Solicitation Addendum Form

Solicitation Number: 20240019	Solicitation Title: I.T Modernization Services.
Issuing Officer: India Barr Procurement Agent I	Solicitation Initially Posted to Internet: See DemandStar
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Addendum Number: 2	Date: 02/20/2024

1. Is this a new initiative? **Yes.**
2. Can you please let us know the previous spending of this contract? **NA.**
3. Please confirm if we can get the proposals or pricing of the incumbent(s) ? **NA.**
4. Are there any pain points or issues with the current vendor(s)? **NA.**
5. Please confirm the anticipated number of awards. **One**
6. RFP Document Section 1.3 and 1.3.4: Does the City have a Strategic Operations plan and a list of Smart City initiatives that are currently being used to guide IT initiative's ? If so, could they be shared?
   No, it is anticipated that the selected vendor will assist the team in the development of these initiatives.

7. RFP Document Section 1.3.1 through Section 1.3.4: Is the City seeking to contract with one vendor who can support all of the four in-scope areas (Data Driven Strategy, Functional and Technical Business Analysis, Dashboarding and Visualization, and Smart City Initiatives), or is the City receptive to proposers who would submit on specific scope areas, but not all ?
   One vendor who can support all of the four in-scope areas.

8. RFP Document Section 1.3, E-Bid Scope of Requested Services: Does the City have an expectation for any of the work in scope to be performed onsite or remotely. **Remotely.**

9. **RFP Document Section 1.3.1, Data-Driven Strategy and Implementation to support City Initiative**:

   a. Regarding requirements 2 and 4, how many systems are in scope for this project? **To be determined.**

   b. Regarding requirement 3, does the City currently have any data governance policies, procedures, and processes in place? If so, can they be shared?
Yes, available upon request.

10. **RFP Document Section 1.3.2, Functional and Technical Business Analysis for Ideation, planning, and implementation technology:**

   a. Regarding requirement 2, how many programs are part of this initiative?
This information is in the scope of work on the E-RFP .

   b. Regarding requirement 4, does the City have a list of technology products to be considered for this for standardization? If so, can this list be shared?
There is no list but The City is using SQL Server, SSRS, Power BI, Azure, Microsoft Office currently.

c. Regarding requirement 5, does the City have a preferred cloud vendor it is currently using ? **The City prefers Azure but the City also uses AWS**.

   d. Do any of your systems/data currently reside in the cloud ?
Yes , the test environment and parts of systems are in the cloud.

11. **RFP Document Section 1.3.3, Dashboarding and Visualization development efforts to support Business Intelligence initiatives:**

a. Regarding requirement 1, could the City please provide more information on what tools need to be integrated? Is this requirement referring to moving tools from one cloud environment to another, integrating tools between two different cloud providers, integrating tools within a single cloud environment, or something else?
Integrating tools within a single cloud environment.

b. Regarding requirement 2, how many tools and how much data volume would need to be integrated for these visualizations and reports? **To be determined.**

12. RFP Document Section 1.3.5, Other Requirements:

a. CJIS certification: If a vendor is not CJIS certified but is compliant with security frameworks such as NIST 800-53, SOC2, and FEDRAMP. Does this meet the City's requirement ?
No, the individuals involved in the projects will need to acquire this certification before starting any work.

b. HIPPA certification: If Vendor is HIPPA compliant, however there is no current HIPPA certification. Does this meet the City's requirement?
Yes but the City needs proof of compliance such completing our IT Security Vendor Questionnaire.

13. Attachment B, Cost Work Sheet, Schedule A: Would the City allow proposers to provide alternative job titles and or/modify its form to better align with proposers' suggested approach to the City's requested scope of work? **No.**

14. RFP Document Section 2.2.4, Proposal Format/Evaluation Criteria: In regard to the City's 12-point font requirements, would the City allow exceptions for graphics, captions and tables? **Yes, the City would allow exceptions for these items.**

15. Can you please clarify the referenced Section 8 and advise how we should incorporate any exceptions to the contract in our proposal submission?
Exceptions should be sent with Tab 5.

