

Request #19429
Addendum #1

March 12, 2019

COOP / COG Questions Listing with answers

Would the County be willing to do a Pre-proposal conference call for Q&A purposes?

We would prefer that all questions be posted at www.publicpurchase.com so that all vendors receive the same answer to all questions asked.

Can the County please clarify, is the desired outcome of this project a Plan/Roadmap for a Business Continuity Program or is the desired outcome a full Business Continuity Program? The desired outcome is a full Business Continuity Program

When would the County like to start this project? Our goal is for a May 17, 2019 as a Purchase Order Issue Date, we would hope to kick the project off the first part of June 2019

When does the County need the project completed? The RFP calls for the responding vendor to outline a schedule.

What is driving the need for the Business Continuity Program? Looking to identify and develop a plan ahead of a crisis situation.

What Continuity work has been done so far at the County? Some of our tenant agencies have developed a plan that is specific to their organizations; the County Health department has a basic plan that was required as a part of the recent accreditation process.

Which Departments have Business Continuity Plans in place now?

If so, how recently have they been updated? Health Department's plan was revised in the last 12 months.

Does the County's IT department have Disaster Recovery Plans in place now? If so, how recently have they been updated? Yes, and they update every 5 years, with an evaluation currently under way.

Is the County exercising any Business Continuity and/or Disaster Recovery (IT) Plans currently? IT plan gets tested when they are installing new equipment.

Is it someone's role at the County to manage Business Continuity and/or Disaster Recovery (IT) Plans at an enterprise level or are they managed by Department? There is currently no plan other than the IT plan, it is managed at a department level. There is not staff dedicated to this task.

Has a Business Impact Analysis been done in the past? If so, when was this completed or last updated? Not that we are aware of.

Has Business Continuity training been done? No

How many Departments & Individuals need to be interviewed as part of this project?

The county has 15 departments, each department would need to be interviewed; the department head or elected official would determine how many people from their organization would attend.

8 tenant agencies on campus

Iowa Department of Human Services,
Court Administration,
Clerk of Court,
Juvenile Court Services,
County Assessor's Office,
City Assessor's Office,
Scott County Kids (Decategorization)
Judicial IT Branch

Additionally as part of the alternate pricing Scott County Emergency Management Agency and Scott County Communications Center would need to be interviewed if the alternate is accepted

Are the Departments aware, bought into and prepared to invest time in this project?

Departments are aware and will provide staff time as required

What is the make-up of the COOP/COG Implementation Team?

Scott County Budget and Administrative Services Director
Scott County IT Director
Scott County Health Deputy Director
Scott County Human Resources/ Assistant County Administrator
Scott County Facility & Support Services Director
Scott County Sheriff's Office Chief Deputy

What responsibilities or activities are you looking for the implementation team to perform versus or in conjunction with the contracted project team?

One or more will assist in scheduling and may attend departmental interview meetings, will assist with data collection as needed by vendor, champion the plan and be present at Board Presentation.

Has an Emergency Operations plan been developed for Scott County? [Scott County Emergency Management has a mitigation plan.](#)

Have any response plans been developed for what's been identified in the Hazard mitigation plan? If so, what are they? [Yes](#)

http://www.scottcountyiowa.us/planning/pub/hazmit/Scott_County_Hazard_Mitigation_Plan_2018.pdf

The RFP mentions 8 tenant agencies, does the County want the tenants to be considered in scope for project? [Only in so far as making sure that their plans are referenced and that they are feasible with regards to the overall county plan.](#)

What is the County's budget for this project? [We currently have a not to exceed budget of \\$100,000, however proposals should be prepared based on the scope assessed and not on the budget.](#)

Product duration would be very tight. Would the county be prepared to arrange the necessary meetings within a tight timeframe, such as 2 weeks, with all required parties?

The County hasn't indicated a "tight duration" we have asked prospective vendors to indicate what they anticipate the project schedule and duration will be. The County will make every attempt to schedule meetings with parties outlined in the RFP.

Can you describe your data center space; internal or externally hosted, primary application type (SaaS, Distributed, Virtual), approximate number of applications, current DR strategy.

- Scott County data center space is internally hosted. The County partners with SECC (Scott Emergency Communications Center) with a reciprocal arrangement to provide data center backup.
- The County / SECC arrangement results in fully redundant fault tolerant critical infrastructure.
- The County and SECC DR strategy is full data center failover.
- The County primary application environment is virtual.
- The County supports approximately 100 COTS (Commercial Off The Shelf applications)
- The County supports approximately 65 custom applications.

#5, When your looking for a cohesive, comprehensive plan are you looking for a consistent process for managing and responding to emergency events. Can you share your criteria for what defines a cohesive and comprehensive plan to ensure we meet your needs?

We are looking for an end product that clearly identifies plans that allow the County to continue to function in the case of a manmade or natural disaster. This plan should identify relocation needs and associated space requirements, infrastructure needs, and operational needs. Cohesive and comprehensive would be a plan that flows well, identifies all of the parts and pieces and is complete. We do not currently have a plan so we would expect the successful vendor to have proven experience in working with multi-departmental organizations, demonstrated ability to achieve consensus, and documented successful plan development.

#6, Can you share criteria you will be using to determine if the work meets Scott County Needs.

Proposals will be evaluated based by the selection team based on submittal review, past experience, overall confidence in firm ability, and discussion / consensus among the group. References will be checked to assist with this evaluation process.

#7, Please further explain delivery expectations and what you expect in way of strategies for; Information Technology, communications, facilities, critical infrastructure, public relations?

- Critical IT infrastructure is not in scope for this COOP.
- Department/Office technology for office operations should be identified and a part of the COOP observations/recommendations.

#8, please further explain delivery expectations. Are we to develop 15 COOP plans and a single cohesive COG response plan aligned to the Hazards Mitigation Plan, along with providing future maturity actions and budgetary recommendations or is this a road map to develop and implement the COOP plans and close the identified weaknesses of the program?

We expect that successful vendor will review any existing COOP plans, recommend any changes and effectively incorporate those into the overall COOP / COG plan for the entire County. Yes, we are

expecting an overarching plan that covers all aspects to effectively manage County government processes during an emergency or disaster.

Can you provide further detail on the Emergency Management Agency; size, duties, etc.?

Forwarded to Emergency Management Agency for Response;
Please see page 215 – 218, 224 of the FY 20 budget proposal.

<https://secure.scottcountyiowa.com/administration/pub/budget/proposed/FY20/20190129%20FY20%20Summary%20of%20Administration%20Recommendation%20on%20the%20SC....pdf>

Can you provide further detail on the Emergency Communications Center; size, duties, etc.?

Forwarded to Communications Center for Response
Please see pages 219 – 223, 225 of the FY 20 budget proposal.

<https://secure.scottcountyiowa.com/administration/pub/budget/proposed/FY20/20190129%20FY20%20Summary%20of%20Administration%20Recommendation%20on%20the%20SC....pdf>