

Central Collection Agency (CCA) Data Processing Support – Questions and Responses

1. Are the four positions listed in the RFP presently staffed?

Response: Yes, all positions are presently staffed.

2. What are the challenges that the City foresee for these roles/functions being outsourced?

Response: Finding staff willing to work in-office for all or a majority of their work week.

3. Is there a requirement for on-site work, or does the City consider a hybrid approach of on-site and remote work?

Response: Yes, on-site work is required; however, remote work may be considered on a case-by-case basis.

4. In section 3.5.A. and E., the RFP states that these positions will also include acting as liaison with various vendors and maintaining contracts and vendor relationships, are these then included as part of the normal duties of the positions?

Response: Yes, with the assistance of CCA staff.

5. Of the four positions listed in the RFP, which are those that require a start-time of 7:00 am?

Response: Application Specialist.

6. Section 3.1 indicates that the Senior Consultant position reports directly to the City Manager/Administrator. What will be the reporting structure for the other three positions?

Response: Each position reports directly to the City Manager/Administrator.

7. The RFP requires the inclusion of OEO Vendors forms, is there an SBE participation goal for this procurement?

Response: This contract(s) falls under the standard Cleveland-area Small Business (CSB) subcontractor participation goals, which is 10% CSB Subcontractor Participation for Professional Service Contracts. More information concerning this can be found within the "Notice to Bidders and Schedules" document previously provided.

8. Are there limitations for firms currently engaged with the City in other projects?

Response: In regards to the execution and implementation of a potential contract, none that we are aware of.