

The City of University Heights

REQUEST FOR PROPOSALS

Information Technology Needs Assessment and Strategic Plan

AUGUST 31, 2020

MANDATORY PRE-BID MEETING: 9 AM ON SEPTEMBER 16, 2020

RESPONSE DUE: NOON ON SEPTEMBER 30, 2020

1. INTRODUCTION

The City of University Heights (City) is requesting proposals from qualified firms to provide professional services to conduct a needs assessment and conduct a technology inventory to prepare a strategic plan to serve as a road map for addressing the short and long-term information system needs of the City. Information technology is essential to the City's ability to deliver services to the community. The City desires to optimize its information technology systems to make service delivery more robust, convenient and efficient. The consultant shall assess the City's existing information technologies systems, analyze the City's current and future technology and business needs and develop a plan with clear goals and action items. The plan shall identify high priority items and projects and be structured in a manner that allows for ease of implementation.

1.1. BACKGROUND

The City of University Heights is an urban suburb that celebrates diversity. Our community's mosaic is replete with educational and religious institutions, walkable neighborhoods, local eateries, shopping and nearby amenities, offering residents the opportunity to build a life by design, find their forever homes and plant roots.

City departments are located in multiple buildings. Administration is at City Hall while the Police, Fire, and Service Departments are in separate buildings on the City Hall campus. The Building Department is located in a house next to City Hall. Fire Prevention and the Police Investigative Bureau are in separate houses next to each on Saybrook. Economic Development is housed in an office across the street on Warrensville Center Road.

More information can be found on the City of University Heights's website:

<https://www.universityheights.com/>

2. PROJECT INFORMATION

The City of University Heights's information technology infrastructure is managed by an outside vendor. The City has physical and virtual servers along with a network infrastructure and personal computers on site. The PCs vary by manufacturer, age, specifications, and software.

City staff currently utilize a mixture of custom databases, City hosted software services, and web-based programs to conduct daily City business activities. The City is interested in evaluating the strengths and weaknesses of these various platforms and determining a path forward to improve and expand the services provided.

The City of University Heights is seeking a qualified firm to assist City staff by conducting a comprehensive assessment of the City's information systems architecture, analyzing the City's information technology landscape, and developing an Information Technology Strategic Plan.

Each bidder must insure that all employees and applicants for employment are not discriminated against because of their race, creed, color, sex or national origin. The City

of University Heights is an Equal Opportunity Employer and encourages Minority Business Enterprises, Women Business Enterprises and Small Business Enterprises to submit bids or Proposals for this project.

The firm shall be knowledgeable of technology best practices in municipalities and skilled in the use of business information systems.

2.1. SCOPE OF WORK

The City anticipates that the Consultant shall perform the tasks outlined below; however, proposers are encouraged to develop a plan they believe will most effectively meet the City's objectives of assessing the City's current technology system, identifying any technological, service, and security gaps and develop and implement a plan for improvement. Formulate maintenance, operation, and security procedures for City's information technology systems, software, and infrastructure.

2.1.1. INFORMATION TECHNOLOGY AND BUSINESS NEEDS ASSESSMENT

The Information Technology Assessment shall include but is not limited to an evaluation of the City's current windows domain, network architecture, information security, custom databases, hosted software, web applications, system security, emergency preparedness, system resiliency, operation and maintenance procedures.

The Consultant shall examine the City's existing infrastructure, systems, applications and interview key staff in each City Department to fully assess the current condition of the City's information technology architecture.

The Consultant shall be familiar with technology best practices as well as the products and applications available on the market, and be able to not only evaluate each component but also evaluate how all the components function together.

The Consultant shall include:

- Energy and maintenance costs associated with hardware recommendations
- Risk and vulnerability of the network
- Emergency preparedness

The Consultant's assessment of the City's information technology shall be detailed in a written report that includes an evaluation of the strengths and weaknesses of each component of the City's existing information technology architecture and the City's information technology architecture as a whole.

2.1.2. INFORMATION TECHNOLOGY STRATEGIC PLAN

The Consultant shall prepare a comprehensive Strategic Plan for the City's review and approval.

