



ADDENDUM #1

To: All Companies Interested in Submitting a Bid
From: Heather Mell, Purchasing Agent
Bid: IT Technical Consultant Services (Bid #PUR0819-038); Dated: September 20, 2019
Subject: Addendum #1 (4 pages)
Date: September 30, 2019

The following questions and/or clarifications were asked relative to the above-listed Request for Bid. This memo is sent for clarification to all companies to whom the bid was sent.

Question: Who is/are the current vendors?

Answer: No current Vendors

Question: Will this be an exclusive or non-exclusive contract?

Answer: Non-exclusive, best respondent for each specific situation would be engaged.

Question: What are the current pay and bill rates?

Answer: None

Question: What is the estimated budget for the new contract?

Answer: None, based on jobs as they come up.

Question: How much was spent on IT Consultant Services in 2016, 2017, 2018? (for the services requested under this RFP)?

Answer: N/A

Question: How many Consultants are currently utilized?

Answer: None

Question: How many Consultants are in each category?

Answer: None

Question: How many vacancies currently exist?

Answer: Consultant will be hired for each specific situation.

Question: Will the contract require the payroll of the current Consultants?

Answer: This will be determined by the bill rates established in the next phase.

Question: Are their subcontracting goals?

Answer: None, subcontracting would be permissible with same evidence requirements for qualifications.

Question: Is an out of state license required?

Answer: Unknown

Question: Are vendors required to have an office or will out of state vendors be considered?

Answer: Yes, out of state vendors will be considered.

Question: Reading through the RFP, I see that the city is requiring certifications of MCM and MCSM. Microsoft has retired those certs as of 2014. Follow the link provided in the RFP, and you'll see from Microsoft that they've been retired. Will we still be able to submit a response if we don't have staff who carry those retired certs?

Answer: MCM and MCSM for Exchange were provided as examples that could potentially meet the needs of the RFQ of aging systems. Respondents should be able to demonstrate successfully completing current role-based certifications that would fulfill successfully upgrades to the listed examples in the RFQ.

<https://www.microsoft.com/en-us/learning/certification-overview.aspx>

Question: It also looks like MVP is listed as a preferred certification. Microsoft is telling me that the MVP is not a formal certification. Rather, it's a social media/wiki award that one can apply for (or be nominated for). While it's a nice achievement, I'm not sure it accurately reflects a person's real-world experience. Presumably, someone who likes to post Q/A items on GitHub or StackOverflow could be an MVP with no formal certs or experience required. Are there other certifications the city would accept to validate an engineer's experience?

Answer: Again, most importantly the respondents need to be able to provide examples and references that could speak to the successful completion of similar upgrades as listed in the RFQ. MVP status although only a social award, helps demonstrate that beyond passing exams, that peers in the industry have recognized an individual as outstanding in their areas of expertise.

Question: This particular RFP has no items or services for sale. So, we're at a bit of a loss for what level of insurance is needed for the proposal. Any guidance is greatly appreciated.

Answer: Insurance will be required by the Consultant awarded a project. It is not required to respond to the RFQ.

Question: Attachment C is also referenced in the RFP, but we're not seeing a page that's labeled as such. Would that be starting on Page 17?

Answer: This is the Local Preference information starting on page 17.

Question: Will the City be providing the RFQ in Microsoft Word format so responses can be typed into the blanks on the forms we are to complete?

Answer: No

Question: For the vendor that is awarded a project or projects, does the City envision engaging that vendor on a time and materials billing basis, or a fixed scope/fixed bid, or other method, such as a pre-paid block of hours?

Answer: It could be any of these listed. Pricing will be determined for each project at the time pricing is requested from the potential Consultant.

