

**Request for Proposal No. 11-02
Municipal Government Services Procurement**

Addendum 1

Date Issued: May 10, 2011

THE FOLLOWING LIST INCLUDES CLARIFICATIONS AND RESPONSES TO QUESTIONS EMAILED BY BIDDERS AND RECEIVED DURING THE PRE-PROPOSAL MEETING HELD APRIL 29, 2011.

The City attempted to group questions and answers by corresponding sections of the RFP and respective service areas, but respondents are strongly encouraged to thoroughly read all of the material provide below.

General Requirements

- 1. Question (Q):** Will key performance indicators (KPIs) be developed for all service areas?

Answer (A): Yes, once the appropriate Contractors have been selected, the City and the respective Contractors will work to develop a list of mutually agreed upon KPI's by October 15, 2011.

- 2. Q:** Is there a chance that business process analysis (BPA) work will come out as a separate bid?

A: At this point, nothing formal has been scheduled.

- 3. Q:** Has there been any issues with Contractors communicating with one another?

A: Communications between Contractors has not been an issue. The City expects and requires that the Contractors will assimilate to the established culture of the City, and work as a seamless team. We pride ourselves on the fact that an outsider would have no idea that the service providers are not city employees.

4. **Q:** Are the existing service providers eligible to bid on this RFP?

A: Yes, the incumbents are eligible to bid on this RFP.

5. **Q:** Will the attendance list from this conference be available?

A: Yes, the attendance list can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

6. **Q:** Can the Bidder submit more than one resume for the proposed positions?

A: Yes.

7. **Q:** Is there an expectation or desire by the city that current staff will be retained by the successful bidder?

A: Staffing the various service areas is at the discretion of the Contractors. Contractors are expected to propose what they deem to be the most effective and efficient staffing level to meet the scope of services.

8. **Q:** Are Contractors bidding on the service areas without access to the motor vehicles required to maintain auto liability insurance?

A: Yes.

9. **Q:** What is the operational budget for personnel?

A: The City's budget can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

10. Q: Will the City reimburse contractors for the costs associated with the professional development of the contracted staff?

A: The City will only cover additional expenses related to the professional training specifically requested by the City to provide benefit exclusively for the City. Attendance at industry conferences and customary training and development of staff is valued by the City but is at the sole expense of the Contractor.

11. Q: Does the City currently have any service level agreements (SLA's) with other local municipalities?

A: No, the City currently does not have any SLA's with other Cities.

12. Q: If a Contractor will be awarded the contracts for both Public Works and Parks and Recreation, will the Contractor still need to provide the City with both a Public Works Director and a Parks and Recreation Manager?

A: The City expects the Contractors to staff all service areas in the most advantageous manner for the City without compromising service quality and responsiveness.

13. Q: Is this contract geared towards providing staffing for Dunwoody or more on the services side? Should a staffing agency submit as a prime?

A: Dunwoody is looking for contractors who can provide the services listed in the RFP. This is not a staffing contract.

14. Q: What is the anticipated handover time from existing provider to new provider and what is the obligation of the existing provider for transfer (if any).

A: The existing contracts with Contractors expire on December 31, 2011. The successful Contractors for the new contract will be required to provide all services (excluding transitional requirements) immediately following midnight on January 1, 2012. Please refer to Section 3.3.1.3 requiring the firm's methodology for addressing transition issues at both the beginning and conclusion of this contract.

15. Q: Will City procedures and policies that are in place be available in advance of day 1 of contract execution? If so, how much time in much advance?

A: The successful Contractors will have access to any necessary information following the award of the contract. Please refer to Section 3.3.1.3 requiring the firm's methodology for addressing transition issues at both the beginning and conclusion of this contract.

16. Q: What is the process for replace said manager if need arises?

A: The Contractor is fully responsible for hiring and firing of personnel assigned to this contract. The City may request from time to time that personnel be removed from the contract and replaced. Contractor will be responsible for identifying suitable candidates able to provide the scope of services outlined in the contract. The City Manager, at his discretion, may request an opportunity to review potential candidates and/or interview candidates prior to offers being made.

17. Q: Should initiatives be identified during the performance of such tasks, which are outside scope of the contracted services what process would be in place to adjust service fees and support structure?

A: The Contractor is expected to provide necessary services to operate all departments currently functioning within the City's scope of services provided to citizens and other stakeholders. Should the City substantially increase or decrease services provided to the citizens or other stakeholders throughout the term of the contract, then the City would address amending the contract as stipulated in Section 16 of the General Conditions (Appendix B).

18. Q: Is there an internal website in addition to the public websites?

A: A MS Windows SharePoint is available for internal users.

19. Q: What are the current staffing levels for the Contractors providing municipal services in the seven (7) Service Areas?

A: Staffing levels are fluid and are provided by staff assigned to the city on a full time basis, part time basis and some back office support. Staffing levels rise and fall in conjunction with workload. The RFP is to identify Contractors who can accomplish the scope of work in the most advantageous, and perhaps creative, methods. The contracts are NOT staffing arrangements; nor does the current RFP merely mirror the existing staffing structure and scope of work for municipal service providers. Accordingly, head counts, existing staff evaluations, organization structures and costs are not relevant to proposals for this RFP.

20. Q: Page 47, last paragraph - Please provide clarification on this statement.

A: The City pays for software maintenance contracts, paving, patching, landscaping, etc. This is not the Contractor's obligation and should not be factored into the Contractor's pricing. However, if the Contractor must utilize proprietary or self-owned hardware and software not contemplated within the scope of this RFP, the Contractor should include those costs.

21. Q: Page 61, section 5.7 - Provide clarification on cost associated and restrictions on vehicle use.

A: The vehicles are to be used exclusively to conduct the business of the City. Costs include fuel, insurance, branding, preventative and corrective maintenance normally associated with ownership of a business vehicle.

22. Q: Page 61, section 5.7 - Can Contractor elect to use their vehicles if awarded contract?

A: A Contractor would provide a vehicle exclusively to conduct City business, and ownership is transferred to the City at the conclusion of the contract. Vehicles are expected to be transferred to the City free of charge and without debt or lease obligations.

23. Q: Page 61, section 6 - Please provide an asset list for the Building Permits and Inspection function.

A: Normal office equipment and supplies are provided such as desks, chairs, computers, phones, and office supplies. This is true for all proposed positions to be staffed at City Hall.

24. Q: Other than office space and standard landlord expenses; is the City providing for or funding any other resources to operate Community Development functions? If so, what and the amounts?

A: This City's budgets for 2009-2011 include past and anticipated costs to run each department, including Community Development. The City's adopted budget can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

25. Q: Will the vendor be responsible for providing contract employees with cellular communications or are city cell phones issued?

A: City cell phones are issued to City employees only. If an employee of the Contractor requires a cell phone/smart phone in order to meet the scope of services, the Contractor is expected to provide the cell phone to the employee directly. The Contractor may access City email servers with most smart phones.

26. Q: How are benefits given to contract employees? Are benefits granted by the individual companies, or are vendors required to participate in a city benefits programs? If so, what are those programs and how are they billed back to the vendor?

A: Contractor will determine appropriate salaries and benefits to attract and retain employees and will provide those salaries and benefits directly. Staff assigned are employees of the Contractor and not eligible for City benefits.

27. **Q:** What is the limitation on the number of desks, computers, etc. that the City will provide for full time office based employees?

A: Office space is provided at the City's expense as stated in Section 5.4 of the General Conditions. Office configurations are subject to change over time. However, Contractors are expected to propose what they deem to be the most effective and efficient staffing level to meet the scope of services. The City will accommodate the staffing level needs identified by the most advantageous proposal.

28. **Q:** What non-vehicular maintenance equipment is currently owned by the City for use by the Public Works and Parks and Recreation Departments?

A: The city does not own any maintenance equipment other than a few small miscellaneous tools such as chainsaws that are City assets used by the Contractor.

29. **Q:** Is it possible to get a list of the current City grants?

A: The City is currently managing one LCI grant and one TE grant awarded by the state as well as a smaller Department of Natural Resource's grant for a park trail at Brook Run.