16. Can bidders provide the required Cover page information on the Title Page, or should the cover page be included as a separate page?
Send on a separate page.

17. Since bidders are required to submit proposal responses electronically via the DemandStar portal, are electronic/digital signatures (e.g.,docusign) acceptable? **Yes.**

18. Are offshore resources acceptable for this effort? **No.**

19. Are on-site sessions or travel required? **No.**

20. How many departments and/or functions are expected to be involved in the RFP during Data Strategy phase?
Could be multiple but beginning with Information Technology and City Manager's Office.

21. How many IT teams are there? Are they per function, per department? (Infrastructure, Security, Operations).
Centralized Information Technology department with Application Development (Data, Programming, GIS), Infrastructure, Operations, Support Services and Cloud Services Divisions.

22. Can you describe the city's current Smart Strategy today if it exists. Describe current efforts if any.

The City of Port St. Lucie has prioritized the goal of becoming a Smart & Connected City with a Smart & Sustainable City strategic initiative. Priorities in 23/24 include   Implement "Smart City Tech" and Energy Efficiency projects (e.g., EV Charging Network Plan and spaces; solar-powered park amenities; Smart City Transportation Project). Initiate digital city signage conversion.

23. What are some of the city's current ideas around smart city? Are there issues or efficiencies you are currently hoping to achieve?

The City of Port St. Lucie has prioritized the goal of becoming a Smart & Connected City with a Smart & Sustainable City strategic initiative. Prioritized in 23/24 include   Implement "Smart City Tech" and Energy Efficiency projects (e.g., EV Charging Network Plan and spaces; solar-powered park amenities; Smart City Transportation Project). Initiate digital city signage conversion.

24. Can you describe the cities current use of IoT and what are the goals around it?

Currently not in use.

25. Can you describe your current on-premise technology stack?

The City run hosts with VMWare for its server environment. The Development environment is Microsoft.

26. Can you describe your current use of cloud services?

The City is Currently using Azure and AWS to augment application development of in- house applications with storage and provide various services such as FTP. Application development Azure Test environment is currently being used to test applications migrated from on-prem.

27. Are there any specific technologies or platforms that are preferred or in use: AWS; Azure; On prem?
   All 3 are in use.

28. Can your provide more details on the existing technical standards, infrastructure, architectures in use for the current data sources and associated applications?
   No , due to security concerns.

29. Can you provide a list of current software systems? Software System by Department if possible?
   The list is quite lengthy but the City's main use is Microsoft shop.

30. What type of data stores exists, and what are the technologies housing them? Example MS SQL SERVER, Oracle, Cloud-based MySQL
   SQL Server.

31. Can you describe the data domains that exist and will be part of the effort? What are the specific formats of the data in each domain? Examples: Citizens, Programs.
   To be determined.

32. Are there existing data models and does documentation exist for each? Is it possible to share examples or diagrams?
   There are existing ERD for in house application databases but the City would not share them at this time.

33. Approximately how many databases exist, what is the current database solution, and what versions of the database engine are in use for each?
   The City currently uses SQL Server 2014-2022. There are currently 50+ databases in production.

34. What is the estimated size of each data source and database? If too many, please provide a range or estimate of the largest data sets.
   Mostly between 2GB – several hundred GB. largest is around a couple of TB.

35. Are there currently any data integration tools utilized? Please list them.
Quest Toad, Azure Data Studio, Idera SQL Toolset, Power BI, DevExpress, SSRS, SSIS, SSMS.

36. How are analytics achieved today? What services and applications are used? How is the data prepared for consumption? Can you describe any governing around the data today?
Using DevExpress, SSRS and Power BI embedded into applications or served through Teams.

37. What is the state and quality of data reporting and analytics?
Well developed SSRS and DevExpress, beginning to immediate stage for Power BI.

38. Please provide a list of the personas who utilize reports, services, and applications.
All city employees and also some available to city citizens and contractors.

39. Can the department summarize the security protocols and access controls required with respect to the data? Does PHI exist?
Yes , but based on HIPPA standards the City cannot discuss in detail at this time.

