



**City of Washington, Illinois
Request for Proposals
Information Technology Assessment & Services
October 9, 2019**

Proposals are due no later than **12:00pm on November 8, 2019**
and shall be sealed and addressed to:

**Ray Forsythe, City Administrator
City of Washington
301 Walnut Street
Washington, IL 61571**

The City of Washington seeks proposals for information technology consulting services to assess the City's information technology program and infrastructure, provide information technology support services, and develop short-term recommendations and a five-year strategic plan.

The City seeks a multi-year contract beginning January 1, 2020. Contract goals include: 1) an independent, comprehensive assessment of the City's technology infrastructure; 2) tactical recommendations for improvements; 3) actual information technology support services; 4) training of staff as systems are deployed; and 5) a strategic plan that addresses all major aspects of information technology for the next five years.

Six (6) sets of the sealed proposals are due no later than 12:00 Noon on Friday, November 8, 2019. An electronic version of the proposal is also required to be either provided on a thumb drive or sent electronically at the time of submission.

Questions regarding the proposal should be directed to City Administrator Ray Forsythe, rforsythe@ci.washington.il.us or 309-444-1123.

The City is aware of the time and effort required to prepare responses to proposals and invites vendors to let us know of any proposal requirements that are unclear and/or create difficulty in responding. The City reserves the right to reject any and/or all proposals and to waive any informalities or irregularities in procedure.

A. BACKGROUND

For a number of years, the City has received information technology support services, but has relied on consultants, added various pieces of equipment, software and other technology and hasn't planned and maintained its systems in a coordinated way. The City seeks consulting services from a firm with access to a broader array of service options, knowledge base and skills, strong communication and reporting capabilities, and the ability to respond quickly and with appropriate resources in emergency situations.

The City has 91 employees made up of 57 full time, 15 part time, 8 seasonal and 11 elected officials working out of three primary locations and five secondary locations outlined below.

1. 301 Walnut Street

- a. City Hall: The governing body of the City is made up of the Mayor and eight elected City Council Members, City Clerk and the City Treasurer. This is the location for all administrative operations of the City such as city administration, utility billing and customer service, financial management, human resource management, engineering, planning and zoning, the City Clerk and record retention, copying/scanning, and the website/email management. The City Office is staffed by the City Administrator, Finance/Controller, Customer Service Supervisor, 3 Customer Service Specialists, Planning & Development Director, Building & Zoning Supervisor, City Engineer/Public Works Director, City Clerk, a part time Accountant, Administrative Assistant and a contracted GIS Specialist. The Mayor and Treasurer each have an office; however, these positions are part-time and no set office hours are kept. A full list of computers and other equipment is listed below.
- b. Other functions: The City Hall also serves as the location of a large conference room which is used for the Public Works Committee and Finance and Personnel Committee Meetings as well as day to day meetings with staff and outside visitors to the building. The conference room is served by a speaker phone and wall mounted monitor and laptop computer; there is a copier room, and records retention space. On the exterior there is a generator which serves as a backup power source in case of power outages. This equipment is included in the full list referenced in item a.

2. 115 West Jefferson Street

- a. Police Department: The Police Department is responsible for City law enforcement, including marked patrols, educational functions, prisoner transports, service of process, and support of other law enforcement initiatives. The Police Department is staffed by a Police Chief, a Deputy Chief, a Detective Sergeant, 4 Sergeants, 1 Detective, 13 Officers, and 1 CRO/SRO, there are 9 part time officers which consist of 2 Sergeants, 1 Code Enforcement Officer and 6 Officers. Police Administration consists of an Administrative Assistant, 1 Administrative Officer, 2 Administrative Specialists and 2 part time Administrative Specialists. Along with the building, Police Department staff have other mobile technology and cruisers equipped with technology. The Police Department must interface with other agencies and comply with state and federal Criminal Justice Information Services (CJIS) requirements.
- b. Jefferson Street Shop: On the back side of the Police Department is the City's Street Department. There are 7 employees located in this facility. There is one computer located in this facility.
- c. At the corner of Main Street and Jefferson there is a brick building which was formally the fire department which is now used for storage for both the Police Department and Public Works Departments. There is CCTV and a computer located at this facility but no other equipment.