30. **Q:** Are any of the City employees unionized?

A: No

31. **Q:** Will the City of Dunwoody look at each section and evaluate each section of the RFP separately?

A: Yes

32. **Q:** Does the City have a preference for purchasing all services from one Bidder versus issuing contracts for different sections?

A: No

33. Q: Is there an advantage to bidding the project in totality versus in one or more sections?

A: The City recognizes that there are potential economies of scale and cost saving opportunities related to having one Contractor providing work in more than one service area. Otherwise, there are no advantages.

34. Q: Is an advantage gained by a Bidder that is located in Dunwoody/DeKalb County?

A: Only in the event two or more identical bids are received. Please refer to Section VII of the City's Purchasing Policy. The City's Purchasing Policy can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

35. Q: At what point will the City no longer accept new Bidders to this RFP?

A: The City must receive proposal packages no later than 2:00 pm EST, Monday, May 23, 2011

36. Q: Can you please define what level of detail you are looking for regarding costing parameters in the referenced appendix E?

A: One price for each of the seven sections being proposed should be listed for each year in Appendix E. The City encourages and requires a breakdown for each figure based on subsections of the RFP. Such a breakdown would be sufficient to address Section 3.2.2 of the Proposal Submission. Further detail is at the bidder's discretion.

37. Q: Can we receive a list of all insurance policies currently being managed by the City?

A: The City, with assistance from the City's benefits coordinator, manages multiple insurance policies for employee benefits. The City's workers' compensation insurance is with Lion Insurance Company. Other coverage is provided through an intergovernmental insurance pool. The coverage details can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

38. Q: May we receive a copy of the current Employee Annual Review Policy and Procedures?

A: The current Performance Evaluation and Wage Reviews policy can be found at: http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

39. Q: What additional expenses, if any, have not been identified in the RFP that the City would like the Contractors to pay for?

A: The City is unaware of any additional expenses at this time.

40. Q: Will the Contractor staff need to be bonded?

A: The decision to bond is at each Contractor's discretion.

41. Q: What role is anticipated for Grant writing?

A: The City expects the Contractor to be familiar with and identify grants that serve the City's strategic goals. When the time and expertise is available, the Contractor is encouraged to apply for such grants. When the time and expertise is not available, the Contractor should work closely with the City's contracted grant writers to complete the grant writing process.

42. **Q:** Please clarify who pays for gasoline, maintenance and insurance for the vehicles used for public works, inspections and code compliance.

A: Contractor pays for gasoline, maintenance and insurance for the vehicles used for public works, inspections and code compliance.

43. **Q:** In review of the City's budget, it appears that training of staff may be provided by the City. Please clarify.

A: Training for City employees is provided by the City. The City will only cover additional expenses related to the professional training specifically requested by the City to provide benefit exclusively for the City. Attendance at industry conferences and customary training and development of staff is valued by the City but is at the sole expense of the Contractor.

44. **Q:** Can the City please clarify what, if any, direct costs will be reimbursed to the Contractor separately from the Contractor's lump sum bid price (for example, mileage, training, seminars, etc.)?

A: The City will only reimburse direct costs specifically requested by the City to provide benefit exclusively for the City. These costs are outside the scope of work and will be addressed on a case-by-case basis.

45. **Q:** Given that some of the vehicles will have to be replaced during the term of the contract, can the Contractor amortize the cost of replacement vehicles over the life of the contract?

A: The City reasonably expects the costs of replacements vehicles to be factored into the proposed cost table in Appendix E. The Contractor may allocate the vehicle and all other costs as they deem in their overall best interests. Refer to the amended Section 5.7 of the General Conditions.

46. Q: Page 59, Section 3.1 - If the City requires the Contractor to perform work during non-standard hours, how much advance notification will the City provide to the Contractor?

A: Work completed outside normal business hours is for the benefit of the City when disruptions can be minimized. Normally, this is scheduled well enough in advance to properly plan. While, there is no standard notification period, it is typically weeks ahead of time for major projects. Basic troubleshooting can often be completed remotely via telephone, email, or remote computer access. When emergencies or other unexpected events occur, there may be no advanced notice provided.

47. Q: Section 3.3.1.3 states that "Bidders shall address each item within the scope of work for all section(s) being proposed". Is it the Cities intent that the proposals provide information on each individual line item in the scope of work (for instance, each subsection such as 2.2.2.1, 2.2.2.2, etc.)?

A: Yes. However, Contractors should not merely affirm but rather expand (concisely) how each scope item will be addressed throughout the duration of the Contract.

48. Q: Section 3.3.1.5 - Does the City of Dunwoody intend respondent to supply all information listed above for all clients currently under contract for similar services or just for the three (3) required references?

A: Both are required. The complete list can be in a table (Excel) format.

49. Q: Section 3.3.1.6 Section VI – Required Forms: The Proposal Form includes a section in which receipt of addenda is acknowledged. Will this satisfy the requirement to include "Acknowledgement of any and all Addenda to this RFP" listed separately in Section 3.3.1.6 of the RFP or is another form of acknowledgement required?

A: Section 5 (Proposal Form) should be completed with all addenda listed.

50. Q: Appendix E - Section 3.3.2 is asking for cost information by month and Appendix E – Cost Table asks for cost information by year. Please clarify and provide additional details.

A: Pricing provided in Appendix E is for an annual basis. The payment for services provided will be paid monthly in equal payments. For example, if the successful contract was for \$12,000 in 2012, the City would pay 12 monthly payments of \$1000 each to the Contractor as stipulated in Appendix B, section 11.2.

51. Q: Section 3.2.2 states that the Contractor shall include Appendix E – Cost Table as part of the cost proposal. This section further states that “Bidders should also provide detailed costing information for each service area for which they respond”. Can the City please provide additional details on the “detailed costing information” requested?

A: One price for each of the seven sections being proposed should be listed for each year in Appendix E. The City encourages and requires a breakdown for each figure based on subsections of the RFP. Such a breakdown would be sufficient to address Section 3.2.2 of the Proposal Submission. Further detail is at the bidder’s discretion.

Public Works

52. Q: Will Public Works handle Stormwater billing?

A: The Public Works Department will manage preparing the parcel level calculations necessary to calculate the billing data for Stormwater. The bills are sent and collections are handled by DeKalb County

53. Q: Currently, is Stormwater tracked by GIS?

A: Yes, the City currently utilizes GIS for Stormwater management.

54. **Q:** If there are any code violations pertaining to Stormwater, which department is responsible for enforcing the code?

A: Code Enforcement is currently handled outside the Stormwater department, but when technical assistance is required, Stormwater staff from the Public Works department will be responsible to provide such assistance.

55. **Q:** How are Stormwater funds overseen?

A: The City Council sets an operating appropriation for Stormwater funds. Any funds that remain in the account will carry over from year-to-year. Contractor will be responsible for managing the funds in this account to ensure they are spent efficiently and in accordance with our Storm Water Management Plan and all applicable city rules and procedures.

56. **Q:** Does the City have a pavement management system?

A: The City has a Comprehensive Transportation Plan, City-Wide Paving Evaluation, and 5-year Resurfacing Plan. These documents can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

57. **Q:** Is it the City's intention to contract out Public Work maintenance separately?

A: Yes, but the City expects Public Works Contractor to work with Purchasing to create the most efficient program for maintenance as well as oversee the contracts.

58. Q: Is the Contractor managing the Public Works services responsible for repairing traffic signals that are timed improperly?

A: No, the city will pay the labor and materials for a contract crew to repair and properly time the signal. However, the City expects the Contractor to be able to identify whether a signal is malfunctioning and oversee required repairs.

59. Q: Has the City developed a Storm Water Pollution Prevention Plan (SWPPP) and is there a NPDES MS4 permit?

A: Yes (both).

60. Q: Does the City currently participate in the National Flood Insurance Program /Community Rating System program? Can we obtain a copy of the rating and plan?

A: The City participates in the National Flood Insurance Program /Community Rating System program. A copy of the rating and plan is available and can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx.

