

# Request for Proposals

## City of Monroe Gap Analysis of IT Services

City of Monroe  
806 West Main Street  
Monroe, WA 98272

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## Overview

The City of Monroe is seeking to conduct an analysis of the Information Technology department. This analysis should address at a minimum:

- Provide a detailed inventory of the current network hardware
- Provide a detailed inventory of the current network software
- Review of the IT business continuity plan to address redundancy, data recovery, and backups
- Review of the current network documentation
- Review of the department structure
- Review of network security
- Review of the overall system architecture and technology

The purpose of this gap analysis is to summarize the current state of the information technology services with regard to personnel, infrastructure and hardware and software systems, highlight areas where the delivery of information can be improved and most importantly, to offer a blueprint as to how the City can best position itself to move forward in the future. What is the best mix of internal and external human, software and hardware resources, now and in the future?

This examination, analysis and set of recommendations is to be conducted in an ethical, unbiased and professional manner serving only the best interests of the City of Monroe.[ In order to insure that the execution of this commission does not devolve into a self-serving proposal for work, the company that conducts this study is excluded from financially benefitting from its recommendations and conclusions in the future.] The RFP is a bid to conduct a gap analysis, not for a vendor to provide a list of services they offer.

The deliverable for this project will be a detailed Gap Analysis of your findings and recommendations.

The City of Monroe seeks the assistance of a company that can accomplish all of the functionality identified in this Request for Proposals.

## Monroe Computing/ Working Environment

The City of Monroe currently has 104 full time employees with 100 PCs, 57 laptops and 9 servers, and PxB phone system. City employees are located in 4 locations, all connected with Cat%, Fiber, Internet.

The City's standard network operating system is Microsoft Active Directory and the current standard desktop operating system is Windows XP.

Monroe IT current department structure. The IT department is currently staffed with one FTE, (IT Manager) and one contingent labor responsible for desktop administration.

## Background

Monroe is located in the Puget Sound region of the State of Washington at the intersection of three major highways. The City has a Mayor-Council form of government and operates as a non-charter code city under RCW 35A. The City was incorporated in 1902 with a current population of 17,330.

The City is a full-service municipality employing approximately 100 people to provide general government, public works, public safety, emergency management, planning and permitting, and recreational services. The City is actively encouraging growth and the expectation is that the demands on the IT Department will grow rapidly as well.

## Vendor Qualifications

The intent of this Request for Proposals is to enable the City of Monroe to evaluate vendor experience, qualifications and capabilities of performing the analysis. The desired qualifications are outlined below. Responders are to submit a written narrative corresponding to each of the numbered items:

### 1. Gap Analysis Experience

- A. Like size municipalities.
- B. Other municipal clients (please list name)
- C. It is essential that the party conducting this study have intensive and extensive experience in assessing public information technology systems. The company performing the analysis should have a background working with FBI Criminal Justice Information Service security requirements. Rules and regulations with respect to public disclosure and records management is another area where the company that performs this analysis needs to possess a high level of expertise.
- D. References (minimum three references, including all contact information below)
  - i. Client Name
  - ii. Client Contact Person
  - iii. Phone and Fax

### 2. Company Profile

- A. Number of years in business
- B. Office location(s) (Include business address)
- C. Demonstrated company financial stability

### 3. Team Members/Roles (list all personnel to be assigned to this project)

- A. Name, title, role (e.g., project management, programming, graphics)

### 4. Company Service Capabilities

- A. Initial Assessment – With the assistance of city staff, compile an inventory of all information technology related assets, assess system assets and make recommendations for improved city-wide IT system performance.
  
- B. Network documentation including
  - a. Server Information
  - b. Network Topology
  - c. Domain Profiles
  - d. Configuration of Network
  - e. Router and switch port assignments
  - f. Other critical application
- C. Business Continuity analysis
- D. Human Capital Assessment
- E. Experience with large user count and high security of data.
- F. Recommendations for critical investments by the City to ensure high quality (timely, relevant, and secure) delivery of information for the next few years. This should incorporate the positioning of the City's IT Department to take advantage of developing trends.
- G. Detail all the services provided by the information technology department and the interaction of information. For example, the water filling station system software feeds invoicing information to the accounting system.
- H. Telecommunications analysis
- I. Physical security analysis
- J. Records management analysis
- K. Other

## 5. Vendor/Municipal Contract Performance

(Please provide two examples that include all of the following):

- A. Client name
- B. Contract amount
- C. Contract duration
- D. Project outcome

## Submittal Requirements

The following items must be included in a response to this Request for Proposals:

1. Under Vendor Qualifications section, complete and return items 1-5.
2. Include a project approach summary for the gap analysis.
3. Include a sample project schedule.
4. Include pricing range/cost for services outlined

The deadline for Request for Proposals responses is February 24, 2012, at 8:00 a.m. Submit a .pdf file containing your proposal to [bwarthan@ci.monroe.wa.us](mailto:bwarthan@ci.monroe.wa.us).

Submittals that are not received on or before the specified deadline will not be accepted (no exceptions). The City reserves the right to request follow-up information or clarification from vendors in consideration.

The City of Monroe reserves the right to reject any or all submittals, to compare the relative merits of the respective responses, and to choose a vendor, which in the opinion of the City, will best serve the interests of the City.

Each response to this Request for Proposals shall be done at the sole cost and expense of each proposing vendor and with the express understanding that no claims against the City for reimbursement will be accepted.

## Evaluation Criteria

Responses to this Request for Proposals will help the City identify the most qualified vendor and will be indicative of the level of the firm's commitment. The City will evaluate the qualifications, references, overall fit with the City of Monroe, as well as the pricing range/cost to determine the most qualified vendor.

## Selection Process

The selection process will involve the following phases:

**Phase 1:** A review team will evaluate vendor submittals. The initial review will determine conformance to submission requirements and whether responses meet minimum criteria established. Review will include the vendor's acceptance of Request for Proposals terms and

completeness of submissions.

**Phase 2:** Interview of most qualified applicants (if necessary).

**Phase 3:** Review team will check references given.

**Phase 4:** The City will enter into negotiations leading to a professional services agreement.

## Schedule

The approximate Request for Proposals schedule is summarized below:

- Issuance of Request for Proposals: February 10, 2012
- Vendor submittals due: March 9, 2012 at City Hall via email.
- Vendor interviews, reference checks: March, 2012
- Vendor approval, enter negotiations, execute a professional services agreement: March, 2012
- City Council approval of contract: April, 2012\*

\* Dates subject to change

## Inquiries

Inquiries about this request for qualifications must be in writing and directed to:

Ben Warthan  
HR Manager  
City of Monroe  
806 West Main Street  
Monroe, WA 98272  
Phone: 360-863-4523  
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