

City of Auburn, Maine

"Maine's City of Opportunity"

Financial Services



Bid Clarification

RFP 2015-029 Software Application and Database Inventory

May 5, 2015

1. The contract duration states three years, is there a desired timetable for the completion of Phase 1 and Phase 2?

The City would like to initiate and complete this project as soon as practically possible. We would look to the expertise of the proposer to provide us with guidance on expected timeframes.

2. For the Phase 2 cost estimate, does the City want hourly rates only?

Yes, we do not believe that the amount of effort for Phase II is possible to determine at this time. At the completion of Phase I we will work with the selected contractor to develop a workplan based on that hourly rate.

3. Should inventory data follow a particular format such that it can be merged with the 2008 survey data?

This is not necessary. The 2008 data does not exist in digital format, so the new inventory would need to include any applications still in place, but would not need to merge with any existing data.

4. What is the level of existing workflow documentation that will be available to the selected vendor?

Some departments may have workflow documents, but most do not. We will make any existing application manuals or documentation available to the consultant. Additionally, all of the City's software applications are on current maintenance. We will work with the consultant to obtain any information needed from the software vendors.

5. Although the RFP states not to include Microsoft Office, should access databases/applications be included in the inventory? For instance in the 2008 survey PermitTrack/Cityworks was identified as an application.

Yes, the use of any database application, including Access, should be included. See question 10 below for clarification on Excel or other informal data collection.

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6. Would the City please clarify its proposal production requirements for the following:
 - a. Number of signed original proposals
 - b. Number of hard copies
 - c. Number of electronic copies, if any

Please deliver 1 signed original proposal, one copy and optionally an electronic copy.

7. 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?

There is no specific weighting in the evaluation process for the firm's location. We will be looking at the proposed staffing plan, which will include the proposer's ability to meet the needs of the City of Auburn.

8. Does the City desire that the selected consultant give and/or facilitate presentations during the project? If so, at what milestones and to what audiences?

There are no specific presentations required by the City.

9. Does the City desire regular status updates/reports for the duration of the project? If so, at what frequency (e.g., bi-weekly, monthly)?

For Phase I the proposer should provide a preliminary schedule and include bi-weekly updates to the City's IT staff. These updates may be emails or meetings and should include a summary of work performed to date along with notification of any anticipated problems.

10. Section II, Phase I: Should the City's use of Excel or other mechanisms used for informal data collection be included in the inventory?

The consultant is not expected to question staff specifically regarding their use of Excel or other informal data collection. Because one of our goals is to identify any gaps or problems with existing software applications, the inventory should include any informal data collection discovered during discussions with staff if the data collection is mentioned as due to missing functionality within existing systems, problems or bugs in existing application functionality, or lack of application training.

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11. Section II, Phase II: It is anticipated that there will be situations where the work plan may require 3rd party intervention or services provided by a vendor. Does the City expect that a cost estimate will be developed for such assistance?

Should Phase II involve work by a 3rd party, the City will work with selected consultant, at that time, to develop a workplan and/or cost estimate for the required work.

12. Section II, Phase II: Would the City confirm that it expects the selected consultant to work with the City to develop a work plan for recommended improvements, but not necessarily implement all of these recommendations?

The City expects to work with the selected consultant to develop a work plan for selected improvements. Depending on the recommended improvement, we may work with the selected consultant, to a third party, or implement recommendations internally.

13. Does the City have target dates for project start, project completion, or any other project milestones?

The City would like to initiate and complete this project as soon as practically possible, but would look to the expertise of the proposer to provide us with guidance on expected timeframes.

14. Section II, Phase II: The RFP states that the selected consultant will "Acquire data schemas to facilitate reporting and data access." Would the City please confirm if these data schemas are available and will be provided?

The City is not aware of any data schemas available in house, although they may be buried in existing documentation. In most cases, we expect that they can be obtained through the software vendor, and through our existing maintenance agreements. We would like the selected consultant to work with our staff and through our existing maintenance agreements to obtain any schemas for any selected applications. If this is not possible, we would ask the selected consultant to assist with the development of a schema document, or to provide guidance on the best method for obtaining the necessary information.