

City of Renton
Request for Proposal IT Strategic Plan

Response to Questions

11/19/2015

1. On Form 1, there are two references to response section VI. One is entitled “Response to Form 3 – References/contacts”, and the other is entitled “Responses to Section 2 – Scope of Services”. Should the second reference actually be included as Section X?
[The 2nd VI reference in Form 1 entitled “Response to Section 2 – Scope of work” is a duplicate of VII and VIII. Please discard.](#)
2. For the second reference, the description requests an explanation regarding completing the “scope of work described in section 2”. Is this actually requesting how the consultant will complete the scope of work described in section 3, “Scope of Services” or section 3.2, “Scope of work/Requirements”? Is the City requesting proposer provide a detailed work plan in this section that addresses completion of the scope of work and expands upon the general work plan requested in section VII (section 4.10)? Or is it duplicative of section VII (section 4.10)?
[The 2nd VI reference in Form 1 entitled “Response to Section 2 – Scope of work” is a duplicate of VII and VIII. Please discard.](#)
3. Does the City wish the responses to be provided with each section numbered as shown on Form 1 (I. Cover Letter, II. Table of Contents, III. Executive Summary, etc.)?
[Yes, please follow the format as much as possible.](#)
4. Does the City have a budget defined for this engagement?
[Yes. \\$30,000 - \\$50,000](#)
5. Does the City seek to have the consultant provide subsequent plan updates and/or progress assessments against the plan on an annual basis?
[Subsequent plan updates is not part of the scope of this project.](#)
6. Is the City hoping that the consultant will conduct customer surveys to gather information from a broader spectrum of stakeholders?
[City is hoping the consultant to gather and present information on industry standards, technology trends and best government practices along needs and goals of the City staff, departments, and executives in development and support of a strategic plan.](#)
7. Is the City interested in conducting a peer benchmarking study as part of this effort to compare specific aspects of the City’s technology environment against those of peer organizations?
[Yes](#)
8. Does the City’s IT department have defined mission and vision statements? If not, does the City wish the project include assisting the City with developing mission and vision statements that

frame the application of information technologies and provide some context for developing the strategies?

The City wish the project include assisting the City with developing mission and vision statements.

9. In Section 3.3 Deliverables, the City describes the contents of the Final strategic plan, focusing the content on an Executive Summary, summary and comprehensive findings and recommendations, and a tactical project plan. Does the City also wish the deliverable to define the strategies and/or initiatives that the tactical plan is drafted to address and implement?

The deliverables should include prioritized list of tactical initiatives in support of Strategic objectives

10. Does the City have any expectations regarding the timing for completion of this work? If so, what is driving the timeline?

4-8 months, Budget and planning are the main driving forces.

11. We would also like to know if the City has previously developed an IT Strategic Plan. If so, was that developed by an external consultant?

Yes; in 1995 and 2005

12. Also, is there a budget for this project?

Yes, See 5 above.

13. For the IT usability analysis, are you looking for:

- a. Ease with which end users can obtain support and services from the IT Dept.

Yes

- b. Effective use of specific software applications by users

Not specific application but general guidelines/strategy on types of software applications

- c. If so, which applications specifically.

NA

- d. Effective use of hardware by users

Not specific, but general guideline/strategy on the types of hardware we use

14. Do you have a specific budget for this project?

Yes, see Q. 5 above

15. Do you have a time frame within which you would like for this project to be completed?

Yes, see Q. 10 above

16. Is there anything driving the need for this strategic plan at this time?

Improve service delivery, meet user/customer needs/goals, budget, planning, prioritization, staffing.