61. Q: Will administrative costs be allowed to be added to the reimbursement cost for Public Works maintenance and repairs overseen by the contractor to cover internal claims processing expenses?

A: No

62. Q: Is there a current yard area within the City for use by the Public Works to store roadway maintenance materials and stage equipment and or subcontractor equipment for use during public works O&M projects?

A: Yes

63. Q: Throughout Section 2.2 Public Works, references are made to providing supervision of Contractors providing Public Works services (including, but not limited to, Sections 2.2.1.7, 2.2.2.1, 2.2.3.1, 2.2.3.2, and 2.2.4.3). Can the City please clarify which Public Works services would be contracted for outside the Public Works scope of work? For instance, will traffic signal repair, sidewalk repair, right-of-way maintenance and other related tasks be the responsibility of the Public Works Contractor directly or will these services be contracted for separately by the City.

A: All instances noted in the question (traffic signal repair, sidewalk repair, right-of-way maintenance and other related tasks), will be contracted for separately by the City. The oversight of such work would be the responsibility of the Contractor selected to provide services in Section 2.2.

64. Q: Section 2.2.7.3 requires that the contractor “assist the Police Department with chains or other traction devices in the event of a snow or ice storm.” Will the City supply the chains and other necessary equipment?

A: Yes

Finance and Administrative

65. Q: The RFP mentions that there are currently two (2) full time positions in the Finance and Administration service area: one (1) Accounting Manager and one (1) Human Resource Manager. Are there any part-time positions required for this service area?

A: There are multiple full-time staff in Finance and there is one full-time staff person in Human Resources. However, the City wishes Contractors to propose what they deem to be the most efficient and effective staffing level.

66. Q: What software does the Finance and Administration service area currently utilize?

A: The City's Accounting Department utilizes Tyler Incode for financial management. Furthermore, the City currently utilizes ADP software for benefits management and outsourced payroll services. Other functions use Incode only as it relates to financial reporting (e.g. budget reports.)

67. Q: Do budgeting services continue all year long or just at certain times of the year?

A: Currently, the budgeting process takes place in the second half of the fiscal year and is not an all year function. The budgeting process begins in May and is required by the Charter to be completed by September 1 and adopted by November 1.

68. Q: Does each of the sections within the Finance & Administrative Services have standard operating procedures (SOPs)?

A: Currently, Accounting and Purchasing have SOP's. Limited SOP's are also available with Human Resources and Revenue.

69. Q: Are there expectations to improve upon the business process efficiencies pertaining to the Tyler Incode system?

A: The City implemented the system in 2009 and has an on-going maintenance contract with the vendor to address any issues the City may encounter. Additionally, the City would like to expand its use of Tyler Incode over the coming years.

70. Q: When does the City expect the annual audit and CAFR to be completed?

A: The City's fiscal year ends on December 31st. Auditor on-site fieldwork is completed in the first half of February. All work is expected to be completed in April and submitted to Council in May. Georgia and GFOA allow 180 days to submit the CAFR. To compare, the City's 2010 annual audit and CAFR is already complete and published online. The City's 2009 and 2010 CAFR can be found at: http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

71. Q: How many AP checks/wires does the City cut each month?

A: Around 125 – 150 checks/wires/ACH transactions are completed monthly.

72. Q: What is the software package the City uses today to administer its HR department?

A: ADP's HRIS

73. Q: May we get a copy of the existing employee handbook?

A: The existing employee handbook can be found at: http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

74. Q: Will the Contractor (Accounting Manager) staff perform the daily deposit at your banking institution?

A: Contracted staff may perform the deposit only when escorted by a Dunwoody Police officer.

75. Q: Can we share at a 50% rate for identified (not implemented) cost savings – Cost Recovery Audits

A: No

76. Q: Do you require a SAS70 for your contractors to show their internal controls?

A: Neither SAS70 nor SSAE16 applies to Contractors as it relates to this contract.

77. Q: What kinds of separation of duties exist for the purposes stated above?

A: Reference the City's Accounting Manual for internal controls. The City's Accounting Manual can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

78. Q: Will the Contractor (Accounting Manager) staff be able to sign off on invoices for payment to vendors?

A: Reference the City's Accounting Manual for the payment process. Ultimately, the Finance Director (a City employee) reviews Accounts Payable reports prior to the printing of checks. The City's Accounting Manual can be found at: http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

79. Q: Are any of the Risk Management duties outsourced today?

A: Yes

80. Q: How many purchase orders does the City generate each month?

A: Less than 5.

81. Q: Section 2.3.1.3 - Does the supervisor need to be onsite at all times?

A: No

82. Q: Section 2.3.1.8 - In the area of repairs do you expect the Administrative Assistant to physically perform the work for small repairs or can the Administrative Assistant call a local subcontractor for the subcontractor to perform the work?

A: Typically, the work is completed by the City's facility landlord or a subcontractor. The repair work is paid for by the City and overseen by the Contractor.

83. Q: Section 2.3.2.5 - What software program is used to maintain these calendars?

A: Sire Workflow Administrator

84. Q: In item 2.3.8.3; does the City intend for a new position classification and pay plan to be created and implemented?

A: Correct. This is a requirement of the City Charter. The City Charter can be found at: http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

85. Q: In item 2.3.8.4; HR is not currently responsible for processing payroll; does the City intend for that to change for the new contract period?

A: The Contractor selected would be responsible for meeting the scope of work presented in 2.3.8.4; whether completed by the person referenced in 2.3.8.2 or another method.

86. Q: Section 2.3.8.11 – Create or update City employee job descriptions. Are all the current City Job Descriptions up to date?

A: Yes

87. Q: In item 2.3.8.24; would you define “walk-throughs”?

A: A walk-through would be a simulated exercise to ensure the procedures and processes are effective.

88. Q: Section 2.3.1.1 requires the contractor to “identify and perform Finance and Administrative assistance where the firm reasonably anticipates needs.” Can we get a better definition of what the City expects of the contractor?

A: The Contractor is expected to provide necessary services to operate all departments currently functioning within the City’s scope of services provided to citizens and other stakeholders.

89. Q: Section 2.3.1.8 – We would like a better definition of “small repairs at City Hall.” Can you provide a list of past “small repairs” to City Hall?

A: No such list exists. However, a couple examples include ensuring fire extinguishers are inspected annually and working with the City Hall landlord when HVAC service is required or flooring needs cleaning.

90. Q: Section 2.3.2.1 – Calls for the provision of dedicated clerical and administrative support for the office of the City Manager to support the elected officials and Finance Director. How many personnel will it take to perform these duties?

A: Currently one person performs these responsibilities. However, the person performing these duties is cross-trained in other Finance & Administration roles and performs other tasks as scheduling and needs require.

91. Q: Section 2.3.2.12, can the City elaborate on the type and scope of the “data” that the contractor will need to maintain access and provide to other City contractors?

A: Examples would include agenda items for Council, advisory group contact information, executed contracts, Contractor contact information, etc.

92. Q: Section 2.3.3.1 – Calls for the provision of dedicated clerical and administrative support for the office of the City Clerk. How many personnel will it take to perform these duties?

A: Currently one person performs these responsibilities. However, the person performing these duties is cross-trained in other Finance & Administration roles and performs other tasks as scheduling and needs require.

93. Q: Section 2.3.4.2 – Maintain financial records. What is your established timeline for monthly financials being delivered to the City Finance Director?

A: The City Charter states monthly financial reports are due to Council by the 15th of the following month. The reports should be delivered to the Finance Director early enough to allow for review and any necessary corrections in order to meet the deadline.

94. Q: Section 2.3.4.4 - Is there a specific schedule of events with frames for the production of financial information and reports referred to in this section?

A: Policies and procedures are currently in place. Ongoing development and implementation should be continuous.

95. Q: Section 2.3.4.6 – Promptly identify and pay all City Bills. What is your current payroll and bill paying cycle?

A: Accounts Payable and Payroll are paid biweekly on alternating weeks.

