

City of Port Angeles, Washington
Finance & Information Technology

321 East Fifth Street
PO Box 1150
Port Angeles, WA 98362-0217

Request for Proposal
RFP IT-1401

The City of Port Angeles is interested in procuring professional services to develop an Information Technology Strategic Plan for the City.

The City of Port Angeles, Washington requests interested parties to submit sealed proposals for the above referenced Request for Proposal.

Issue Date	January 16, 2015
Closing Date	February 9, 2015
Evaluation and Selection Complete	March 10, 2015

Proposals are to be received by the City of Port Angeles Finance Department no later than **4:00PM** (local time) on **February 9, 2015**. Proposals received after such time will be returned unopened. Responses may be sent via email, surface mail or hand delivered to:

City of Port Angeles Finance Department
Attn: Sarina Wilmot
321 East Fifth Street
PO Box 1150
Port Angeles, WA 98362-0217
swilmot@cityofpa.us

The City of Port Angeles reserves the right to reject any and all proposals in part or in full for any reason. The City also reserves the right to change, cancel, or re-issue this RFP at any time. This RFP does not obligate the City of Port Angeles to pay any costs incurred by the respondents in the preparation and submission of a proposal nor does it obligate the City to accept or contract for any expressed or implied services.

The successful respondent must comply with local, state, and federal requirements regarding equal opportunity and employment practices. It is the responsibility of respondents to be aware of these requirements. Respondents must complete this request for proposal's requirements in full to be considered.

The final decision is the sole decision of the City of Port Angeles, and the respondents to this formal request have no appeal rights or procedures guaranteed to them.

Scope of Work

The purpose of this request is to solicit proposals from qualified professionals experienced with the information technology needs and operations of local government and organizations comparable to the City of Port Angeles to guide the City's development of a Strategic Plan. The scope of work for this project is attached, as Attachment A, and shall be incorporated into this RFP by this reference. While City owned equipment and processes are to be considered in the development of this plan neither the City's website nor the available wireless mesh network is included as an item of response for this solicitation.

RFP Contact Information

Elizabeth Strait
Finance & Information Technology
City of Port Angeles
321 East Fifth Street, PO Box 1150
Port Angeles, WA 98362-0217
360. 417. 4722
estrait@cityofpa.us

Letter of Intent

Vendors who wish to submit proposals are encouraged to inform the City of their intent to submit a proposal by mailing or emailing intent to the RFP contact listed above. A letter or email of intent is required in order for the City to provide interested vendors with a list of questions received and answered by the City regarding this request for proposal.

Questions regarding RFP

Questions should be submitted via mail or email to the RFP contact listed above. The City reserves the right to refrain from answering any questions for any reason. However, if the City chooses to answer a question submitted by a vendor a copy of the question and answer will be submitted to the inquiring vendor and all those who have submitted a letter of intent. Vendors should rely only on written statements issued by the RFP Contact. Any oral communications should be considered unofficial and non-binding on the City. Additionally, any information obtained from any other source shall not be binding and may disqualify your proposal. Unauthorized contact regarding this RFP with other City employees may result in disqualification.

Response Requirements & Format

The City of Port Angeles is an active member of the State of Washington, Office of State Procurement governmental cooperative; the King County Director's Association and several other joint purchasing entities and would be eligible to seek access to any and all price considerations, terms and conditions outlined in master agreements formed by one of these agencies. If a proposal is based on any of these pricing agreements/arrangements it shall be the responsibility of the contractor to identify such. It is requested that the City be contacted prior to proposal submission if beneficial program offerings and pricing may be achieved by the City via access to an existing contract with one of these agencies.

General Requirements

All costs for developing proposals in response to this RFP are the obligation of the vendor and are not chargeable to the City. All proposals and accompanying documentation will become property of the City and will not be returned. Proposals may be withdrawn at any time prior to the published close date, provided notification is received in writing to the listed RFP Contact. Proposals cannot be withdrawn after the published close date.

Single or Multiple Vendors for Contract Performance

Preference will be given to single-vendor proposals.

