

**CITY OF WEST HOLLYWOOD  
QUESTIONS AND ANSWERS: 12-2-13**

#	Polices and Procedures Questions	Answers
1	<p>Appendix C of the RFP includes three documents: "Credit Card and Expense Reimbursement Policies", "Financial Policies and Procedures", and several "Administrative Regulations".</p> <p>However, page 3 of the RFP defines the scope as review and update of "the City's financial administrative policies and procedures" and "the City's current revenue procedures". Does Appendix C cover all the existing policies and procedures that the City wants to consider updating/revising in this project?</p>	<p>Appendix C does not include unwritten policies and procedures. The City is seeking a Firm to review, recommend, and document policies and procedures, as necessary.</p>
2	<p>What will be City staff's role in this project? Should we assume the City wants consultant to minimize impact on City staff or to assume the City wants to minimize fees by taking responsibility for drafting/writing certain sections of the policies and procedures?</p>	<p>The City is seeking a Firm to review, recommend, and document policies and procedures, as necessary. City staff will be available to review processes and procedure currently in place.</p>
3	<p>Page 3 of the RFP states the consultant should "develop a roll out plan". Do you mean a plan for communicating the changes to the policies and procedures and related training? Or do you mean staging/timing of this project?</p>	<p>Both</p>
4	<p>Per Appendix C, there appears to be at least three documents that cover financial policies and procedures. Some of these overlap. Does the City intend to consolidate these into a single document as part of this project?</p>	<p>The City is open to recommendations from the Firm as to the format. Having said that, some procedures might focus on finance procedures (pertaining specifically to finance staff) while other policies are established to provide direction to employees throughout the City (i.e., Travel Reimbursements).</p>
5	<p>What has the City budgeted for this project?</p>	<p>The Firm should estimate the hours it anticipates that this project should take based on experience.</p>