



Fulton County, GA

Department of Purchasing & Contract Compliance

*Cecil S. Moore, CPPO, CPPB, CPSM, C.P.M., A.P.P
Director*

July 18, 2011

**Re: 11RFP019999K-JAJ
Operational Review, Assessment and Development of Standard Operating
Procedures**

Dear **Proposers:**

Attached is one (1) copy of Addendum 2, hereby made a part of the above referenced **Request for Proposal.**

Except as provided herein, all terms and conditions in **11RFP019999K-JAJ
Operational Review, Assessment and Development of Standard Operating
Procedures** remain unchanged, in full force and effect.

Sincerely,

James A. Jones

**James A. Jones
Assistant Purchasing Agent**

Winner 2000 - 2009 Achievement of Excellence in
Procurement Award • National Purchasing Institute



11RFP01999K-JAJ

Operational Review, Assessment and Development of Standard Operating Procedures

Addendum No. 2

This Addendum forms a part of the contract documents and **modifies** the original RFP documents as noted below:

Delete Section 10 on page 3-9.

Question 1. *Who is the project owner or what department is responsible for this contract?*

Answer: *The Office of the County Manager is responsible for this contract.*

Question 2. *Paragraph 3.1. The project number is incorrect.*

Answer: The correct number is 11RFP019999K-JAJ

Question 3. *Is it assumed that work will begin during the preparation of the management plan or does work not begin until this is completed?*

Answer: Any work will begin after the notice to proceed is issued.

Question 4. *Are the classifications referenced in Section 9 exhibit 2 Cost Proposal FSLA Classifications?*

Answer: The Cost Proposal Form has been revised (see addendum 1).

Question 5. *How do these classifications relate to the job categories referenced on Contract Compliance Exhibit B- Job Categories?*

Answer: There is no relationship between the job categories in the revised Cost Proposal form and Contract Compliance Exhibit B- Job Categories.

Question 6. *The Local Preference Affidavit of Bidder/Offeror does not provide for noting the eligibility criteria the affiant is to swear to. How is this to be noted on the form?*

Answer: It is not to be noted on the form. Section 7 on pages 3-7 and 3-8 delineate the supporting documentation that must be provided for each of the criteria submitted by the proposer in support of the local preference.

Question 7. *Referencing page 1-1, how does the County envision awarding task orders on a "Department by Department basis to work? Will the contractor begin work with an initial set of departments? If so, has the set of departments been identified and will the County share that list?*

Answer: The County will determine what department to complete. However, we have not decided on a list that can be shared at this time.

Question 8. *Referencing page 2-3, how many departments will be included in the*

Commencement Term (THROUGH 12/31). Can the County provide a list of those Departments?

Answer: We hope to complete a couple of departments prior to the end of the year. See Question 7.

Question 9. Referencing page 3-5, does the County currently operate any web-based document management solutions for SOPs or other important documentation? If so, can it provide additional details on that solution?

Answer: The County does not at this time.

Question 10. Can the County provide additional information on the technical requirements of the web-based solution? Specifically, the anticipated number of users, the need for different access rights such as approval and publishing rights? Is there a requirement that the solution capture any type of metadata?

Answer: The selected vendor will be put in touch with the IT Department to obtain this data.

Question 11. For this engagement, must the web-based solution be developed by the by the contractor? Or, can the contractor customize a previously developed solution or utilize an “off the shelf” solution, provided it meets the needs and requirements of Fulton County?

Answer: The vendor does not have to develop the web based product. The vendor can use an off the shelf solution as long as it meets the requirements of the county.

Question 12. Referencing Exhibit 2, Cost Proposal Summary on page 9-4, it is unclear that Fulton County is asking for more than staff Classifications and Hourly rates associated with this project. Does the County also want anticipated hours and total costs? If so, where should the contractor include this information?

Answer: See Addendum 1 Cost Proposal Summary (Revised). The County does not want anticipated hours and total costs. The County is requesting hourly rates as identified in the cost proposal summary Exhibit 2 (revised).

Question 13. Does the County anticipate adding appendices to this RFP?

Answer: No.

Question 14. Does Fulton County prefer to leverage less complex solutions such as a current Intranet site or Microsoft SharePoint, Microsoft Access Database and current Shared Drives or would they prefer to focus on Commercial Off The Shelf products such as OnBase, Laserfiche and Hyland?

Answer: The County uses SharePoint for its web based management system.

Question 15. For the process reviews, will Fulton County have existing data flow maps readily available?

Answer: Yes. The maps exist.

Question 16. Besides reviewing processes, does Fulton County require the selected to Develop process maps where needed? If so, will the selected vendor also be

expected to develop new process maps for undocumented processes?

Answer: Yes. We would require the development of new process maps for undocumented processes.

Question 17. If the selected vendor subcontracts work out to a business that is local to Fulton County, will the vendor be eligible to receive the Local Preference Points of ten (10)?

Answer: No. See pages 3-7 and 3-8 of the RFP.

Question 18. Referencing section 3, page 3-5, the RFP indicates that “The web based content management system will allow SOPs to be stored on the Fulton County server which will allow access by employees to SOPs throughout the organization. If the SOPs are to be stored on the Fulton County server, it is assumed that Fulton County will also be hosting the Content Management System. If this is accurate, does the county already have a license for a web Based Content Management System? If no should the vendor account for the Cost of such licenses in the budget?

Answer: Yes, the County does have a web based content management system which is SharePoint. You should not account for the cost of a license in your budget.

