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City of Dunwoody RFP Information (Q & A)

Finance and Administrative Services

Project: City of Dunwoody
Date: November 14, 2008
Purpose: RFP Questions and Answers
RFP #:   2008.001

The following list contains questions and answers which have been received from Vendors who are interested in responding to the three City Services RFP's posted on October 31, 2008.

Finance & Administrative Services

1. Is the proposal for the website to include options for providing stock images, doing photo shoots of the city, and/or video creation?

    Yes. The website budget, $50,000, includes multi-media.

2. When you speak about "agenda packages", is this simply grouping of documents posted online that attendees would need for a specific city meeting?

    Yes.

3. Is any of the information on the website to be secured (i.e. ID/password protected) or is it all publically available?

    All information will be publically available. In the future, if it is determined that a service such as bill payment is cheaper to build into the website rather than interface with an outsourced service, private information and communication must be protected with technology such as login/password and SSL.

4. Can you provide more information on the GIS database? What is the interface? What GIS data is being presented to the website visitor?

    The Community Development Director will publish GIS content using the ESRI ArcIMS service. The interface merely displays the GIS information; however, coordination will have to occur with Community Development to ensure the GIS content matches the size and theme of the City website.

5. Is there any query capability on the site? Can web visitors search for staff members, locations, or meeting minutes? Is there even a general text search capability you wish to have?

    Yes. A search feature is desirable.

6. Are there any online forms on the website for the public to fill out? For meeting registrations, recommendations, "ask us", etc?

    Yes, the ability to use online forms is desirable.

7. Do you have any preferred technology platform or do you wish to see best recommendations from the vendor?

    We want to see the best recommendations. Solutions must work with Microsoft Enterprise software including Windows servers and operating systems, Active Directory, Exchange, SQL, and Office.

8. Is any of the information you envision being available on the website to be pulled from another city system, or is the website, for now, a stand-alone system?

    It needs the ability to display information using technology such as IFrames.

9. Can/should the vendor propose hosting the website as well?

    Hosting the website is preferred; however, a more cost effective plan that ensures continuity of operation will be considered.

10. Can you please confirm that section: 3.4.1.2 Publish City provided GIS database interface on the website, is a separate RFP?

    Section 3.4.1.2 is not a separate RFP. It specifically addresses a coordination action that is required as part of the IT expertise under the Finance and Administration (F&A) RFP with the GIS expert under the Community Development RFP.

11. Is there any way you can share who those potential prime suppliers might be so that the team members I am working with can all contact the appropriate person?

   We have set up the collaborative website to allow for an open forum communication between vendors. Unfortunately, we cannot give any further direction on who or how to set up the teams to provide the services required by the Financial and Administrative Services RFP.

12. Request for an extension of the due date, **November 17th, 2008**

   There will be no extension to the RFP due date. The due date, time, location remains as indicated in the RFP issued October 31, 2008.

13. In terms of Revenue Collection, there is no mention of the specific 2009 requirements which must have deadlines in 2008. Is this also a priority for Dec. 1, 2008?

   Yes, all 2009 revenues which have a 2008 deadline MUST be completed in accordance with the deadline. **No revenue must be lost due to missing a deadline**.

14. Will the vendor have to provide the telephone system by December 1, 2008?

   No. The City is providing and installing the telephone system which will be operational on December 1, 2008. The vendor awarded to the Financial and Administrative Services RFP **MUST** provide adequate staff to manage incoming calls beginning December 1, 2008 at 7am; furthermore this staff must be trained on managing the telephone system prior to December 1, 2008.

15. Do the tab/section dividers and the front/back covers count in the 40 page limit for the proposal?

   No, only actual pages with text will be considered in the 40 page limit.

16. What is meant by "assist" in terms of assisting the City Finance & Administration Director, etc for example section 3.6.8.1? Is this a full time or part time position that is required?

   The term "assist" relates to the overall function of the selected vendor to aid in the activities performed by the City Finance & Administration Director (such as research, decision making, follow-up, implementation, etc.) "Assist" in this reference is not meant to be interpreted as a specific full or part-time position dedicated to assisting the City Finance & Administration Director.