



Request for Qualifications: Information Technology Services

The City of Parkville, Missouri ("City") is pleased to issue this Request for Qualifications ("RFQ") for Information Technology services. The City requests a qualifications proposal for the services of an information technology ("IT") firm or service provider for an immediate project to update the City's network infrastructure and a possible long-term engagement for ongoing IT support services.

1. OVERVIEW

The City of Parkville is a fourth-class city located in the southern portion of Platte County, Missouri along the Missouri River. The population of Parkville was 5,554 at the 2010 census. Parkville is home to Park University, Parkville Commons, English Landing Park, the National Golf Club, Riss Lake, and the historic downtown Main Street area. The City of Parkville has 40 permanent employees who are supplemented by various contracted, seasonal, and intern employees. The City offers a full range of municipal services including street maintenance, public parks, sewer utility, community development, police, and municipal court.

2. SCOPE OF SERVICES

A. Description

The City is currently confronting a series of IT challenges that need immediate solutions. Over the last year the City utilized multiple individuals to complete the following: replaced a web mail server with Microsoft Exchange, installed Windows domain servers, installed a new Cisco firewall, attempted to virtualize servers and migrate data from existing servers, attempted to remove users from previously established workgroups, among other conversions. The projects and programming were never fully completed, and the system is currently unreliable. Symptoms include inconsistent, unreliable email service with repeated incidents of blocked external incoming emails, consistent inability to email specific addresses, or other email outages, and an inability to implement features like shared calendars, emails, contacts, etc.

Because the domain was not fully established, some employees do not have access to the server, or are experiencing issues accessing network files, software and other resources. As a result, the City cannot implement an electronic file storage protocol and does not have servers mapped to accommodate electronic file storage and file exchanges across multiple departments and users. Many users within the organization are storing files on individual desktop machines with no consistent backup.

The City does not have a complete system for backing up data and has limited recovery options. The City utilizes free antivirus solutions on most desktops but does not currently have network antivirus software. The new firewall has been installed but has never been fully programmed, limiting desired remote access in some instances as well as other internet and email issues. The City has wireless access which is not routed through the firewall.

In addition to the network configuration challenges, the City has hardware and software needs. Most desktop machines within the City of Parkville are running outdated operating systems (Windows XP or earlier) that will not be supported by Microsoft in the long-term. The City is running various versions of the Microsoft Office suite (primarily Office 2003), causing constant compatibility issues between documents and users. The City needs assistance to upgrade its hardware and software and is particularly interested in exploring cloud-based software options with lower annual maintenance costs (Google for Government, Microsoft 360, etc.).

The City does not have in-house information technology support staff. However, the City desires to have multiple employees cross-trained to understand the basics of the network and to troubleshoot minor issues.

The City recently engaged NetStandard (NSI) to perform a preliminary network assessment to diagnose critical issues. The following immediate concerns were identified by NSI:

- Reconfigure Cisco 5005 Firewall
- Maximize implementation of the Windows Domain Server
- Reconfigure Windows back-up servers to protect network
- Update anti-virus software on all servers and desktops

Based on staff experience and initial recommendations of NSI, the City has identified the following priorities to be addressed by the selected firm:

Immediate Priorities:

1. Reliable email
2. Effective network storage solution that is accessible to all desktops
3. Consistent, reliable back-up for network storage
4. Adequate security measures (firewall, anti-virus)

Secondary Priorities:

1. Remote network access for key employees
2. Hardware and operating system upgrades
3. Uniform Microsoft Office or comparable software, including the exploration of a cloud-based software solution
4. Basic maintenance training for in-house staff
5. Ongoing support solution for maintenance and trouble-shooting

Please note that this description of the scope of services is intended to provide a general overview of the essential information technology issues confronting the City of Parkville and is not intended to be exhaustive. The City accepts no responsibility for inadvertent errors or omissions with regard to industry specific jargon or descriptions. A mandatory pre-proposal conference will be held on **Wednesday, August 7, 2013, from 1:00 – 3:00 p.m.** Proposers may ask questions of city staff to gain a better understanding of the scope of services. Guided tours will be available to the City's server room to examine the existing network infrastructure.