40. Are there any specific regulatory compliance requirements for data handling and storage? **Yes**

41. How are changes to the project scope or technical requirements handled post-contract award?
To be determined.

42. Is there a defined process for negotiating changes to the department's technical standards and architecture? **No.**

43.   What are the expectations regarding project management and progress reporting? **At least monthly project updates.**

44.   Are there any specific tools or platforms that the department prefers for project management and communication? **Microsoft platform.**

45.   What type of training is expected for internal teams regarding the use and maintenance? **To be determined.**

46.   How many personnel will require training, and what is their technical proficiency or current skill set? **To be determined.**

47.   What is the current skillsets of your tech teams and what is the vision of training/mentoring that you have?
The City haves staff certified in Azure, AWS, Power Platform, Cisco and Security procedures.

48.   What are the expectations for Tier 3 support? **Must be available if needed.**

49.   Do you have travel or on site requirements besides those specified for Discovery Workshop ? **No.**

50.   We are a certified We are a certified State of Illinois firm; can we still participate in this RFP? **No.**

51.   Do we have to submit resumes? If so, please let us know which types of resumes we need to submit. **No.**

52.   What is the project's location? Is it on-site or remote? **Remote.**

53.   Is it required to have a subcontractor? **No.**

54.   Do we need to download the documents from DemandStar? **Yes.**

55.   May a teammate/subcontractor hold the CJIS and HIPPA Certifications?
        The Lead Consultant submitting the proposal must hold the Certifications.

56.   Can the City confirm that the cost proposal is to be based on a Time and Material basis based on the Cost Worksheet, as in a fixed-price bid is not required as part of this response? Section VI Compensation of the Sample Contract. Correct

57.   Can the City confirm that the cost proposal is to be based on a Time and Material basis based on the Cost Worksheet, as in a fixed-price bid is not required as part of this response? Section VI Compensation of the Sample Contract. **Correct.**

58.   Is the CJIS certification a mandatory requirement that will disqualify us if we don't have one? Section 1.3.5 Other Requirements. **The proposer will be required to obtain .**

59.   Can the City provide a sample or template for the Bid Reply Sheet? Section 2.1.8. Assigning of the Contract & Use of Subcontractors. ? **A separate sheet of paper with the information listed will be fine.**

60.   Does the City have an implementation timeline in mind for this phase of the program? Section 1.3.2 Functional and Technical Business Analysis for Ideation, planning, and implementation of technology. Subsection 2 **No set timeline at this time.**

61.   May the vendor use non-US based contractors? Instructions to Contractors . **No.**

62. Would the city consider an extension for submission of responses to this RFP? **No**

63. Regarding the CJIS and HIPAA (assuming a typing error, spelled as HIPPA in RFP document) Certification requirements, we understand that these are good to have certifications but are not mandatory for an offeror to have to work on this project. Is this understanding, correct?

    a. If not, please clarify whether these certifications are required at an organization or the resource level who would be working on the projects? **CJIS is required for all individuals working on these projects.**

    b. In case these are required at an organization level and if the organization is not CJIS or HIPAA certified, can we bring a partner who have these certifications and to me the compliance requirements? Section 1.3.5 E-RFP Document . **CJIS is not an organizational level certification. It is for individuals.**

64. As we understand this could lead to single or multiple awards, but we would like to understand how the requirements will be released in case of multiple awards? Max how many awards the City intend to made as part of this RFP? **One award will be issued.**

65. Is there any existing vendor pool or incumbent who is providing similar services to the city? If yes, please share the list of such vendors. **We can confirm that we do have a vendor performing these services, however, under Section 119.0725 of the Florida Statutes, certain information related to agency cybersecurity is classified as confidential and exempt from public records requirements. This classification includes details critical to protecting our cybersecurity infrastructure and systems. Personnel are recognized as a primary target for cybercriminals, and releasing the identity of any vendor attributed to the scope of work they provide could jeopardize the safety and security of our public data systems. In the interest of the public good and the protection of our data infrastructure, we are unable to fulfill your request for the specific name of the vendor. For more information on this statute, you may refer to the Florida Statutes**.