Response Requirements

- 1) Cover Letter- The cover letter must include the following statements and information:
 - a) "Proposal may be released in total as public information in accordance with the requirements of the laws covering same." Any proprietary information must be clearly marked.
 - b) "Proposal and cost schedule shall be valid and binding for **90** days following proposal due date and will become part of the contract that is negotiated with the City."
 - c) Company name, address, and telephone number.
 - d) Name, title, address, email address, and telephone number of contact who is authorized to bind company into contractual agreements and to whom correspondence should be directed.
- 2) Executive Summary- Summarize your proposal and include your firm's qualifications and contact information.
- 3) Consultant Experience - Describe your experience leading strategic information technology efforts in a government setting, preferably in cities comparable to or larger than the City of Port Angeles in population, staffing, infrastructure, and other relevant categories. Experience should demonstrate how you have helped identify your client's vision regarding the application of information technologies and developed strategies directing your clients toward that vision.
- 4) Methodology- Explain your approach to assisting an organization like the City of Port Angeles to develop a strategic technology plan.
- 5) Timeline- Include in your proposal a timeline (incorporating an **April 27, 2015** start date) for the development of a strategic plan for the City.
- 6) Project Manager & Team- Identify the individual you propose to assign as a project manager and all members of the project team. Include a statement of qualifications and/or resume for each member.
- 7) Pricing Methodology- Provide price estimate including number of hours, hourly rate of all named team members and total cost. Any expenses that are to be included as part of your proposal must be listed as a separate line item and must include both the total anticipated expenses to be claimed and nature of the expenses (such as: supplies, lodging, etc.).

- 8) Proposals must be made in the official name of the firm or individual under which business is conducted (showing official business address) and must be signed by a person duly authorized to legally bind the person, partnership, company or corporation submitting the proposal. A corporation must indicate place and date of incorporation.
- 9) The City requires two printed response copies, unbound (double sided), and one digital copy in PDF or DOCX format. Company sales literature and project staff resumes may be attached to the response.
- 10) A list of references (including contact name and telephone number) of at least three (3) completed or current projects within the last three years of this size and nature. Municipal references are preferred. The City reserves the right to contact references without prior notification.

Proposed Timeline

The City anticipates selection of a Consultant and plans to obtain City Council approval such that work may commence by **April 27, 2015**.

Cooperative Purchase Language

The City of Port Angeles has entered into intergovernmental (interlocal) purchasing agreements pursuant to RCW 39.34 with other Washington agencies under which either party may make purchases at the other party's accepted bid price. By submitting an offer, the Contractor agrees to make the same bid terms and price, exclusive of freight, available to other Washington governmental agencies. Only those public agencies that have complied with the requirements outlined in RCW 39.34 are eligible to use this contract. Further, the public agency accepts responsibility for compliance with any additional or varying laws and regulations governing purchase by or on behalf of the public agency in question. A purchase by a public agency shall be affected by a purchase order from the public agency, directed to the Contractor or other party contracting to furnish goods or services to the City of Port Angeles. The City of Port Angeles will not accept responsibility for purchase orders issued by other public agencies. This offer of cooperative purchasing shall be extended by the Contractor to cover the City's contract duration (for any subsequent purchase agreements/contracts resulting from this RFP) or 30 days post award (for one time purchases).

Selection & Award

All interested parties are requested to provide a complete response containing required elements herein to the City of Port Angeles at the stated address by the deadline given. The City reserves the right to verify the information received in the proposal. If the proposer knowingly and willfully submits false information or data, the City reserves the right to reject that proposal. If it is determined that an agreement was awarded as a result of false statements, or other data submitted in response to this RFP, the City reserves the right to terminate the agreement. The City intends to enter into an agreement with the Consultant who provides a proposal that, in the opinion of the City, best meets all of the evaluation criteria (receives the highest score) as determined by the City's selection committee. Upon selection of a Consultant, the City intends to enter into an agreement using its standard, Consulting Services Agreement which shall be used to secure these services. A copy of this document is attached, as ***Attachment B***, and shall be incorporated into this RFP by this reference.

Evaluation Criteria	Weight
Proposed Fees	40 points
Qualifications (ability to perform work as outlined in the City's Scope of Work)	20 points
Experience (past experience in projects of similar size and nature)	20 points
References (preference for municipal experience of similar size and nature, project management, and timely delivery of services feedback)	10 points
Overall quality of content and responsiveness to RFP requirements	10 points
Total	100 points

Milestone	Date	Time
Posting of RFP	January 16, 2015	5:00PM
Deadline for Written Questions	January 23, 2015	5:00PM
Final Response to Respondent Questions (estimated)	January 28, 2015	5:00PM
Proposal Response Due Date	February 9, 2015	4:00PM
Finalists Selected	February 20, 2015	
Vendor Interviews-as needed. Please reserve these dates.	February 24-25, 2015	TBD
Vendor Selection	March 10, 2015	5:00PM
Presentation to City Council for approval by	April 7, 2015	6:00PM
Contract Signed/Recorded	April 13, 2015	5:00PM
Contract Work Begins	April 27, 2015	TBD
Contract Work Completed	TBD	
Final Acceptance	TBD	

ATTACHMENT A

City of Port Angeles
Scope of Work

Consulting Services
For the Development of Information Technology Strategic Plan

INTRODUCTION

The City of Port Angeles has long been the primary urban center of the North Olympic Peninsula with a residential population of 19,090 and a geographic area of over 14.52 square miles.

The City currently employs more than 320 employees and volunteers and provides a wide variety of services to the community.