B. Budget

The City's annual operating budget for IT services (including labor, equipment, software, materials, etc.) is \$26,500. The City's year-to-date expenditures (through July 23, 2013) for IT services total \$15,650,

leaving a remaining balance of \$10,850 through the end of the calendar year. The City is aware that additional funding may need to be drawn from alternative resources to fully implement the solutions envisioned from this project. Although "cost" is only one factor that will influence this qualifications-based selection process, budget constraints are a difficult reality confronting this project. Firms that can quickly implement affordable, but effective, solutions that require little ongoing maintenance outside of existing city staff will be given the strongest consideration.

C. Project Schedule

Rapid response is a critical element of this project. The City will establish deadlines for each project milestone in consultation with the selected firm as part of contract negotiations. However, immediate intervention is expected, and firms that cannot commit significant upfront time and resources to this project need not respond.

3. PROPOSAL AND EVALUATION CRITERIA

A. **Instructions to Applicants:**

1. Five (5) identical proposals plus one (1) electronic PDF file version (on a CD or flash drive) shall be submitted to the address below in a sealed package clearly marked to the attention of Lauren Palmer, and must be received at the address below by 5:00 PM Central Time on August 9, 2013.

Lauren Palmer
City Administrator
City of Parkville
8880 Clark Ave.
Parkville, MO 64152

2. Any proposals received after the specified date and time will be rejected and returned unopened. Proposals may not be modified or withdrawn after the submittal deadline. However, a respondent may withdraw one's proposal from the selection process at any time prior to the submittal deadline.
3. All proposals should be 8 1/2" x 11" in size (proposals may include fold-outs). Elaborate covers, binding, dividers, etc. are not encouraged.
4. Additional promotional materials/brochures may be included in addition to the proposal but may not substitute for any of the content requirements of the proposal itself. This additional material need not be submitted in an electronic format.
5. Communication with the City, the selection committee, or the general public relative to this project prior to the announcement of a selection is strictly prohibited. All questions should be voiced at the mandatory pre-proposal conference.
6. The City reserves the right to request a change in any proposed sub-consultants, if applicable.
7. The City reserves the right to waive any irregularities and/or reject any and all submittals. The City is under no obligation to award a contract to any firm submitting a proposal.
8. The City shall not be responsible for any costs incurred in the preparation, submittal, and presentation of proposals.
9. All materials submitted shall become the property of the City and shall be subject to the laws and regulations relating to the disclosure of public information. No guarantee of privacy or confidentiality is offered or implied.

B. **Proposal Requirements and Evaluation Criteria**

The following are the contents that all proposals must include; all the listed criteria should be addressed completely and should follow, as closely as possible, the order and format in which it is listed below. These categories and criteria will be major considerations in the evaluation and determination of the most qualified

and capable firm(s). Note: The sequence of the listing is not intended to reflect relative weight of each category.

1. Interest and Qualifications:

- a. A brief description of the firm, including its location, years in the business, history, and philosophy. Include an outline of the firm's officers and executive management.
- b. A statement of interest for the scope of services including a narrative describing the respondent's capabilities and unique qualifications as they pertain to this particular project.

2. Related Experience and References:

- a. Proposal shall include a list and description of at least three projects completed in the previous two years that demonstrate the respondent's experience in troubleshooting and delivering comprehensive IT solutions for municipalities or similar private sector organizations. List the projects in order of priority, with the most relevant project listed first. Provide for each project, at a minimum:
 - 1. Project client, location, and description of services.
 - 2. Total project timeline and budget.
 - 3. Include whether the project met the budget and schedule established at the start of the project.
 - 4. Identify any members of the proposal team who also worked on each project, and include a description of his/her role in the project.
 - 5. Names and contact information for the point(s) of contact for each project.