3. 107 Legion Road
 - a. Public Works Facility: The facility PW Manager, Mechanic and Distribution and Collection Employees are located here. There is the PW Manager, Mechanic, Distribution and Collections Crew which is 5 employees. This location includes the PW facility, and a salt storage facility. It consists of offices, mechanic space, equipment and vehicle storage and a lunch/training room. A list of the computers and other equipment is listed below
4. 201 North Main Street
 - a. Water Plant #1: SCADA computer, alarm system and 3 employees.
5. 1760 Constitution
 - a. Water Plant #2: one personal computer, a SCADA computer and an alarm system. The 3 total water plant employees share their time between the two water facilities.
6. 700 Woodland Trail
 - a. Waste Water Plant #1: This facility is manned by one employee and consists of 3 buildings. It is in the process of being taken out of service. One computer that is not connected to the internet, just used for reporting and an alarm system.
7. 955 Ernest Street
 - a. Waste Water Plant #2: This is the City's primary waste water treatment facility. There are 6 buildings with one additional planned which will be used for equipment storage. There are 4 employees which includes the one employee that goes between the two facilities. Two lab SCADA computers, a personal computer and other equipment used to operate the facility.
8. Other Facilities
 - a. There is a booster station located at 102 Hillcrest which has a dialer which monitors the temperature.
 - b. Washington Fire Department. The City of Washington contracts for EMS and Fire services with the Washington Fire Department and Rescue Squad, Inc. While it is a separate entity from the City, the Fire Department Headquarters is owned by the City of Washington. All Fire and EMS equipment is maintained by them and not part of this RFP.

City departments currently budget individually for their technology maintenance, hardware and software purchase needs. One company currently provides much of the maintenance, but others have been used by various departments for service and purchases. One of the goals of this RFP is to identify one company that can serve the entire needs of the municipal government under one contract. The City expended 28,500 in 2018/2019 for computer support and software, excluding accounting and other specialized software and support, AutoCAD, website and AMR/Sensus support. The combined budgeted amount for computer support and software for 2019/2020 is \$39,159 which includes Phase 2 of a server replacement.

<see attached table>

B. SCOPE OF SERVICES

The City seeks a qualified firm to provide information technology services, including:

1. Meet jointly and individually with department heads and key personnel;
2. Assess the City's existing information technology infrastructure and network environment, including hardware, software, controls, policies, and procedures, to ensure that personnel have appropriate technology for current needs and that the network(s) is

- stable and secure (including meeting CJIS requirements for police systems and their interaction with outside CJIS);
3. Assess existing back-up and disaster recovery equipment and procedures;
 4. Assess remote access capabilities for personnel;
 5. Review existing e-mail and website contracts and services to ensure existing and future needs are met;
 6. Provide practical and cost-effective short- and long-term recommendations to address any identified deficiencies in existing IT infrastructure and network environment;
 7. Ensure all systems have backward compatibility to tie into any older state or other outside systems;
 8. Monitor performance and maintain (including preventive maintenance and software updates) network and local hardware, software and virus protection, including plan for remote and on-site emergency response and "help desk" tech support for all departments as necessary;
 9. Assist with preparing annual budget recommendations;
 10. Research, recommend, and install new equipment;
 11. Train staff as systems are upgraded/introduced;
 12. Create and maintain up-to-date inventory and provide asset tracking for City computer and networking, licensing and maintenance equipment;
 13. Create and maintain five-year technology plan, including strategic planning and budgeting that aligns closely with the City of Washington's IT systems; this should include the feasibility of the City hiring IT staff for a portion or all of its needs.
 14. Review current hardware/software maintenance contracts and performance;
 15. Maintain Internet connectivity, firewall and routers;
 16. Review existing and future broadband and telephone contracts and opportunities to ensure optimum bandwidth, speed, and price;
 17. Assist in research and selection of software products as needed;
 18. Provide appropriate weekly and monthly reports of findings and recommendations, with particular focus on risk-management concerns; and
 19. All other related and/or similar duties.

C. PROPOSAL FORMAT & SUBMISSION REQUIREMENTS

Responding firms shall submit six copies of the proposal and proposals should include the following minimum components:

1. Firm name, address, and contact information of individuals authorized to answer questions.
2. Executive Summary: Briefly summarize the proposal and identify that which makes your firm uniquely qualified for this contract.
3. Firm Profile: Include background and ownership of the company; number of employees; location of primary and any satellite locations; number and nature of professional staff to be assigned to this project; identify supervisory and management staff and summarize experience.
4. Security: Describe background and security measures used in firm's hiring process and how firm would work with the City to assess facilities with significant security requirements.
5. References: Provide a list, with current contact information, of similar engagements performed by the proposer within the past three (3) years. Provide any additional data where your firm has previously worked for a governmental agency. Describe how your specialty area of expertise was applied to those clients and how it relates to this proposal.

