



IT RFP Vendor Questions
RFP 16-IT-01

- 1) When will the new CAMA system be installed?

Our plan is to have it installed by July/ August of 2017

- 2) Is this Kent Counties first time creating a master plan?

A Master Plan was previously completed in 2003 and several items within that plan have been accomplished. A lot has changed in 13 years with regards to off-the-shelf e-Government applications and a new CTMP is needed. This new master plan will help determine the priority of providing new systems, enhancements or a replacement to current systems.

- 3) Should they start from ground zero and interview all departments?

Yes, start from ground zero.

- 4) Will the winning bidder be allowed to do any of the work as a result of the RFP?

A vendor who designed a comprehensive master plan for the County's future technology needs would be prohibited from bidding on the implementation of the plan that it helped design.

- 5) What is the time frame for completing the work?

We would like to have the Comprehensive Technology Master Plan completed before preparing the County's next budget. Budget planning begins October 2017 for Budget Year FY19 (July 1st through June 30th).

- 6) The fiscal year starts when?

The County's fiscal year is July 1 through June 30.

7) Is this project budgeted?

Yes, the project to create the Master plan is budgeted.

8) Does the county want one fixed price for all work or in a breakdown of individual pieces?

Yes, we want a one fixed price for the total cost. Vendor should provide a breakdown showing steps/services to be performed along with a schedule of events.

9) What is the scope of this master plan?

The scope will include all County offices with the focus being non-row offices. The network infrastructure would not necessarily be included. However, if the master plan put additional constraints on the network, then yes we would like you to provide advice.

10) When will the actual work begin on the comprehensive plan?

The County would like to start this project as soon as the vendor is awarded and schedules allow. I expect the work will start in March 2017 and the plan completed by September 2017.

11) How will the county implement the plan?

The Plan should be implemented based on the priorities set forth in the master plan. The vendor should provide recommendations of commercial-off-the-shelf e-Government applications.

12) Will the vendors have to share resources?

The Vendor should not have to share resources. The County is fully committed to providing input into the CTMP.

13) Current list of all applications?

See appendix A

14) Does the county have a proliferation of access databases?

No, the County does not have many Access databases. However, in some departments they do rely heavily on spreadsheets.

15) Does the county have secure data?

I think this question is asking if the County's data can be shared. In that respect most of the data is public information except for senior tax credits and employee payroll, hence both contain social security numbers.

16) What software is on the iSeries?

The County uses a vendor called Sungard for management of parcel information and New World for the financial systems from Tyler Technologies. Our Imaging software is from a vendor called Advanced Processing and Imaging and the product is called Optiview. There are a few other systems that were written in-house: PRIDE – shows parcel data on the

website; Clean hands which shows land owner who owe County funds. Please refer to appendix A.

17) Is there a plan for a system in public works?

Public Works should be included in your discovery. At this point the County does not have a system planned to satisfy Public Works requirements.

18) Physical location of our sites?

The main building is Kent County Administrative complex located at 555 Bay road, Dover; Public Safety is 911 Public Safety Blvd, Dover; Wastewater facilities is 139 Milford Neck Rd in Milford; County Library is 497 Red Haven Lane Dover; Parks and Recreation Center is 1683 New Burton Road, Dover De.

19) Are the performance bond alternatives, can it be waived?

Each respondent to the RFP is required to state the cost of a 100% performance bond in its cost proposal.

20) Cost of the bond??

The cost of the bond would be determined by the vendor providing the performance bond to your company.

21) Should the vendors be concerned about current projects?

Yes, the vendor should have a good high level overview of current projects, user requested projects and budgeted projects.

22) Do vendors need to do everything on site including drafts?

Interviews should be performed on-site, drafts can be handled off-site. The vendor may be required to discuss their recommendations with a committee and may be expected to attend a Levy Court meeting to present their recommendations.

Questions Received Via Email: it.rfp@co.kent.de.us

23) Is it solely for assessing the IT services in the County or also the business processes for each department?

The expectation is to facilitate discussions with each director of the department and identify their desires for enhancement to business procedures, functionality or workflow. The vendor is expected to fully understand their requests in order to provide a priority and overall Master plan for the County.

24) Is the County willing to accept a time/materials bid, given the scope presented is high level?

The County is looking for a one lump cost along with a schedule and timeline needed to create a comprehensive technology master plan.

25) Does the county expect a single resource to be assigned to this assessment, or can the winning vendor provide a “team” approach with work being done onsite as well as offsite?

Single resource and team approach is accepted. However, the County would expect a single resource to be included in the team at all times.

26) Please confirm the target date/timeframe for completion of the CTMP

The County is expecting the CTMP to be completed by September 2017. This plan will be used in the IT budget process.

27) Does the assessment include evaluating current IT/Non IT staff?

The assessment would include current IT staff and any technical staff needed to carry out the CTMP.

28) 4 major deliverables, but to properly evaluate those, the current systems/processes have to be fully documented. Is there existing documentation regarding the current systems/processes? Or does that need to be delivered as a standalone item, in conjunction with the other deliverable (current/proposed, current/need, etc), or not need to be delivered, but used a basis for all derivative deliverables.