City departments include:

- **City Council/City Manager**
 - City Clerk
 - Human Resources
- **City Attorney**
 - Prosecution
 - Civil
- **Finance**
 - Accounting/Budgeting
 - Information Technology
 - Customer Services
- **Public Works & Utilities**
 - Administration/Engineering
 - Street
 - Capital Projects
 - Equipment Services
 - Telecommunications
 - Electric Utility
 - Water Utility
 - Wastewater Utility
 - Solid Waste Utility
 - Stormwater
- **Community and Economic Development**
 - Planning
 - Building
- **Police**
 - Patrol/Investigation
 - PenCom
- **Fire**
 - Prevention/Suppression
 - Emergency Management
 - Medic I Utility
- **Parks & Recreation**
 - Sports Programs/Special Events
 - Park Facilities
 - Senior Center
 - Fine Arts Center

OVERVIEW

Existing Environment

The City has a total of 68 sites being provided telecommunications. 51 are provided network services with 48 fiber connected and three dark fiber connected. The City currently utilizes several external telecommunication vendors to provide dry pairs, OPX, POTS, trunks, T-1, fiber VLANS, dark fiber, wireless mesh, and cellular.

An extensive VM infrastructure is in place to help minimize the number of physical servers. The City utilizes Intel-based physical servers for both standalone and host servers with two IBM iSeries systems deployed for the enterprise software system. Information Services Helpdesk currently supports over 200 physical desktops and laptops and more than 50 virtual desktops located throughout 11 locations with an additional 31 laptops in the field. The majority of computers are running on Windows 7. Remaining systems running Windows XP will be upgraded or replaced over the next 12 months. MS Office 2007 is the current standard office suite and will also be upgraded in the next 12 months.

Staff

Current dedicated IT staff consists of two full-time Systems Coordinators and two full-time Information Support Specialists. Additional resources and support for the public administration enterprise system are provided by the Senior Financial System Specialist within the Finance department. GIS and AutoCAD responsibilities are handled primarily by two full-time positions within Public Works.

Hardware

City desktops, laptops, and servers are typically replaced on average every four to six years. Data storage consists of either physical server storage or SAN-based fiber channel storage utilizing fiber SAN switches. The City utilizes a SAN-based tapeless backup system with multiple replication storage appliance systems. The system currently provides services to 164 nodes representing physical servers, virtual servers, physical desktops and virtual desktops. The primary system is node-replicated to our local DR location. Plans for an additional and more logistically distanced DR facility are also in place.

The City's VMware clusters are servicing VM core systems with VMware Enterprise Plus. Within the clusters VMware Vmotion, DRS and storage DRS are being utilized. The VDI VMware Cluster services 120 desktops running VMWare Enterprise Plus, Horizon Desktop Premier, and Windows 7.

The City has its own Private Branch Exchange (PBX) phone system and equipment for analog, digital and Voice over IP (VoIP) communications. The primary system consists of two redundant core database servers, a voice mail system including storage, an e911 PSALI system and multiple card chassis supplying telecommunications via copper, VoIP, POTS, T-1 and VLAN. The City DR site has an Enterprise Survivable Server (ESS) with rollover capability in case of failure of both of the primary database servers or its location. The ESS has its own T-1 external trunk for inbound/outbound communications. Additionally, four remote sites have gateway servers with an external trunk in case of catastrophic failure of all external network communications.

Software

There are over 100 software applications throughout the City that have been purchased by IT or the various departments based on related business requirements.

The major titles Help Desk supports are MSOffice including Outlook, Adobe Creative Suite and Acrobat, SunGard Public Sector Naviline, AutoCAD, ArcGIS, Cityworks, Laserfiche, IBM iSeries Access for Windows, and VMWare.

The City uses Nefsis as its primary conferencing software for remote meetings and interviews.

There are several SQL based programs that are being converted from Express to Full versions.

Geographic data and information are used by many departments around the City. Geographic Information Systems (GIS) software includes ESRI ArcGIS Desktop, ArcGIS Server, CAD, and Azteca Systems Cityworks.

Printing

The majority of printers are a mix of local and IP configured HP laser printers. In addition there are 15 leased multifunction Canon and Sharp machines used at various locations. One HP plotter is in use by the Public Works/Engineering department. There are also two IP configured label printers and up to five standalone scanners.

Internet / Intranet

The City's public web site is currently hosted by CivicPlus.

Ownership and administration of the City's website resides with the City Clerk in the City Manager's office. Content is updated by authors assigned within City departments.

The City of Port Angeles utility bill payment functions are maintained internally via vendor-supplied software and accessed via the CivicPlus hosted City website.

Limited resources and other priorities of the City have prevented the Intranet from growing into a useful tool for the City.

Multimedia Support

IT supports and partially maintains several projector, computer, and web cameras set up at City locations. This includes repair and replacement of equipment and basic training.

