

1. Does the City have any insurance requirements for this project?

Yes, the City's insurance requirements can be found as Exhibit C of the attached Foster City Professional Services Agreement Template which can be found here:

<https://fostercity.sharepoint.com/:w:/s/IT1/EdPWroXvcZNNsaJ1ZZoC0bwBm7W-3JB4-aos7Gc57CuUOQ?e=m8XW17>

2. Does the City have a sample Professional Services Agreement that you can supply to us?

Yes, the Foster City Professional Services Agreement Template can be found here:

<https://fostercity.sharepoint.com/:w:/s/IT1/EdPWroXvcZNNsaJ1ZZoC0bwBm7W-3JB4-aos7Gc57CuUOQ?e=m8XW17>

3. The RFP requests an assessment of GIS. Can the City please describe current GIS staffing?

We are not expecting a full assessment of our entire GIS program. We had a GIS-specific assessment and roadmap done in 2017, and it is still relatively up to date. However, we would like to include GIS in this holistic IT Strategic Plan RFP in relation to staff resources, opportunities to leverage GIS, and how GIS fits in with the bigger picture of IT's responsibilities.

That being said, currently all GIS administration functions are handled within IT. We have been making a push to get user-updateable maps rolled out so the asset information can be updated by the responsible department. But when it comes to developing GIS maps or working with the GIS backend, that has been all IT. We do not have a dedicated GIS staff person. Instead, GIS has been a shared responsibility in IT, with the de facto expert being one of my Sr Systems Analysts.

4. The RFP mentions interviews with elected officials. Should we include interviews with elected officials in our work plan?

Yes, we should include interviews with 5 Council members in the workplan. We may not have a chance to interview them all due to limited availability, but we should include those interviews in the plan.

5. In the "covered topics" section, the RFP included updated or new policies and procedures. Typically, in a technology plan, we review existing policies and procedures and recommend updates and new policies. Is the City asking the consultant to draft policies and procedures as a part of the plan? If so, please provide a list of current policies and procedures and the date last updated.

The accurate way to describe what we are looking for is exactly what you said: "review existing policies and procedures and recommend updates and new policies." If you have sample policies that could be used as a template to update any of our current ones, we would welcome that.

6. Can the City provide the project budget?

We have \$60,000 budgeted for this project. But if this ends up being insufficient, we could request an additional appropriation when we take the agreement with the chosen vendor to Council for approval.

7. The RFP mentions, "Business needs of all departments in the City of Foster City". Is this to include all departmental business applications, or is the assessment and recommendations related to the departments to focus only on IT infrastructure and IT support needs to the departments?

We would like this IT Strategic Plan to look holistically at all departmental business applications. Since most applications that the departments use are purchased and supported through IT, looking at all software will be relevant to assessing our IT efforts.

8. Has the City previously completed an IT Strategic Plan? And if so, could that plan be shared with proposers?

The City has never completed an IT Strategic Plan.

9. Can the City elaborate on its motivation for developing an IT Strategic Plan?

Our motivations for an IT Strategic Plan include helping to prioritize IT efforts and spending, documenting our challenges and opportunities, making suggestions for better IT policies/procedures, helping departments see where their IT interests may compete or compliment IT interests in other departments, and helping the City with long-term technology planning generally.

10. Does the City have an established budget for this project? If so, can that budget be shared with proposers?

Please see question 6.

11. Page 9 of the RFP states, “recommendations should be supported with comparison to other municipalities with similar complexities and of similar size.” Does the City have a list of municipalities it wishes to conduct benchmarking with?

We do not have a target list of other cities we would like to be benchmarked against. The intent of this statement was that we are looking for a consultant who has done IT Strategic Plans for other cities and can benchmark Foster City against former clients or the industry as a whole without having to do research into other cities that Foster City identifies. Basically, we are asking that you use your expertise and experience as a consultant to help compare us to other cities. In other words, the scope of this RFP was not intended to include the consultant collecting data on other cities in order to benchmark Foster City.

12. In terms of determining future needs for the San Mateo Consolidated Fire Department, should proposing vendors anticipate incorporating feedback from individuals within SMCFire to identify future needs? If so, how many individuals should we anticipate speaking with?

