



City of Santa Fe, New Mexico

Questions and Responses – August 19, 2016

Request for Proposal 17/06/P for UTILITY CUSTOMER INFORMATION AND BILLING SYSTEM SOLUTION IMPLEMENTATION PROJECT MANAGEMENT AND CONSULTING SERVICES

Date of Advertisement: July 26, 2016

Due Date and Time: August 29, 2016, 2:00 PM Mountain Time

City of Santa Fe Purchasing Office
Attn: Robert Rodarte
Building "H"
2651 Siringo Road
Santa Fe, New Mexico, 87505

Questions and Answers

Question 1. What is the City's intended timeframe for the re-baselined implementation, both in terms of start/end dates and overall duration?

Response 1. Based upon discussions during the Berry Dunn project assessment, the remaining project duration is estimated between 6-9 months. We would like to set a goal for a go-live date of July 1, 2017 with project beginning October 2016.

Question 2. As it relates to the items listed in the Statement of Work that may occur more than once throughout the project, would the City prefer that proposers indicate the estimated number of times the task would be performed? For example "Review Implementation Deliverables," "Develop Go-Live Readiness Assessments," and the task related to workflow diagrams?

Response 2. Yes, it would be helpful for proposer to indicate how many times a task would need to be performed.

Question 3. Would the City please clarify the Statement of Work Item “Lead the team in the Development of Solution for Unapplied Cash?” Is “solution” intended to mean a process and/or policy?

Response 3. The solution would be a process and testing of converted unapplied cash transactions in CIS.

Question 4. Would the City please clarify the Statement of Work Item “Lead the team in the Development of Standard Report?” Which “standard report” is being referred to here?

Response 4. The statement of work is to identify and develop (if needed) standard reports used by Utility Billing.

Question 5. Does the City have a preference for the amount of work completed on-site by the selected consultant? Is the City agreeable to some remote work where it will still meet project objectives?

Response 5. The proposer could submit proposal with tasks they feel could be completed remotely versus those needed to be completed onsite.

Question 6. On Exhibit H (Cost Form), would the City please indicate what the asterisk means in the header?

Response 6. “Fully Loaded” means including Travel costs.

Question 7. For the purpose of showing expenses in the cost form, is it acceptable for proposers to add additional rows?

Response 7. It is acceptable to add more rows if there are deliverables that are not identified in the cost proposal form.