REQUIREMENTS

The City seeks the assistance of a consultant to develop a detailed Information Technology Strategic Plan to prioritize resources that support the programs and projects to meet the City's priorities over the next 3-5 years.

The purpose of this request is to solicit proposals from information system professionals experienced with the needs and operations of local government, who can guide the City's development of a Strategic Plan related to the accomplishment of its mission. The City requires a significant breadth of technology expertise, but the selected professional must also demonstrate an ability to facilitate the internal discussion required to derive the City's technology mission, and a talent for presenting technically complex concepts in a simple, comprehensible way to the layperson.

Facilitated by the selected consulting professional and under the leadership of the Chief Financial Officer, the IS Governance Team, will develop the technology strategic plan. The consultant's primary task will be to assist the governance team in developing its technology vision and to develop a strategic technology plan to achieve that vision in a timely and cost effective manner.

Strategic Plan deliverables should include, but not be limited to:

- Executive summary of discovery and recommendations tailored for City Council
- Executive summary of discovery and recommendations tailored for Directors and Committee/Governance team
- Comprehensive documentation of discovery and recommendations

- Tactical plan outlining projects by priority that includes costs both initial and ongoing, staff required for both initial implementation and sustainable management, and perceived benefits and risk of successful implementation versus no implementation at all.

It is anticipated that the following would be performed, at a minimum:

Planning and Project Control

Conduct project planning meetings with City's project personnel coordinating this study. Meetings should be held as needed to review progress, discuss current findings and issues, update the project plan and timetable, and review next steps in the project. Monthly meetings of the governance team during development are anticipated.

Assessment

Develop an understanding of the City's business environment and information technology needs by conducting interviews with stakeholders at all levels of the organization. Evaluate the existing technology environment of each department to include enterprise services and those specific to the individual departments, service levels, and staffing to develop a realistic and comprehensive picture of the City's current IT posture. Review the existing technologies and services to measure how they meet the needs of the end users. Analyze the ability of current support systems to effectively implement new technologies.

Strategic Plan Development

Present recommendations of the "future" technology environment based on the business priorities, strategic initiatives and objectives that will cost-effectively support the organization. Facilitate discussions with the IS Governance Team to identify and prioritize what applications, technologies and services will be included in the plan that will bridge the gap between the current and future environments.

Implementation Project Plan

Complete methodology for implementation and maintenance of strategic plan. Develop an implementation plan that includes estimated timelines for implementing the Strategic Plan's recommendations. Prepare an analysis of the one-time and recurring costs for implementing the proposed changes and improvements.

Final Report

Prepare and present final report to the City orally and in written form.

ATTACHMENT B

**AGREEMENT FOR PROFESSIONAL SERVICES
BETWEEN THE
THE CITY OF PORT ANGELES
AND
Insert Consultant**

RFP IT-1401 Professional Services Agreement

RELATING TO: PROFESSIONAL CONSULTING SERVICES

THIS AGREEMENT is made and entered into this _____ day of _____, 20__, by and between THE CITY OF PORT ANGELES, a non-charter code city of the State of Washington, (hereinafter called the "CITY") and _____, a _____ Corporation authorized to do business in the state of Washington (hereinafter called the "CONSULTANT").

WHEREAS, the CITY desires consulting assistance related to _____; and _____.

WHEREAS, the CITY desires to engage the professional services and assistance of a qualified consulting firm to perform the Scope of Services as detailed in Exhibit A, and

WHEREAS, the CONSULTANT represents that it has the background, experience, and ability to perform the required work in accordance with the standards of the profession, and

WHEREAS, the CONSULTANT represents that it will provide qualified personnel and appropriate facilities necessary to accomplish the work;

NOW, THEREFORE, in consideration of the above representations and the terms, conditions, covenants, and agreements set forth below, the parties hereto agree as follows:

I SCOPE OF SERVICES

General Scope.

The scope of professional services to be performed and the results to be achieved by the CONSULTANT shall be as detailed in the attached Exhibit A and shall include all services and material necessary to accomplish the work.

The CITY may review the CONSULTANT'S services, and if they do not meet the Professional Standard of Care the CONSULTANT shall make such changes as may be required by the CITY. Such changes shall not constitute "Extra Work" as related in Section XII of this Agreement. Any changes made necessary due to causes outside the CONSULTANT'S reasonable control shall be provided as an extra work herein.

The CONSULTANT agrees that all services performed under this Agreement shall be in accordance with the standards of the engineering profession for similar services on similar

projects of like size and nature and in compliance with applicable federal, state and local laws.

The Scope of Services may be amended upon written approval of both parties.

