C**ity of Seattle Request for Proposal #DIT 140114**

**Consultant Services for Organizational Assessment**

**Addendum One**

**08/11/14**

The following is additional information regarding Request for Proposal DIT 130114 released on July 31, 2014. This addendum includes both questions from prospective proposers and the City’s answers, and revisions, if any, to the RFP. This addendum is hereby made part of the RFP and therefore the information contained herein shall be taken into consideration when preparing and submitting a proposal.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Item # | Date Received | Date Answered | Proposer’s Question | City’s Answer | RFP Revisions |
| 1 |  | 8/11/14 |  | RFP Section 1, Estimated Schedule is revised. | Interviews of Finalist Proposers:**Tuesday, September 2, 2014**Announcement of Apparent Successful Proposer:**Wednesday, September 3, 2015**Anticipated Negotiation Schedule:**September 4&5, 2014**Contract Execution:**Monday, September 8, 2014**Commence Services:**Monday, September 15, 2014** |
| 2 |  | 8/11/14 |  | See RFP, Section 13.1, Step 2 is revised.  | Evaluation CriteriaResponse to Written Proposal Questions:**100 points**Response to Financial Proposal:**20 points** |
| 3 | 8/8/14 | 8/11/14 | Are all City departments that have employees who manage and support IT assets (i.e., applications, hardware, networks, etc.) to be included within the IT assessment project? | No. The Department of Information Technology (DoIT) is the only department that is the subject matter of this RFP.  |  |
| 4 | 8/8/14 | 8/11/14 | Our Firm typically conducts an end-user satisfaction survey as part of its IT Assessment projects. Is this something the City would be interested in or are survey results available via the City’s own survey process? | DoIT would be interested in such a survey provided including it does not increase the timeline and estimated budget described in RFP Section 4.0. DoIT requests survey responses to some requests for assistance. Those surveys/results will be made available to the Successful Proposer.  |  |
| 5 | 8/8/14 | 8/11/14 | Which enterprise applications does the City anticipate will be included in the scope of the assessment? For example: enterprise resource planning (ERP), citizen relationship management (CRM), enterprise content management (ECM), etc. | Enterprise applications are outside of the scope of this engagement.Generally the City has a federated model for information technology.DoIT manages the City’s central IT infrastructure. The central infrastructure includes the City’s data center and communications networks (data, telephone, radio and wireless). It also manages the City’s television station, web site, and other technology initiatives such as the fiber program. Individual City departments manage their own IT business applications specific to their lines-of-business. For example, the Department of Finance and Administration manages the City’s financial system. |  |
| 6 | 8/8/14 | 8/11/14 | Does the City currently have a total cost of ownership (TCO) financial model in place or is the City looking for the Consultant to provide and/or develop one as part of this engagement? | No, DoIT does not have a TCO financial model in place. DoIT would be interested in such a model provided including it does not increase the timeline and estimated budget described in RFP Section 4.0. |  |
| 7 | 8/8/14 | 8/11/14 | Is the City interested in a cost of services analysis as part of this engagement (i.e., cost of service by service ‘tower’)? | DoIT would be interested in such an analysis provided including it does not increase the timeline and estimated budget described in RFP Section 4.0. |  |
| 8 | 8/8/14 | 8/11/14 | Has the City been actively tracking ‘time on task’ metrics for any of its IT support service activities?  | Yes, DoIT tracks some activities. |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 9 | 8/8/14 | 8/11/14 | Our assumption is that the City will be the primary point of contact to broker conversations with external agencies and parties? Please confirm that this assumption is accurate.  | DoIT will provide introductions to City departments (“internal agencies”). The Consultant will be responsible for scheduling meetings and following up with the departments. DoIT will broker conversations with other municipalities (“external agencies”) and other external parties as the Consultant and DoIT mutually agree are appropriate to the engagement.  |  |
| 10 | 8/8/14 | 8/11/14 | How does DoIT receive requests for IT assistance from City employees? How does DoIT receive requests for internal stakeholders/customers (departments, agencies, etc.?) How does DoIT receive requests for IT assistance from external stakeholders (residents, businesses, NGO partners, etc.)? | DoIT receives requests for IT assistance from City employees, internal stakeholders and customers through various avenues including ticketing, phone calls, paging, email, etc. Requests for IT assistance that would come from external stakeholders are limited to requests/questions related to the City’s website. Questions to the web administrator are received through [www.seattle.gov](http://www.seattle.gov).  |  |