3. Team and Availability

- a. Proposal shall include a description of the proposed consultant team. Proposal shall identify all key personnel as well as any sub-consultants, if applicable. Proposal shall outline roles, responsibilities and reporting relationships. Proposal shall identify key contact person for communicating with the City on all project-related matters.
- b. Proposal shall include a statement on the availability and commitment of the respondent and assigned professional who will undertake the scope of services. Time is of the essence on this project. Firms that are not able to commit significant time and resources to the project within the first 30 days need not respond.
- c. Proposal shall include resumes for all the key personnel including educational background/training, experience and detailed descriptions of roles played on past projects.

4. Project Approach

- a. Proposal shall include a narrative indicating an understanding of the scope of the project and the services to be performed. An overview of the intended approach to providing the necessary services should be provided.
- b. Describe the firm's history and ability to establish and maintain schedules. Propose a draft schedule for this project.
- c. Describe the firm's history and ability to establish budgets and control costs.
- d. Describe the firm's quality assurance process and history of delivering high quality contracted services on time and within budget.

5. Insurance

- a. Provide a certificate of insurance showing the firm's current limits of liability for commercial, general, and professional liability, workers compensation, and business automobile liability.
- b. List all current and unresolved litigations, arbitrations, or mediations of the firm.

6. Cost Proposals

a. *Initial Scope of Services:*

Include a cost proposal for each project milestone:

Immediate Concerns

- a. Task 1 – reliable email
- b. Task 2 – network storage and accessibility
- c. Task 3 – network backup
- d. Task 4 – security

Secondary Concerns

- e. Task 5 - remote network access for employees
- f. Task 6 - hardware and operating system upgrades
- g. Task 7 - software solution
- h. Task 8 – training for in-house staff

Note: Cost proposals should be all-inclusive. Hardware, software, labor, materials, etc. should be included and itemized.

- b. *Extra Work:* Include an hourly rate schedule for all team personnel and any sub-consultants for any unanticipated work performed to complete the negotiated scope of services for the original project. Include any irregular rate tiers such as weekend or after hours.
- c. *Ongoing Maintenance:* Include an hourly rate schedule or other fee proposal for routine, ongoing IT and network support services following completion of the initial scope of services. Include any irregular rate tiers such as weekend or after hours.

7. Agreement

Include a suggested form of agreement between the City and the respondent for the Scope of Services.

4. PROPOSED PROCESS AND TIMELINE

- July 29, 2013 RFQ issued and posted on the City of Parkville website
- August 7, 2013 Mandatory Pre-Proposal Conference will be held at 1:00 p.m. for a review of the project and the RFQ. (Location – Parkville City Hall, 8880 Clark Ave., Parkville, MO 64152)
- August 9, 2013 Receipt of proposals due by 5:00 PM Central Time
- August 12, 2013 A selection committee comprised of city officials will evaluate the proposals and select a preferred firm to begin contract negotiations. If multiple firms have exceptional qualifications, the selection committee will conduct interviews with a short-listed group of finalists.
- August 13, 2013 Short-listed firms are interviewed (optional)
- August 14, 2013 Preferred firm is notified of selection and contract negotiations
- August 20, 2013 Board of Aldermen takes action on recommended contract
- August 21, 2013 Notice to proceed (pending Board approval)

Please note that this timeline is aggressive and will require prompt responses from short-listed firms. By submitting a proposal in response to this RFQ, the respondent expresses its intent to comply with the established timeline. In addition, the respondent accepts the evaluation process and methodology, as well as acknowledges and accepts that the determination of “the most qualified and capable” firm(s) will require subjective judgments by the selection committee and the City. Thank you in advance for your interest in the City of Parkville.

END OF REQUEST FOR QUALIFICATIONS