



Purchasing Department

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To: All Prospective Proposers

From: Mary P. Mooney, Purchasing Agent

Date: 4/19/17

RE: **Clarification #1 – RFP #17-03R**
IT Consulting & Support Services for the City of Atlantic City Municipal Buildings

1. **Question:** In regard to Page 9 #3 & Page 10 #2, specifically who will be responsible and what are the expectations to provide services before and after hours (Police & Fire that operates 24x7x365)?

Answer: The specifications are clear and unambiguous. No further clarification is necessary, however by way of further answer the proposer shall ensure staffing needed for all municipal buildings (5) five days per week. Technicians shall also be needed for on-call availability as needed. The IT department operates between the normal working hours of 8:30 AM to 4:30 PM Monday through Friday (with the need to perform some operations weekly prior to the normal workday)

2. **Question:** On page 18, Section 3.3, #22, the spec asks Proposer to, 'Include the breakdown of costs associated with personnel salaries, hourly rates and costs per service that will be billed to the city'. Our company responded to the first RFP (Purchasing Board Date 2/28/17) and provided a total cost for Consulting & Support Services. Please clarify - what is meant by personnel salaries. Our company's consultants are independent contractors and paid hourly, not by salary.

Answer: The specifications are clear and unambiguous. No further clarification is necessary; however by way of further answer the proposer shall include the breakdown of costs associated with personnel salaries, hourly rates and costs per service that will be billed to the city as set forth in the specifications.

3. Question: Page 18, Section 3.3 #23 asks to include a line item for the total cost of consulting and support services for one (1) year with various pricing and service options. Section 2.4 Scope of Services & Required Duties lists 59 requirements.

Our company submitted a proposal to the first RFP (Purchasing Board Date 2/28/17) with a total estimate for all costs to address all requirements – so we are unsure why there would be an additional line item for “a line item for the total cost of consulting and support services”.

Answer: The City cannot comment on previous proposals submitted. The specifications are clear and unambiguous. No further clarification is necessary; however by way of further answer please refer to the bottom of page 18. It is the City’s intention to identify the costs for all services in a detailed format as set forth in the specifications. The City shall choose among those options submitted that are the most advantageous to the City given all things considered.

4. Question: What is the definition of consulting and support services?
In other words, we are seeking clarification on Page 18, Section 3.3, #23 - which services shall be categorized as Consulting and Support Services. And please clarify and elaborate what is meant by ‘various pricing and service options’.

Answer: The specifications are clear and unambiguous. No further clarification is necessary.

5. Question: Will the successful contractor be **REQUIRED** to hire existing City IT staff?

Answer: Hiring current City staff is not required and will be at the discretion of the Proposer.

6. Question: Will the successful contractor be **ALLOWED** to hire existing City IT staff?

Answer: Yes

7. Question: Will the successful contractor be allowed to utilize previously employed City IT staff?

Answer: Under certain conditions that shall be determined by the City at the time this issue arises.

8. Question: What criterion will the City use to reject proposed IT staff as referenced in Section 2.4A.5?

Answer: This will be determined by the City at the time this issue arises.

9. Question: What is the payment cycle for invoices issued to the City? When can invoices be submitted and when can payment be expected?

Answer: The City's payment schedule will be determined at the time of contract award.

10. Question: What is the contract term? Page 8 states this is a one-year contract and Page 18 asks for pricing on Option Years 2 and 3. Please clarify.

Answer: The contract term is for a one (1) year period. Proposer shall also include pricing and service options for optional years two (2) and three (3) as set forth in the specifications.

11. Question: When does the contract start, requiring the successful contractor to begin providing service?

Answer: Services shall begin once the contract has been fully executed and an approved purchase order has been received by the successful Proposer.

12. Question: Will there be a transition period during which the City's current IT staff will provide assistance to the contractor's IT technicians? If so, for how long?

Answer: Transitional period shall be determined in conjunction with the Proposers proposal submission therefore transitional period can be determined upon award.

Thank you for your cooperation.