II OWNERSHIP OF DOCUMENTS

Upon completion of the work, all documents, exhibits, digital photos, or other presentations of the work, with the exception of those standard details and specifications regularly used by the CONSULTANT in its normal course of business, shall upon payment of all amounts rightfully owed by the CITY to the CONSULTANT herein become the property of the CITY for use without restriction and without representation as to suitability for reuse by any other party unless specifically verified or adapted by the CONSULTANT. However, any alteration of the documents, by the CITY or by others acting through or on behalf of the CITY, will be at the CITY's sole risk.

III DESIGNATION OF REPRESENTATIVES

Each party shall designate its representatives in writing. The CONSULTANT'S representative shall be subject to the approval of the CITY.

IV TIME OF PERFORMANCE

The CONSULTANT may begin work upon execution of this agreement by both parties and written direction to proceed from the CITY. The duration of the Agreement shall extend through _____(date). The work shall be completed in accordance with the schedule set forth in the attached Exhibit D.

V PAYMENT

The CITY shall pay the CONSULTANT as set forth in this section of the Agreement. Such payment shall be full compensation for work performed, services rendered, and all labor, materials, supplies, equipment and incidentals necessary to complete the work.

- A. Payment shall be on the basis of the CONSULTANT'S cost for actual labor, overhead and profit plus CONSULTANT'S direct non-salary reimbursable costs as set forth in the attached Exhibit C.
- B. The CONSULTANT shall submit invoices to the CITY on a monthly basis. Invoices shall detail the work, hours, employee name, and hourly rate; shall itemize with receipts and invoices the non-salary direct costs, subconsultants, and outside services; shall indicate the specific task or activity in the Scope of Service to which the costs are related; and shall indicate the cumulative total for each task.
- C. The CITY shall review the invoices and make payment for the percentage of the project that has been completed less the amounts previously paid.
- D. The CONSULTANT invoices are due and payable within 30 days of receipt. In the event of a disputed billing, only the disputed portion will be withheld from payment.

- E. Final payment for the balance due to the CONSULTANT will be made after the completion of the work and acceptance by the CITY.
- F. Payment for "Extra Work" performed under Section XII of this Agreement shall be as agreed to by the parties in writing.

VI MAXIMUM COMPENSATION

Unless otherwise agreed to in writing by both parties, the CONSULTANT'S total compensation and reimbursement under this Agreement, including labor, direct non-salary reimbursable costs, subconsultant costs and outside services, shall not exceed the maximum sum of Insert amount. The budget for each task is as set forth in the attached Exhibit B. Budgets for task(s) may be modified upon mutual agreement between the two parties, but in any event, the total payment to CONSULTANT shall not exceed Insert amount.

VII INDEPENDENT CONTRACTOR STATUS

The relation created by this Agreement is that of owner-independent contractor. The CONSULTANT is not an employee of the CITY and is not entitled to the benefits provided by the CITY to its employees. The CONSULTANT, as an independent contractor, has the authority to control and direct the performance within the scope of work. The CONSULTANT shall assume full responsibility for payment of all Federal, State, and local taxes or contributions imposed or required, including, but not limited to, unemployment insurance, Social Security, and income tax.

VIII EMPLOYMENT

Employees of the CONSULTANT, while engaged in the performance of any work or services under this Agreement, shall be considered employees of the CONSULTANT only and not of the CITY, and claims that may arise under the Workman's Compensation Act on behalf of said employees while so engaged, and any and all claims made by a third party as a consequence of any negligent act or omission on the part of the CONSULTANT'S employees while so engaged, on any of the work or services provided to be rendered herein, shall be the sole obligation and responsibility of the CONSULTANT.

In performing this Agreement, the CONSULTANT shall not employ or contract with any CITY employee without the CITY's written consent.

IX NONDISCRIMINATION

The CONSULTANT shall conduct its business in a manner which assures fair, equal and non-discriminatory treatment of all persons, without respect to race, creed or national origin, or other legally protected classification and, in particular:

- A. The CONSULTANT shall maintain open hiring and employment practices and will welcome applications for employment in all positions, from qualified individuals who are members of minorities protected by federal equal opportunity/affirmative action requirements; and,
- B. The CONSULTANT shall comply with all requirements of applicable federal, state or local

laws or regulations issued pursuant thereto, relating to the establishment of non-discriminatory requirements in hiring and employment practices and assuring the service of all persons without discrimination as to any person's race, color, religion, sex, Vietnam era veteran status, disabled veteran condition, physical or mental handicap, or national origin.

X SUBCONTRACTS

- A. The CONSULTANT shall not sublet or assign any of the work covered by this Agreement without the written consent of the CITY.
- B. In all solicitation either by competitive bidding or negotiation made by the CONSULTANT for work to be performed pursuant to a subcontract, including procurement of materials and equipment, each potential sub-consultant or supplier shall be notified by the CONSULTANT of CONSULTANT's obligations under this Agreement, including the nondiscrimination requirements.