66. What is the expected project start date? General Question . **To be determined**.

67. What is the expected budget for this RFP spread across yearly or through out the contract term? **To be determined**.

68. Is it mandatory for one vendor to be providing services for all the scope categories mentioned in Section 1.3 or vendor can bring in partner/subcontractor to provide services one or two categories? Section 1.3 E-RFP Document . **It is mandatory for one vendor to support all of the four in-scope areas**.

69. Is the vendor allowed to pick and choose the Scope Categories they want to bid for? **No...all scope categories must be included**.

70. We believe all of the work to be delivered here can be delivered remotely? Correct? **That is correct. Remotely.**

71. If vendor would like to include offshore team for some part of work, will that be allowed still keeping onshore resources as a prime and both onshore/offshore team working in hybrid environments. Please confirm. **No.**

72. Is there any Onsite requirement? If yes, how frequent on a scale of monthly, quarterly for the duration of the project. Please suggest. **No.**

73. Section 6: Contract Terms and Conditions specifies "Any exceptions to the contract must be uploaded and submitted as an attachment to the consultant's response in Section 8" Could you kindly clarify what is meant by Section 8 of the consultant's response and how to submit any exceptions we may have? Section 6 E-RFP Document. **Exceptions can be sent in with Tab 5.**

74. We request the City to consider extending the submission due date by 1 -2 week after the Q&A responses are released? This will allow us some more time to go through the clarification questions response well and provide a quality response to the RFP. General Question. **The submission due date will not be extended.**

75. Is the City leveraging Federal funding to implement Smart City solutions? If so, are you expecting the Vendor to demonstrate ADA adherence experience? **Unknown at this time.**

76. We assume all necessary software, reporting software, licensing, hosting services will be procured and provisioned by your Internal Team and access will be provided to the vendor's team for performing scope of activities in terms of configuration & implementation. Is that assumption, correct? **Yes**

77. Could you please provide the overview of your current state architecture, tool stacks of your current technology landscape? **We run hosts with VMWare for our server environment. Development environment is Microsoft. We cannot discuss architecture due to security concerns.**

78. Please elaborate on the customer teams / roles who will be participating in the project at different stages, including their locations and time zones. Also please confirm the level of engagement and the % availability of these personnel during project life cycle. **Information Technology will be the lead on all projects with support from internal departments where needed. The City is in the Eastern time zone.**

79. Please confirm how the vendor resources will connect and access the Customer Environment / systems. **Currently we create guest accounts in our environment and use AWS Desktop environments.**

80. Are there any third-party vendors systems, applications, or services that need to be integrated or coordinated with this project? **To be determined.**

81. What Identity and access management Solution is being followed currently? **The City cannot discuss any identity or access management systems due to security concerns.**

82. How will tasks, issues and service requests be tracked and reported? Is there a dedicated ticketing system or helpdesk for reporting issues? Will vendor resource be getting access to this system? What is the current ticketing tool in use? Please elaborate each. **We use an in-house developed IT workorder system. No, the vendor will not be given access to the workorder system.**

83. What is the no. of users (internal & external) being catered by the services in scope of RFP? **Undetermined at this time.**

84. What are some pain areas you would like to address and improvements which you would like   to achieve as part of the project? Please elaborate. **N/A.**

85. We assume detailed requirement specification & Business Analyst(s) will be made available by you for requirement elicitation and clarifications. Please confirm. **Yes**.

86. What is the current Task / work management system being used by you? Where will the project artefacts / documents shall be stored – please specify the tool name? Are there any review / approval tool in place for document sign-off, which needs to be followed by team? Please elaborate . We use Azure DevOps for application development project tracking and **Teams/Sharepoint.**

87. What are some of the potential risks / issues which you could foresee for this project implementation, please elaborate? **To be determined.**

88. Have you done any previous assessment / PoC for this initiative? If yes, please share details and any available outcome of the assessment /PoC. **No.**

89. Do you expect the resources to be full time for this project or will part time resources also be acceptable? **Either is acceptable**.