96. Q: Section 2.3.4.8 – Will the City’s Finance Director complete all wire transfers and/or sign off on them prior to completion of the transaction?

A: Yes. Please refer to the City’s Accounting Manual. The City’s Accounting Manual can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

Planning & Zoning

97. Q: Is there an option to only bid on GIS, and if so, can the bidder provide an alternative price?

A: No. It is the intent of the City to keep the service areas as they appear in the RFP and award one contract for delivery of all services in that area. If a Contractor wishes to bid on GIS portion, the Contractor must bid on the entire Planning & Zoning service area. However, if a Contractor wishes to, they may collaborate with another vendor as a subcontractor to provide GIS services.

98. Q: How is GIS expected to be used to support the other service areas?

A: The City has allocated a significant amount of capital into the GIS system, and expects the system to be utilized to its fullest extent across all service areas including city and contract staff.

99. Q: What role will Planning & Zoning have in managing the GIS system?

A: Planning & Zoning has primary responsibility for maintaining the GIS layers, managing the system and assisting the departments to help them maximize use of the GIS assets. The IT Department will provide technical support to the GIS hardware and system.

100. Q: What GIS data has been developed and is currently in use in the City?

A: The City has developed and uses over 70 dataset folders for a wide range of City functions and uses for all City departments. Examples of uses include, but are not limited to, Census Data, Public Safety Stats, Points of Interest, Street Centerlines, Topography, Parcel Data, City Zoning, and Business Information.

101. Q: If GIS data is in the process of being developed, would you please list the dataset and percentage that is complete?

A: GIS data is being processed and developed and will continue to be so indefinitely. GIS must be regularly maintained and updated as necessary.

102. Q: Please clarify who pays for the software and hosting that is associated with the tracking of permits and inspections.

A: The Contractor provides the software they consider necessary to perform the scope of work and all costs associated with the software including hosting and maintenance. The software is maintained on City-owned hardware.

103. Q: The Planning and Zoning Director is identified as being a full-time, on site staff person, while other Department heads are not necessarily identified this way. Would the combined time of a Director and Deputy Director meet this requirement?

A: No.

104. Q: The City of Dunwoody plays an important role in the region. As a key player, does the City desire and/or expect the Planning and Zoning Department to attend regional planning meetings, such as the Atlanta Regional Commission?

A: The Contractor is expected to represent the City when appropriate and necessary.

105. Q: How many existing Geographical information System (GIS) workstations (hardware and software) does the City have?

A: The City has licensed a single enterprise server and two seats of ARCIInfo that the Planning and Zoning Contractor will be responsible for coordinating, but not paying for, annual license renewals. The Planning and Zoning Contractor will also be responsible for providing the ongoing software and hardware maintenance (but not paying for maintenance contracts) of the two workstations used for GIS that the City owns.

106. Q: Please clarify who pays for software and hardware (including updates and maintenance) that are associated with the Geographical information System (GIS).

A: The City will pay for software and hardware (including licenses, updates and maintenance) that are associated with the Geographical information System (GIS).

107. Q: Section 2.4.1.5 Please provide additional detail on specifically what is expected to be performed by the Contractor under this Section.

A: The Planning and Zoning Contractor will provide services including, but not limited to, engineering staff to provide plan review services, along with general engineering, design and maintenance consulting related to those services that the City is responsible for.

108. Q: Scope item 2.4.2.4 - What is the current zoning case load for an average month?

A: Zoning cases (Variances and Rezonings) fluctuate with the health of the real estate market. The City has seen a low caseload since incorporation but it is anticipated that as the real estate market improves that caseloads will increase. Please see website for meeting agendas for Community Development to track activity levels.

109. Q: Scope item 2.4.4 - Does the City have a high degree of confidence that these datasets are accurate?

A: Datasets created by the City are deemed to be highly accurate.

110. Q: Scope item 2.4.2.4 - How many updates to the zoning map typically need to be processed?

A: It is difficult to gauge the number of updates necessary. Zoning activity will fluctuate with the health of the real estate market. The City has seen a low caseload since incorporation but it is anticipated that as the real estate market improves that zoning caseloads will increase.

111. Q: Scope item 2.4.2.8 - A comprehensive re-write of the City's zoning code is typically a standalone project that takes anywhere from a year to two years to undertake depending on the complexity of the current code. Is this a project the city has already begun, or is it on the work program for the coming year(s)?

A: As of the time of this addendum, the project has not begun. The City will have developed and awarded a contract for this service for a third party firm to provide service to the City by the end of the term of the current contract for Planning and Zoning services. The Planning and Zoning Contractor will oversee the project and facilitate the re-write with Council and other stakeholders.

112. Q: Scope item 2.4.2.11 - Is the list of boards, committees, and advisory groups comprehensive as of today? Does the Planning and Zoning staff serve as the primary support for all these groups, or just some of them?

A: The list in 2.4.2.11 is a comprehensive list of groups currently served by Planning and Zoning. The Planning and Zoning Contractor does serve as the primary support for all these groups.

113. Q: Scope item 2.4.4 - Are any datasets in use by the City currently maintained by DeKalb County? If so, what is the file type of the County data (GIS, Microstation, AutoCAD)?

A: DeKalb County does not currently maintain any of the datasets developed by the City. However, the City relies on the County for data maintained by the Tax Commissioner and Tax Appraiser.

114. Q: Scope item 2.4.4 - Is the City maintaining a subset of any data that is also maintained by DeKalb County?

A: No.

115. Q: Does item 2.4.2.8 mean support and assistance to an outside consultant who will actually conduct the comprehensive re-write of the City's Zoning Code?

A: Yes

Information Technology

116. Q: Are the GIS services part of the IT scope?

A: No, but Information Technology department is responsible for providing technical support to GIS and other IT systems utilized across all service areas.

117. Q: Are there any new software implementations scheduled for 2012?

A: No. Currently, the City has not yet scheduled any software implementations for 2012. However, this may change upon approval of the 2012 budget.

118. Q: Are there expectations to staff a full time IT Project Manager?

A: The City expects a primary contact that will be accessible 24/7 for emergency purposes. Staffing the various service areas is at the discretion of the Contractors. Contractors are expected to propose what they deem to be the most effective and efficient staffing level.

119. Q: Is there a formal process for procuring new hardware?

A: Yes, the City has an IT procurement process. The City's Purchasing Policy can be found at: http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

120. Q: Will the City cover the costs of procuring new software/hardware?

A: Yes, the City will cover the costs of the software/hardware. However, it is expected of the Contractor to support and maintain the existing and new IT systems of the City as well as manage the procurement process.

121. Q: Has the City conducted any type of business process improvement (BPI) projects pertaining to IT?

A: There has been no formal BPI for IT. However, the City expects Contractors to identify and improve any inefficient practices discovered during the term of the contract.

122. Q: Can you identify the current phone system (hardware) and number of phone sets?

A: Cisco Call Manager 6.1.3 Number of phones: 83

123. Q: Is it the responsibility of IT to oversee any potential issues with GIS?

A: It is the responsibility of IT to provide IT support services regardless of what city department is utilizing the technology.

124. Q: Is there office space on site available for use by the IT department within the City of Dunwoody headquarters offices? How many headcount could be placed in the offices? Are these facilities provided at no charge?

A: Yes, office space is provided at the City's expense. Please refer to Section 5.4 of the General Conditions. The current Contractor utilizes two office spaces for two on-site employees. Office configurations are subject to change over time. However, Contractors are expected to propose what they deem to be the most effective and efficient staffing level to meet the scope of services.

125. Q: Is there a help desk environment in place (phone, computers, software, etc.) that will be provided by the City that is ready for use on Day 1?

A: Yes.

126. Q: What is the budgeted spend for IT in 2012, 2013, and 2014?

A: The City has not adopted any budgets beyond 2011.

127. Q: What was the budget and expenditures on IT for 2011 and 2010 to IT contractor comparable to the scope of services in the RFP?

A: We are unable to answer that question. The current contract combined costs for IT, Public Relations, and the Finance & Administration components of this RFP.