XI CHANGES IN WORK

Other than changes directed by the CITY as set forth in Section I above, either party may request changes in the Scope of Services. Such changes shall not become part of this Agreement unless and until mutually agreed upon and incorporated herein by written amendments to this Agreement executed by both parties.

XII EXTRA WORK

The CITY may desire to have the CONSULTANT perform work or render services in connection with this Agreement, in addition to the Scope of Services set forth in Exhibit A and minor revisions to satisfactorily completed work. Such work shall be considered as "Extra Work" and shall be addressed in a written supplement to this Agreement. The CITY shall not be responsible for paying for such extra work unless and until the written supplement is executed by both parties.

XIII TERMINATION OF AGREEMENT

- A. The CITY may terminate this Agreement at any time upon not less than ten (10) days written notice to the CONSULTANT. Written notice will be by certified mail sent to the CONSULTANT's designated representative at the address provided by the CONSULTANT. As a condition precedent to termination for cause the CONSULTANT shall be given the notice period to cure such cause and shall have failed to so cure.
- B. In the event this Agreement is terminated prior to the completion of the work, a final payment shall be made to the CONSULTANT, which, when added to any payments previously made, shall compensate the CONSULTANT for the work completed.
- C. In the event this Agreement is terminated prior to completion of the work, documents that are the property of the CITY pursuant to Section II above, shall be delivered to and received by the CITY prior to transmittal of final payment to the CONSULTANT.

XIV INDEMNIFICATION/HOLD HARMLESS

CONSULTANT shall defend, indemnify and hold the CITY, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the negligent acts, errors or omissions of the CONSULTANT in performance of this Agreement, except for injuries and damages caused by the sole negligence of the CITY.

The CITY agrees to indemnify the CONSULTANT from any claims, damages, losses, and costs, including, but not limited to, reasonable attorney's fees and litigation costs, arising out of claims by third parties for property damage and bodily injury, including death, caused solely by the negligence or willful misconduct of the CITY, CITY's employees, or agents in connection with the work performed under this Agreement.

If the negligence or willful misconduct of both CONSULTANT and CITY (or a person identified above for whom each is liable) is a cause of such damage or injury, the loss, cost, or expense shall be shared between the CONSULTANT and the CITY in proportion to their relative degrees of negligence or willful misconduct and the right of indemnity shall apply for such proportion.

Should a court of competent jurisdiction determine that this Agreement is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the CONSULTANT, the CITY, and the officers, officials, employees, and volunteers of either, the CONSULTANT'S liability hereunder shall be only to the extent of the CONSULTANT'S negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the CONSULTANT'S waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement. However, the CONSULTANT expressly reserves its rights as a third person set forth in RCW 51.24.035.

XV INSURANCE

The CONSULTANT 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 CONSULTANT, its agents, representatives, employees or subcontractors.

No Limitation. CONSULTANT'S maintenance of insurance as required by the agreement shall not be construed to limit the liability of the CONSULTANT to the coverage provided by such insurance, or otherwise limit the CITY'S recourse to any remedy available at law or in equity.

A. Minimum Scope of Insurance

CONSULTANT shall obtain insurance of the types described below:

1. Automobile Liability insurance covering all owned, non-owned, hired and leased vehicles. Coverage shall be written on Insurance Services Office (ISO) form CA 00 01 or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to

provide contractual liability coverage; and,

2. Commercial General Liability insurance shall be written on ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, independent contractors, and personal injury and advertising injury. The CITY shall be named as an insured under the CONSULTANT's Commercial General Liability insurance policy with respect to the work performed for the CITY; and,

3. Workers' Compensation coverage as required by the Industrial Insurances laws of the State of Washington; and

4. Professional Liability insurance appropriate to the CONSULTANT's profession.

B. Minimum Amounts of Insurance

CONSULTANT shall maintain the following insurance limits:

1. Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.
2. Commercial General Liability insurance shall be written with limits no less than \$1,000,000 each occurrence, \$2,000,000 general aggregate.
3. Professional Liability insurance shall be written with limits no less than \$1,000,000 per claim and \$1,000,000 policy aggregate limit.

C. Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions for Automobile Liability, Professional Liability and Commercial General Liability insurance:

1. The CONSULTANT's insurance coverage shall be primary insurance as respect the CITY. Any insurance, self-insurance, or insurance pool coverage maintained by the CITY shall be excess of the CONSULTANT's insurance and shall not contribute with it.
2. The CONSULTANT shall provide CITY and all Additional Insureds with written notice of any policy cancellation within two (2) business days of their receipt of such notice.
3. Any payment of deductible or self-insured retention shall be the sole responsibility of the CONSULTANT.
4. The CONSULTANT'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.

D. Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best rating of not less than A:VII.

E. Verification of Coverage

CONSULTANT shall furnish the CITY with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsement, evidencing the insurance requirements of the CONSULTANT before commencement of the work.

