

City of Florence, Oregon
Request for Proposals/Quotes
Information Technology Strategic Plan

July 28, 2016

The City of Florence, hereinafter referred to as “City”, is seeking informal proposals/quotes from qualified firms to provide strategic planning services with the primary goal of engaging our staff to develop a decision-making framework for managing the City’s information technology resources for the betterment of the City’s operation and service to the community.

Proposals/quotes will be received until, but not after 4:00 p.m. (local time), August 8, 2016. One signed original via an electronic copy in .pdf format shall be addressed to the City Project Manager’s Office at megan.messmer@ci.florence.or.us, showing in the subject line – “IT Strategic Plan”.

This is a limited solicitation. Any Addenda will be provided simultaneously to the firms solicited for this opportunity. This RFP and any addenda will be digitally transmitted. Any proposal received after the scheduled closing time for receipt of proposals will not be considered. It is the responsibility of the party submitting a RFP response to ensure that their proposal is received at the designated location on or before the deadline. Any objections to or comments upon the RFP specifications must be submitted in writing to the City Project Manager’s email at megan.messmer@ci.florence.or.us. They must be received no later than August 3, 2016 at 5:00 PM (local time).

Proposals received will be held confidential until a recommendation for award has been approved by the City Manager. Thereafter, all Proposals will be available for public inspection by submitting a Public Records Request through the City Records Office.

The City will be the sole judge in determining award of an Agreement and reserves the right to reject all Proposals.

Technical information pertaining to the required scope of services or questions regarding the City’s RFP process may be obtained by contacting Megan Messmer, who may be reached at megan.messmer@ci.florence.or.us during normal City business hours.

The City desires proposals/quotes to complete the following scope of services. The City desires to commence the work no later than mid- to late- August with the final deliverable by the end of October 2016. Please submit your firm’s proposal, including hourly rates, proposed schedule, and pricing quote to complete the project by August 8, 2016 at 4:00 pm to Megan Messmer at megan.messmer@ci.florence.or.us.

SCOPE OF WORK – INFORMATION TECHNOLOGY STRATEGIC PLAN

The deliverable for this project will be to produce an Information Technology Strategic Plan which captures the current City of Florence Information Technology environment and provides a path ahead for its future. The deliverable will identify immediate and long range needs and goals, validate compliance with state, federal and industry standard information technology practices and procedures, identify gaps and suggest strategies to work towards information technology goals of the organization. The plan will focus on immediate actionable items as well as provide recommendations for a 4-5 year overarching IT strategy.

PHASE 1 – INFORMATION GATHERING

Task 1: Hold kickoff meeting with stakeholders. Identify high level IT goals, current needs, and challenges.

Task 2: Document Review. Obtain and review current network documentation, data transport invoices, software application list, IT policies, CJIS security audit, PCI compliance scans and SAQ, hardware inventory, and IT support services contract. Identify integrations to other systems.

Task 3: Employee Survey. Produce and distribute online survey to employees to assess current IT environment issues, develop needs analysis, functional limitations, and training needs.

PHASE 2 – ONSITE TECHNICAL AUDIT AND ASSESSMENT

Task 1: Technical Audit. Perform on-site technical audit. Validate network documentation and update as necessary. Verify software versions, hardware condition, validate inventory, validate backup and disaster recovery strategies. Validate integrations to other systems, whether they are working as intended, secured and documented. Gather feedback on current IT support services contract.

Task 2: Hold Planning Workshop. Meet with departments individually and discuss current challenges and desired functionality. What is working, what is not? What are their current needs, what do they anticipate in the future. Identify training needs.

PHASE 3 – GAP ANALYSIS AND PLANNING

Task 1: Immediate Issues. Identify immediate issues found in technical audit and necessary steps and potential costs to remediate.

Task 2: Future Design. Develop high level plan of future IT environment accomplishing the requirements identified throughout prior phases. Develop hardware and software requirements to sustain this environment and produce rough order magnitude costing for steps to achieve this design. Produce life cycle estimates for current hardware and software and how legacy systems can migrate to future environment. Provide recommended updates to IT policy to align with industry standard best practices and ensure compliance with state and federal regulations. Develop an IT support services plan that provides sufficient services in the most efficient manner.

PHASE 4 – PUBLICATION OF FINAL IT STRATEGIC PLAN REPORT

Task 1: Deliverable. The results of all phases will be compiled into an IT Strategic Plan Document. The results of the technical audit and network documentation will be compiled in an appendix to the IT Strategic Plan document. Digital, editable copies of the plan to also be provided.