The Strategic Plan shall:

- Establish needs and goals for the City's information technology and business systems
- Survey of current trends and their potential for impact of current infrastructure
- Identification of needs at higher levels of virtualization and automation
- Provide segmented assessments and roadmaps with varying scope pertaining to administrative requirements
- Evaluate alternative approaches for meeting established needs and goals
- Assess feasibility of alternative approaches
- Develop improvement recommendations and system requirements for meeting established needs and goals
- Formulate maintenance, operation and security procedures for City's information technology systems, software and infrastructure
- Prioritize the improvement recommendations and system requirements
- Provide cost estimate for each recommended improvement recommendation and system requirement; costs shall include initial implementation and ongoing support
- Establish an implementation schedule
- Define the implementation process for each improvement recommendation and system requirement
- Provide a detailed review of potential cybersecurity threats the City is likely to face for the next five years, and the best physical and software infrastructure and practices, particularly the layered backup scheme, to defend against these threats.
- Provide details of the plan for scenarios including incorporating the Police Department retaining its segmentation.

The Strategic Plan shall be structured in a manner that allows for ease and clarity of implementation. The Plan should address the most critical system needs of the next 5 years.

3. THE PROPOSAL

Proposals should not include any materials to be returned to the consultant and should be a concise statement. Each proposal must include the following information:

3.1. QUALIFICATIONS STATEMENT

- A brief description of the firm or business entity, including firm history, number of employees, organization structure, ownership structure and expertise, and resumes for principals or key employees who would perform the Services in this Solicitation;
- A detailed listing and description of experience and other information that demonstrates the Respondent's expertise and capacity to provide the Services specified in this Solicitation,
- Minimum of three (3) letters of recommendation from specific customers who have used services provided by the Respondents in the past 18 months; and if relevant, a list of references from Municipalities to whom the Respondent has

provided services similar and comparable to those described in this Solicitation (contact name, telephone, email address, contract term) from whom University Heights may obtain references;

- Any other relevant information that Respondent believes would assist University Heights in evaluating the submittal.
- Provide all professional certifications.
- Describe the Confidentiality and Security Plan for information sharing.
- Provide disclosure of any financial interests.
- A mandatory pre-bid conference in which everyone can view the systems we currently have will be held on September 16, 2020 at 9 am at University Heights City Hall. Masks are required.

3.2. PROPOSED FEES

- Specify all hourly rates for service; including all travel time, nights, weekends and holidays.
- Specify all fees associated with the proposed technology assessment/audit.
- Specify whether Respondent is able to provide any value-added services to University Heights either for a fee or as complimentary service to Heights.
- Describe any financial investment to implement the resulting agreement.
- Describe what could result in a change order.
- Indicate the preferred payment form/method.
- Estimate any third party out of pocket costs.

3.3. PROPOSED TIMELINE

Provide a schedule identifying all tasks and subtasks to be performed to conduct the technology assessment, business needs assessment, and development of the strategic plan. Indicate the total time required to complete each phase including detailed information regarding the time expectations for City staff participation.

3.4. PROPOSAL CLARIFICATIONS

The City will respond to requests for clarification to the Request for Proposal in written RFP Addendum(s) as needed. Inquiries should be directed by email to rmullen@universityheights.com. No verbal requests will be accepted. All requests for clarification must be received by noon on September 18th, 2020.

Please submit bids to

Kelly Thomas
Clerk of Council
City of University Heights
2300 Warrensville Center Road
University Heights, OH 44118

All proposals are due no later than noon on Thursday, September 30, 2020.

The City reserves the right to extend the deadline or accept a late submittal with good cause shown.

3.5. RESPONSE PREPARATION

No reimbursement will be made by the City for costs incurred in the preparation of the response to this Request for Proposal. Submitted materials will not be returned and become the property of the City of University Heights.

3.6. RIGHT TO REJECT PROPOSALS

Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposal unless clearly and specifically noted in the proposal submitted and confirmed in the agreement between the City of University Heights and the firm selected. The City of University Heights reserves the right without prejudice to reject any or all proposals.