90. Data Management Best Practices: Do you use any tools? What data and data sources are being referred, please elaborate. How many source systems and approx. volume of data? **The City uses Quest Toad, Azure Data Studio, Idera SQL Toolset, Power BI, DevExpress, SSRS, SSIS, SSMS. There are currently 50+ databases in production. Most databases are between 2GB – several hundred GB.**

91. Data Modelling and Source Strategy: Please provide details about existing data models and sources? **The City cannot provide this data due to security concerns.** What tools are currently available? **See Question 90** . Do you have any planned use cases for PoC / PoV in short term? **No.**

92. Data Governance: How is data governance currently structured within the organization? What tools are currently available? **N/A**.

93. Solution Data Modelling and Source System Mapping: Please provide examples of solution data modelling needs? How is the data harmonized from source systems? Please elaborate on existing data flow aspects. **To be determined.**

94. Application and Service Strategy Evaluations: What applications and services are critical for the city's initiatives? How do you envision the integration of data-driven strategies with these applications and services? **To be determined.**

95. Inventory and Landscaping of Data Sources: Please provide a high-level overview of the existing data sources and their relevance to city initiatives ? **Most data sources are located on premises in SQL Server.**

96. What is the typical timeline allocation for technology projects? **To be determined**.

97. What Cloud services are currently in use? Where is the major workload of City is available? In terms of % please help quantify workload distribution between On-Prem, AWS, Azure? **The City uses Azure and AWS. The major workload is on-premises.(On-premises 90%, Azure 5%, AWS 5%).**

98. What specific visualizations and reports are you aiming to achieve through dashboarding? **To be determined**.

99. What is the current level of Business Intelligence adoption? What tools are currently available / in use? **Most in-house applications are using Power BI Premium Capacity and SSRS.**

100. Please elaborate on ongoing support need for these specific services. **To be determined**.

101. Please elaborate on specific areas where recommendations and prototypes are sought for Smart City projects, are there existing Smart City projects that should be considered in the evaluation? **To be determined**.

102. What technology advancements you are envisioning as part of Smart City initiatives, please elaborate. **To be determined.**

103. What is the specific scope of work or expectation from Vendor on CJIS & HIPAA Compliance, please elaborate. **The individuals involved in the projects will need to acquire CJIS certification before starting any work. Proof of compliance such completing our IT Security Vendor Questionnaire will also be required.**

104. We assume the Vendor resources will be working within Customer CJIS & HIPAA compliant environment and will be following the controls & procedure defined by the customer to execute the assigned activity / tasks. Any additional expectation from vendor, please elaborate. **No.**

105. Please elaborate on current IoT tools / technologies in use by City. **N/A**.

106. What is the current BI and Visualization reporting tool, please elaborate. How many reports are currently available? How is providing Tier-1 & 2 Support for BI? **Power BI Premium Capacity, SSRS and DevExpress. 100+ reports are currently available. Support for these reports is provided in-house**.

107. How is security testing currently being conducted for BI environments? What tools are in place? Please elaborate. **Some workspaces are using Pipelines for Dev, Test and Production**.

108. Please elaborate on City's existing team size and capabilities for each area in scope of RFP. We have staff certified in Azure, AWS, Power Platform, Cisco and Security procedures. **The City has a centralized Information Technology department with Application Development (Data, Programming, GIS), Infrastructure, Operations, Support Services and Cloud Services Divisions.**

109. In terms of training, how many sessions are to be imparted? Frequency & Who all would be audience? Please elaborate the expectation from the Vendor? **To be determined.**

110. We assume that Microsoft Tools and Solutions will be a large part of your Smart City technology stack. Are you requiring your Vendor-of-Choice to be the highest level of Microsoft Part ? **We are not requiring it but it is preferred.**

111. With the use of Mobility solutions being a significant requirement for many Smart City solutions, are you expecting Vendor to demonstrate how we develop and test mobility solutions to meet changing requirements ? **Yes.**