Question 19. Your RFP has some significant financial disclosure requirements. As a matter of corporate policy, we do not include in a proposal document some of the Corporate financial data you request since the information is proprietary and we do not want to make it a matter of public record. We are willing to provide sufficient information relating to our financial capacity during negotiations. Is the alternative acceptable to the County or are the financial disclosures required to be in the proposal document.

Answer: Financial Information is required. This information should be one original with the technical proposal and a copy in a separate sealed envelope.

Question 20. The last element of the scope of work (Section 3.3, page 3-3 is to “Develop a web based content management system to log, track and maintain Standard Operating Procedures.” We would appreciate a better understanding of this work element so that we can properly scope and price this activity. Which of the following alternatives most closely approximates the County’s expectations?

- a. The consultant will develop the SOPs in an indexed, electronic format for use by the County on an existing County owned or licensed web content management application. If this is the case, what is the County’s current application?
- b. The consultant will develop the SOPs in an indexed, electronic format consistent with a web content management application to be purchased by the County. If this is the case, has the County already selected an application or does the County expect the Consultant to assist in the selection of a system?
- c. The consultant will acquire or custom design and operate on behalf of County a web content management application.
- d. The consultant will acquire or custom design and release to the County a web content management application.
- e. Another alternative (please describe)

Answer: The consultant will develop the SOPs for use on the County’s web based system which is SharePoint. The answer that is the correct alternative is (a).

Question 21. Page 3-7, Section 5. As a privately held firm, we are not required to prepare audited or un-audited financial statements. Would the County accept alternative documentation speaking to our financial stability, such as financial information from the last three years, recent Dun & Bradstreet report, bank reference, and/or letter of credit?

Answer: No.

Question 22. Page 3-5 Section 3. Could the County define what roles are being sought for this project? Defining roles will help us provide more accurate hourly rates and pricing information in the Cost Proposal.

Answer: This issue was addressed in Addendum 1.

Question 23. Page 3-3, Section 3.3. Do Standard Operating Procedures exist for every department the selected consultant will be working with?

Answer: No. All departments do not have written SOPs. We have identified at least one department that does not have adequate SOPs. We are currently reviewing all the SOPs of each department.

Question 24. Since the County has not provided details on the departments involved, can the County provide additional detail on the specific functional area skills needed as part of our team (e.g. procurement)?

Answer: This was addressed in Addendum 1.

Question 25. Does the County currently use SharePoint?

Answer: Yes.

Question 26. Does the County require "As-Is" and "To-Be" workflow diagrams to be developed part of this project?

Answer: Yes. To-Be workflow diagrams should be developed for areas where the vendor is recommending changes to the SOPs.

Question 27. Does the County have a budget established for this project? If so, could the Budget amount be made available?

Answer: No. The budget has not been established for this project and will not be set until review of the top ranked Consultant's cost proposal.

Question 28. Overall, how many departments does the County expect to include in this project and over what time period?

Answer: We have not decided how many departments to include in this project. However, we have identified several departments that may require this service.

Question 29. What level of detail does the County expect with regard to task 3,

process review meetings? Are you looking for a full business process review and analysis or just an overview of the processes as they relate to SOPs?

Answer: We expect the vendor to provide enough detail to complete the remaining items on the task list. The process review meetings will provide the process details that will be used to conduct the gap analysis and develop new and/or revise current procedures.

Question 30. Can the proposer submit a leveraged average rate rather than having the County calculate a general average rate?

Answer: No.

Question 31. Can you give an example of the level of detail you would like to see in these SOPs or are you expecting the vendor to provide you with best practices?

Answer: We expect the vendor to provide the County with best practices consistent with standard industry practices and a level of detail consistent with those areas bulleted in section 2 page 3-5 of the RFP.

Question 32. Will the team of temporary employees that assisted the Office of the County Manager in laying the ground work for this RFP be participating in the RFP?

Answer: The Office of the County Manager hired several temporary employees to assist with tasks essential to the operation of County government. Prior to their temporary employment, each person hired for the assignment was required to resign from their respective employers. These employees were not involved in the preparation of this RFP. This solicitation is open to any and all firms who believe that they are qualified to provide the requested services and are ready, willing and able to submit a thorough and comprehensive proposal for the services.

Question 33. (Comment) These requirements seem a little suspect and broad. Not sure how to ask the question.

1. Knowledge of federal, state, and local laws, rules, regulations and policies and procedures.
2. Knowledge of Fulton County's form of governmental structure.
3. Knowledge of Fulton County's economic, legal, political and social environment
4. Knowledge of Fulton County's government operations.
5. Knowledge of Fulton County's policies and procedures.

Answer: The County is interested in contracting with a qualified Consultant who has done his/her homework and has familiarized themselves on the form of government utilized by the County, the political structure of the County, the demographics of the County and the economic indicators of the most populous County in the State. Further, it is anticipated that the Consultant has reviewed the County budget, reviewed the organizational structure and has developed an innovative approach to the project by understanding the services the County provides and the different funding sources for providing these services.

Question 34. (Comment) Section 2, Number 2 is asking for a project plan to provide dates and time frames for completion. This will be difficult to provide as it will vary department by department.

Answer: The County expects that the Consultant will look at a department of their choosing and prepare a project plan based upon their review of that department's funding source(s), resources, functions and services provided to the citizens of the County.

Question 35. In Section 6, who does the County consider to be "key personnel" beyond the project manager?

Answer: Key personnel is considered to be those individuals who will spend time on the project and make significant contributions toward completion of project deliverables.

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time **August 1, 2011 at 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 2, _____ day of _____, 20__.

Legal Name of Bidder

Signature of Authorized Representative

Title