

# COLUMBUS CONSOLIDATED GOVERNMENT

Georgia's First Consolidated Government



## FINANCE DEPARTMENT PURCHASING DIVISION

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February 2, 2012

### ADDENDUM NO. 1

Performance Management Consulting Services  
RFP No. 12-0016

**Proposals must include acknowledgement of receipt for all Addenda:**

**Initials:** \_\_\_\_\_ **Firm:** \_\_\_\_\_

Vendors are informed that the above subject RFP is hereby modified, corrected, or supplemented as specified, described and set forth in this Addendum:

**I. Questions and Responses**

Pages 3 through 6 include a list of questions and responses.

**II. Pre-Proposal Teleconference**

A Pre-Proposal Teleconference will be conducted on Wednesday, February 8, 2012 at 10:00 AM (Eastern). Firms wishing to participate in the teleconference shall call 706-225-3076.

Participation is not required; however, firms are requested to notify Columbus Consolidated Government of their intent to participate. Please refer to the attached attendance confirmation form on page 2.

Andrea J. McCorvey, CPPB  
Purchasing Division Manager

# PRE-PROPOSAL TELECONFERENCE ATTENDANCE CONFIRMATION

Date: \_\_\_\_\_

To: Della A. Lewis, Buyer Specialist, CPPB  
Email: [dlewis@columbusga.org](mailto:dlewis@columbusga.org)  
Fax No. (706) 653-4109

Re: Performance Management Consulting Services – RFP No. 12-0016

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A Pre-Proposal Teleconference will be conducted on Wednesday, February 8, 2012 at 10:00 AM (Eastern). Firms wishing to participate in the teleconference shall call 706-225-3076.

Columbus Consolidated Government will address the numerous questions and requests for clarification it has received, and then the teleconference will be open for any additional questions and/or concerns.

Participation is not required; however, firms are request to notify Columbus Consolidated Government of their intent to participate.

**Return this completed form to the above listed email address or fax number.**

FROM:

\_\_\_\_\_  
Company Name Website

\_\_\_\_\_  
Contact Person Email Address

\_\_\_\_\_  
Mailing Address City State Zip

\_\_\_\_\_  
Telephone Number Fax Number

## QUESTIONS/RESPONSES

1. Does the City currently engage any consultants to support the efforts outlined in the statement of work? If, so you provide a copy of the contract and the estimated value. ***Columbus Consolidated Government does not have an existing consultant to provide the requested services.***
2. Can the City provide an estimated contract length and contract value or not to exceed value on this RFP? ***The contract length shall be a minimum of 4 months (until our new budget year begins) up to one year. The City has not established a contract value or not to exceed value.***
3. The City currently has approximately 52 departments and 42 boards, commissions, and authorities. Can the City provide an approximate number of departments, boards, commissions, and/or agencies that will be receiving services under this contract? ***We plan on starting with one or two departments at a time.***
4. Can the City provide an approximate number of processes that will be reviewed during the contract term? ***This will be determined by the awarded consultant and the City.***
5. Does the City expect the consultant(s) to identify potential process improvements to be implemented at a later date, Yes or does the City expect the consultant(s) to provide support in implementing selected process improvement recommendations? ***This will be determined by the awarded consultant and the City.***
6. Approximately how many City staff will need training in long term management and changes of the database templates that consultant(s) develop? ***This will be determined by the awarded consultant and the City.***
7. What is Citiserv and what authority does Citiserv hold to implement changes across the City? ***The CitiServ committee is established to improve efficiencies within the Columbus Consolidated Government. CitiServ will report to a board comprised of the Mayor, City Manager, 2 Deputy City Managers, and the Finance Director.***
8. Does the City expect the consultant(s) to interview and train each participating entity simultaneously or sequential? ***No, one or two departments at a time.***
9. Can the City provide specific goals and objectives that should be tracked using these database metrics and implementing specific process improvements? ***CitiServ will help upper management by being able:***
  - ***To guide fiscal decisions and policy implementation;***
  - ***To provide an additional managerial oversight tool;***
  - ***To increase data capture & interpretation;***
  - ***To identify and implement any new technologies needed to improve service;***

