

ISLAND TRANSIT
Island County Public Transportation Benefit Area
(dba Island Transit)

REQUEST FOR PROPOSAL (RFP)
INFORMATION SYSTEMS (IS) ASSESSMENT AND
STRATEGIC PLAN
RFP 02-17

1. Introduction

The purpose of this RFP is to solicit proposals from vendors qualified to prepare an information systems strategic plan and perform an evaluation of the existing IS system and policies. The ideal vendor will have experience in information technology system development, Global Positioning System (GPS), information architecture, virtual machine (VM) environment and wireless networking. They will be excellent communicators and write clearly and concisely. They will have some public sector experience, preferably with public transportation.

Island Transit is a Public Transportation Benefit Area (PTBA) providing fixed route, paratransit and vanpool services throughout Island County and certain areas of neighboring counties.

Island Transit is a municipal corporation of the state of Washington and is governed by a Board of Directors composed of two Island County Commissioners, three appointed City Council members and an Amalgamated Transit Union representative. The agency has a staff of 112 employees including bus Operators and office staff and an annual operating budget of \$12,819,479.

Island Transit created its first in-house Information Systems (IS) position in 2010 and currently has two staff members. Information Systems is part of the agency's Administrative Department. The IS system has developed over the past seven years without a formal strategic plan. In 2013, Island Transit purchased and installed all new phone, computer and network hardware and software systems funded through a federal grant for the construction of a new Operations and Administration facility.

The Information Systems staff support 112 employees (office staff and drivers) including the following:

- All major applications for Finance, Maintenance, Operations and Administrative services
- Support for internet service for office staff, vehicles and surveillance cameras.
- Support for office desktop and laptop PC's, iPads, iPhones and print devices
- Support for vehicle and park and ride technologies including radios and repeaters, Samsung Galaxy Tablets, reader boards and surveillance cameras.

- All network and infrastructure support including VM, internal wired network and server infrastructure

The support includes the following sites:

- Main base Operations/Administration and Maintenance facilities
- Satellite Operations facility on Camano Island
- Transit transfer station in Oak Harbor ('Harbor Station')
- Two park & rides with surveillance cameras in Langley and Coupeville

The agency's VMware computing/networking environment is Windows based. Configuration of the computing/network environment will be provided upon request.

II. Scope of Services

Island Transit is seeking an IS assessment that includes evaluation of the agency's computing/network systems.

Areas of specific interest are:

- An evaluation that will highlight current strengths and weaknesses
- Remote access
- Email flexibility
- File/folder management
- Security
- Staff structure
- Replacement cycles (software and hardware)
- Review/assessment/recommendation for existing technology inventory

Deliverables will be a report outlining the finding of the evaluation, recommendations for improvements identified and a schematic diagram of the IS network.

Island Transit is looking for a consultant to help create a strategic plan that will guide us through the next five years. The process needs to involve the primary internal stakeholders in idea generation for the future, and in a thorough and realistic prioritization of projects.

We have a content management system in which we are interested in a pathway to help us better manage all digital content, including public records.

Deliverables to be provided include a five-year strategic plan addressing the topics listed herein and any others identified in the process of stakeholder discussions.

Note: Island Transit recently participated in an assessment of the current information security program. The results of this assessment include recommendations for strengthening Island Transit's overall data security posture. The report will be available for review by the successful vendor.

III. Proposal Requirements

The proposal must provide a summary of the firm's qualifications to perform the duties outlined in the scope of services section.

All proposals shall include the following:

- Cover Letter
- Proposal Summary
- General vendor Information and Qualifications
- Customer Reference
- Task Area Descriptions
- Project Schedule and Work Plan
- Fee Structure
- Non-Collusion Certification
- Acceptance of Terms and Conditions

COVER LETTER

The cover letter must contain the following statements and information:

1. "Proposal may be released as public information in accordance with requirements of the laws covering same." (Any proprietary information must be clearly marked).
2. Proposal and cost schedule shall be valid and binding for ONE HUNDRED AND EIGHTY (180) days following proposal due date and will become part of the contract that is negotiated with Island Transit.
3. Company name, address and telephone number of the firm submitting the proposal.
4. Name, title, email address and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
5. Proposals must state the proposer's federal and state taxpayer identification numbers.

