

Request for Qualifications
City of College Place
On-Call Information Technology Managed Services

Project Description

City of College Place (City) is seeking written Request for Qualifications (RFQ) from qualified information technology companies (Consultants) interested in providing on-call professional on call information technology services to the City. This RFQ is for a four-year term. A new RFQ will be issued every four years.

Minimum qualifications/information required:

- A. General statement of the understanding of the City and its future needs from a information technology standpoint.
- B. Brief History of Company.
- C. Number of staffing and knowledge background of staff to dedicate to this contract if awarded.
- D. Have an organizational office within **100 miles** of the College Place City Hall which is located at (625 S. College Avenue, College Place, Washington, 99324)
- E. Working knowledge of Dell Computers and Servers.
- F. Basic knowledge of the following software suites:
 - a. Tyler ERP
 - b. Microsoft Windows 7 and greater
 - c. Microsoft Office 365
 - d. ESRI GIS
 - e. AutoCAD/TurboCAD
- G. Aptitude to learn and troubleshoot software/hardware common in municipal arena such as Neogov, Revize Website Suite, BoardDocs, and Security Lines ipod4 360 cameras.
- H. Ability to train city staff on cybersecurity issues and threats, general software suites like Microsoft Office.
- I. Ability to attain governmental pricing on software.
- J. Methodology toward computer user terminal replacement (types firm favors, age of replacement, etc).
- K. Experience serving local government (cities, counties, or special purpose districts).
- L. The experience of the managers and personnel that would work with the City most frequently.
- M. Consultant's experience with Federal, State, and other project funding applications.

- N. Ability to be available for emergency issues that arise 24/7 (help desk). Especially with Police, Fire, and Public Works Services.
- O. Approach to managing and completing projects (general).
- P. Ability to offer remote and in person site specific support.
- Q. Ability to provide remote network backups.
- R. Ability to provide security for city networks.
- S. Ability to troubleshoot copiers. City has four. Also, VOIP phone systems.
- T. **Qualified Consultant Must have the ability to fully onboard City by June 30th, 2023. Intermountain Education Service District (IMESD); the current information technology provider, will stop supporting the City by July 1st, 2023. Methodology around onboarding within this timeframe must be discussed at length.**

Here are some documents that may serve as supporting documentation:

- A. FY 2023 to 2028 Information Technology Plan:
http://cms6.revize.com/revize/cityofcollegeplace/document_center/Finance/Budget%202023/Ordinance_22-021_ITSummary.pdf

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Any firm failing to submit information in accordance with the procedures set forth in the RFQ may be considered unresponsive and may therefore be subject to disqualification by the City.

General Information About City Information Technology System

- A. City Information Technology system services four locations with the following departments and divisions:
 - a. City Hall: 625 S. College Avenue (main hub)
 - i. City Administration Department
 - ii. Finance Department
 - iii. City Clerk's Department
 - iv. Human Resources Department
 - v. Community Development Department
 - b. Police Department: 619 S. College Avenue
 - i. Police Administration & Patrol
 - ii. Code Enforcement
 - iii. Animal Control
 - iv. Evidence
 - c. Fire Department: 629 S. College Avenue
 - i. Fire Prevention
 - ii. Fire Response
 - iii. Basic Life Support Ambulance
 - iv. Fire Marshal.