- *To develop and execute effective strategies;*
  - *To aid in budget analysis for current and future years;*
  - *To ensure accountability, reliability and productivity of City workforce;*
  - *To maintain consistent follow-up of all City departments; and*
  - *To determine the best way to allocate resources to provide the maximum benefit to the citizens of Columbus, Georgia.*
10. Is the City also interested in process improvements in fee collection and disbursement activities? ***Yes, the City is interested in process improvements in fee collection and disbursement activities.***
11. This RFP does not contain any instructions related to submission of pricing information. Does the City require hourly rates for professional categories, or a total fixed price for the term of the contract? ***The firm's proposal shall include Section 8, Cost. Firms shall provide itemized costs relative to providing this service, which is now an evaluation criterion. The Evaluation Criteria is changed to:***

<b>Criteria</b>	<b>Weight</b>
A. Qualifications	30%
B. Proposed Approach to the Project	25%
C. Experience with Similar Projects	35%
D. References	5%
E. Cost	5%

12. At what frequency will payments be made during this contract term? ***This will be determined by the awarded consultant and the City.***
13. Will the City assign City staff to work on a full time basis with the contractor? If so, what is the number and role of the City staff? ***Not at this time.***
14. Does the City have any performance based management processes in place today? If so, please provide details on these processes and their success. ***No***
15. What system platforms will be used by the City to maintain the systems created by the contractor? ***The databases and systems used by the Columbus Consolidated Government are for the most part, "In-House systems" that were developed by our internal IT Department.***
16. Does the City currently use any software to collect and report performance measures? If so, please provide details on the types of software used and current users. ***Refer to the response give to question 14. The databases and systems used by the Columbus***

***Consolidated Government are for the most part, "In-House systems" that were developed by our internal IT Department.***

17. Are there standard tools used today across departments, such as MS Exec, MS Access? ***Microsoft Office, as well as other systems by department.***
18. Can the City provide any documentation on current strategic plans and visions? ***Not at this time.***
19. Attachment A requires a listing of 5 municipalities receiving services similar to the services required under this RFP. Will the City consider similar work done for state and federal government agencies and departments as well as municipalities? ***Yes, the City will consider similar work done for all levels of governmental agencies.***
20. Scope items 2 and 6 talks about the creation of a tracking system. Is it the City's expectation that a deliverable of this project is an information technology solution for performance measurement? ***A tracking system would not necessarily mean new software. It would be a directive from the consultants about what a department would need to track in order to be more efficient. From that directive, the department/consultant would work with our IT department to see if there was a way within our current systems to track that information.***
21. Does the City currently have an IT-based performance data collection system? If so, what is it? ***Please refer to the answers to questions 14 and 16.***
22. Scope items 4 and 6 refer to a CitiServe Review Committee. Is this Committee already in place? ***Yes, CitiServ is an established committee.***
23. Scope items 3, 5, and 7 reference field investigations, conducting management and performance reviews, and advising on operations of the City. Does the scope of this RFP include conducting an operations study covering City services? ***It would for each department that the consultant was working with.***
24. Scope items 4, 7, 8, and 9 refer to, or imply, periodic reporting. Is it the City's expectation that the services to be provided by the contractor will be an on-going assessment, and reporting, of City department performance over the period of a year or more? ***Possibly. Or it may be that if given a set of criteria to adhere to (ie. Benchmarks), the department would be held to reporting on those specific criteria each time that it met with the CitiServ committee. This scenario would not necessarily require any action by the consultant, since the consultant had established benchmarks to achieve.***
25. In addition to the design of a system, as indicated in Scope items 1, 2, 3, 4, and 6, does the scope of the project include the development, or redesign, of performance measures for each City department? ***Eventually, all departments would be reviewed by the consultant. Initially, the scope would be one department at a time, to see if a department could be improved, possibly when compared to other cities.***

26. We note that there is no request for pricing information in the RFP. We want to confirm that the City is not requesting any project pricing at this time. Is that the case? ***Please refer to the response provided for question 11.***
  
27. Item V. Proposal Submission Requirements, indicates the proposal shall be submitted in a binder with tabbed sections. Does this mean that a 3-ring binder is required? ***Columbus Consolidated Government prefers tabbed proposals that are in ring binders or cerlox binders.***