PROPOSAL SUMMARY

This summarizes your proposal and your firm's qualifications. You may use this section to articulate why your firm is pursuing this work and how it is uniquely qualified to perform it.

GENERAL VENDOR INFORMATION AND QUALIFICATIONS

Indicate:

1. Firm Identification
Provide name of firm and the firm's principal place of business, and the name, email address and telephone number of the contact person. Include the proposer's federal

and state taxpayer identification numbers.

2. Description of Qualifications

Provide a brief history and description of your firm's available services and qualifications. Include general information regarding organizational structure, size, capabilities, and areas of specialization.

Include at a minimum the following information:

- a. Names of individuals who will perform required tasks as well as their certifications.
- b. Identify the person who will be primarily responsible for the services required by Island Transit and provide a description of the experience of the primary person with projects similar to those more specifically set forth in this proposal. Describe technical skills and qualifications for the project position. Include skills and experience with IS management, IS strategic and tactical planning, GIS and infrastructure design, plus any other skills that might be considered relevant and include resume.
- c. Identify the proposed project staff who will assist with this project. Indicate the percent of time each staff member will be dedicated to the project and each member's years of experience in information technology including resumes for all parties.
- d. Describe your ability to provide services in a timely fashion, including a description of your staffing and familiarity with services required by Island Transit.
- e. Describe information technology assessment experience with public entities and public transit agencies.

CUSTOMER REFERENCE

Please list private sector clients and all public sector clients for whom you have strategic planning or other services relevant to this RFP over the past two (2) years.

Provide the customer's designated contact name, title, organization, email and telephone number.

TASK AREA DESCRIPTIONS

Describe your overall approach to the following task areas:

1. Development of existing technology inventory
2. Involvement of stakeholders in the strategic plan discussion
3. Assessment of current strengths and weaknesses

PROJECT SCHEDULE AND WORKPLAN

Provide a detailed project implementation plan that includes:

1. Beginning and end dates of all tasks (the actual project start date will be determined during contract negotiations)
2. A table listing vendor staff assignments and proposed labor hours for all tasks
3. A brief description of each task and its work products
4. A description of projects deliverables

FEE SCHEDULE

The Proposal must contain a fee schedule that includes estimated hours, rates and

overall price. Pricing should be broken down so that we can see the actual price for the IS strategic and tactical planning separate from the infrastructure evaluation.

NON-COLLUSION CERTIFICATION

Please complete and include the Non-Collusion Certification from the Attachments section of this RFP.

ACCEPTANCE OF TERMS AND CONDITIONS

Indicate exceptions that your firm takes to any terms and conditions listed in this RFP, including the Attachments. Proposals which take exception to the specifications, terms or conditions of this RFP or offer substitutions shall explicitly state the exceptions(s), reason(s) therefore, and language substitute(s) (if any) in this section of the proposal response. Failure to take exception(s) shall mean that the proposer accepts the conditions, terms and specifications of the RFP.

If your firm takes no exception to the specifications, terms and conditions of this RFP, please indicate so.

Signed By: _____

Title: _____

Date: _____

For: _____

IV. RFP Official Contact

The RFP official contact is Robyn Goldring, Administrative & HR Manager, whose contact information is listed below. Vendors should rely only on written statements regarding the RFP issued by Robyn Goldring.

Address: Island Transit
19758 SR 20
Coupeville, WA 98239
Phone: 360-678-9517
Email: goldring@islandtransit.org

V. Procurement Schedule

The procurement schedule for this project is as follows:

NOTE: Island Transit reserves the right to adjust this schedule as necessary.

MILESTONE	DATE
Request for Proposal Issued	September 22, 2017
Proposal Questions Deadline	October 13, 2017
Answers to RFP Questions Released	October 19, 2017
Proposal Submissions Deadline	October 27, 2017, 4:00 PM
Finalists Selected	November 6, 2017
Vendor Interviews (please reserve this date)	November 7-10, 2017
Vendor Selection	November 13, 2017

VI. Submission Procedures

Proposers may email a pdf submission document to goldring@islandtransit.org. It is the submitter's responsibility to verify that Island Transit has received and is able to open the document. Electronic submissions are encouraged. Hardcopy proposals will also be accepted if submitted without hard covers, binders, spines or table (easy to copy). If submitting hard copies, please provide three (3) copies.

