Addendum 1
RFP for Business Impact Analysis (BIA)

Please use this form for all questions related to this RFP. Submit this form to ITContractAdministrator@MinneapolisMN.gov per the Schedule of this RFP. The answers will be provided in an Addendum per the Schedule of this RFP. If additional lines are needed, add the numbers to the table.

Questions	Responses
1. What budget does the City have to complete this project?	The City chooses not to disclose this information.
2. How much effort (hours) does the City expect it take to complete this project?	The City is relying upon the expertise of the Consultant to estimate this effort.
3. How long does the City expect it will take to complete this project?	The City is relying upon the expertise of the Consultant to estimate this effort.
4. What current business process documentation exists/does the city have?	While some documentation may exist at the enterprise level, each department is responsible for maintaining its own documentation.
5. Does the city have a BIA now?	No.
6. Are there risk thresholds established already for the City?	No.
7. Can you please explain more about what is meant by "An overview of what would be necessary to recover the functions of the section or program"	The Business Impact Analysis must provide an overview of business functions identified.
8. Please help us understand the current maturity of Business Continuity Plan (BCP) at the City.	IT's BCP is in its beginning stages.
9. How many City leaders will be a part of the Core stakeholder committee?	The City is relying upon the guidance of the Consultant to determine this information.
10. Many times these types of project are driven by the business, the City BIA project is being led by the IT Department. Are there reasons for this?	As the Business Impact Analysis is focusing on technology services, the IT Department is leading this effort.
11. Does the City have a consistent Impact Matrix across business functions?	No.
12. Do BCP's currently exist? If so, how many? Do they capture processes? If so, how many business processes?	Some departments have a BCP. The Office of Emergency Management is currently underway with a project to develop new BCPs for City departments.
13. Does the City utilize a BCP tool across functions & consistently?	The City has not implemented a tool yet.
14. Can you provide clarity on what is meant by computer systems, application and equipment from Project Requirements #3 item C	The City is requesting that the Consultant will identify the technology used to support the identified business functions.
15. Will the City identify a single point of contact for the selected vendor to work with?	The Consultant will have one main point of contact within the IT department, however the Consultant will be working directly with other City departments and their personnel.

16. Does the City utilize a Configuration Management Database (CMDB) to track all technology applications?	IT utilizes a CMDB for the applications it supports, however it would not contain information for any of the applications maintained by individual departments.
17. Does the City expect that applications will be identified that are owned within the business functions, outside of IT?	Yes.
18. What is the City's definition of Disruption? Does it include Technology or Technology + workplace/people and/or vendors?	A disruption could include more than technology, such as natural disasters.
19. How is this initiative being prioritized within the Business Functions?	While this is an important initiative for the City, each department has its own portfolio of projects that this effort competes with.
20. In Project Requirements #3 item H, does the City want this answered from an IT perspective or from an All Hazards perspective?	IT perspective.
21. Our approach involves having conversations with the business functions at a process level. How many processes does the City estimate that there are?	Section C of Exhibit B – Scope of Services provides a list of departments and their divisions. There may be multiple business functions within each of these departments and divisions.
22. What are your expectations of what you want to receive in the end?	The City expects the Consultant to perform and provide the Project Requirements specified within Exhibit B – Scope of Services.
23. When do you anticipate completion?	The City is relying on the expertise of the Consultant to estimate the effort and timeline.
24. Will anyone from IT be represented on the assessment team and in the meetings? How much of their time will be available?	The City has yet to determine which City members will be engaged. Consultants need to clearly articulate the responsibilities of City staff as part of their proposal.
25. How many different locations are the City departments located in?	While the City maintains 66 buildings, Consultants will not need to visit many of these locations.
26. Is the BIA to be focused only on services IT delivers across the City and not other services provided to the City?	Yes.
27. Does the City have a BCM software app currently being used?	The City is in the process of implementing a tool that focuses on planning.
28. Can you explain what history of performance means?	History of Performance relates to how well a Consultant has performed their services for their clients.
29. How many hours a week will the departmental resources be available to work on this; e.g., workshops, meetings, discussions, assignments?	The City has yet to determine which City members will be engaged. Consultants need to clearly articulate the responsibilities of City staff as part of their proposal.

