



Information Technology
Request for Proposals - IT Strategic Operating Plan

Table of Contents

OVERVIEW 1

SUBMISSION INSTRUCTIONS..... 1

TIMELINE FOR SUBMISSION AND EVALUATION 2

GENERAL INFORMATION 2

SCOPE OF WORK..... 2

CONSULTANT QUALIFICATIONS 3

RESPONSE INSTRUCTIONS 3

EVALUATION CRITERIA 4

CONSULTANT QUESTIONNAIRE / RESPONSE 4

City of Delano RFP

OVERVIEW

The City of Delano (the City) is seeking proposals from qualified consultants for the development of an Information Technology Strategic Operating Plan (ITSOP).

The objective of this project is to develop and articulate a vision for the effective use of technology to support the work of the City of Delano. The City is focused on the proposed ITSOP as the cornerstone of our efforts to improve the balance between demand for increased technology adoption and available IT resources, capital, and operating funds.

Each candidate submitting a proposal acknowledges and agrees that the preparation and submittal of all materials to the City and all presentations, related costs and travel expenses are at the candidate's sole expense and the City shall not, under any circumstances, be responsible for any cost or expense incurred by the candidate. In addition, each candidate acknowledges and agrees that all documentation and/or materials submitted in response to this RFP shall remain the property of the City.

The City reserves the right to accept or reject any or all Proposals, or to alter the selection process in any way, to postpone the selection process for its own convenience at any time, to request clarification of information submitted or to request additional information as desired, and/or to waive any defects in the Proposals.

This RFP shall in no way be deemed to create a binding contract or agreement of any kind between the City and the Vendor.

Vendor's personnel to be used for this project shall be knowledgeable in their areas of expertise. We reserve the right to perform investigations as may be deemed necessary to insure that competent persons will be utilized in the performance of the contract.

SUBMISSION INSTRUCTIONS

Proposals must be received no later than 5:00 PM, Friday, September 6, 2019

Proposals should be prepared in an 8 1/2" x 11" format using a 12-point font text size.

Please submit two (2) hard copies and one (1) electronic copy through email or on a flash drive or CD to:

Rosa Lara Rios, Director of Finance

rrios@cityofdelano.org

Finance Department, City of Delano

1015 Eleventh Avenue

Delano, California 93215

City of Delano RFP

TIMELINE FOR SUBMISSION AND EVALUATION

August 2, 2019	Release of RFP
September 6, 2019	Proposals Due by 5:00 PM
Late September 2019	Evaluation of Proposals/Interviews
Mid-October, 2019	Award of Contract

GENERAL INFORMATION

The City of Delano is run by a council-administrator form of government with approximately 288 full time employees in the following departments:

- City Manager
- City Clerk
- Finance/IT
- Human Resources
- Engineering
- Community Development
- Public Works
- Parks/Recreation
- Transit
- Police
- Fire (Contracted)

There are three data centers, 100% virtualized.

SCOPE OF WORK

Vendor's response shall demonstrate an understanding of the subject matter and describe an approach that will be taken to accomplish the services requested.

The overall objective of this project is to develop and articulate a vision and roadmap for the effective use of technology to support the services of the City of Delano. Vendors shall document that vision, and the resources likely to be required to support it, as well as any related recommendations, in an Information Technology Strategic Operating Plan that will set the direction for the City's use of technology for the next three to five years. The scope of the effort encompasses all City Departments.

The City anticipates the project may include the following activities; however, Vendors should propose the project plan and activities they feel will most effectively meet the objective.

- Evaluate the City's current technology environment, including services provided, infrastructure, funding and service methodology;
- Evaluate the City's current IT Governance structure and IT organizational structure to ensure that these best meet the City's business and technology needs through the most appropriate service provision agreements, resource availability and reporting relationships;
- Meet with all levels of Management and other key technology "customers", as well as IT, to determine

City of Delano RFP

the desired technology end state.

- Prioritize system, application and infrastructure requirements based on Council Priorities, City business needs and goals, and evaluate alternative approaches for meeting those needs;
- Make recommendations that will help ensure increased efficiency through the effective use of technology in support of the City's business needs.
- Document and present findings.
 - Assessment
 - Strategic Operating Plan
 - Implementation Plan (Include budgetary estimates for implementing)
 - Executive Summary for Presentation

We place a priority on timely performance of these services. Once we have awarded the contract for this project, we expect the project to begin within two weeks.

CONSULTANT QUALIFICATIONS

1. Consulting company must have a minimum of five years' experience developing IT Strategic Plans.
2. Consulting company must be 100% independent, defined as receiving no fees or commissions from any manufacturer, vendor or organization that could potentially be considered for the City as a qualified provider of hardware or Software.
3. Consulting company must have prior experience with similar projects in the public sector.
4. Consulting company must maintain insurance and workman's compensation policies that meet or exceed the minimum requirements of the City.
5. Consulting company must obtain a City of Delano business license prior to execution of a contract.
6. Consulting company must be willing to accept the City's Standard Consultant Agreement (Please see associated link for "Attachment A – Agreement for Services for contracts over \$5,000 – Consultant").

RESPONSE INSTRUCTIONS

Responses are due by 5 PM on Friday, September 6, 2019 and must include:

- The total "not to exceed" fee for services referenced in SCOPE OF WORK. Price must include any estimated travel or other expenses. This will be a not-to-exceed contract in which the project is expected to be completed within the contract award amount. Unforeseen costs are the responsibility of the Consultant. For clarity, the Proposal should include number of meetings and associated costs.
- Completion of the CONSULTANT QUESTIONNAIRE / RESPONSE section,
- Any additional information consultant feels relevant to the project.

City of Delano RFP

EVALUATION CRITERIA

The City specifically reserves the right to evaluate, in its absolute discretion, the total proposal of each vendor so as to select the services which best serve the needs of the City, thus insuring that the best interest of the City will be served.

The following are The City of Delano's criteria for selection of a finalist.

- Total cost for the services proposed.
- Past experience and track record in completing projects of similar scope and complexity for municipalities.
- Financial stability to provide the requested scope of work.
- Vendor's demonstrated understanding of requirements and needs of the City based on submitted response.
- Feedback from reference customers and accounts.

CONSULTANT QUESTIONNAIRE / RESPONSE

1. The total cost to provide the services defined in this document is not to exceed \$_____
2. Executive Summary:
Provide a summary of your firm's proposed services and methodology and describe how your firm will ensure the City's objectives for this project are met.
3. Technology service provider's qualifications:
Provide, in detail, your firm's credentials as related to this project. Your response must include information that documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP. It must also include your organizational structure, number of employees, location of employees assigned to this project, and the number of years in business. Also provide the City with an individual who the City may contact regarding any facet of the project.
4. Services offered and methodology used:
Fully describe the services and methodology, including phases, your firm will perform to meet the criteria outlined in this RFP.
5. References:
Provide the names of at least three government agency clients for whom your firm has provided a similar scope of services. Include the name of the organization, name of a contact person, phone number, e-mail address if available, description of services provided, and date/dates of service. References are preferred for cities of a similar size providing the public with services similar to those provided by the City of Delano.
6. Project Schedule
Provide a proposed schedule for all phases of the project. Include estimated hours for each phase, including estimated hours and positions of City staff required for each phase. Also include proposed payment terms and schedule.