



City of Okeechobee

Response to questions submitted regarding RFQ # FIN 01-32-03-19 Information Technology Services.

Dated: March 28, 2019

1. Does the City employ on-site IT support employees?
 - No
2. How many on-site hours a week does the City anticipate to receive from the performing contractor?
 - Estimated 5 - 6 hours per week
3. Is the City currently receiving contractor on-site support, and if so, how many hours a week?
 - Yes, it varies week to week.
4. What are the City's ongoing projects?
 - Website Launch and upgrades. Potential server and system improvements are possible future projects.
5. Does the City want insurance certificates and a copy of business license at the time of proposal submittal or at time of award?
 - No. These items will need to be provided prior to contract issuance.
6. For cost purposes, are the City's ongoing projects considered as a part of the initial scope of services, or does the City consider project work to be Extra Work?
 - It depends on the size of the project, most of what we call projects are normal IT duties. Extra work or outside of scope work will be issued a workorder as needed.
7. It is unclear how the City wishes to receive Cost Proposals. Will the City please clarify if the Cost Proposal is to be submitted as a separate volume, or together with the other request information? Additionally, is there a preferred format in which the City wishes to receive Cost Proposal information?
 - A request for qualifications is sought. Cost will be negotiated once ranking of submitters is complete. No preferred format is listed.
8. Will the City allow respondents to mark Cost Proposal information as Proprietary Data?
 - As a governmental entity all documents provided will be public record.
9. Will the City facilitate remote (listen only) participation in the pre-proposal conference if representative(s) of the firm are in attendance onsite?
 - No
10. Is there a limit on the number of attendees from each vendor organization that may attend the pre-proposal conference onsite?
 - There is no limitation, however we will be doing site visits so more that 2 per vendor may be cumbersome.

11. Will the City clarify how it intends to evaluate proposals, and how proposals will be scored?
 - Please see “Section 3. PROPOSAL AND EVALUATION CRITERIA” which begins on page 3 of the posted RFQ.
 12. Can we be provided with the City's total amount of infrastructure? IE. workstations, servers, access points, firewalls.
 - This can be provided at the mandatory pre-proposal meeting on Tuesday, April 2, 2019.
 13. How many Help Desk tickets per day average?
 - 5 – 10 calls a week
 14. It is stated in the RFQ that the Pre-Proposal Conference will be held on Thursday, April 2, 2019 from 1:00-3:00 p.m. Did the City mean to say that the Pre-Proposal conference will be held on Tuesday, April 2, 2019?
 - A correction is on the website, **mandatory pre-proposal conference** will be held on **Tuesday**, April 2, 2019 from 1:00-3:00 p.m, located in Council Chambers, Room 200, 55 SE 3rd Avenue, Okeechobee, FL.
 15. In response to section "5. Project Approach" of the RFQ, will the City please clarify what will suffice as a response for history of delivering contracted services on time and within budget?
 - Provide history of past and/or current contracts in which did not go over the anticipated budget for customers
 16. Can the City please clarify what they are looking for as a response for history and ability to establish and maintain schedules?
 - References that can be verified regarding contract time frames and response times.
-