30. Does an organizational chart exist to further identify the functions under each department (e.g., Fire, 911, Solid Waste) listed in Appendix B so that we can make an accurate estimate of the number of actual BIA interviews needed?	Organizational charts for the City may be obtained by visiting the City's website at www.minneapolismn.gov. For purposes of this RFP, Consultants should review Section C of Exhibit B – Scope of Services for a list of departments and their divisions in which BIA interviews will need to be conducted.
31. Is there a timeline to complete the BIA engagement by and present the results to management?	The City is relying on the expertise of the Consultant to estimate the effort and timeline.
32. We anticipate that the majority of BIA interviews would be completed onsite; however, we wish to know if the City of Minneapolis is opposed to interviews being conducted remotely to save on travel and expense if needed?	The City will consider interviews being conducted remotely, however proposals must clearly articulate how interviews will be conducted.
33. The RFP, in Exhibit B, references the need to develop a comprehensive BIA. Was this need identified as a result of the Business Continuity and Disaster Recover Audit report, April 9, 2018? http://www.ci.minneapolis.mn.us/www/groups/public/@citycoordinator/documents/webcontent/wcmsp-209962.pdf	Yes.
34. In the Business Continuity and Disaster Recover Audit Section Observations and Recommendations there is a reference to the City of Virginia Beach BIA. Is this the report structure that you'd like this report to follow?	The City is open to various report formats as long as the report meets the requirements stated in Section D of Exhibit B – Scope of Services.
35. Is the consulting firm that conducted the Business Continuity and Disaster Recovery Audit eligible to bid on this RFP?	The City will consider proposals from all Consultants.
36. When does the City anticipate the project to begin?	The City anticipates the project starting late Q3 or early Q4 2018.
37. Does the City have an existing BCP and Disaster Recovery Plan (DRP)?	IT has an existing DRP though it is limited in the number of systems covered.
38. If yes to Question 37, when was the last time the plan was updated?	The DRP was last updated at the end of 2017.
39. How many offices and satellite locations exist for the City?	While the City maintains 66 buildings, Consultants will not need to visit many of these locations.
40. How large is the network approximately? Number of PCs, laptops, servers, firewalls, routers? Externally facing IPs?	This information will be provided to the selected Consultant as necessary.
41. Does the City use virtualization? If so, approximately how many virtual machines exist?	This information will be provided to the selected Consultant as necessary.
42. Does the City use Wi-Fi? If so how many locations, and how many access points in total?	This information will be provided to the selected Consultant as necessary.
43. Will the City provide an inventory of business processes by department or agency?	While some documentation may exist at the enterprise level, each department is responsible for

	maintaining and providing its own documentation.
44. Will you provide an application and systems inventory?	IT utilizes a CMDB for the applications it supports, however it would not contain information for any of the applications maintained by individual departments.
45. Is pandemic planning included?	While not a requirement at this time, Consultants are encouraged to include pandemic planning as an optional service.
46. Are all IT services centralized and performed internally?	No, while most services have been centralized some are still maintained by the individual departments.
47. Has the City experienced a disaster event in the past 24 months? If so, please describe continuity and recovery.	The City has not experienced a disaster event in the last 24 months.
48. Has or will an overall sponsor, BCP coordinator, and a project team representing all depts/agencies be assigned?	The City has yet to determine which City members will be engaged. Consultants need to clearly articulate the responsibilities of City staff as part of their proposal.
49. Who is the City's Internet Service Provider (ISP)?	This information will be provided to the selected Consultant as necessary.
50. When was the last BIA conducted? What significant changes occurred since the last assessment?	The IT department doesn't believe that a comprehensive BIA has been conducted in recent years.
51. Does the City have an independent internal audit function?	Yes.
52. Does the City have a formal enterprise risk management (ERM) program in place?	The City is in the process of developing this program.
53. Does the City use a formal Governance Risk and Compliance (GRC) package such as RSA, Archer, ServiceNow?	No.
54. Will the City provide an organizational chart showing key stakeholders and their reporting structure?	Organizational charts for the City may be obtained by visiting the City's website at www.minneapolismn.gov. For purposes of this RFP, Consultants should review Section C of Exhibit B – Scope of Services for a list of departments and their divisions in which BIA interviews will need to be conducted.
55. Will a list of City vendors be provided?	This information will be provided to the selected Consultant as necessary.
56. Does the City use data centers or computing facilities off site?	Yes, the City has engaged OneNeck IT Solutions to provide most of its data center needs.
57. Given the 14 departments listed in the RFP, does each department have a list of their business functions and operations or will that have to be identified and documented?	While lists may exist within each department, Consultants are expected to provide the necessary services to document the functions per Section D of Exhibit B – Scope of Services.
58. Has the City performed any kind of prioritization before regarding what/which departments and business functions and operations are critical? (i.e.,	The City is in the process of developing this information.

human/public safety, finance, citizen services, etc.)	
59. Does the City prefer interviews with each department head and key stakeholders or the release of an information gathering questionnaire that is to be filled-in or both?	It is up to the Consultant to propose a solution that best fits the City's Project Objectives as stated in Exhibit B – Scope of Services.
60. Does the City have all systems/applications/data hosted internally or are some currently hosted externally in 3rd party hosting facilities, cloud environments, etc.?	The City's applications use a mix of on-premise servers, SaaS offerings, and third party hosting facilities.