Late Proposals will not be considered. All proposals become the property of Island Transit.

Proposers should provide contact information to goldring@islandtransit.org in order for Island Transit to provide interested vendors with a list of any questions received and the agency's answers to those questions.

VII. Evaluation Procedures

The Executive Director, Administrative & HR Manager and staff from agency partners will evaluate the submitted proposals. The evaluators will consider how well the vendor's proposed solution meets the needs of Island Transit as described in the vendor's response to each requirement and form. It is important that the responses be clear and complete so that the evaluators can adequately understand all aspects of the proposal. The evaluation process is not designed to simply award the contract to the lowest cost vendor. Rather, it is intended to help Island Transit select the vendor with the best combination of attributes, including price, based on the evaluation factors. Island Transit reserves the right to require that a subset of finalist vendors make a presentation to a selection team.

VIII. Appeals

Vendors who wish to appeal a disqualification of proposal or the award of contract may submit the appeal in writing to the Administrative & HR Manager within TEN (10) working days of the issue date on the Notice of Award or disqualification. Appeals should be sent to the following address:

Island Transit
Robyn Goldring, Administrative & HR Manager
19758 SR 20
Coupeville, WA 98239

The appeal must describe the specific citation of law, rule, regulation or common business practice upon which the protest is based. Neither the judgment used in the scoring by individual evaluators nor disagreement with the procurement process shall constitute grounds for appeal. Island Transit will not consider any protest based on items that could have been or should have been raised prior to the deadline for submitting questions or requesting addenda. The filing of a protest shall not prevent Island Transit from executing a contract with any other vendor.

APPENDICES

RFP AMENDMENTS

Island Transit reserves the right to change the schedule or issue amendments to the RFP at any time. Island Transit also reserves the right to cancel or reissue the RFP.

VENDOR'S COST TO DEVELOP PROPOSAL

Costs for developing proposals in response to the RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to Island Transit.

WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

REJECTION OF PROPOSALS – WAIVER OF INFORMALITIES OR IRREGULARITIES

Island Transit reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of Island Transit.

PROPOSAL VALIDITY PERIOD

Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between Island Transit and the successful vendor.

PUBLIC RECORDS

Under Washington state law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this Request for Proposals (the "documents") become a public record upon submission to Island Transit,

subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law. If Island Transit receives a request for inspection or copying of any such documents provided by a vendor in response to this RFP, it will promptly notify the vendor at the address given in response to this RFP that it has received such a request. Such notice will inform the vendor of the date Island Transit intends to disclose the documents requested and affording the vendor a reasonable opportunity to obtain a court order prohibiting or conditioning the release of the documents. Island Transit assumes no contractual obligation to enforce any exemption.

CONTRACT AWARD AND EXECUTION

Island Transit reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to Island Transit.

The general conditions and specifications of the RFP and as proposed by Island Transit and the successful vendor's response, as amended by agreements between Island Transit and the vendor, will become part of the contract documents. Additionally, Island Transit will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

The vendor selected as the apparently successful vendor will be expected to enter into a contract with Island Transit.

If the selected vendor fails to sign the contract within five (5) business days of delivery of the final contract; Island Transit may elect to cancel the award and award the contract to the next-highest-ranked vendor.

No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

HOLD HARMLESS AND INDEMNIFICATION

- A. The SERVICE PROVIDER shall indemnify and hold Island Transit and its agents, employees and/or officers, harmless from and shall process and defend at its own expense any and all claims, demands, suits, at law or equity, actions, penalties, loss, damages, or costs, of whatsoever kind or nature, brought against Island Transit arising out of, or in connection with, or incident to, the execution of this Agreement and/or the SERVICE PROVIDER'S performance or failure to perform any aspect of this Agreement; provided, however, that if such claims are caused by or result from the concurrent negligence of Island Transit, its agents, employees and/or officers, this indemnity provisions shall be valid and enforceable only to the extent of the negligence of the SERVICE PROVIDER; and provided further, that nothing herein shall require the SERVICE PROVIDER to hold harmless or defend Island Transit, its agents, employees and/or officers for

damages or loss caused by Island Transit's sole negligence. The SERVICE PROVIDER expressly agrees that the indemnification provided herein constitutes the contractor's waiver of immunity under Title 51 R.C.W., for the purposes of this Agreement. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement.