The future IT needs of the San Mateo Consolidated Fire Department are not intended to be within scope for this RFP. However, much like GIS (see question 3), we would like to include the IT support that Foster City IT provides to SMCFire in this holistic IT Strategic Plan RFP in relation to staff resources and how SMCFire fits in with the bigger picture of IT’s responsibilities.

13. In terms of determining future needs to continue supporting Calopps.org, should proposing vendors anticipate incorporating feedback from other individuals (outside of City resources) that support this initiative? If so, how many individuals?

Again, the future IT needs of the Calopps are not intended to be within scope for this RFP. However, much like GIS (see question 3), we would like to include the IT support that Foster City IT provides to Calopps in this holistic IT Strategic Plan RFP in relation to staff resources and how Calopps fits in with the bigger picture of IT’s responsibilities.

One Calopps project that will impact Foster City IT heavily is the Drupal 10 upgrade project that is out for RFP right now. That will be a large project with IT pretty heavily involved for the next 12 months or so, so that definitely needs to be included with the assessment.

14. Beyond the contract with SMCFire, can the City identify other contracted services that may need to be considered in development of the IT Strategic Plan?

Other than SMCFire and Calopps, Foster City IT does not offer IT services to any other external agencies. We also do not receive any contracted services from any other companies or agencies.

15. To plan for interviews with elected officials, how many individuals should proposing vendors anticipate meeting with?

Please see question 4.

16. Page 8, #4, sub-item g – Assessment of the City’s GIS program. In attempting to gauge the level of effort being requested, is the city expecting a full GIS assessment, or would the level of effort be more like having proposing vendors review the existing program and identify how staffing and alternative structures might better support these needs?

Please see question 3.

17. Does the City have any preference if project activities are performed in person versus remotely?

Project activities can be performed remotely.

18. Who are the members of the City’s RFP assessment team for this project?

The assessment team will consist of the City’s IT staff and possibly a few department heads.

19. Page 8 of the RFP, section 2 item 1.a. asks that the consultant assess “vulnerabilities in accessing the systems, including staff access rights”. While identifying potential system access vulnerabilities is typical in our experience, to what extent or to what level of detail would you expect the consultant to dig into staff access rights? Does the city expect an audit of staff access rights?

We do not expect an exhaustive audit of staff access rights. The intent of this request was to look for obvious exceptions to best practices (such as multiple staff members using a shared login). Also, if/when it is exposed during staff interviews or data collection, we want to document and prioritize fixing cases where staff may have unnecessary rights to systems.

20. Page 8 of the RFP, section 2 items 1.h. and deliverable item a. ask for inventories or identification of components that require an upgrade. Are there any infrastructure or component inventories in existence? If so, do they include age or purchase date? Does the city expect the consultant to create inventories of these items?

We have numerous tools that already provide some inventory data. We use Spiceworks and NinjaRMM, and both have pretty good information on the City’s endpoints and servers. These may not have purchase dates included.

We also have a budget spreadsheet that lists all items that we collect replacement funds for. This spreadsheet would have estimated ages on it, but it does not include every asset we have.

Software will likely be the hardest area to collect data on and analyze for age. Spiceworks may provide some data, but interviews may be where you get the most useful insights. Also, if your firm prefers specific tools to collect inventory data, we can work with you to utilize them to support this project.

- 21. What is the city’s expectation related to policies and procedures? Is the city expecting the consultant to provide a list of policies and procedures that should exist or be created, provide samples of policies and procedures, or develop Foster City specific policies and procedures as part of the IT Strategic Plan deliverable?**

Please see question 5.

- 22. Page 10 of the RFP under Requirements item 7 sub-bullet 3 it is asked for “Number of years in software development”. Was this intended to say “Number of years in IT Assessment and Strategic Planning” or was the reference to software development intentional?**

That was a typo due to copy/paste from another document. Yes, the correct question for this RFP is “Number of years in IT Assessment and Strategic Planning”

- 23. Does the city anticipate that the presentation of the IT Strategic Plan deliverable presentation to executive leadership and city council to take place the same day/trip? Are these presentations expected to be performed on-site or is remote presentation acceptable?**

Remote presentation would be acceptable for both. If in person, we could likely coordinate so both presentations could take place on the same day.