

**Scott County of Iowa  
Information Technology Department**

400 West Fourth Street  
Davenport, Iowa 52801-1104  
(563) 328-4100  
(563) 326-8669 fax  
it@scottcountyiowa.com  
www.scottcountyiowa.com



## Technology Assessment and Strategic Plan Questions and Responses

1. As part of the comprehensive technology assessment for the County, the consultant would like to conduct high-level interviews with key personnel to determine your strategic business objectives and broad functional requirements of your information systems. Will you please confirm that the County will sponsor these interview sessions?

**Yes, Scott County will facilitate interviews with key personnel.**

If so, would the County work with the consultant to determine the appropriate departments/locations/business units that you would want represented in these sessions?

**Yes, Scott County will work with the consultant to identify key personnel to interview.**

2. As it relates to Section A., Enterprise Application Architecture, can you obtain a listing of all applications currently in use and the database platform of those systems?

| Application                 | Department              | Product           | Provider                                     | DB            |
|-----------------------------|-------------------------|-------------------|--|---------------|
| Budget Reporting            | Administration          | FRX               | Best Software                                | Pervasive SQL |
| General Ledger Accounting   | Administration          | Platinum          | Best Software<br>ZIM development platform    | Pervasive SQL |
| Meeting Agenda              | Administration          | In-house          |  | ZIM           |
| Land Appraisal              | Assessor                | Appraisal         | Vanguard                                     | Firebird SQL  |
| Land Appraisal Archival     | Assessor                | Report Archival   | Vanguard                                     | Firebird SQL  |
| Legal Case Management       | Attorney                | Prosecutor Dialog | Judicial Dialog                              | MS SQL        |
| Time Keeping                | Auditor                 | NovaTime          | Longley Time Systems                         | MS SQL        |
| Client Check Writing System | Community Services      | RPM               | Quilogy                                      | Access        |
| Golf Reservation Tracking   | Conservation Department | Golftrac          | Vermont Systems                              | Oracle        |
| Maintenance Tracking        | Conservation Department | Maintrac          | Vermont Systems                              | Oracle        |
| Recreational Tracking       | Conservation Department | Rectrac           | Vermont Systems                              | Oracle        |
| A/P                         | Enterprise              | In-house          | ZIM development platform                     | ZIM           |
| Human Resources             | Enterprise              | In-house          | ZIM development platform                     | ZIM           |
| Miscellaneous Receipts      | Enterprise              | In-house          | MS Visual Studio<br>ZIM development platform | MS SQL        |
| Payroll                     | Enterprise              | In-house          | ZIM development platform                     | ZIM           |

|                                   |                                 |                               |                          |        |
|-----------------------------------|---------------------------------|-------------------------------|--------------------------|--------|
| Asset Tracking                    | Facility and Support Svcs.      | Fixed Asset System            | Best Software            | MS SQL |
| GIS System                        | Geographic Info Systems         | Arc GIS                       | ESRI                     | MS SQL |
| Account Receipts                  | Health Planning and Development | In-house                      | ZIM development platform | ZIM    |
| Permit Tracking                   | Health Planning and Development | In-house                      | ZIM development platform | ZIM    |
| Rural Address                     | Health Planning and Development | In-house                      | ZIM development platform | ZIM    |
| General Records System            | Recorder                        | Resolution                    | COTT Systems             | MS SQL |
| Jail Inmate Probation             | Sheriff                         | Probation System              | DSI                      | Oracle |
| Jail Inmate Telephone             | Sheriff                         | Inmate Telephone System       | DSI                      | Oracle |
| Jail Inmate Tracking              | Sheriff                         | Offender Mgnt. System         | DSI                      | Oracle |
| Law Enforcement Civil Records     | Sheriff                         | Civil Computer Aided Dispatch | Cody Systems             | Oracle |
| Law Enforcement Dispatching       | Sheriff                         | Dispatch                      | Cody Systems             | Oracle |
| Law Enforcement Evidence Tracking | Sheriff                         | Beast                         | Porter-Lee               | MS SQL |
| Law Enforcement Incident Records  | Sheriff                         | Record Mgnt System            | Cody Systems             | Oracle |
| Taxation System                   | Treasurer                       | Tax Incode                    | CMS Invision             | MS SQL |

3. Are there currently any significant IT infrastructure projects taking place now or planned to take place during this project? If so what types of projects are planned (i.e. – can you list any projects that would significantly impact LAN/WAN/Communications infrastructure).