XVI APPLICABLE LAW

This Agreement shall be construed and interpreted in accordance with the laws of the State of Washington, and in the event of dispute the venue of any litigation brought hereunder shall be Clallam County.

XVII EXHIBITS AND SIGNATURES

This Agreement, including its exhibits, constitutes the entire Agreement, supersedes all prior written or oral understandings, and may only be changed by a written amendment executed by both parties. The following exhibits are hereby made a part of this Agreement:

Insert all exhibits

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first written above.

CITY OF PORT ANGELES

APPROVED AS TO FORM:

DAN McKEEN, CITY MANAGER

WILLIAM E. BLOOR, CITY ATTORNEY

CONSULTANT

ATTEST:

TITLE: _____

JENNIFER VENEKLASEN
CITY CLERK

City of Port Angeles

Request for Proposal IT Strategic Plan Development (RFP IT1401)

Questions and Answers

1. The RFP states that the City's website is out of scope. Does the City use a Content Management System (CMS) for the web site, and if so is the CMS in-scope of this RFP?

A: The City's hosted web site does include use of CMS. However, CMS is not within the scope of the RFP.

2. Is the Intranet within scope of this RFP?

A: The intranet is not within the scope of this RFP

3. The RFP states that the available wireless mesh network is not included as an item of response for this solicitation. Specifically, what is included in the wireless mesh network?

A: The wireless mesh network consists of public safety network and a private subscription-based network provided by Wave Broadband.

4. Do you have an existing IT Strategic Plan, and if so can we receive a copy of this Plan?

A: No IT Strategic Plan exists or is available to share at this time.

5. Did you have a consultant working with you on IT planning?

A: Not at this time. This is the desired outcome of the RFP.

6. If so, is this consultant allowed to bid on this new RFP?

N/A

7. Will you have any dedicated or part-time resources allocated to this project? If so, can you please elaborate on the roles and the allocated level of effort for each role?

A: Along with the dedicated project manager, staff members from IT and other city departments will be involved in the project as needed until completion.

8. Is the budget/funding for this Strategic IT Planning project approved and appropriated?

A: Yes

9. In Attachment B you refer to four Exhibits A, B, C and D. Can you please provide these Exhibits?

A: Exhibits are created as a result of individual contract award and part of the professional services agreement with the awarded vendor. Exhibits can include scope of services, schedule, task list with budget, and reimbursable costs, etc.

10. Have you worked with external consultants in IT before, and if so what kind of services were provided?

A: Yes- Network design services.

11. How many vendors have indicated their intent to respond to this RFP?

A: 21 vendors have responded to date

12. Is there any specific driver for the development of an IT Strategic Plan at this time?

A: As the annual expenditure for IT continues to increase we need to ensure effective and efficient utilization of those expended resources.

13. The RFP asks vendors to develop a timeline for the project. The only time constraint listed is April 27, 2015. Is there a suggested completion timeframe for the project?

A: We are estimating project completion by October 30, 2015 with an absolute deadline of December 31, 2015

14. Of the city departments identified in the RFP, how many are represented on the IS Governance Team?

A: All departments are represented on the IS Governance Team

15. Of the city departments not represented on the IS Governance Team, which ones would be stakeholders in the strategic plan that we will need to talk to during the project?

A: All departments are represented on the IS Governance Team

16. Of the teams we need to talk to, will they be available to participate in interviews if provided one or two weeks advance notice?

A: Team members will be available with advance notice.

17. We wanted to validate the submission process. In the lead in proposal delivery information on page 1 it states that proposals can be submitted via email, mail, or hand delivered. In the proposal requirements section, item 9, it states that two printed, unbound, double sided copies are required. Do we need to deliver 2 hard copies in addition to an email submission?

A: The City requires two printed response copies, unbound (double sided), **and** one digital copy in PDF or DOCX format. The digital copy can be sent via email to:

Sarina Wilmot
City of Port Angeles Finance Department
swilmot@cityofpa.us

Printed copies should be sent via surface mail to:

Sarina Wilmot
City of Port Angeles Finance Department
321 East 5th Street
Port Angeles, WA 98362

18. What frequency and delivery format will the City Council want to receive periodic updates of progress?

A: A brief written report for Council mid-project and the final report to Council at project completion. Additionally, status reports to the IS Governance Team during project activities will be anticipated at one-third intervals of project duration.

19. Does a Business Plan exist for the City of Port Angeles? Will you share with us the key business initiatives/goals that the IT Strategic plan needs to align with?

A: Long range planning and the process of setting priority goals are currently underway.

20. We'd like to understand the IT organization for the City of P.A. as well as the business to determine how many interviews will be required. Can you provide org charts for these? (Names can be excluded – we just need to understand job roles) How many people are in IT?

A: Please see the attached org chart. There are currently four members of IT staff.

21. Are there specific processes that we need to be aware of (LEAN, Six Sigma, etc.)?

A: Not at this time.