128. Q: What was the budget for the Information Technology division in 2009, 2010, and 2011?

A: The adopted budget can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

129. Q: What information systems and processes are currently used for the Information sharing and collaborative work between City staff and contractors across departments?

A: Standard office media including, but not limited to, emails, phone calls, memos, office visits, Sharepoint, formal and informal meetings, etc.

130. Q: What is the anticipated Service Level Agreement (SLA) with regard to response times on user service requests and break fix?

A: Please see section 2.5.1.4 of the RFP regarding 24/7 support. No other SLA's currently exist but will be established along with other performance measurements.

131. Q: What information systems and processes are currently used for storing of documentation and training material for the IT department?

A: All information is stored on a shared network drive only accessible to the IT staff.

132. Q: Who is the vendor/supplier for IT services currently?

A: Calvin, Giordano & Associates, Inc.

133. Q: What is the average number of help desk tickets/incidents opened per month in 2010 and 2011?

A: Please refer to Appendix D of the RFP

134. Q: Regarding Appendix D, where are the servers supported by the City housed (data center on-site or hosted off-site and details of either location)?

A: Servers are currently housed on-site.

135. Q: What days are the offices closed for holidays where IT services are not required by contractor (on average annually)?

A: The City currently recognizes typical office holidays including New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, and one optional City Floating Holiday. Non-essential employees are not expected to be in the office when the City is closed for business. However, as a government, the City operates a police department that is staffed 24/7; including holidays in addition to administrative employees that may work outside normal business hours. Therefore, it is expected the IT resources be available as required at any time of day every day on an as-needed basis.

136. Q: What new software and hardware implementations (major and minor) are planned for the next 3 years?

A: The City has not adopted any budgets for projects beyond 2011. As part of the contract, the successful Contractor would prepare and provide the City annually (during the budget process), the strategic management plan for continued services. Software and hardware implementations would be addressed within such plan.

137. Q: What types of certifications are required by the City for Information Technology Manager to be provided by contracting firm?

A: The City has not identified within this RFP any certifications required. It is expected the staff assigned to the City will be capable of providing the services listed in the scope of work.

138. Q: What is the process for handling capital asset requests? Example - X months into the contract, while fulfilling requirement 2.5.2.7 (page 31 of RFP), it is determined that a server needs to be replaced. What is the proper procedure for requesting funds to purchase and deploy the new server if this is not currently in the budget?

A: The City would pay for the equipment with the Contractor overseeing the procurement process. The budget document describes the calendar for the budget process; including amendments to request funds not currently budgeted. The adopted budget can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

139. Q: Liability of incorrectly inventory and licensing (legacy)? What enterprise licenses are currently in place?

A: Please refer to Appendix D of the RFP

140. Q: Can you provide diagrams for IT network/server diagrams?

A: Yes, those can be provided to the successful Contractor.

141. Q: Are workstations running XP or Windows 7?

A: Yes. Most are running XP. Some are running Win 7. Some are Apple.

142. Q: How many users are on Blackberry Enterprise server?

A: 25

143. Q: Appendix D does not list any cellphones; are these personal devices?

A: City staff are issued City-owned and maintained cell phones.

144. Q: Do you have SAN / NAS in place? Please provide additional information.

A: No, the only dedicated storage device is a Dell MD1000 attached to the SIRE server

145. Q: What is the level of integration between DPD and the rest of the City on IT level? From Appendix D, I see that backup servers are separated. What about mail/file?

A: DPD is supported by the same IT staff as the rest of the City and is operating on the same LAN. Police file and application servers are located on the same VLAN as the other city servers. The e-mail server is shared between police and city staff. Communications servers (CM, Unity) are on a separate VLAN from other servers.

146. Q: Are Microsoft products under Software Assurance? If not, how do you plan to upgrade software?

A: No. Upgrades are done on an as-needed basis per department requirement.

147. Q: Please describe VOIP infrastructure; Phone models, POE, Network / Server infrastructure to handle VOIP traffic.

A: Call Manager 6.1.3, Phone models: 7941,7911,7961,7906, all POE, Network/Server- Cisco 3750/2960 switches

148. Q: What Help Desk software is currently in use, and is it owned by the City?

A: iSupport

149. Q: Is there another equipment list beyond the one included in the RFP (appendix D)?

A: No

150. Q: What is the location of servers? Describe datacenter space, who is responsible for HVAC / Power / UPS, who is the current Internet provider, and are there any redundancies in Internet feed?

A: All servers are located at the City's Network Operations Center on the second floor of City Hall. Shumate is responsible for the HVAC, ISP is PAETEC, UPS/Power is provided by multiple rack-mounted APC units. The sole internet feed is 4 bonded T1's provided by Paetec.

151. Q: The information listed on the equipment list (appendix D) notes workload and productivity measures actual/projected only through 2011. Does the city have growth projections for these metrics through 2015 which would be the term of the contract?

A: No

152. Q: Section 2.5 - Are there any plans to migrate to IPV6 over length of the contract?

A: There are no plans currently in place.

153. Q: Section 2.5 - Aside from police, what other departments require 24/7 troubleshooting assistance?

A: None generally. However, staff may work outside normal business hours periodically and need services. They should be addressed as the situation would reasonably dictate.

154. Q: Section 2.5.1.1 - Does engineering and design (E&D) require being onsite 7x24? Can you quantify the amount of time E&D is required to be on premises per day of week?

A: Normally, engineering and design can be accomplished during normal business hours. However, it is commonly expected to conduct such work outside of normal business hours to minimize disruption to operations and also because of the shift work of the police department. The City is currently unable to quantify the amount of time required for such work and it would be scheduled in advance as projects are identified.

155. Q: Section 2.5.1.1 – How will the Contractor interface with the vendor that the City is using to provide the equipment and software to the City? Will the vendor that supplied the software and equipment be involved at all in the ongoing operation of the network and system as a whole?

A: The Contractor will be responsible for interfacing with all equipment and software vendors for the City directly. Each software and equipment vendor will continue to be involved in the ongoing operation of the network and system as a whole unless it is deemed their services are no longer needed.

156. Q: Section 2.5.1.5 – Is this in reference to subcontractors as part of this bid or subcontractors brought on specific additional projects approved by City with IT manager assistance?

A: This in reference to subcontractors brought on specific additional projects approved by City with IT manager assistance.

157. Q: Section 2.5.1.6 - Does the City currently support such system or will be a new system/application provided by contracting firm. If currently supported what is the platform being used to provide the service?

A: Please refer to section 27 of the Instructions to Bidders. Performance indicators shall be mutually agreed upon between the identified Contractor for selected service area and the City no later than October 15, 2011. The Contractor shall commence tracking relevant metrics in January 2012.

158. Q: Section 2.5.1.6 – Reporting on monthly/quarterly/yearly basis? Are there examples of the type of reporting that will need to be produced?

A: No

159. Q: Section 2.5.2.1 - Do you have pending “any additional” hardware/software projects?

A: No

160. Q: Section 2.5.2.1 - Please elaborate on “All City’s Operational Needs”

A: Contractor is expected to effectively and efficiently operate the IT Department as required for the City to provide services to its citizens and other stakeholders.

161. Q: Section 2.5.2.2 – Please provide technical documentation on City’s website; what OS/software is running the website?

A: The city’s current website is running on Microsoft Windows Server using the IIS platform.

162. Q: Section 2.5.2.2 – Please provide technical documentation on City's website; what software is used to manage/update website content?

A: The software being used for website content management is Telerik's Sitefinity ASP.NET CMS.

163. Q: Section 2.5.2.2 – Please provide technical documentation on City's website; what is the frequency of changes to City's website.

A: Minor website content or revision changes are done on a daily basis either by the IT Department or internal city staff.

164. Q: Section 2.5.2.2 - Who created the website?

A: Calvin, Giordano & Associates, Inc.

165. Q: Section 2.5.2.2 - Is there documentation available to the winning Bidder?

A: Yes

166. Q: Section 2.5.2.2 - Who hosts the website?

A: Calvin, Giordano & Associates, Inc.

