



County of El Paso Purchasing Department
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ADDENDUM 2

To: All Interested Proposers
From: Lucy Balderama, Procurement Data Analyst
Date: May 8, 2017
Subject: RFP #17-016, Five (5) Year Strategic Information Technology (IT) Master Plan for the County of El Paso

Please note the following modifications:

- **The RFP opening date has been extended to Thursday, May 18, 2017 at 2:00 p. m.**
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The following questions were received by the Purchasing Department:

1. To support consideration of company partnerships for this project, will the County provide names and contact information for companies submitting RFP questions?

Response: The County of El Paso will provide a list of registered vendors that were sent notice of this solicitation as attachment 1. We will also provide a list of vendors that submitted proposals after the opening date. This information will be posted to our website at www.epcounty.com click Bid & More; List of Bids.

2. Can you provide a list of County departments, offices, boards/commissions that you would like to have included in this project (for information gathering and assessment of IT status and needs)?

Response: The list of departments and offices is available via our web page at (<http://www.epcounty.com/directory.htm>.)

3. Ref RFP Section 2.1, 2.3- To help us estimate time for information gathering, can you provide more detail of the non-county organizations you would like to include in the project (cities, JPAs, professional associations, vendors, etc.)?

Response: Cities include, but not limited City of El Paso, Socorro, Clint, San Elizario, Horizon, Tornillo, Fabens, Vinton. The majority of the work needed will be conducted within County departments, Sherriff's Office, Courts and Justice (all courts)

4. Can you provide a brief summary of current, mission-critical systems in place now or under major system upgrade or replacement: Web hosting, document management, financial management/ERP infrastructure asset management, plan/permit review and tracking, public safety CAD/records management, GIS, other major systems?

Response: The County would prefer to share this information with the awarded vendor only.

5. Is there a current IT standards manual that you can provide as background information?

Response: The County would prefer to share this information with the awarded vendor only.

6. In addition to information technology, are there other "technology topics" that should be included in this project (e.g., phone systems, public safety communications, other).

Response: The RFP lists the majority of the systems we'd like evaluated, however, we will likely encounter smaller sub systems during the project that we should take into consideration when developing the plans.

7. The RFP makes reference to the ITMP as the main deliverable but there is also reference an "implementation plan" (see Section 2.1). Is the reference to "implementation plan" part of the ITMP. In order to help us estimate time and cost for the project, can you provide any more elaboration on level of detail—implementation tasks, implementation costs, etc.? Can you provide a little more detail on the desired content and format of the "Discipline Specific Plans" (see RFP 2.3(V)) and provide an estimate about how many of these will be required—one for each County Dept.? The RFP (2.3 (VII)) makes reference to a "two-year tactical plan". Should this be part of the ITMP deliverable or a separate deliverable?

Response: The ITMP should be considered the overall deliverable of what the County is requesting. The implementation plan should be a sub component of this document. We anticipate spending anywhere from 4-6 months gathering data through meetings, survey's and other forums. We'd then look to having a final product revised and vetted through 2-3 levels of management prior to presenting and proposing at Commissioner's Court.

The County IT Department does not have a specific strategic plan that it can offer. The two-year tactical plan should be a separate, standalone document, but can be included as a subcomponent of the Master Plan.

8. Can you provide a brief summary of the current IT management and governance in the County—general comment about centralization/distribution of IT management and support for County users, any IT governance bodies or PMO in place? RFP Section 2.3 makes reference to a “Technology Task Force”. Can you describe this body?

Response: The County IT Department is a policy driven organization. Our current departmental management model consists of a Chief Technology Officer, a Deputy Technology Officer, four divisional managers who oversee our Software, Infrastructure, Support Services, and Project Divisions. The managers also serve as Customer Service Reps for several Department Heads and Elected Officials throughout the County Administration. There is senior staff within each division that act as supervisors in some areas as well. The term “Technology Task Force” is an example of generic IT Committees that form throughout the County Administration to generate ideas, discuss issues, and present them to the IT Department for review.

9. RFP Appendix 2, p.16 - Can you elaborate on the statement, “Detail all costs incidental to the purchase of five (5) year Strategic IT Master Plan. Include all costs in your proposal. Vendor will not be allowed to charge for costs not listed in the proposal”. Can you provide more information on the details or itemization of costs you require in addition to the fixed price amounts in the table above?

Response: The County requests that all costs anticipated to be incurred during the execution of the scope of this project by outlined in your pricing sheet. Costs your firm anticipates to charge that are not included in the pricing table’s top two sections should be mentioned under the additional work costs section, this is including but not limited to travel, prep, documenting, sourcing related costs that are not directly related to the production of the 5 year and 2 year plan that we are requesting.

10. RFP Appendix 4, p.16-- Is it ok to provide more than 3 references as noted?

Response: Yes, however, please limit them to 5 references total.

11. Does the County have a budget estimate or maximum not-to-exceed amount for this project and can you share this information?

Response: This will be shared with the awarded vendor.

12. What is the contract term for this project?

Response: Until the project is completed.

13. Will vendors conducting the study and subsequently facilitating the strategic processes be precluded from bidding on any of the initiatives identified during the strategic plan?

Response: It is the intent of the County IT Department to use the awarded vendor as a resource during the contract period, to include advising on implementations of resulting initiatives developed with the awarded vendor during this plan. To help avoid conflicts of interest, the awarded vendor will be precluded from any bids or RFPs for work resulting from this project.

