

**CITY OF ALBANY
CITY COUNCIL AGENDA
STAFF REPORT**

Agenda Date: March 18, 2019

Reviewed by: NA

SUBJECT: Request for proposal for qualified technology consulting firms to assist with the development of a 5-Year Information Technology Strategic Plan

REPORT BY: Victor Mba, Information Systems Project Manager
Isabelle Leduc, Assistant City Manager

SUMMARY

The current Information Technology Master Plan was developed several years ago as a temporary plan. With the vast changes in the City's IT Support Infrastructure, Service Management Processes and Procedures, the existing IT Master Plan is no longer adequate to support the Information Technology goals and objectives of the City. Staff has prepared a request for proposals for qualified technology consulting firms to assist with the development of a 5-Year Information Technology Strategic Plan.

STAFF RECOMMENDATION

That the Council authorize a request for proposal for qualified technology consulting firms to assist with the development of a 5-Year Information Technology Strategic Plan.

BACKGROUND

The current Information Technology Master Plan was developed several years ago as a temporary plan with the primary purpose of providing IT with the guidelines for delivering quality Technology Service Management to its customers as well as equipping the City employees with innovative, secure, user friendly and cost-effective technologies to enable them deliver customer-focused services to the community. With the vast changes in the City's IT Support Infrastructure, Service Management Processes and Procedures, the existing IT Master Plan is no longer adequate to support the Information Technology goals and objectives of the City.

DISCUSSION

Staff has prepared a request for proposals for qualified technology consulting firms to assist with the development of a 5-Year Information Technology Strategic Plan.

It is recommended that the most competitive technical proposals submitted in compliance with the conditions specified in the RFP be reviewed by a panel comprised of IT Managers from neighboring cities. The review panel will interview the most competitive responses to the request for proposals based on objective criteria including but not limited to: responsiveness to the request for proposals, relevant experience and qualifications. The review panel will provide a recommendation to the City Manager that will be forwarded to the City Council for action.

NEXT STEPS

Pending Council action, the Request for Proposals for Information Technology Strategic Plan services will be released on Tuesday, March 19, 2019, with a response deadline of April 16, 2019.

FINANCIAL IMPACT

Information Technology Strategic Plan services costs will be included in the FY 2019-20 budget.

Attachments

1. Request for Proposal for Information Technology Strategic Plan

REQUEST FOR PROPOSAL

CITY OF ALBANY INFORMATION TECHNOLOGY STRATEGIC PLAN



Release Date: March 19, 2019
Due Date: April 16, 2019

Request for Proposal

City of Albany Information Technology Strategic Plan

The City of Albany is requesting proposals from qualified technology consulting firms to assist with the development of a 5-Year Information Technology Strategic Plan. This document outlines the scope of work for the consulting services. Eight (8) hard copies and one electronic copy of the proposal shall be submitted to:

Attn: RFP Information Technology Strategic Plan
Anne Hsu, City Clerk
City of Albany
1000 San Pablo Avenue, Albany CA 94706
Email: ahsu@albanyca.org

I. INTRODUCTION & BACKGROUND

The City of Albany lies on the northwestern corner of Alameda County, California, bordered by the cities of El Cerrito and Richmond on the north, the City of Berkeley on the east and south side, and by unincorporated Kensington in Contra Costa County on the north and east. The City of Albany was incorporated in 1908, at the time of the 2010 census had a population of 18,500 residents. Albany is known for the excellent quality of its K-12 school district, and small town ambiance in an urban setting.

The City Council consists of five members elected at-large to four-year terms. Annually the City Council selects of its members to serve as Mayor and another as Vice Mayor. Council Members may not serve more than two consecutive terms without a break in service of at least two years.

The City is comprised of the following departments: Police, Fire, Finance, Public Works, Community Development, Recreation and Community Services, Human Resources, City Clerk, and Administration which includes City Manager, City Attorney, Neighborhood Services, Information Technology and Community Media.

The Information Technology Division supports more than 180 staff including Fire and Police. Helpdesk, Server Administration and Audio-Visual support are handled by internal IT staff. Network infrastructure, telecom, and application developments are currently outsourced to contractors. The City's Information Technology Network Infrastructure is segregated between the Police Department Network and the rest of the City Network which includes support for the Fire Department. The City's Data Center consists of 2 VMware Virtual Centers

- vCenter with 2 ESXi Hosts and Nimble Storage Arrays for the Police Department Network Infrastructure
- vCenter with 3 ESXi Hosts and Nimble Storage Arrays for the City's Network Infrastructure

The current Information Technology Master Plan was developed several years ago as a temporary plan with the primary purpose of providing IT with the guidelines for delivering quality Technology Service Management to its customers as well as equipping the City employees with innovative, secure, user friendly and cost-effective technologies to enable them deliver customer-focused services to the community. With the vast changes in the City's IT Support Infrastructure,

Service Management Processes and Procedures, the existing IT Master Plan is no longer adequate to support the Information Technology goals and objectives of the City.

II. SCOPE OF SERVICE

The goal of the Information Technology Department is to proactively support, maintain, secure and enhance the City's IT hardware, software and communication infrastructure in a responsive, cost effective and professional manner thereby enabling the City to continuously meet and exceed expectations for a friendly, customer-service oriented government.

The purpose of the RFP is to solicit proposals from qualified professionals with experience in Information Technology needs and operations involving local government to develop a formal 5-year Information Technology Strategic Plan for the City that will assess current and provide recommendations for future technology needs, based on industry best practices. This includes technology systems, telecommunications, hardware, software and human capital to support information Technology.