6. **Cost:** Provide a standard fee schedule (hourly rate or other proposal) for services offered and include description of conditions, procedures, approvals, and rates for out-of-scope work. Please include a detailed description for travel and other related expenses if they are not included in the proposal fee. It is understood that the fee will include services only and will not include the cost of any equipment or software. However, to the extent that the firm desires to serve as a vendor of hardware and equipment, a description of its pricing program should also be included. Describe consultant's ability to track costs by department for internal budgeting and billing purposes.
7. **Subcontracting:** Identification of any services that may be subcontracted, including if known the name of the subcontractor and applicable experience.
8. **Insurance:** Include proof of insurance, including worker's compensation and general liability of at least \$1,000,000 single limit. Within 15 days of selection and as a condition of the contract, consultant shall provide Certificate of Insurance naming City of Washington as additional insured. The City shall be notified within 15 days in the event of loss or change in coverage or conditions or amounts of coverage. Each policy of insurance shall be issued by a financially secure insurer, duly licensed to do business in the State of Illinois.
9. **Acknowledgements:** Consultant shall acknowledge that it is an Independent Contractor and as such, shall receive no other compensation or considerations, such as those benefits, indemnifications and other considerations normally extended to employees of the City and is responsible for providing any required or voluntary benefits to its employees. The Contractor shall not compensate, in any way, a City official or employee or any member of the family of such officer or employee in the performance of any work under this contract.
10. **Other:** Vendors are welcome to submit supporting information or references in support of their proposal.

D. EVALUATION AND SELECTION

Evaluation of the responses will be based on the extent to which the response meets the requirements stated above and the City's determination as to the extent to which the respondent is likely to be able to achieve the desired results and fulfill the purposes of the contract.

Selection will be based on criteria including but not limited to:

1. Experience/expertise

- Previous related experience and qualifications in the subject.
- Clear knowledge of Information Technology and operations.
- Clear understanding of scope of work and other technical issues related to this engagement.

2. References

- History and performance of firm/project team on similar projects.
- References and recommendations of previous clients.

3. Overall methodology

- Overall approach to the project.
- Additional services, cost-saving measures, products, etc. will be considered for their usefulness or contribution to the engagement.

4. Resources

- Availability of essential personnel based on current workload and future commitments including how many hours each person will dedicate to the engagement.
- Adequacy of amount and quality of resources

5. Cost

- Cost including the overall project-task budget-distribution as well as itemized cost breakdowns.

6. Interview

- At the discretion of the City, interviews may be arranged to assist in making a final selection. It is the City's intention to select one firm to perform all services. Selection is subject to City Council approval.

The City reserves the right to reject any and/or all proposals, to waive any technicalities, informalities or irregularities, to accept or reject all or part of a proposal, and to be the sole judge of the suitability of the proposals offered.

Questions regarding this request for proposals should be directed to Ray Forsythe, City Administrator, at rforsythe@ci.washington.il.us or (309) 444-1123.

Facility	Work Station	Servers	Printers/Copiers	Routers	Other	Mission Critical Software
Legion Rd		VPN	2	1	2 Tablets	Win911 Office ArcGIS
Kevin	2					
Win911	1					
Todd	1					
Lunch Rm	1					
Julie	1					
Waste#1	1		1			None
Waste#2	3	VPN	2	2(?)		Wonderware Verbatim Dialer Office
Water#1	2	VPN	1	1	2 - laptops	Win911 Office
Water#2						Win911 Office
Jeff Shop	1	VPN	1	1		ArcGIS Office
City Hall	15		1 10 plus plotter	1	3 - laptops	Office ArcGIS AutoCad Sensus Tyler Incode
Police			4/3 (leased)			
Windows 7 (upgrade scheduled)	13					CJIS
Windows 10 mobile PC	11					Office
Windows 10 PC	6					
Win Server		2				
NAS server data backup					1	
Proprietary video server		1				
CCTV DVR					1	
Forensic machines for consult only - no access					4	
Managed Switches and Routers				5	2	