**The following projects are underway or will be underway that will impact LAN/WAN/Communications infrastructure at Scott County:**

- I. **Scott Emergency Communications start-up. Scott County is partnering with Davenport, Bettendorf, and Medic EMS to start a consolidated public safety dispatch organization. Scott County will provide primary Information Technology support and function as the backup dispatch facility.**
- II. **VoIP implementation. Scott County will be issuing a RFP to acquire and implement a VoIP telephone system. This system will replace the current phone system as well**
- III. **Storage Area Network (SAN) and blade server implementation. Scott County is currently implementing a 20 TB SAN and blade server hardware.**
- IV. **Application virtualization. Scott County will be issuing an RFP / Bid Request for application virtualization software and implementation services.**
- V. **Quad-Cities Interoperable Communications Consortium fiber project. Scott County is participating with several government entities in Iowa and Illinois to implement a fiber ring to connect Public Safety Answering Points (PSAPs).**

4. How long is it anticipated the engagement will last (e.g. 2 weeks, 2 months, or other)?

**Project duration would be anticipated to be approximately 2 months.**

5. Is it expected that all or some of the business process listed in the RFP will be analyzed and recommendations for improvement be made?

**A review of all identified business processes is expected though it is not expected that all will require improvement recommendations.**

6. What is the County's budget for this project?

**Scott County's Capital Budget is available at [http://www.scottcountyiowa.com/administration/budget\\_plans.php](http://www.scottcountyiowa.com/administration/budget_plans.php).**

7. Is a project schedule expected in the response or will this be negotiated with the Apparent Successful Vendor after the selection?

**A proposed project schedule would be beneficial. Negotiation with the apparent successful vendor to modify a proposed schedule is possible.**

8. The RFP document ends at page 40 of 47. Are there seven additional pages to be included in the scope?

**The RFP document should end at page 40. The numbering incorrectly changed during conversion to PDF.**

9. Will the winning vendor be precluded from bidding on future initiatives that may result from the strategic planning process?

**No, the winning vendor will not be precluded from future initiatives resulting from this strategic planning process.**

10. Will the County entertain time and materials based pricing, or does the County expect a fixed cost proposal?

**Scott County would prefer a fixed cost proposal with a defined scope. Additionally, hourly rates for out of scope work would also be expected. Negotiation with the apparent successful vendor to modify the proposed scope is possible.**

11. Will the County allow off-site (out of state) work to keep costs lower? We propose to be on-site for all interviews, but assembling the final report can be accomplished off-site.

**Yes, while on-site interviews would be expected and mandatory, assembling the final report could be accomplished off-site at another U.S. location.**

12. Does the County have any preference for firms based in the State of Iowa?

**Scott County will evaluate all submittals based on a review of work proposed, qualifications, experience, references, expertise, and cost. Should two firms be considered equal in all other aspects, preference would be given to the Iowa firm.**

13. RFP pages 8-40 identify several County stakeholders and associated business process. Is this list complete or are there additional stakeholders and processes that need to be taken into account for sizing the planning effort?

**The list provided identifies all Scott County stakeholders. It is possible the interview process could identify some business processes not detailed in the survey attached to the RFP. These occurrences should be minimal.**

14. Did the County work with a consulting firm to develop the strategic plan in 2000 and to update the plan in 2005? If so, can the County disclose the name of the firm(s) that assisted with each project?

**Scott County worked with RSM McGladrey to complete the 2000 Technology Strategic Plan. The 2005 Updated Technology Strategic Plan was completed in-house.**

15. Does the County require that the weekly project status meetings be conducted in person, or is teleconference also acceptable?