- B. No liability shall attach to Island Transit by reason of entering into this Agreement except as provided herein.

INSURANCE

The SERVICE PROVIDER shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the SERVICE PROVIDER, their agents, representative, employees or subcontractors. SERVICE PROVIDER's maintenance of insurance as required by the Agreement shall not be construed to limit the liability of the Contractor to the coverage provided by such insurance, or otherwise limit Island Transit's recourse to any remedy available at law or in equity. Insurance is to be placed with insurers with a current A.M. Best rating of not less than A:VII.

The SERVICE PROVIDER shall provide a Certificate of Insurance and **additional insured endorsement page(s)** evidencing:

- A. Automobile Liability insurance with limits no less than \$1,000,000 combined single limit per accident for bodily injury and property damage on all owned, non-owned, hired and leased vehicles. If necessary, the policy shall be endorsed to provide contractual liability coverage.
- B. Commercial General Liability insurance written on an ISO occurrence basis form CG 00 01 and shall cover liability arising from premises, operations, property damage, independent contractors and personal injury and advertising injury, with limits no less than \$1,000,000 combined single limit per occurrence and \$2,000,000 aggregate.
- C. Worker's Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
- D. Professional Liability insurance, including "errors and omissions" with limits no less than \$1,000,000 on a claims-made annual aggregate basis (***if applicable to project – required for engineering, architects and some professional consultants – otherwise this coverage stipulation does not apply***).

Any payment of deductible or self-insured retention shall be the sole responsibility of the SERVICE PROVIDER.

Island Transit, its officers, volunteers and agents shall be named as an additional insured on the insurance policy, as respects work performed by or on behalf of the SERVICE PROVIDER and **a copy of the endorsement naming** Island Transit as additional insured shall be attached to the Certificate of Insurance and **provided to Island Transit before the contract is finalized**. A copy of the certificate and endorsement shall be provided to Island Transit prior to commencement of the work. Island Transit reserves the right to request certified copies of any required insurance policies.

The SERVICE PROVIDER'S insurance shall contain a clause stating that coverage shall apply separately to each insured against whom claim is made or suit is brought, except with respects to the limits of the insurer's liability. The SERVICE PROVIDER'S insurance shall be primary insurance with respect to Island Transit and Island Transit shall be given thirty (30) days prior written notice of any cancellation, suspension or material change in coverage.

EQUAL OPPORTUNITY COMPLIANCE

Island Transit is an equal opportunity employer and requires all Proposers to comply with policies and regulations concerning equal opportunity.

The Proposer, in the performance of this Agreement, agrees not to discriminate in its employment because of the employee's or applicant's race, religion, national origin, ancestry, sex, sexual preference, age or physical disability.

OTHER COMPLIANCE REQUIREMENTS

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the Proposer awarded a contract shall comply with federal, state and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes and similar subjects.

OWNERSHIP OF DOCUMENTS

Any reports, studies, conclusions and summaries prepared by the Proposer shall become the property of Island Transit.

CONFIDENTIALITY OF INFORMATION

All information and data furnished to the Proposer by Island Transit, and all other documents to which the Proposer's employees have access during the term of the contract, shall be treated as confidential to Island Transit. Any oral or written disclosure to unauthorized individuals is prohibited.

ATTACHMENTS

ATTACHMENT A: NON-COLLUSION CERTIFICATION

The undersigned, being duly sworn, deposes and says that the person, firm, association, co-partnership or corporation herein named, has not either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in the preparation and submission of a proposal to Island Transit for consideration in the award of a contract on the improvement described as follows:

Information Systems Strategic Plan

By:

(Please print)

(Authorized Signature)

Title

Firm

Date