167. Q: Section 2.5.2.2 - Where is the DNS server located?

A: The City's DNS server is located at the City Hall NOC, that DNS server then points to one given by the ISP.

168. Q: Section 2.5.2.2 - Who authors the content for the website (i.e. does Police provide content for Police information and IT publishes on public website).

A: Individual departments, in cooperation with Public Relations & Marketing staff manage the content of the web but IT is responsible for the technical components of the website.

169. Q: Section 2.5.2.3 - We assume it is the winning bidder's responsibility to do the physical aspects of any updates and upgrades. Is it correct to assume the City will pay for all hardware and software update/upgrade costs, etc. as they present themselves?

A: Yes

170. Q: Section 2.5.2.5 – Do you have software in place to manage inventory?

A: Yes.

171. Q: Section 2.5.2.7 - What is current lifecycle on hardware/software replacement upgrades? 3/4/5 years?

A: The City incorporated on December 1, 2008 (less than three years ago). Most equipment in use now is original equipment and not replacement. The IT Strategic Plan should address lifecycle replacement each year.

172. Q: Does 2.5.2.7 refer to technology refreshes or replacement of existing assets (both Software and Hardware)?

A: Yes

173. Q: Section 2.5.2.7 – Will the City cover all of the costs for the replacement of hardware and software under the provisions of this Section?

A: Yes

174. Q: Section 2.5.2.8 – Do you currently use MS Exchange for email/contact/scheduling? Is this requirement for ongoing maintenance or additional capabilities to extend current solution? Are you planning on using MS Exchange going forward or migrating to a different solution?

A: The City currently uses MS Exchange and anticipates continuing to do so. This requirement, by itself, is for the ongoing maintenance and periodic updates.

175. Q: Section 2.5.2.9 – How often will validations occur?

A: The adopted continuity plan should identify validation requirements.

176. Q: Is there a current disaster recovery system in place or will requirement number 2.5.2.9 (page 31 of RFP) be for an entirely new system?

A: New system

177. Q: Is 2.5.2.10 only for contracted systems which have been inventoried within scope. Will new major systems implementations be out of scope or should contractor plan for additional work?

A: Currently, there is no work scheduled that is outside the scope of work within the RFP. Throughout the contract, it is reasonable to assume some software and hardware implementations would be required. The Contractor should plan for additional work as would reasonably be anticipated during the full term of the contract.

178. Q: Section 2.5.2.11 – How many RFP / year?

A: The City is unable to estimate future RFP activity for IT or any other department.

179. Q: Section 2.5.12 – What is the length of time required to keep all emails in an archive?

A: Five years

180. Q: Section 2.5.2.13 - What is in place today for centralized storage and what are space requirements?

A: There is only a Dell MD1000 direct-attached storage device in place. All other storage is localized to the physical servers.

181. Q: Section 2.5.2.14 - Please list number of switches and locations of network closets to support LAN. (Is everything in one building?)

A: Everything is located in one building. NOC is located on second floor of City Hall, with 2 network closets located on the first floor of City Hall.

182. Q: Section 2.5.2.15 - What are disk space requirements for each MS SQL server instances?

A: 1GB Currently

183. Q: Is requirement 2.5.2.14 (page 31 of RFP) an entirely new system?

A: No

184. Q: Does the City currently have in place hardware to provide such capability required in section 2.5.2.12? If not is the City requesting the Contracting Firm provide with a turnkey solutions?

A: The City does currently have in place hardware and software to meet the requirements of 2.5.2.12. All expenses related to the purchase of new hardware and software will be borne by the City.

185. Q: Does the City currently have in place hardware to provide such capability required in section 2.5.2.13? If not is the City requesting the Contracting Firm provide with a turnkey solutions?

A: The City does currently have in place hardware and software to meet the requirements of 2.5.2.13. All expenses related to the purchase of new hardware and software will be borne by the City.

186. Q: Will contracting firm assume currently installed security components or will contracting firm be requested to provide turnkey solutions for all components outlined in 2.5.3.1.

A: The City does currently have in place hardware and software to maintain the components mentioned in 2.5.2.13. All expenses related to the purchase of new hardware and software will be borne by the City

Building Permitting & Inspection

187. Q: Is there any particular reason that Code Enforcement and Building Inspections are merged in the same department?

A: The current Contractor has developed economies of scale by cross-training the Code Enforcement personnel with some of the building inspection personnel.

188. Q: If Code Enforcement had to bring a violator to the court, will the Code Enforcement officers need to be present in court?

A: Yes.

189. Q: Should the Code Enforcement Officer be a full time employee?

A: The City wishes Contractors to propose what they deem to be the most efficient and effective staffing level.

190. Q: Will the Code Enforcement Officers be sworn in?

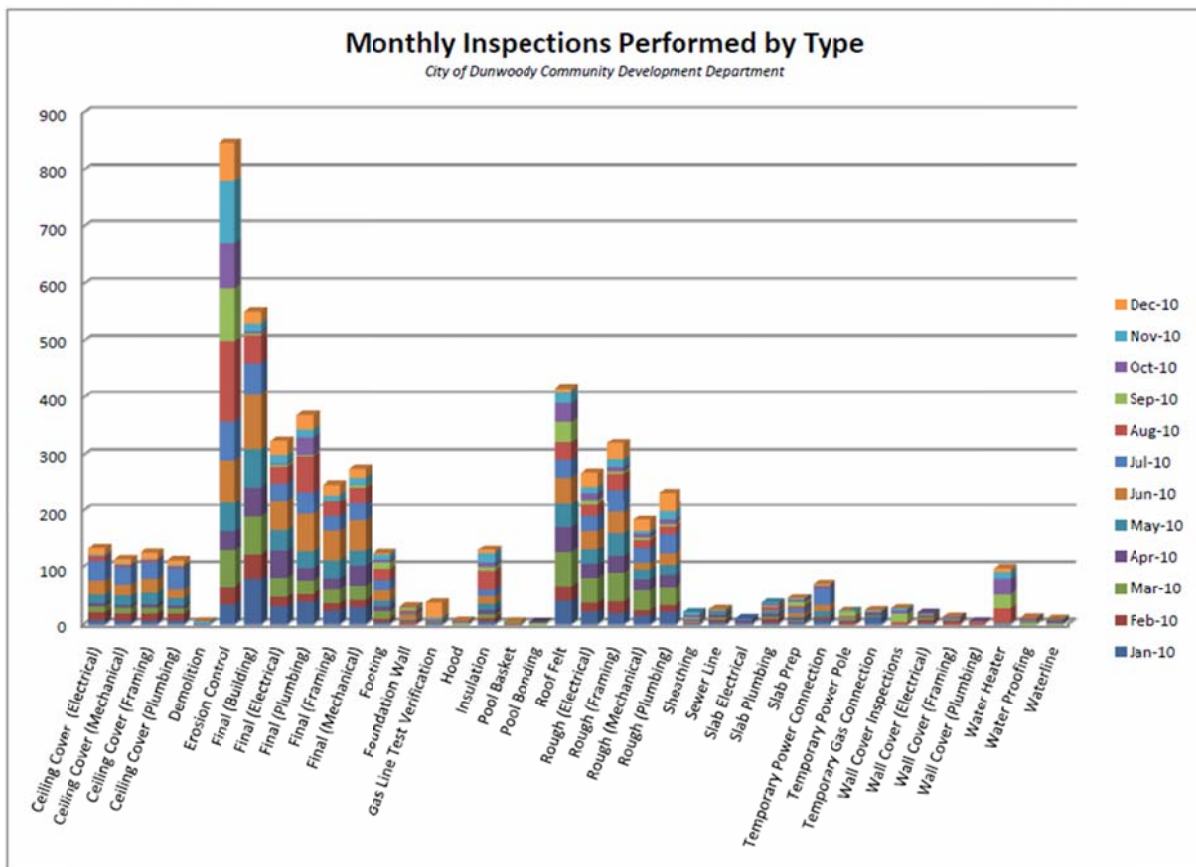
A: The Mayor will swear in all Code Enforcement employees that will be issuing citations.