**Weekly project status meetings can be conducted both via teleconference and in person depending on the situation and topics to be covered.**

16. Can the County provide a list of the applications currently in use (i.e., ERP system, Public Safety, etc.) and the corresponding vendor?

| Application                               | Department                 | Product               | Provider                    |
|---|----------------------------|-----------------------|-----------------------------|
| Budget Reporting                          | Administration             | FRX                   | Best Software               |
| General Ledger Accounting                 | Administration             | Platinum              | Best Software               |
| Land Appraisal                            | Assessor                   | Appraisal             | Vanguard                    |
| Land Appraisal Archival                   | Assessor                   | Report Archival       | Vanguard                    |
| Criminal Law Reference                    | Attorney                   | Criminal Law Handbook | Iowa Bar Association        |
| Juvenile Law Reference                    | Attorney                   | Juvenile Law Manual   | Iowa Bar Association        |
| Legal Case Management                     | Attorney                   | Prosecutor Dialog     | Judicial Dialog             |
| Election Returns                          | Auditor                    | Election Returns      | State of Iowa               |
| Time Keeping                              | Auditor                    | NovaTime              | Longley Time Systems        |
| Voter Registration                        | Auditor                    | Voter Registration    | State of Iowa               |
| Client Check Writing System               | Community Services         | RPM                   | Quilogy                     |
| Golf Reservation Tracking                 | Conservation Department    | Golftrac              | Vermont Systems             |
| Maintenance Tracking                      | Conservation Department    | Maintrac              | Vermont Systems             |
| Recreational Tracking                     | Conservation Department    | Rectrac               | Vermont Systems             |
| Enterprise Thin Client Environment        | Enterprise Wide            | Metaframe             | Citrix                      |
| Enterprise Wide Anti-Virus                | Enterprise Wide            | Anti-Virus            | Symantec                    |
| Enterprise Wide Backup Restore            | Enterprise Wide            | Galaxy                | CommVault                   |
| Enterprise Wide CAD                       | Enterprise Wide            | AutoCAD               | AutoDesk                    |
| Enterprise Wide Document Imaging          | Enterprise Wide            | Imageware             | Cannon                      |
| Enterprise Wide E-mail                    | Enterprise Wide            | Exchange              | Microsoft                   |
| Enterprise Wide Internet                  | Enterprise Wide            | ISA                   | Microsoft                   |
| Enterprise Wide Network Printing          | Enterprise Wide            | Server                | Microsoft                   |
| Enterprise Wide Network Services          | Enterprise Wide            | Active Directory      | Microsoft                   |
| Enterprise Wide Remote Network Access     | Enterprise Wide            | Cisco VPN             | Cisco                       |
| Enterprise Wide Windows Updating Services | Enterprise Wide            | Windows SUS           | Microsoft                   |
| Access Key Management                     | Facility and Support Svcs. | Keystone 600N         | Best Access Solutions       |
| Asset Tracking                            | Facility and Support Svcs. | Fixed Asset System    | Best Software               |
| Workorder Management                      | Facility and Support Svcs. | Workorderama          | Facility Wizards            |
| GIS System                                | Geographic Info Systems    | Arc GIS               | ESRI                        |
| Epidemic Tracking system                  | Health Department          | Eppi                  | Federal CDC                 |
| Health Lead Tracking                      | Health Department          | Stellar               | Federal CDC                 |
| Immunization Tracking                     | Health Department          | IRIS                  | Iowa Dept. of Public Health |
| Restaurant Inspections System             | Health Department          | DIA Inspections       | State of Iowa               |
| Employee Appraisal System                 | Human Resources            | Employee Appraiser    | Success Factors Inc.        |
| Workmans Trackability                     | Human Resources            | Trackability          | Recordables Inc.            |
| Workmans Comp Tracking                    | Human Resources            | Trackcomp             | Recordables Inc.            |
| Network Performance Monitor               | Information Technology     | Orion NPM             | Solarwinds                  |

|   |                        |                         |                             |
|---|------------------------|-------------------------|-----------------------------|
| Workorder Management                    | Information Technology | Track-IT                | Intuit                      |
| General Records System                  | Recorder               | Resolution              | COTT Systems                |
| Jail Inmate Probation                   | Sheriff                | Probation System        | DSI                         |
| Jail Inmate Telephone                   | Sheriff                | Inmate Telephone System | DSI                         |
| Jail Inmate Tracking                    | Sheriff                | Offender Mgnt. System   | DSI                         |
| Jail Report Creation                    | Sheriff                | Crystal Reports         | Segate                      |
| Law Enforcement Civil Records           | Sheriff                | Civil                   | Cody Systems                |
| Law Enforcement Criminal Records Access | Sheriff                | ConnectCIC              | Comsys                      |
| Law Enforcement Dispatching             | Sheriff                | Computer Aided Dispatch | Cody Systems                |
| Law Enforcement Evidence Tracking       | Sheriff                | Beast                   | Porter-Lee                  |
| Law Enforcement Incident Records        | Sheriff                | Record Mgnt System      | Cody Systems                |
| Law Enforcement Vehicle Location        | Sheriff                | LTA                     | Location Technologies       |
| Mainframe Access                        | Sheriff                | Tiny Term               | Century Software            |
| Taxation System                         | Treasurer              | Tax Incode              | CMS Invision                |
| VIN Tracking                            | Treasurer              | VIN assist              | Nat. Insurance Crime Bureau |
| Client tracking                         | Veterans Affairs       | VIMS                    | Sterling                    |