Question: In Section 4.3, the RFQ lists some certifications that are required. We have similar certifications, but not the exact two listed. We can acquire them, if necessary. Our question is would similar alternative certifications be acceptable if we provide the City of CR with a comprehensive list of all certifications our staff holds today? (Microsoft and others)

Answer: Other current certifications can be acceptable as long as it covers the requested area of expertise along with proper supporting examples and references to back the experience needed for successful completion of the listed projects. <https://www.microsoft.com/en-us/learning/certification-overview.aspx>

Question: Regarding the insurance form that is part of Attachment A, if we are an existing vendor to the City of CR, and we have a certificate of insurance already on file with the City of CR, and/or can also provide

another copy of that proof of insurance anytime, do we need to have our broker/agent complete and sign the form on page 15 of the RFQ? Or should we just submit a copy of our certificate of insurance in place of page 15 within our RFQ response packet?

Answer: Consultant shall submit the forms as requested. Consultant can provide a certificate along with the forms.

Question: In the insurance form that is part of Attachment A, it states: CERTIFICATION BY PROPOSER'S INSURANCE AGENT/BROKER REGARDING PROPOSER'S ABILITY TO OBTAIN REQUIRED INSURANCE COVERAGE AND ENDORSEMENTS I hereby certify that my client, as identified below, will be able to meet all of the insurance requirements referenced in Attachment B, has been advised of any additional costs associated with doing so, and has agreed to obtain such coverage and endorsements if selected as the successful proposer of the RFQ to which my client has responded

Answer: Insurance will be required by the awarded Consultant only related to the specific project they will be doing for the City.

Question: Section 3.2.3. Please advise if the city intends to use a Master Services Agreement provided by the City or will the City consider the review of the Proposers Master Services Agreement.

Answer: City will use it's own contract document provided by the City.

Question: Section 4.1 Does the City have a current inventory list or backlog of expected project and associated desired timelines in which there projects need to completed or prioritized?

Answer: Potential projects listed on RFQ only, no timelines other than Exchange immediate.

Question: Section 4.2 What is the current City phone system and version? (e.g. Cisco, Avaya, etc.) Has, or will, the City consider a Microsoft VOIP phone system with Microsoft Teams?

Answer: Mitel. No considerations have been made yet and phones are not currently on the short-term list.

Question: Section 4.2 Is it assumed the Consultants would perform all aspects of the project including planning, deployment/migration and support? Or is assumed that the City of Springfield IT staff would perform some duties? If so, can you specify the assumption for the portions of the project the IT staff would perform.

Answer: We are Cedar Rapids, and it would depend on the project because of complexity and interdependency on other systems. More than likely City staff will always be involved at some level.

Question: Section 4.2.1 Does the City have quantitative information with respect to the size and complexity of the environment to be evaluated

- Number of users
- List of applications and versions (e.g. Exchange, SQL, Active Directory)
- List the prevalent Desktop OS and Office versions (e.g. Windows 7/10, Mac and Office 2013/2016, etc.)
- Number of Windows Servers supporting the environment (Exchange, AD, SQL, etc.)
- Is the server or desktop environment virtualized? If so, what virtualization technology and number of VMs. (e.g. VMWare, HyperV, Citrix, etc.)
- Does the city provide mobile devices to employees or is it BYOD? What are the prevalent devices (iOS, Android) and does the City provide mobile device management on those devices? (e.g. InTune, Airwatch, etc.)
- Does the City have any Office 365 or Azure cloud services deployed today? If so, please list what applications or services are deployed currently.
- Current size and skillsets of the internal IT support team to be considered as part of support team when planning the deployment of projects

Answer: This information is not being shared at this time until RFQs are reviewed.

Question: Section 5.2.1 Please advise if key personnel refers to Leadership of our Firm or Key technical personal qualifications that will be considered as part of the project team

Answer: Real people known to have successfully done this work and that will be working directly with City staff for the specific projects as indicated.

Question: I want to know that what is the approx. bill rate of the consultant you are looking for?

Answer: Unknown. Pricing will be requested from qualified Consultants for specific projects.

All addenda that you receive shall become a part of the contract documents and shall be acknowledged and dated on the bottom of the Signature Page (page 16). The deadline for bid submittal is Monday, October 7, 2019 at 3:00pm CDT.