Documentation that exists would be provided by the Vendor who supports the software. With regards to *inefficiencies in current processes*, the expectation is the vendor would discover these inefficiencies based on your questions to the department staff. After the vendor’s discovery phase, a needs analysis would be created describing opportunities that can enhance workflow, web base services and new functionality. The vendor would then put together a roadmap that shows the prioritize systems/departments for which the IT office would use to focus its resources. The vendor should identify any new skill set that would be required to accomplish tasks/projects.

The vendor is not expected to create documentation of the current systems. However, as part of your recommendation the roadmap should be clearly documented along with facts used to create the roadmap.

The vendor should provide commercial-off-the-shelf e-Government applications that would replace the core business applications along with the vendors’ pricing.

29) Has the County determined a budget for this project? If so, can it be shared?

The County has a budget for the overall project and this budget will be enhanced based on the CTMP recommendations.

- 30) Does the County have a preference for contracting a local firm for this work? If so, what weight will this have in the evaluation process?

All vendors will be evaluated based to the proposal evaluation criteria as noted in the RFP on page 13.

- 31) Does the County have target dates for certain project milestones (e.g., project kickoff, meeting with stakeholder, delivery of draft plan)? If so, what are they?

The vendor should identify the milestones along with their scheduled tasks. The County would like the CTMP to be completed by September 2017.

- 32) Does the County desire that the selected consultant to give and/or facilitate presentations during the project? If so, at what milestones and to what audiences?

The vendor should be prepared to give the County Administrator a progress update; discuss final recommendations to the management and present the CTMP to the commissioners in a public Levy Court meeting, which will occur on a Tuesday night at 7:00 pm.

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

The vendor should work directly with the Information Technology, Director and weekly discussions/updates should occur.

- 34) Are offerors that sell hardware or software products precluded from responding to the County's RFP?

Vendors who properly and timely submitted their "Notice of intent to submit a proposal" are the only vendors the County is accepting proposals from. The vendor selected by the County, for award of the business architect services contract, will be precluded from providing hardware and software used to meet any of the recommendations made under the contract

- 35) As a privately held Certified Public Accounting firm, we are not required to prepare audited or un-audited financial statements. Will the County accept three years of condensed financial information and a letter of good standing from our primary financial institution in lieu of these statements?

The County will accept this information. Vendors not providing audited financial statements would definitely be required to provide a performance bond.

- 36) Does this contract require a performance bond?

Each respondent to the RFP is required to state the cost of a 100% performance bond in its cost proposal.

	B	C	D
3	Kent County Systems		12/30/2016
4			Kim Crouch
5	AS/400 Vendor Software	Vendor	Department
6	Tax Billing / Collections	Sungard / HTE	Receiver of Taxes
7	Land Management	Sungard / HTE	Countywide
8	Building Permits	Sungard / HTE	Planning - Building Permits
9	Sewer Permits	Sungard / HTE	Public Works
10	Code Enforcements	Sungard / HTE	Planning - Inspection and enforcments
11	CAMA - plus	Sungard / HTE	Assessment office
12	Cash Receipts	Sungard / HTE	Building permits, Planning, Public Works
13	Apex - Sketching software for Assessors	Apex	Assessment office
14	Planning Application & Tracking system	Sungard / HTE	Planning
15	Payroll / personnel	New World / Tyler Technologies	Personnel office
16	Fixed Assets	New World / Tyler Technologies	??
17	Financial / Account	New World / Tyler Technologies	Finance office
18	Utility Billing	New World / Tyler Technologies	Finance office
20	AS/400 Developed In-House	Vendor	Department
21	Check Re-Conciliation	I.T. Dept	Comptrollers
22	School Relief Tax	I.T. Dept	Tax office
23	Elderly / Handicapped	I.T. Dept	Assessment office
24	Farm Management	I.T. Dept	Assessment office
25	Zoning / Tax Map Verification	I.T. Dept	Not sure what this is
26	Mobile Home Retirement	I.T. Dept	Assessment office
27	Mobile Home Owners	I.T. Dept	Assessment office
28	Permits / Sewer Interface	I.T. Dept	Public Works Not used now
29	PRIDE	I.T. Dept	Website
30	Electronic Banking Interface	I.T. Dept	Finance anmd Personnel office
31	Wills Office Cashiering System	I.T. Dept	Register of Wills
32	Credit Card On line Processing	I.T. Dept and Value Payment Systems	Recever of Taxes, Finance for Sewer payments
34	Non-AS/400 Vendor Solutions	Vendor	Department
35	EMS/911 Mobility Software	New World Supported by the State of DE	Public Saftey
36	Cama - New, not installed into production	Patriot Properties	Assessment office
37	ArcView	ESRI	Mapping department
38	Arc Info	ESRI	Mapping department

	B	C	D
39	ArcSDE	ESRI	Mapping department
40	ArcMap	ESRI	Mapping department
41	Optiview Imaging	Advanced Processing and Imaging	CountyWide
42	Maximo	Used by the Wastewater Treatment Plant	Public Works
43	Max Enterprize	Maximum Solutions	Community Development - Parks and Recs
44	Library stystems		Library system is supported by the State of DE
45	20/20 Land Records	Xerox	Recorder of Deeds
46	CivilServe	Tyler Technologies	Sheriff's office
47	Register of Wills	FileNServe	Register of Wills
48	Cybernet	Hydraulic software	Public Works
49			