17. Does the County have a required deadline for when the project must be completed?

**No, Scott County does not have a required deadline for the project to be completed. The County does expect, at a minimum, preliminary report recommendations regarding budget by December 14<sup>th</sup>.**

18. Does the County have a budget established for this project? If so, can the budgeted amount be made available?

**Yes, Scott County has budgeted for this Technology Strategic Plan. Scott County's Capital Budget is available at [http://www.scottcountyiowa.com/administration/budget\\_plans.php](http://www.scottcountyiowa.com/administration/budget_plans.php).**

19. Could the County provide the evaluation criteria it will use to evaluate the proposals (e.g., the weighted criteria)?

**Scott County will evaluate all submittals based on a review of work proposed, qualifications, experience, references, expertise, and cost. The selection team (a technology stakeholders group from the County's Technology Oversight Board) has yet to establish weights to these criteria.**

20. Is the County working within a certain timeframe to complete the project? If so, what is the timeline and what is driving it?

**Scott County's budget cycle is the primary driver relating to time for this project. The County develops a five year capital improvement plan with inputs to the budget planning process needed in December. Ideally, recommendations from a completed Technology Strategic Plan would be available in December 2009 to include in this process for the upcoming fiscal year, FY '11 budget.**

21. Can the County describe its current governance structure and the role that overall IT governance plays in the day-to-day operation of the County?

**Scott County's organizational chart is available at: <http://www.scottcountyiowa.com/administration/chart.php>.**

**Scott County also implemented a Technology Oversight Board (TOB) comprised of representatives of all County Offices and Departments to oversee technology initiatives in 2000. The TOB meets quarterly to review technology projects.**

**Additionally, Scott County's Information Technology Director updates the Scott County Board of Supervisors regarding technology projects on a quarterly basis. These quarterly updates are located at:**

**[http://www.scottcountyiowa.com/it/status\\_reports.php](http://www.scottcountyiowa.com/it/status_reports.php).**

22. Does the County request that the "Proposal Data Form" included in the RFP be completed in its existing format, or is a recreation of the various section headings and corresponding content within our response permissible?

**A recreation of the various section headings and corresponding content of the "Proposal Data Form" is permissible.**

23. Does the County envision a need for the selected provider to perform any specific facility visits to locations other than the central government facility where we presume most workshops and interviews will occur?

**No, specific visits to Scott County locations other than the main campus are not anticipated.**

24. Can the County provide an assessment of progress relative to the previous 5-year strategic plan? What elements of that plan were most difficult to achieve, which elements are still outstanding, etc?

**The County has completed all major initiatives identified in the 2000 Technology Strategic Plan. The plan undertaken in 2000 and updated in 2005 has been very beneficial to the County as it identified many ways in which the County could improve its use of technology and established budget plans to complete those improvements. The challenging aspects of the plan when implemented from 2000 on were those that required the most change at the user level.**

25. How current/accurate is the process and application data provided in the RFP?

**The business process and application data provided is current as of June.**

26. When and how was this data collected?

**The business process and application data was collected in May and June of this year via an intranet survey.**

27. Who are all the companies that you sent the RFP to?

**The RFP was initially sent to:**

- 1) GFOA Research and Consulting Center
- 2) Ciber
- 3) Information Systems USA
- 4) RSM McGladrey
- 5) GTSi
- 6) RK Dixon
- 7) Vital Systems
- 8) EnCompass
- 9) Erb's
- 10) IDT Consulting