- d. Public Works Yard: 218 SE 4th Street
 - i. Street Division
 - ii. Parks Division
 - iii. Fleet Services Division
 - iv. Stormwater Division
 - v. Water Division
- e. Wastewater Services is provided by outside contractor Jacobs Group and is not part of this RFQ.
- B. City server and computer terminals are Dell Brand. There are two physical servers and 11 virtual machines spread across them.
- C. Seventy-Two work stations
 - a. Thirteen Dell Optiplex 7010 to 7060's.
 - b. Two Dell Latitude 5424 Rugged
 - c. Thirteen Dell Latitude 5414.
 - d. Five Dell Latitude 5511.
 - e. Twelve Dell Optiplex 7060.
 - f. Three Precision 3630.
 - g. Five Dell Optiplex 7070.
 - h. Two Dell Optiplex 7080
 - i. Five Dell Optiplex 7090
 - j. One Surface Pro 7
 - k. One Dell Optiplex 780
- D. Most computers are single-user. There are two within the Public Works Department that have multiple users.
- E. City currently uses Microsoft Office 2016 and has it installed on all workstations. City wants and has budgeted to transition to Microsoft Office 365 Cloud this year.
- F. City ERP system is transitioning from Springbrook Server Based to Tyler Cloud this year.
- G. Internet at City buildings is Charter Spectrum.
- H. City has three licenses of ESRI ArcGIS Pro.
- I. The total amount of data stored on all of the servers combined is **7.4 TB** of data.
- J. Network Gear Inventory (City Network Wide is below)

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|----------|-------------------------------|-----------------------------------|--------------|---|
| Cisco | s-cocp-pd-garage-10.50 | C1000-16FP-2G-L | Switch | |
| Cisco | s-cocp-pw-sw1 | C1000-48P-4X-L | Switch | |
| Cisco | s-cocp-mdf-sw2 | Catalyst 2960G (WS-C2960G-24TC-L) | Switch | |
| Cisco | s-cocp-mdf-sw1 | Catalyst 2960S (WS-C2960S-48TS-L) | Switch | |
| Cisco | s-cocp-annex-sw1 | Catalyst 2960X (WS-C2960X-24TD-L) | Switch | |
| Cisco | s-cocp-fd-sw1 | Catalyst 2960X (WS-C2960X-48TD-L) | Switch | |
| Cisco | cocp-asa.college-place.wa.us | Cisco ASA 5505 | Firewall | City has ordered a new Netgate PFSense+ 1537 Firewall |
| Ubiquiti | CH - Admin - 18:94 | UAP-AC-Pro | Access Point | |
| Ubiquiti | CH - Planning - 0F:6F | UAP-AC-Pro | Access Point | |
| Ubiquiti | FD - Copy Room - C0:21 | UAP-AC-Pro | Access Point | |
| Ubiquiti | FD - IDF - C0:8A | UAP-AC-Pro | Access Point | |
| Ubiquiti | PD - Center - 56:AB | UAP-AC-Pro | Access Point | |
| Ubiquiti | PD - Garage - 78:6B | UAP-AC-Pro | Access Point | |
| Ubiquiti | PD - North - 32:05 | UAP-AC-Pro | Access Point | |
| Ubiquiti | PD - South - 55:0A | UAP-AC-Pro | Access Point | |
| Ubiquiti | PW - IDF - B0:DE | UAP-AC-Pro | Access Point | |
| Ubiquiti | CH - Council Chambers - 34:1B | UAP-AC-Pro | Access Point | |

Procurement Process

General Information

- A. Compliance with Legal Requirements: The procurement of these consultant services will be in accordance with applicable city, federal, state, and local laws, regulations, and procedures. The City reserves the right to reject any and all submittals received. Any Consultant failing to submit information in accordance with the procedures set forth herein may not be considered responsive and may therefore subject to disqualification by the City. In accordance with the provisions of this RFQ, the City will evaluate the Submittals. The final selection, if any, will be that Consultant which, in the opinion of the City, best meets the requirements set forth in the RFQ and is determined to be the most highly qualified.
- B. Clear and Concise Submittal: Consultants are discouraged from submitting lengthy Submittals (20-page maximum). The City requests that Submittals be concise and clearly written containing only essential information.
- C. Cost Borne by Proposers. All cost incurred in the preparation for and in participation of this RFQ and negotiations process shall be borne by the proposing firms.
- D. Paper Reduction. The RFQ shall be provided to the City digitally via email. The RFQ shall be emailed to Mr. Mike Rizzitiello, City Administrator, at mrizzitiello@cpwa.us **No paper copies will be accepted.**
- E. Public Disclosure. Once in the City's possession, Submittals shall become property of the City and considered public documents under applicable Washington State law. All documentation provided to the City may be subject to disclosure in accordance with Washington State public disclosure laws.
- F. **Schedule**