191. Q: Does the City require Code Enforcement officers to be State certified?

A: There are no such requirements in the RFP; however the City expects that Contractors in this service area will have the appropriate capabilities and certifications necessary to provide good service. Contractors, in part, will be judged by their ability to provide the necessary personnel to meet the scope of the RFP.

192. Q: Would you please provide for current year to date, and the two prior fiscal years; specific activity data (Building Permits and Inspections) including total building permits issued, total inspections conducted, breakout of permits and inspections by discipline, cycle times for processing, revenues collected, and fees charged to the City by the current contractor?

A: During 2009 (a partial year), 1,233 permits were issued and 6,010 inspections completed. During 2010, there were 1,708 permits issued and 5,868 total inspections completed. During 2011 through April 30, 2011, the number of permits issued and inspections completed is 553 and 1,918. A 2010 breakdown of that year for specific inspection types is below. Please see the 2010 Monthly Inspections Table by Type. Prior year revenues for 2009 and 2010 are noted in the RFP (p. 78 of 80). January 1, 2011 through April 30, 2011 permit revenue is \$182,950. The current Contractor’s fee for inspections is 80% of the permit revenue. Plan reviews are completed within 10 business days and permits are issued once all review comments are addressed.



193. Q: Would you please provide for current year to date, and the two prior fiscal years: specific activity data (Code Compliance) including total notices of violation issued, number of cases complied, number of cases prosecuted, breakout of cases by type, cycle times, revenues collected and charges levied.

A: The information can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

194. Q: What is the expected response time for inspections services?

A: Calls for inspections received by noon are responded to on or before the next business day. Calls received after noon are responded to on or before the second business day.

195. Q: Code Compliance can be a reactive program (responding to complaints) and/or a proactive program (looking for violations). Which method, if not both, does the City of Dunwoody prefer to have? If a proactive approach is to be included, please describe the level of service expected and what code compliance programs the City currently has in place that they may wish to continue.

A: The City maintains both a reactive and proactive program for code compliance. Responses to complaints occur within 24 hours of receiving the complaint. The proactive program involves action taken on violations observed and an active property maintenance code review of apartment complexes. This City is home to 33 apartment developments and since June of 2010, 10 of these complexes have been thoroughly inspected. A full detailed report of these inspections identifies each of the violations with photographs. These include violations of the International Building Code, International Property Maintenance Code, Life Safety Code, International Fire Code, International Plumbing Code, National Electrical Code, Georgia Accessibility Code, and National Fire Protection Association Regulations.

196. Q: The City requests that all Bidders for the Building Permits and Inspection services provide an additional, alternative method of calculating the contract cost in lieu of a lump sum fee. Is the proposed percentage split of the permit revenue intended to include Code Compliance services? If not, would this percentage split also include a remaining lump sum fixed fee for Code Compliance?

A: A proposed split of the permit revenue intends to address building plan review and inspections only. As such, responses should include a proposed percentage split for building plan review and inspections, along with a lump sum fixed fee for the code compliance services.

197. Q: Section 2.6 – How is the current contractor compensated for providing the Building and Inspections services?

A: The Current Contractor receives a percentage of the revenues generated.

198. Q: Please clarify item 2.6.1.12, “Develop a system of standards for taxi and limousine licensing and compliance.”

A: The City recently adopted a licensing code for taxis and limousines. The code is available at: http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx. The system would be policies and procedures to administer the new code.

199. Q: Relative to Building and Permitting; can plan review functions be conducted remotely and electronically?

A: Yes, however, the Contractor must be available to meet directly with customers, City staff or other persons as needed and/or requested by the City.

Parks & Receptions

200. Q: Are the park services provided through DeKalb County or the City of Dunwoody?

A: The City owns all the park properties in Dunwoody.

201. Q: Does the City have any employees that act as park maintenance crews?

A: No, the City does not have any employees that act as maintenance crews.

202. Q: If the City decides to acquire additional green space, what will the responsibilities of the Contractor?

A: The Contractor would assist the City in the due diligence process to purchase new property. If the scope of the contract grows considerably via the acquisition of new property, a contract amendment may be necessary.

203. Q: Who currently employs the Parks and Recreation staff necessary to carry out the day-to-day programs/services at the ground level?

A: Lowe Engineers is the primary contractor. The City pays for Roadworx (subcontractor) directly for maintenance crews with the contract overseen by Lowe Engineers.

204. Q: Is the Skate Park managed (per the hours listed on the website) with supplied staff provided under Section 2.7. (Monday – Friday 3:00 p.m. – 10:00 p.m., Saturday 10:00 a.m. – 10:30 p.m. and Sunday 12:00 p.m. – 10:30 p.m.)?

A: No, the Skate Park is managed by a third party. The City oversees the contract with the third party.

205. Q: How many special events are sponsored by the City? Is there additional staff required under Section 2.7 for these events?

A: Currently two: Pics in the Park and the Veterans' Day Memorial. No additional staffing is required for these events.

206. Q: Is the Dunwoody Nature Center staffed under Section 2.7?

A: No

207. Q: For 2.7 Parks and Recreation, please provide a list of the athletic associations and a list of the Private Programs that the Contractor will manage or coordinate.

A: : In addition to the Skate Park Contract mentioned elsewhere, groups include Dunwoody Senior Baseball, Dunwoody Nature Center, Spruill Center for the Arts, Stage Door Players, Chattahoochee Handweavers Guild, Dunwoody Community Garden, Brook Run Dog Park Conservancy, Dunwoody Preservation Trust.

208. Q: For scope item 2.7.1.7, please provide a listing of the types of information and the sources.

A: This is a generic requirement listed in all sections of the scope of work. Each Contractor must verify and update information as may be provided from other sources from time to time.

209. Q: For scope items 2.7.2.6 and 2.7.3.1, please provide the current operations budget for capital improvements and repairs.

A: The City's adopted budget can be found at:
http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

210. Q: Section 2.7.3.6 – How many private instructor contracts are in place and for what areas?

A: Currently one. The Skate Park Concessionaire can offer camps, classes and lessons under his contract.

Public Relations & Marketing

211. Q: Why would the Contractor responsible for the Public Relations and Marketing services need to have someone on call 24/7?

A: The person on call would be utilized for crisis scenarios. The Public Relations & Marketing contact would not currently be responsible for police related announcements, but this may change over the course of time. The Police Department has a Public Information Officer that will handle police related news.

212. Q: Other than the annual report, what publications will need to be developed by the PR & Marketing department?

A: Examples can be found at: http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

213. Q: Should Contractors submit resumes for the Public Relations & Marketing Manager prior to the contract award?

A: Yes, the City is interested in reviewing during the bid evaluation process the capabilities and experience of both the firm as well as the proposed personnel.

214. Q: Are there any motor vehicles available for Public Relations & Marketing to use?

A: No, Public Relations & Marketing does not have access to the City's motor vehicles.

215. Q: Is there a budget for the Public Relations & Marketing [and other] departments?

A: Yes, there is a budget for the City. The adopted budget can be found at:

http://www.dunwoodyga.gov/home/Project-Details/11-04-12/RFP_Municipal_Government_Services.aspx

216. Q: Will Public Relations & Marketing be responsible for operating and maintaining the City's website?

A: Public Relations & Marketing personnel will be required to maintain only the content of the website. IT department will work with Public Relations & Marketing on the technical mechanics of the website.

217. Q: Who will cover the expenses associated with purchasing advertising / media space?

A: The City will cover the costs of purchasing advertising and media space. However, the Contractor will be responsible for providing the expertise in managing our advertising and media purchasing.

218. Q: Who will cover the expenses associated with hosting the City's website?

A: The City will cover the costs of maintaining the website.

219. Q: Does the City outsource graphic design related projects?

A: The City tries to complete as much work as possible in-house. Some outsourcing to third parties is anticipated.

220. Q: Please provide the MOU mentioned in scope item 2.2.5.4.

A: The City of Dunwoody and the Perimeter Community Improvement District have executed a Cooperation Agreement (Memorandum of Understanding) that promotes coordination and communication between the parties related to transportation improvements in the PCID service area.