- 11) Tribridge
- 12) Dynamic Tek Infrastructures

**The RFP was also published and subsequently sent to other vendors whose information has not been captured.**

28. What percentage of the recommendations from the 2000 plan did you implement?

**Scott County completed seventeen (17) of twenty-four (24) project phases. Five (5) of twenty-four (24) project phases are on-going initiatives. Two (2) of twenty-four (24) project phases were not undertaken.**

29. What percentage of the recommendations from the 2005 plan did you implement?

**Strategic plan work completed in 2005 was an update to the original plan conducted in 2000. Most project phases had been completed at that time.**

30. What did you pay for the Technology Assessment and Strategic Plan engagement in 2000?

**The Technology Assessment and Strategic Plan conducted in 2000 cost approximately \$65K.**

31. What did you pay for the update to the plan in 2005?

**The 2005 Updated Technology Strategic Plan was completed in-house.**

32. What company did the Technology Assessment and Strategic Plan update in 2000?

**RSM McGladrey performed the 2000 strategic plan.**

33. What company did the update then in 2005?

**The 2005 Updated Technology Strategic Plan was completed in-house.**

34. What is your criteria for choosing a vendor to do the Technology Assessment and Strategic Plan? (i.e. price, qualifications, location, etc.)

**Scott County will evaluate all submittals based on a review of work proposed, qualifications, experience, references, expertise, and cost. The selection team (a technology stakeholders group from the County's Technology Oversight Board) has yet to establish weights to these criteria.**

35. In the RFP it states you have approximately 11 departments, (21) process owners and (12) IT staff. You also have county management as well. How many interviews would you estimate would need to be done to cover all aspects of the county?

**Interview estimate:**

- 6 elected officials
- County Administrator
- 11 department heads
- 21 process owners
- 12 IT staff

36. How much depth do you want to go into each business process?

**Sufficient depth to identify which business processes would benefit most from process redesign and/or improved technology.**

37. Is the assumption that the higher satisfaction levels will not need to be assessed as much as lower satisfaction levels? Please clarify what the expectation is as it relates to business process improvement for each process.

**While satisfaction levels are certainly an important measure of the relative success of a business process other measures are important as well. The effectiveness, efficiency, and measurability of processes should also be considered.**

38. We reviewed your 2005 Strategic plan. For the new 2009 Strategic plan would you like the same level of detail and format for the following:
- i. Strategic Plan
  - ii. Implementation plan

**The level of detail and format from the 2005 Strategic Plan would be minimally acceptable.**

39. Is the budget and costs to be done at a detail level or high level? As an example, do you want model numbers for each component or at the component description level?

**Budget and costs should be completed at a high level.**

40. How many years do you want the budget for?

**Scott County desires a budget for five years that supports the implementation of the Five-Year Strategic Technology Plan.**

41. How many years do you want the implementation and timeline for?

**Scott County desires a five year implementation and timeline.**

42. Could you provide a current network diagram that we can look at prior to submitting our RFP response?

**A network diagram will be posted to:**

**[http://www.scottcountyiowa.com/fss/purchasing.php?folder=2009/20090908\\_Technology Assesment](http://www.scottcountyiowa.com/fss/purchasing.php?folder=2009/20090908_Technology_Assessment).**

43. Is there an expectation that a Visio network diagram will need to be done of your entire network as part of this engagement?

**Yes, Visio network diagram(s) would be expected in detailing the current state of the County network as well as proposed changes to the network.**

44. What format do you want the summary report in? Word or PowerPoint?

**Scott County would prefer the summary report in Word.**

45. If chosen to do the assessment/plan would the company also able to implement any work that may be needed/recommended?



**Yes, the winning vendor will be able to bid on implementation work resulting from this strategic planning process.**

46. What was the Budget allocated for the last Technology Assessment & Strategic planning assignment?

**Scott County had \$75K budgeted for the 2000 Technology Assessment and Strategic Plan project in FY'01.**

47. What is the county's overall IT spending in the last 3 years?

**FY'07: Operations - \$1.1M; Capital Improvement - \$.5M**

**FY'08: Operations - \$1.1M; Capital Improvement - \$.8M**

**FY'09: Operations - \$1.3M; Capital Improvement - TBD**

48. What is the county's estimated IT spending budget for the next 3 years?

**FY'10: Operations - \$1.4M; Capital Improvement - \$1.9M**

**FY'11: Operations - TBD; Capital Improvement - \$1.2M**

**FY'12: Operations - TBD; Capital Improvement - \$.6M**