The selection process is anticipated to proceed as outlined below:

| Date | Selection Process |
|------|-------------------|
|------|-------------------|

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| March 29 th , 2023 | Announcement of the RFQ |
| April 13 th , 2023 | City Walk-Through of IT Facilities |
| April 14 th , 2023 | Submittals due (4 P.M to mrizzitiello@cpwa.us) |
| April 18 th , 2023 | Announce finalists |
| April 19 th & 20 th , 2023 | Interview over Zoom, if deemed necessary |
| April 20 th , 2023 | Email out Notice of Selection |
| April 21 st thru 24 th , 2023 | Complete contract negotiations |
| April 25 th , 2023 | Council authorize Mayor & City Administrator to sign and execute consultant contract. |

- G. Addenda: Updates on this RFQ opportunity will be posted on this webpage: http://www.cpwa.us/businesses/doing_business_with_the_city.php
- H. Selection process is subject to change and will be communicated by City Administrator.

Negotiations

- A. At the completion of the selection process, the selected Consultant will enter into contract negotiations with the City. Negotiations of a contract will be in conformance with applicable Federal, state, and local laws, regulations and procedures. The negotiated cost and pricing data once agreed to by the City and the Consultant, shall form the basis for a billing/payment provision.
- B. If the City and the selected Consultant cannot come to terms after three (3) revisions, the City may discontinue negotiations and go to the next highest ranked Consultant. Failure to reach agreement after three (3) revisions demonstrates an inability to reach agreement within a reasonable timeframe.

Cost and Pricing Data

The selected consultant shall provide the following information within two (2) business days after receiving Notice of Selection. Failure to provide such information in a timely manner may result in the City determining to discontinue negotiations with the selected Consultant and start negotiations with the next highest ranked Consultant.

Standard Rate Table

Please provide a standard rate table where it shows the hourly rate charged for the role/title independent of the individual.

Evaluation and Selection Criteria

- A. Evaluation and Technical Competence (50 points): The City will evaluate the experience and technical competence of the Consultant's Team to provide the services as listed in the Project Description.
- B. Record of Past Performance & Project Examples (50 Points):
 - 1. The City will evaluate the Consultant's record of performance on previous projects with consideration given to quality of work, ability to meet schedules and budget, cooperation, responsiveness, and other managerial considerations.
 - 2. The City will evaluate the project examples provided with respect to the Consultant's experience with similar projects and the amount of involvement the Consultant had with the project examples. The project examples provided should demonstrate the Consultant's experience in providing services similar to those listed in the Project Description.
- C. Interviews (50 Points Potentially):
 - 1. The City may or may not conduct an interview. If the City determines that interviews are necessary, the City will conduct interviews with the short listed Consultants (finalists).
 - 2. Consultants will be notified in writing of the interview request and provided the date and time of the interview. Interview would be conducted via Zoom. The interview process may or may not include a Consultant presentation and the Consultant will not be given questions to prepare for in advance of the interview. The City may choose different criteria for the interview, in which case the Consultants will be notified in writing.

Questions

Questions must be directed to Michael Rizzitiello, City Administrator at mrizzitiello@cpwa.us or by phone 509-394-8506.

Publication Dates: March 30th & April 2nd, 2023

Americans with Disabilities Act (ADA) Information

The City in accordance with Section 504 of the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA), commits to nondiscrimination on the basis of disability, in all of its programs and activities. The material can be made available in an alternate format by emailing Michael Rizzitiello, City Administrator at mrizzitiello@cpwa.us or by calling 509-394-8506.

Title VI Statement

The City in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat, 42 USC 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, subtitle A, Office of the Secretary, Part 21, nondiscrimination in federally assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into

pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.