221. Q: Does the City own any barricades, traffic cones or temporary signage for use in emergency traffic control situations?

A: No

CLARIFICATIONS OR CHANGES TO THE REQUEST FOR PROPOSALS DOCUMENT:

Below are changes to the language of the RFP. All respondents are should thoroughly read the changes detailed below.

- A. RFP Section 1.3 should be deleted in its entirety and replaced with the following for clarification:

“The term of the contract for the delivery of municipal services in each service area will be from January 1, 2012 through the following thirty-six (36) succeeding months. The City reserves the right of an option of one (1) additional twelve (12) month renewal period pending availability of appropriated funding, Contractor compliance with City rules and policies, satisfactory performance reports and City Council approval.”

- B. RFP Section 2.1, Item “p” reads, “Provide a detailed Motor Vehicle Use and Safety Policy for the use of such vehicles by any staff of the Contractor sufficient to ensure that the City is protected regarding the use of vehicles. City may utilize any vehicle described in section 5.7 of the General Conditions (Appendix B) when not in use by the Contractor.”

This should read, “Provide a detailed Motor Vehicle Use and Safety Policy for the use of such vehicles by any staff of the Contractor sufficient to ensure that the City is protected regarding the use of vehicles. “

- C. RFP Section 2.2.4.1 reads “Oversee the of any new sidewalks and curbing shall be completed ...”

This should read “Oversee the maintenance and construction of any new sidewalks and curbing to be completed ...”

- D. RFP Section 2.3.1.10 is redundant and should be deleted in its entirety.

- F. RFP Section 2.3.4.16 reads, “Prepare monthly financial reports for the City Finance Director’s review in order to distribute to City Council by the end of the following month.”

To comply with section 3.04 of the City Charter, this should read “Prepare monthly financial reports for the City Finance Director’s review in order to distribute to City Council by the fifteenth of the following month.”

- G. RFP Section 2.6.1.4 reads “Ensure that recreational facilities are in good repair and promptly notify the City of the need to repair or replace City equipment or the need for facility maintenance.”

Since the listed item only pertains to the Parks & Recreation service area, Section 2.6.1.4 is removed.

- H. RFP Section 2.7.2.2 reads “Maintain and properly manicure City parks. This includes internal and external cleaning of all facilities daily, mulching, and playgrounds.”

This should read “Oversee the maintenance of the City parks.”

- I. Appendix B – General Conditions, Section 14.1 should be deleted in its entirety and replaced with the following:

“The Contractor shall indemnify, defend and hold completely harmless the City, and the members (including, without limitation, members of the City's Council, and members of the citizens' advisory committees of each), officers, employees and agents of each, from and against any and all liabilities (including statutory liability and liability under Workers' Compensation Laws), losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including all costs for investigation and defense thereof, including, but not limited to, court costs, paralegal and expert fees and reasonable attorneys' fees) which may be incurred by, charged to or recovered from any of the foregoing by (i) reason or on account of damage to or destruction or loss of any property of the City, or any property of, injury to or death of any person resulting from or arising out of or in connection with the Contractor's negligent performance of this Contract, or the negligent acts or omissions of the Contractor's directors, officers, agents, employees, subcontractors, licensees or invitees, regardless of where the damage, destruction, injury or death occurred, unless such liability, loss, suit, claim, demand, judgment, fine, damage, cost or expense was proximately caused ~~solely~~ by the City's negligence or by the ~~joint~~ negligence of the City and any person other than the Contractor or the Contractor's directors, officers, agents, employees, subcontractors, licensees, or invitees, or (ii) arising out of or in connection with the failure of the Contractor to keep, observe or perform any of the covenants or agreements in this Contract which are required to be kept, observed or performed by the Contractor, or (iii) arising out of or in connection with any claim, suit, assessment or judgment prohibited by Section 14.4 below by or in favor of any person described in Section 14.5 below that is attributable to Contractor's negligence, or (iv) arising out of or in connection with any action by Contractor or its directors, officers, agents, employees, subcontractors, licensees or invitees. The City agrees to give the Contractor reasonable notice of any suit or claim for which indemnification will be sought hereunder, to allow the Contractor or its insurer to compromise and defend the same to the extent of its interests, and to reasonably cooperate with the defense of any such suit or claim. In carrying out its obligations under this section, the Contractor shall engage counsel reasonably acceptable to the City. In any suit, action, proceeding, claim or demand brought in respect of which the City may pursue indemnity,

the City shall have the right to retain its own counsel, but the fees and expenses of such counsel shall be at the expense of the City unless (1) the Contractor and the City shall have mutually agreed to the contrary, or (2) the Contractor has failed within a reasonable time to retain counsel reasonably satisfactory to the City, ~~or (3) the City and the Contractor are both named parties in any such proceeding and, in the sole judgment of the City, representation of both the City and the Contractor by the same counsel would be inappropriate due to actual or potential differing interests between them.~~ The indemnification provisions of this Section 14 shall survive the expiration or earlier termination of this Contract with respect to any acts or omissions occurring during the term of the Contract."

- J. Appendix B – General Conditions, Section 18.2 should be deleted in its entirety and replaced with the following:

"Notwithstanding anything else herein contained, the City may terminate this Contract in whole or in part at any time for its convenience by giving the Contractor thirty (30) days written notice. In that event, the Contractor shall proceed to complete any part of the work, as directed by the City, and shall settle all its claims and obligations under the Contract, as directed by the City. The Contractor shall be compensated by the City in accordance with the provisions hereof, including in particular Section 2 of these General Conditions which shall include a reasonable allowance for costs associated with demobilization and subcontract termination, if any, provided, however, that in no event shall Contractor be entitled to compensation for work not performed or for anticipatory profits. Contractor shall justify its claims, as requested by the City, with accurate records and data."

- K. Appendix B – General Conditions, Section 24.18 should be deleted in its entirety and replaced with the following:

“Time is of the essence for the performance of each of the Contractor's obligations under this Contract. The foregoing notwithstanding, any delays in or failure of performance by Contractor shall not constitute breach hereunder if and to the extent such delays or failures of performance are caused by occurrences beyond the reasonable control of Contractor. In the event that any event or force majeure as herein defined occurs, Contractor shall be entitled to a reasonable extension of time for performance of its Services under this Agreement.”

- L. Appendix B – General Conditions, Section 5.7 should be deleted in its entirety and replaced with the following:

~~“Vehicles. On January 1, 2012, the City will own all vehicles currently used by Contractors performing the current Public Works and Community Development contracts. The City intends to transfer all vehicles to the Contractor(s) awarded the new contracts commencing January 1, 2012. All costs associated with the title transfer, maintenance and repairs shall be the responsibility of the Contractor. Vehicles associated with each respective service area can be found in Appendix F. On January 1, 2012, Contractor shall supply new vehicles necessary to perform the contract(s.) As a minimum standard, Contractor shall maintain vehicles in a manner acceptable to the City. Vehicles shall be free of any major defects. Paints, body, and interior shall have only minor (if any) blemishes, and there shall be no major mechanical problems. There shall be little or no rust on the vehicles. Engine compartment shall remain clean, with no fluid leaks. Tires shall match and maintain substantial available tread wear. Vehicles must have a clean title history. Vehicles must pass all required emissions tests. Vehicles shall not have any unsubstantiated mileage at any time. Vehicles shall be replaced at the Contractors expense at any time the vehicle does not meet the City’s standard, no less often than when the age of the vehicle reaches six years or 150,000 miles. The original (or Replacement) vehicles’ ownership reverts to the City at the conclusion of the 36th (or 48th) month of the contract at no additional expense to the City. If the contract is terminated prior to the 36th month, the City shall purchase the vehicle(s) at the published Kelly Blue Book trade-in value for the same vehicle in “good” condition provided the Contractor has adhered to the standards noted in this section. Contractor allows the City to utilize the vehicles when not in use by the Contractor.”~~

- M. RFP Addendum F is deleted in its entirety.