22. We'd like to obtain a basic understanding of the IT scope. Can you share with us the approximate number of applications, servers, storage, network etc. so that we have a rough estimate?

A: The information provided in the overview of our existing environment in Attachment A of the RFP advertisement has not changed since publication.

23. Does the Port Angeles Council or City Leadership anticipate any levies (within 3 years) to be placed before the citizenry that can be directly attributed to an IT strategic plan?

A: No

24. Are planning for emergency services such as 911, e911 and other emergency services within the scope of this IT Strategy Project?

A: No. Consolidation options for PenCom and JeffCom services are being discussed but there is no definitive timeline established at this point.

25. Would the IT strategic plan include research and planning for revenue based software & services such as utility services (Water, Sewer etc.) to be included within the scope of this project?

A: No

26. Can you clarify the comment on Attachment A regarding Intranet growth? Are there technical issues, adoption issues or any other comments that can help us find solutions for Port Angeles to enhance Intranet usage?

A: Please see response to Question No. 2.

27. Would the IT strategic plan including the optimization of Software and Hardware procurement and service contracts.

A: We are guided by governmental purchasing requirements but would be open to comment on the subject. However, it was not part of the initial response requirements.

28. Does there exist already approved timelines for the meetings and agenda of the IT Governance team and can the meeting frequency be increased to expedite the completion of the IT Strategic Plan?

A: There is no schedule set at this time. Frequency can be determined upon initiation of project.

29. Would the IT strategic plan need to assess existing RCW requirements for IT privacy and Security? Would it be advisable to include the requirements of new legislation proposed for the 2015 session regarding increased levels of security and privacy into the IT Strategy plan?

A: This area is not intended to be part of the statement of work at this time.

30. WEBS appears to state the RFP is due February 10th. Please clarify.

A: Proposal response due date is February 9.

31. WEBS appears to state the anticipated budget for this engagement is approximately \$60,000. Please confirm.

A: The final budget for this project will be in the range of \$50,000-\$90,000. The City will reserve the right to reduce the scope of work to accommodate available funding accordingly.

32. Please indicate the number, roles and locations of all key stakeholders.

A: Key stakeholders consist of eight department heads of whom seven reside within City Hall. The eighth is one block away.

33. What are your current financial and reporting systems and tools?

A: SunGard Naviline, IBM Cognos Impromptu, and Cognos BI

34. Would you please send me an organizational chart for the City of Port Angeles Departments that will be affected by this RFP?

A: Please see attachments to this document.

JENNIFER VENEKLASEN
City Clerk

DAN MCKEEN
City Manager

ABBIGAIL FOUNTAIN
Human Resources

COREY DELIKAT
Parks & Recreation Department

WILLIAM BLOOR
Legal Department

KEN DUBUC
Fire Department

BYRON OLSON
Finance Department

TERRY GALLAGHER
Police Department

NATHAN WEST
Community & Economic Development Department

CRAIG FULTON
Public Works & Utilities Department

SENIOR CENTER

GENERAL LEGAL SERVICES

SUPPRESSION

ACCOUNTING

INVESTIGATION

PLANNING

ENGINEERING

CEMETERY

PROSECUTION

VOLUNTEERS

CUSTOMER SERVICE

PATROL

BUILDING

STREETS

PARKS MAINTENANCE

SPECIAL OPERATIONS

REPROGRAPHICS

VOLUNTEERS

CODE COMPLIANCE

UTILITIES

FACILITY MAINTENANCE

FIRE PREVENTION

INFORMATION TECHNOLOGY

RECORDS

ECONOMIC DEVELOPMENT

UTILITY CAPITAL PROJECTS

RECREATION

FACILITIES

FACILITIES

EQUIPMENT SERVICES

EMERGENCY MANAGEMENT

PENCOM

MEDIC I

City of Port Angeles

Request for Proposal IT Strategic Plan Development (RFP IT1401)

Questions and Answers-Final

1. I did not see the issue of forms addressed anywhere in the RFP or attachment A or B. Can you tell me if there are forms required and where I could find them?

A: RFP IT1401 does not call out required proposal response forms.

2. Does the city have an incumbent/preferred vendor for this project?

A: No. The City does not have an incumbent or preferred vendor for this project. The solicitation is open to response from any interested and qualified candidate.

3. If there is an incumbent, are they prohibited from submitting proposal?

A: The City does not have an incumbent or preferred vendor for this project.

4. What information is to be included in a prospective vendor's letter of intent?

A: Notification that you intend to respond is all that is necessary. This is to ensure that questions posed by responding vendors and the related answers can be provided to all involved in the process.

5. Are any of the employees of IT covered by a union/bargaining agreement and, if so, what involvement does the City anticipate from these organization(s)?

A: City IT staff are members of AFSCME, which will not be involved in the process.