



CITY OF SAN ANTONIO

FINANCE DEPARTMENT – PURCHASING DIVISION

ADVERTISEMENT INFORMATION ONLY

Solicitation Type and Name: Request for Proposals – Information Technology Roadmap Consultant

Solicitation Number: RFP 16-044, 6100007071

Description: The Library is seeking the professional support of a firm or consultant knowledgeable about the role of technology in creating, improving, and sustaining a superior customer service experience in the context of a public library. The firm or consultant selected would analyze and evaluate service delivery systems that the Library currently has in place and wishes to continue improving over the next three (3) years.

Applicable Product Categories: 91871

Date Issued: February 7, 2016

Due Date & Time: March 8, 2016 at 11:00 A.M., Central Time

Pre-Submittal Conference: Friday, February 12, 2016 at 2:00 P.M. Central Time at the Central Library located at 600 Soledad, in Conference Room 5.1, San Antonio, Texas 78205

Staff Contact Person: Debra Light, Procurement Specialist III, Debra.Light@sanantonio.gov

Evaluation Committee Voting Members:

Kathy Donellan, Assistant Director, Support Services

Ignacio Albarracin, Digital Library Services Manager

Joel Bangilan, Public Service Administrator

Dianna Morganti, Coordinator of Services to Adults

Jessica Zurita, Executive Assistant

Kevin Goodwin, ITSD Assistant Director

John Rodriguez, ITSD Assistant Director

Hakeem Miles, IT Business Relationship Manager

Pursuant to the Restriction on Communications, Respondents are prohibited from communicating with: 1) elected City officials and their staff regarding the RFP or proposals from the time the RFP has been released until the contract is posted as a City Council agenda item; and 2) City employees from the time the RFP has been released until the contract is awarded.

Exceptions to the Restrictions on Communications:

Respondents may submit written questions concerning this RFP to the Staff Contact Person listed below until **4:00 p.m.**, Central Time, on **February 22, 2016**. Questions received after the stated deadline will not be answered. All questions shall be sent by e-mail.

Debra Light, Procurement Specialist III

City of San Antonio, Finance Department, Purchasing Division

Debra.Light@sanantonio.gov

Questions submitted and the City's responses will be posted with this solicitation.

To view this solicitation, go to <https://supplierservice.sanantonio.gov/irj/portal>. If you have not completed the City's SAePS Vendor Registration, you must do so in order to view the solicitation and submit a response.

TO REGISTER: You will need to complete the vendor registration by accessing the SAePS Vendor Registration at <http://www.sanantonio.gov/purchasing/SAePS.aspx>. Questions regarding registration may be submitted to the SAePS Hotline at: (210) 207-0118 or by email at: vendors@sanantonio.gov

Note: After you have successfully registered, you will need to send an email to the staff contact person requesting to be added to the solicitation vendor distribution list.