



Ogden City Corporation
Request for Proposal
Ogden Fire Department Policy Management Solution

Q & A

1. Software solution features can vary widely depending on budget. Our firm has successfully delivered solutions across various budget ranges. To help us best meet the goals of your RFP, can you please approximate the anticipated budget range? For example, is the anticipated **first-year** budget range:
 - a. Less than \$10,000
 - b. \$10,000 – \$25,000
 - c. \$25,000 – \$50,000
 - d. \$50,000 – \$75,000
 - e. \$75,000+

Undetermined at this time between \$10,000-\$40,00 is a good estimation.

2. Will the Dept. consider proposals from a vendor to design and implement a comprehensive Policy Management Solution that includes purpose-built workflows, taxonomy that aligns with your policies, etc. using the Microsoft 365 platform (e.g. SharePoint Online, Power Automate, Landing Pages, Search configuration, etc.)?

Yes

3. Remote solution delivery typically enables us to reduce duration and costs. Most solutions can be delivered 100% remotely. Considering the potential effect on project duration, resource availability, and cost on a scale from 1 to 5 where 1 represents "100% **onsite** solution delivery" and 5 represents "100% **remote** solution delivery", what are your requirements on this continuum?

100% Offsite and remote delivery is fine.

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4. Regarding the requirement for a “Minimum of \$4,000,000 commercial general liability coverage”; our current insurance limits are \$1M per claim with an aggregate limit of \$2M, is this sufficient for this procurement?

Yes

5. On a scale from 1 to 5 where 1 represents a Commercial-Off-The-Shelf (COTS) solution with minimal configuration and 5 represents a platform-based solution requiring some professional services and customization, what is acceptable with respect to the solution you are looking for on this continuum?

3-4

6. On a scale from 1 to 5 where 1 represents a vendor proximal to you in Utah and 5 represents a vendor in another state such as California, what is your preference for vendor proximity for this project? In other words, please rate your preference for local vendors.

The City has a preference for local vendors and business owners, with that said it is not a requirement and we will select the product that best meets the needs of our organization.

7. How many of each of the following should we account for as it relates to product pricing, implementation services scoping, etc.?

- a. Users 135
- b. City Departments: Fire Department, limited legal and HR interaction

8. Please provide the following information if the migration of existing policies to the new solution is within the scope of this solicitation:

- a. Is the migration limited to documents only (i.e. no data/metadata)? If not, please provide sufficient details to estimate the effort, for example:
 - migration of policies only
 - i. How are the documents and metadata currently stored (e.g. in SQL server) MS Word
 - ii. Are there APIs to access the documents and metadata? N/A

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- iii. How many metadata fields need to be migrated per document on average? **N/A**
 - b. Approximately how many documents need to be migrated? **200-300**
 - c. What is the combined size in GB/TB of the documents to be migrated?
Unknown, but unlikely to be very large as they are MS Word docs.
 - d. If documents are not currently stored on the file system or in SharePoint, can Dept. staff migrate the documents and metadata to the file system?
Staff would prefer not to deal with policy migration. All policies are electronically stored at this time.
9. We are a SharePoint and Microsoft 365 (M365) focused consultancy and have successfully combined these platforms with best of breed third party software products (as needed) to implement comprehensive enterprise document, content and records management solutions, process automation solutions, etc.; given what you know about SharePoint/M365, on a scale from 1 to 5 where 1 represents “Will not meet our requirements” and 5 represents “We believe M365 is the best platform for our needs”, what represents your view on the continuum?
5
10. The document repository for the solution we would propose is Microsoft 365 (M365) / SharePoint Online (SPO). Please answer the following questions related to your use of and experience with M365/SPO:
- a. What technologies are currently being used (e.g. SPO, Power Automate, etc.)? **SharePoint, PowerAutomate, Teams**
 - b. For what workloads are you using M365/SPO (e.g. collaboration, document management, workflow)? **All three of those**
 - c. Do departments who need access to the solution currently use M365/SPO? **Yes**
 - d. What, if any, problems or dissatisfaction have you experienced with M365/SPO? **None**
 - e. Do you already own any SharePoint-related products (e.g. DocuSign, ShareGate, etc.) and if so, which ones? **None**
 - f. On a scale from 1 to 5 where 1 represents “None” and 5 represents “Expert”, can you please indicate what M365/SPO skills you currently have in house in terms of:

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- g. Infrastructure, Administration and Maintenance 4
 - h. Information Architecture Design and Implementation 3
 - i. Content Owner/Authorship 2
 - j. PowerShell and C# Development 1
 - k. Power Automate and Power BI development 1
11. Can you please provide additional information, requirements, and use cases for “reporting and dashboard capabilities”? **With regard to reporting criteria, the program should provide a report on users who do not read policy once sent/assigned. The dashboard should provide the number of policies currently in draft/awaiting review/approval/issue.**
12. On a scale from 1 to 5 where 1 represents “An on-prem solution” and 5 represents “A cloud-based solution”, what best represents the **desired** solution on this continuum? **No preference**
13. What, if any, special consideration will “bids from small, local, women and minority owned businesses and other disadvantaged business enterprises” receive (e.g. additional points or cost reduction applied as part of the evaluation)? **Similar to the Utah State Purchasing department, Ogden City Purchasing is non-preferential. However, we welcome proposals/bids from MWB and DBE organizations. No additional points will be given.**
14. As an environment-conscious organization, we strive to reduce our consumption of paper and pollution, as well as printing and shipping costs, etc.; to that end, can respondents please submit proposals electronically via email in lieu of hard-copy proposals? **As per RFP requirements, faxed or emailed submittals will not be accepted.**

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15. If any contractor/vendor assisted with the development of this RFP or provided you with an initial evaluation, proof of concept, demonstration, pricing, or any other analysis related to this solicitation:

- a. Please provide the name of all contractors and/or vendors **None**
- b. Are these contractors and/or vendors eligible to bid on this project? **N/A**

16. We typically conduct the majority of our solution delivery and training via virtual meetings using Microsoft Teams because this:

- Reduces the cost of the project in terms of both travel time and expenses
- Enables us to record the sessions for review by anyone who could not attend and/or for future reference
- Enables participants from multiple customer locations to participate independent of their location
- Enables us to have the most qualified resource on our team conduct the session, independent of location

Will this way of conducting project delivery meet your requirements? **Yes**