



Questions & Answers

RFP for IT Assessment and Strategic Plan

(Issued on November 5, 2019)

The following questions were received during the Pre-Proposal Conference on November 15, 2019 and the Q&A period of November 15 through November 19, 2019. The responses are noted below. The Q&A period has ended and no more questions will be accepted. Thank you for your participation and interest in the solicitation for the IT Assessment and Strategic Plan.

Question #1: The RFP states that the Board has approximately 29 employees and the subcontractor has approximately 110 employees. Are these employees all housed within the same location?

Response: *All of the above employees work out of seven locations (career centers), including the mobile unit.*

Question #2: The section on the Budget Information, page 15, states that you want a total project cost. If the assessment of the project has yet to be completed, how can we provide a total project cost?

Response: *WFSCB would want each proposer to submit an estimate total project cost based on the number of hours estimated to complete each deliverable. Once the project is underway and the assessment is completed, if additional hours are needed to complete the project, WFSCB may authorized an increase in the contract amount.*

Question #3: Can you provide the rational of the 9-month period that is stated in Part 2.0, under Section 2.2 "Contract Period and Contract Renewals".

Response: *The 9-month period does not have any major significance as it relates to the scope of work. The time period of 9 months is only mentioned as to the initial contract period beginning January 2, 2020 through the end of our fiscal year ending September 30, 2020. However, depending on your proposed timetable, the nine-month period may be sufficient to complete the project. If not, a contract renewal may be granted, beyond October 1st, the beginning of our new fiscal year.*

Question #4: In the RFP under the Section 1.6, "Deliverables", can you explain the rational of the Strategic Plan vs. Draft verses Final Strategic Plan?

Response: *The mentioned of a Strategic Plan as the first bullet is just a reference that leads into the narrative. Additionally, it provides the essential content and elements for the development of the Strategic Plan.*

Question #5: On page 6 of the RFP, third bullet, it states that "A capability assessment for processes and skillswith reference to people, skill sets, process, and technology. Does the assessment process include all 140 employees mentioned in the RFP?"

Response: *No, the assessment of people, skill sets, process, technology, only relates to the current three IT staff employed by WFSCB.*

Question #6: In terms of growth/utilization, what type of growth is the WFSCB projecting?
Response: *WFSCB is looking at future growth of what other firms /agencies are doing out in the market, such as needs in infrastructure, equipment, software, etc.*

Question #7: What software or regulations does WFSCB have to follow?
Response: *In terms of security, WFSCB has installed a firewall and anti-virus software to protect the hardware/software systems. As for regulations, WFSCB must be able to provide protection for securing personal identifiable information, such as: social security numbers, addresses, phone numbers, and date of birth. All users must ensure the security and confidentiality of customers' personal identity data.*

Question #8: The RFP stated multiple location moves. Can you elaborate on the potential moves?
Response: *The Board administration staff will be moving from its present location at the Staples Career Center to its new location in Spring 2020. There are other possible moves of current program (subcontractor) staff to other new locations as leases at some our current locations will expire in 2 to 3 years. Additionally, in 2020 and 2025, the number of staff at our career centers will increase substantially with the integration of Vocational Rehabilitation Agency staff.*

Question #9: This is not in the RFP, but are there any restrictions on implementing the steps or on the bidding on the recommendations proposed?
Response: *No restrictions, other than what is required in the RFP.*

Question #10: Per our discussion, please send us a copy of your Network Diagram for all your sites including any devices that are tied to each location.
Response: *See attached document on the website under "Supporting Documents".*

Question #11: Tab F – Affirmative Action Plan. What exactly is required here? Do you want our companies Affirmative Action Statement? When is it "applicable"?
Response: *Your affirmative action statement would be acceptable. However, if your company has over 50 employees and currently has federal contracts that are \$50,000.00 or over, than we would require you to submit your Affirmative Action Plan.*

Question #12: We're not clear how Attachment G: Customer Rights & Compliant Resolution Procedure is applicable to us or for this response. We're not proposing to be a client of the WFSCB, quite the opposite. Award of the contract would make you the client of the Awardee. Please clarify the requirement.
Response: *The Customer Rights & Compliant Resolution Procedure is applicable to all our customers, including subrecipients/contractors that receive federal/state funds under an award of a contract. Under this award, any adverse action may be appealed. By signing this form, proposers acknowledged that they received a copy of the Customer Rights and Compliant Resolution Procedure.*

Question #13: Where will any attachments, addenda or answers be posted?
Response: *The Q&A, in addition to any attachments, will be posted by November 21, 2019, no later than 5:00 p.m. (CST). Proposers can access the document by going to our website at: www.workforcesolutionscb.org.*

Question #14: Is there a time frame you need the plan to cover? For example, a common request is for a 3 to 5 year plan, but we've been asked for 6, 10 and even 20 year plans.

Response: *We think a 3 to 5 year plan would be appropriate, since the information technology environment is constantly changing. Also, this type of plan, may be better suited to make revisions to reflect any new conditions. However, we are not opposed for a longer-term plan if the proposer recommends one.*

Question #15: Will it be necessary for the vendor to help establish a vision/mission statement for WFSCB's IT Department along with individual strategic statements? (This may require additional on-site time to conduct workshops with stakeholders in order to develop these.)

Response: *This will depend on the proposed plan submitted by the vendor/proposer.*

Question #16: Will it be necessary to create and distribute an employee survey to obtain input from the entire end user population? Or will interviews with key stakeholders be sufficient in WFSCB's eyes?

Response: *No, that is not required; however, if company feels necessary include it in proposal.*

Question #17: Will the vendor have access to current strategic business plans to ensure alignment of technology initiatives?

Response: *Our mission, vision, and value statements and our organization's strategic goals will be shared, in addition to other information guiding the WFSCB organization. Please see business plan on our website at: [WFSCB Board Strategic Business Plan](#)*

Question #18: Does WFSCB expect site visits will be performed at the other career centers beyond the two located in Corpus Christi?

Response: *It is a possibility, but the central focus will be at the main office at the career center located in Corpus Christi.*

Question #19: Is all of IT operations and management occurring from a single, central location or is there "shadow IT" groups located in the other facilities?

Response: *All IT operations and management is occurring from a single, central location.*

Question #20: Approximately, how many departments will need to be interviewed?

Response: *Other than the IT department, the WFSCB project team will participate in the interviews.*

Question #21: Does WFSCB require any network penetration testing in order to "provide recommendations for improving the security of our computer network and systems....?" (7th bullet, page 6 of the RFP)

Response: *Not required however proposer should include what they feel is necessary to do a complete evaluation.*

Question #22: How many in-person presentations at the conclusion of the reporting phase does WFSCB anticipate needing?

Response: *One for presenting the draft plan and possibility, one additional for presenting the final plan. If the number changes, adjustments to the budget will be made accordingly.*

Question #23: What is the expected due date for completion of all the in-scope work to be performed?

Response: It will depend on your proposed timelines.

Question #24: Is there a preference for local consultancy firms?

Response: No.

Note: For proposers that do not have Workers Compensation insurance, attached is a waiver form that contractors can sign if they meet the definition of "Independent Contractor" as defined by the State of Texas. In signing the waiver, the contractor agrees to this independent relationship. See attached waiver form on the website under "Supporting Documents".