SCOPE OF SERVICE

Perform a comprehensive assessment of the City's existing technology environment including human capital:

- Conduct a thorough analysis and provide recommendations on the City's current technology environment, including services, infrastructure, staffing, applications, security, funding, workflow processes and business systems.
- Conduct an assessment of the City's current IT Governance structure to ensure that it best meet the City's technology needs through the most appropriate service provision agreements, policies, resource availability and reporting relationships.
- Identify practical and relevant public sector industry standards for IT Contingency Plan for Incident Response, Disaster Recovery, Business Continuity and Risk Management.
- Identify the key internal and external factors; strengths, weaknesses, opportunities and threats (SWOT analysis)
- Identify existing and available outsourcing relationships and opportunities
- Evaluate and identify means and approaches to accommodate current and emerging technology requirements, major trends and upgrades facing the City
- Conduct an assessment of customer needs by meeting with all levels of management and other key technology "customers" as well as IT.

III. DELIVERABLES

Deliverables to be provided include a 5-year IT strategic plan addressing the topic listed herein and any others identified in the process.

Draft Plan – A draft strategic plan, comprised of an executive summary, findings, and prioritized recommendations shall be produced prior to being directed to proceed with a final plan.

Final strategic plan. A final strategic plan will comprise of:

1. An executive summary that effectively communicates the information reviewed
2. A summary of findings and prioritized recommendations
3. A comprehensive documentation of findings and prioritized recommendations
4. A project plan outlining projects by priority that includes timelines and cost estimates

Any documentation prepared by the Consultant shall be provided to the City in both hard copies and electronic format. A Final Report shall be issued following staff comments on the draft. In addition, City staff may require the Consultant to conduct a PowerPoint presentation to City officials. The report should provide sufficient information for policy decisions regarding operational and service options. Five (5) copies of the Final Report will be required along with an electronic copy.

This project should be completed within 90 days of contract award.

IV. CONSULTANT QUALIFICATIONS

- Consulting company must have a minimum of five years' experience developing IT Strategic Plans.
- 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.
- Consulting company must have prior experience with similar projects in the public sector.
- Consulting company must maintain insurance and workman's compensation policies that meet or exceed the minimum requirements of the City.
- Consulting company must obtain a City of Albany business license prior to execution of a contract.
- Consulting company must be willing to accept the City's Standard Consultant Agreement (Please see associated link for "Attachment A – Agreement for Consultant Services).

V. SUBMISSIONS

Please submit firm organization, qualifications, identify key staff to be assigned to this project, provide resumes for each key staff member; provide at least three (3) professional references for work that was performed similar to that requested in this RFP, and provide a detailed description of your approach to the project, including key activities and task to complete to meet objectives outlined, time schedule, and not to exceed cost proposal that reflects the project phases and/or milestones, anticipated reimbursable expenses, and the rates of the people who would perform the work.

VI. SELECTION CRITERIA

The successful applicant must have public sector IT strategic plan experience. The successful firm will have demonstrated their ability to meet these requirements. Other criteria include:

1. Completeness of response to the RFP
2. Experience with similar projects and reference feedback
3. Ability to present technically complex concepts in a simple, comprehensible way
4. Cost
5. Oral communication skills
6. Writing and formatting skills

VII. REQUIREMENTS OF PROPOSAL

The following materials should be submitted with the proposal.

1. Cover Letter

The cover letter should briefly state the consultant's understanding of the work to be performed, the commitment to perform the work in the required timelines, and why the consultant believes it is best qualified to perform the duties and tasks outlined and described in scope of work contained in this request. It should be signed by an official with the legal authority to commit the resources of the firm.

2. Qualifications

The proposal should include the following information and materials:

- a. Qualifications and Related Experience of Personnel Who Will Perform Work. Résumés of all personnel who are proposed to provide professional services to the City of Albany within the Scope of Work outlined and described in this request should be included. Résumés should include all relevant experience, education, and other qualifications over the past 3 years.
- b. Prior Relevant Experience. A description of prior work experience and projects relevant to the Scope of Work outlined and described in this request should be included.
- c. References of Local Government Clients. Please include a list of at least three (3) current and/or previous local government clients located in California for which a consultant assigned to the project has rendered professional services similar to the scope of work outlined and described in this request

3. Approach, Scope, and Timelines

Provide a proposed approach and projected timeline to conduct and complete each step in the Scope of Work

4. Cost

- a. Cost Estimate with justification
- b. Justification of hours and costs may be required prior to final selection, and will be required prior to execution of a contract.
- c. Proposal shall include hourly rates for all personnel on the project.
- d. Proposal should include options for reducing or adding services

VIII. GENERAL INFORMATION

1. The City of Albany reserves the exclusive right on its selection of a consultant.
2. All proposals submitted will be subject to public records laws.
3. The City reserves the right to cancel or reissue the RFP or revise the timeline at any time.
4. The City reserves the right to reject any and all proposals and to waive minor irregularities in the proposal process. The City may accept any proposal if such action is believed to be in the best interest of the City.
5. The City is not liable for any cost incurred by the proposer prior to execution of a contract.
6. The City reserves the right to negotiate scope and cost with the consultant.
7. The project team shall be approved by the City of Albany. The City must approve any changes in the project team.

IX. QUESTIONS DURING PROPOSAL PERIOD

All questions should be directed to Victor Mba, IT Project Manager. TEL: 510-559-4274 or Email: ymba@albanyca.org. Do not contact any other staff members or elected officials of the City of Albany.

X. PROPOSAL TIME LINE

Proposal must be received no later than 4:00PM on Tuesday, April 16, 2019

1. Please submit eight (8) hard copies and one electronic copy of the proposal shall be submitted to:

Attn: RFP Information Technology Strategic Plan

Anne Hsu, City Clerk
City of Albany
1000 San Pablo Avenue
Albany, CA 94706

Email: ahsu@albanyca.org