14. Will community input be required in the form of a survey? If so, will an electronic survey instrument be sufficient?

Response: Electronic Community Surveys will suffice for data gathering.

15. The RFP indicates that security assessments are required. Does this include internal/external vulnerability scans as well as internal/external manual penetration testing?

Response: Yes.

16. Will the county accept a proposal that suggests milestone billing rather than fixed fee?

Response: Yes.

17. Even though most of the meetings will be on-site in El Paso, will the county be open to allowing some of the meetings to occur virtually?

Response: Meetings will be held in person; Virtual meetings will be allowed on a case by case basis.

18. Will a detailed inventory (current) be available to the consultant or is El Paso County expecting the awarded vendor to conduct an inventory?

Response: The County is not sure what specific inventory this question alludes to.

19. Have the law enforcement branches of El Paso County undergone any CJIS compliancy reviews within the past 3 years?

Response: Texas DPS performed a security audit on the Sheriff's Office for CJIS compliance on May 20, 2015.

20. Does the county have a specified budget/not to exceed cost identified for the 5 Year Strategic IT Master Plan item?

Response: Yes.

21. Page 11, VIII. Requirements, item B: identifies a two-year tactical plan including some of the management tools identified in above such as technology portfolio and balanced score card reporting.

Response: The County is not seeing a question here.

22. Does the county envision the two-year plan would be inclusive within the 5 Year Strategic IT Master Plan? Or, a separate plan as a 2-Year Plan item?

Response: The County envisions two separate plans for each 5 and 2 year, however they may be included in the same product/deliverable under separate, distinguishable sections of the document.

23. Can the County identify what other subordinate plans might be anticipated in addition to the Sheriff's Office and Judiciary?

Response: Yes, other administrative departments such as the Tax Office, Budget and Fiscal Policy, Public Works, and other departments should be considered.

24. So that the effort can be appropriately scoped, can the following estimates be provided:

a. How many partner agency meetings should be anticipated?

Response: There will be approximately 5 meetings required with all agencies. The County Project Team will work diligently to compile these meeting into longer, but less frequent iterations to maximize efficiency and reduce project overhead.

b. How many County Department meetings should be anticipated?

Response: There will be approximately 5 meetings required with all departments (combined). The County Project Team will work diligently to compile these meeting into longer, but less frequent iterations to maximize efficiency and reduce project overhead.

c. How many meetings with boards and commissions, and elected officials should be anticipated?

Response: There will be approximately 3-5 meetings required with all committees. The County Project Team will work diligently to compile these meeting into longer, but less frequent iterations to maximize efficiency and reduce project overhead.

d. How many meetings are anticipated with Cities within the County?

Response: There will be approximately 3-5 meetings required with all cities. The County Project Team will work diligently to compile these meeting into longer, but less frequent iterations to maximize efficiency and reduce project overhead.

e. How many meetings with Local JPA's?

Response: There will be approximately 3-5 meetings required with all JPAs. The County Project Team will work diligently to compile these meeting into longer, but less frequent iterations to maximize efficiency and reduce project overhead.

f. How many external stakeholder meetings should be anticipated? (Vendors, industry/community leaders, affiliated associations, and the public)

Response: There will be approximately 1-3 meetings required with all external entities. The County Project Team will work diligently to

compile these meeting into longer, but less frequent iterations to maximize efficiency and reduce project overhead.

25. There is reference that the IT Plan will include an implementation plan, overview of the activities, and the priority of each activity. It is correct to assume that by a complete implementation plan the county means a prioritized approach and high-level timeline determining what projects/initiatives will be undertaken in years 1, 2, 3, 4, and 5?

Response: Yes, this can be assumed. The plan should reflect priority of activities as well overview and implementation.

26. Section 2.1: In determining the level of expected detail, does the County anticipate that projects to address initiatives will describe detailed activities, prioritization and prerequisite activities, and estimated costs and resources for each?

Response: At a minimum, the County expects for the awarded vendor to submit a plan that proposes turnkey solutions that are both practical and feasible for the County to implement independently. The intent is that the vendor provide enough information for internal project managers to execute the proposed projects with little to no analysis needed.

27. What other specialized functions supported by IT (beyond system and data security) will require specific technology strategies?

Response: The RFP specifies that the Technology Master Plan should include the integration of all available and applicable technologies that would fit a standard local government infrastructure. The County ITD Department supports over 3,000 users and several more systems.

28. Section 2.1: There is reference to a two-year tactical plan, where more specific detail is expected. Can the County describe in greater detail what is expected to be included in this tactical plan and the level of detail for requested deliverables?

Response: At a minimum, the County expects for the awarded vendor to submit tactical plans that propose turnkey solutions that are both practical and feasible for the County to implement independently. The intent is that the vendor provide enough information for internal County IT project managers to execute the proposed projects with little to no analysis needed. The County does not expect to receive coordinating details within each project plan that is derived.

29. Appendix 4, References: The County requests three references for whom we "currently" provide similar services. Will the County accept recently completed projects as well?

Response: Yes, this is acceptable.

30. How many oral presentations of the plan are anticipated?

Response: There are approximately 3-5 oral presentations anticipated.

31. Does the County have an expectation for, or are there factors that drive, the start and completion of this work?

Response: The start point will commence once a formal contract is signed accepted. The factors that will drive the completion of the project will be accepted deliverables based upon the provided scope and set of activities, to include adoption of the plan at Commissioner's Court.

32. Does the County have a prior IT Strategic Plan? If so, can it be shared with participating vendors?

Response: The County IT Department does not have a specific strategic plan that it can offer.