



City of Roanoke

Purchasing Division

Noel C. Taylor Municipal Building
215 Church Ave., SW
Room 202
Roanoke, VA 24011
U.S.A.

Request for Information

RFI # 17-09-12

for

REVENUE SYSTEM PROJECT MANAGER

March 16, 2017

SUBMISSIONS DUE: April 14, 2017

Introduction:

The City of Roanoke, Virginia (City) through the City Treasurer and Commissioner of the Revenue offices is seeking qualified and experienced vendors to provide information system project management.

The purpose of this Request for Information (RFI) is to solicit information from Providers that will allow the City to gain a better understanding of the industry trends, options available, and associated costs for project management. Providers are asked to submit information on their available services and provide associated costs.

Background:

The City of Roanoke is planning to implement a comprehensive tax management system to replace seven (7) disparate revenue systems currently in place, some of which are 20 to 30 years old. These systems are primarily used by the City Treasurer and Commissioner of the Revenue's offices, both of which are elected offices. However, there are also interested parties from City Management, including the Department of Technology who supports existing systems.

We anticipate that the system implementation will take approximately 24 months.

Goal of the RFI:

This RFI is seeking information, including but not limited to, the information contained in the categories described below. Providers are asked to address those areas for which they have expertise and/or interest.

The goal of this RFI is to obtain information that will allow the City to better evaluate what is available in the market for project management.

The City encourages providers to become involved with this project by responding to this RFI.

Respondents to this RFI should address the following:

- A. Information on project management pricing, including but not limited to hourly rates, travel costs, and on-site versus off premises assistance.
- B. Information on what types of certifications and qualifications should be expected by project managers for system implementations.
- C. Information on the number of hours we should expect or need from a project manager for this type of project. If possible, provide example schedules for how a project manager's time will look across the 24 months of the project.
- D. Information on what training, or required background knowledge a project manager will require regarding the City's existing systems and the replacement system.

- E. Information on what tools, including those to manage communications, we should expect to be used by a project manager.
- F. Information on what services we should expect to receive from a project manager.
- G. Information on the project management approach best suited for an implementation of this scope (e.g. – agile, traditional, etc.)
- H. Any laws or regulations that could have a significant impact upon the services described within the RFI response. This includes requirements, limitations, and specific laws which may pertain to the relative component(s).

Request for Proposal (RFP)

- Information gained from this RFI may be used for project planning and may, or may not, be used in the development of an RFP.
- Cost estimates are requested, but no formal or binding price submittals.

Existing Standards

If there are any existing standards, the City requests that each respondent include such standards in your response to this RFI.

Laws

Respondents are asked to describe any significant laws or regulations that could have a significant impact upon the technology being proposed within their RFI response including relevant laws, rules and regulations regarding maintenance of public records. This includes requirements, limitations, and specific laws which may pertain to the relative coverage area or component(s). It would also be beneficial to identify specific trends that are expected in the near future.

Instructions for Responding to this RFI

General

Organizations responding to this RFI shall designate a single contact within that organization for receipt of all subsequent information regarding this RFI, RFI responses, and any subsequent activities that may follow from this RFI.

Responses to this RFI must be received by Roanoke no later than 2 P.M., on April 14, 2017. Documentation submitted in response to this RFI will be reviewed by the City's project team.

Trade Secrets, Confidential Information

If you consider any portion of your response to be privileged or confidential by statute, including trade secrets and commercial or financial information, clearly identify those portions. The City will honor your notations. Marking your entire response Confidential/Proprietary is not in the conformance with the Virginia Public Procurement Act (VPPA).

Format of RFI Responses (Required)

The following outline is offered to assist in the development of your response. You should include:

One (1) original and 12 copies

1. A cover letter -- the cover letter must include a brief summary of your response.
2. Your response to any or all of the RFI objectives.
3. If necessary, please include a glossary which describes terms used in your RFI, and the application of each in the proposed solution(s).
4. A removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one **redacted to remove all confidential and proprietary material**, must be included in the information packet.

Regarding size of the RFI response, no limit is made on the number of pages submitted. However, we do ask that your responses be provided as an introduction to, rather than a full explanation of, a proposed solution. Additional details will be requested in follow-up correspondence.

Supporting documentation will be accepted, but you must indicate which portions of the supporting document are relevant to this RFI.

NOTE: Because responses become public documents of Roanoke, we ask that proprietary and confidential material not be included in any response. If copyrighted, a statement waiving that copyright for use by Roanoke is required for the purposes of providing copies for review.

How to Submit (Required)

One original and 12 copies are requested to be submitted in a sealed envelope or package with the notation “**REVENUE SYSTEM PROJECT MANAGER**”, RFI No. **17-09-12** and mailed to the City’s Purchasing Division to the address provided below on or before 2 PM, April 14, 2017:

Jill Newman
Buyer
City of Roanoke Purchasing Division
215 Church Avenue SW Room 202
Roanoke, VA 24011

Reimbursements

The City of Roanoke will not reimburse submitters for any costs in conjunction with their responses to this RFI.

Access to Responses

Submitters will be entitled to access all the submittals received in response to this RFI.

Requests for copies should be submitted via email to jill.newman@roanokeva.gov

Response Review Process and Schedule

Process

The Purchasing Division and the Office of Communications will coordinate the review of each RFI response and work with the Project Team to develop follow-up plans. Project Plans outlining the defined follow-up activities will be created based on the RFI contents and communication with the respondent(s).

Clarification of Responses

To fully comprehend the information contained within a response to this RFI, Purchasing may seek further clarification of your response. This clarification may come in the form of verbal communication over the telephone; written communication; electronic; or a request to make a presentation.

Schedule

The schedule for responding to this RFI is as follows. Please note that early responses are highly encouraged.

Issue the RFI	March 16, 2017
RFI responses due	April 14, 2017

About this document

This document is a Request for Information. It differs from an Invitation to Bid or a Request for Proposal in that the City of Roanoke, VA is seeking to obtain information concerning the feasibility and practicality of deploying this technology in and around the City of Roanoke.

This document is not intended to in any way result in a contract.

No individual of any using department has the authority to legally and/or financially commit the City to any contract, agreement, or purchase order for good or services.

Questions and Further Information

Questions concerning the RFI shall be directed, in writing, to:

Jill Newman, Buyer
215 Church Avenue SW
Room 202
Roanoke, VA 24011

Email questions are accepted: jill.newman@roanokeva.gov