendations.” Please describe the format in which such documentation is expected. – We are looking for a compilation of the information that you have gathered from our stakeholders that lead you to the solutions that you propose. I envision that this information will be documented in the final report and that we can refer to that section when looking and validating your recommendations.
12. Regarding the insurance requirements stated on page 25 of the RFP, will the City accept an umbrella liability policy, used in combination with a primary policy, in instances where a contractor does not otherwise meet the minimum insurance requirements? –We do allow umbrella coverage for higher insurance limits.
13. Given that the City is planning to release answers to these questions on Monday, December 12 and that proposals are due in hard copy, would the City consider extending the proposal deadline to allow proposers time to respond to the answers more adequately? Or would the City consider accepting electronic proposals via email in lieu of hard copies? – Since we are trying to respond to questions as they come in, we will not be extending the proposal deadline or accepting electronic proposals. The answers released by December 12th will be a compilation of all questions asked in the Q&A period.
14. Can you share the 2016 strategic plan? And, can you specify what part(s) of the plan were not implemented that you still desire to implement? - Our IT strategic plan can be found here: <https://www.ci.wilsonville.or.us/itgis/page/information-technology-strategic-plan> The majority of the initiatives were completed or implemented. There were a few that were forecasted out more than 5 years but City priorities had changed.
15. We don't put our tax ID numbers in our RFP response. Can we provide that separately? – Yes, if your firm is selected, we will need it for contract completion.
16. The scope of work, item 17, includes a cost analysis for projects outlined in the Strategic Plan. How much detail do you want in the project cost analysis? Do you want a cost analysis identifying projects in cost ranges such as less than \$1M, \$1M to \$3M, \$3M to \$5M and so on OR do you want a one-to-two page cost analysis for each project? Do you have a template for the desired cost analysis? – We do not have a template for this. The goal is to have a general cost estimate for each recommendation to help quantify the priority of that recommendation.
17. We have substantial experience performing IT assessments and developing IT strategic plans and typically submit fixed-price bids. Is that acceptable? – Yes, provided that your proposal clearly defines the deliverables for the fixed price.
18. Where should any exceptions to the Professional Services Agreement be included? Should they be a sub-section under Supporting Information? - That will work. Clearly indicate any sections that you have exceptions to so Legal can review.
19. The Timeline section of the RFP response should propose a schedule with a two page limit. How does this section differ from the Project Schedule section, which appears to occur just prior to

the Supporting Information section and appears not to have a page limit? – The Project Schedule limited to 2 pages is intended to be an overview. The second section Project Overview is an area to provide more detail if you would like.

20. What is the number of on-premise servers? Please break down physical vs. virtual. – We have approximately 17 physical servers and 65 virtual servers.
21. Does the City utilize any third-party services for any aspect of IT management and operations? If yes, please specify. – No, not at this time.
22. Our IT Strategic Planning approach has a project schedule laid out over 6 months. We can compress our schedule, but doing so requires the City's strict adherence to its responsibilities in the schedule. This strict adherence includes very efficient City review of deliverables, prioritized commitment of City resources to attend project-related meetings, and swift decision making.
 - a. Please describe the driver for the project deadline of May 31, 2023. – Initially the May 31st date was selected so that a presentation could be made to Council before the end of the fiscal year on June 30th. While ideal to finish the project by that date, it is not a requirement. The City desires that the IT Strategic Plan be completed in a timely manner. As the Schedule section states, "This schedule is subject to change as additional time is needed."
 - b. Please indicate whether or not the City can strictly adhere to its responsibilities in a compressed project schedule. – This project requires discussions with all departments in the City. All of these departments are subject to existing constraints on their time. All City departments understand the importance of this project but I cannot definitively state that they will be available 100% of the time. Please refer to the answer above regarding schedule changes.
23. Does the City have partnerships with other local government entities in support of the IT operations? If yes, please specify. – No, not at this time.
24. Does the City follow any current IT best practice framework such as ITIL, COBIT, or others? If yes, please specify. - No, not at this time.
25. What is the number of department interviews that we should anticipate conducting? – I would anticipate between 10-15 depending on your methodology.
26. Does the City require an end user survey to be distributed? – Not necessarily. As above, it will depend on your methodology.
27. Does the City require a vision statement be developed as part of this engagement? – No, we will be focusing more on projects and recommendations to help guide the City for the next 5+ years.
28. Aside from the systems listed under Major Business Systems are there other systems and critical applications that would need to be reviewed as part of the engagement? - You may propose other systems for review but the systems listed are the major systems currently in use.

29. The RFP mentions the potential to meet with City Council, Boards and Commissions. Can you provide how many meetings will be required? – This will partly depend on your methodology. This could be accomplished with an email survey or we could set up individual meetings depending on the information that you feel like you will need. I expect the focus to be more on City departments than Council and Boards and Commissions but wanted to add it in case it was needed.
30. The RFP mentions meeting with City Council. Do you envision meeting with each Councilmember individually or a group workshop? – Same as above but a presentation to Council at the end of the engagement may be desired.
31. Can you share the City of Wilsonville organization chart and IT organization chart – City Organizational Chart is attached. The IT Organization consist of the IT Director with the following reports: IT Project Manager, GIS Manager, Network Administrator (Currently vacant), Systems Analyst (Currently vacant) and IS Assistant I.

City of Wilsonville
Population 25K+

Mayor & Council

City Attorney
(Appointed)

City Manager
(Appointed)

Municipal Court Judge
(Appointed)

Assistant City Manager

Community Development

Public Works

Administration
(reports to City Manager)

Finance

Code Compliance

Building

Facilities Maintenance

Assistant to the City Manager

Assistant Finance Director

Information Systems

Economic Development

Roads & Stormwater Maintenance

City Recorder

Finance Operations

Human Resources & Risk Management

Engineering

Utilities Maintenance

Communications & Marketing

Municipal Court

Law Enforcement (Contracted)

Natural Resources

Water Treatment Plant (Contracted)

Public Affairs

Utility Billing

Library

Planning

Wastewater Treatment Plant (Contracted)

Parks & Recreation

SMART Transit

Fleet

Operations