

REQUEST FOR PROPOSAL

Scott County Requisition No. **19598**

Bidders need to complete and submit this form.

Submission Date: Monday, September 26, 2022	No Later Than: 4:30 PM
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Qty	Description
	Scott County, Iowa requests proposals from technology consulting firms for a Technology Assessment and developing a Five-Year Strategic Technology Plan . Scott County intends to contract with a qualified firm to perform a technology assessment to address current and future County technology needs and solutions. Firms may express interest and request consideration for the said project by submitting it to Scott County through Public Purchase.
	Please read the Proposal carefully for selection process, submission instructions and important dates.
	SUBMIT RESPONSES TO WWW.PUBLICPURCHASE.COM
	All vendors must register at www.publicpurchase.com .
	From time to time it may be necessary to change or modify a request for purchase. If you have received this request from any other source other than direct fax or email from Scott County, it is your responsibility to check for updates and/or changes to the request. If you would like to receive automatic updates please register your company in our vendor data base by using our website, www.scottcountyiowa.gov .

Quote Submitted by:

*Scott County reserves the right to accept the bid from the lowest responsible bidder.

Scott County may in its sole discretion make an equitable adjustment in the pricing if pricing or availability of supply is affected by extreme and unforeseen volatility in the marketplace that is by circumstances that satisfy all of the following: 1) The volatility is due to causes wholly beyond the successful bidder's control. 2) The volatility affects the marketplace or industry, not just the particular successful bidder source of supply. 3) The effect on pricing or availability of supply is substantial. 4) The volatility so affects the successful bidder that continued performance of the contract would result in a substantial loss. Any adjustment would require irrefutable evidence and written approval by the Director of Budget & Administrative Services.

Name/Title

Company

Date

Phone

Email

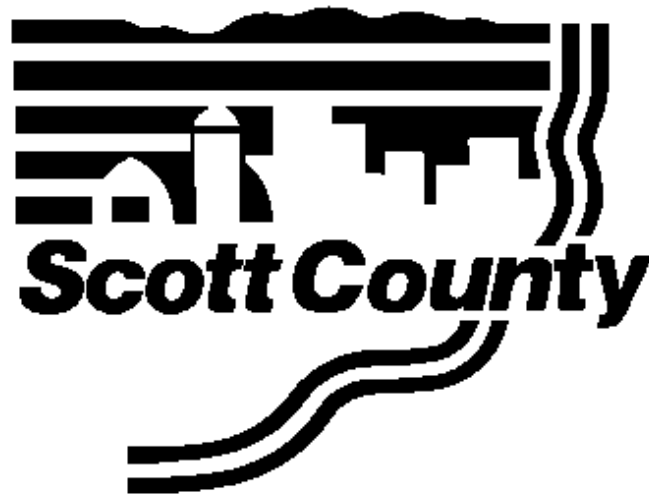
RELEASED:
(SCOTT COUNTY USE ONLY)

DATE: 8/18/2022

TIME: 4:00PM

“By virtue of statutory authority, a preference will be given to products and provisions grown and coal produced within the State of Iowa.”

Scott County, Iowa



Request for Proposal:
Technology Assessment and Strategic Plan

RFP # 19598

Issue Date:
Thursday, August 18, 2022

Due Date and Time:
Monday, September 26, 2022, at 4:30 pm

All bids must be submitted through Public Purchase at
www.publicpurchase.com

www.scottcountyiowa.gov

1. INTRODUCTION

Scott County requests proposals from technology consulting firms for a Technology Assessment and developing a Five-Year Strategic Technology Plan. Scott County intends to contract with a qualified firm to perform a technology assessment to address current and future County technology needs and solutions. Firms may express interest and request consideration for the said project by submitting it to Scott County through Public Purchase.

Scott County completed a previous technology assessment and strategic plan in 2000. The original assessment and strategic plan were updated in 2005 and 2010. The most recent assessment and strategic plan are available at <https://www.scottcountyiowa.gov/it/it-strategic-plan>.

2. SELECTION PROCESS

All proposal submittals must be based on the attached scope of work (see Section 3. Scope of Work and Proposed Deliverables).

The selection team (a technology stakeholders’ group comprised of Information Technology team members and various Scott County department representatives) intends to evaluate all submittals by reviewing the proposed deliverables, project team, cost, schedule of delivery, and responsiveness as outlined in Section 2.6 Selection Criteria.

If necessary, the evaluation process may be followed by an interview process to determine finalists and formulate a selection recommendation. Said recommendation will then be presented to the Scott County Board of Supervisors for direction and action. The final selection and execution of the contract with the successful Firm is anticipated to begin around December 1, 2022. All decisions and selections of the Scott County Board of Supervisors and the selection team are final and are not subject to appeal.

The Scott County Project Managers for this project are identified below. Please do not attempt to contact any staff or officials of Scott County outside of the RFP selection process. All questions should be submitted to Public Purchase (please refer to Section 2.3 of this RFP) and not sent to either of the Project Managers listed.

Matt Hirst Information Technology Director 400 West 4 th Street Davenport, IA 52801-1104 (563) 328-3261 Matt.Hirst@scottcountyiowa.gov	Stephanie Macuga Senior Programmer / Analyst 400 West 4 th Street Davenport, IA 52801-1104 (563) 328-4150 Stephanie.Macuga@scottcountyiowa.gov
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2.1 SUBMISSION INFORMATION

Vendors requesting consideration shall provide the following minimum pertinent information based on this Request for Proposal.

1. Firm Information
 - Name
 - Address (full address of the home office or the office managing this project)
 - Contact Name and Title
 - Contact Email and Phone Number
 - Firm Owners and Officers
 - Year of Firm Establishment
 - Year(s) of Technology Consulting
2. Project Team
 - Project Consultants Resumes
 - Education/Credentials/Certifications/Years' Experience/Related Projects
 - Location where services will be performed
 - Does the Firm intend to use sub-contractors for this project?
 - If so, please identify how and where sub-contractors would be utilized
3. Similar Projects
 - Technology Assessment and Strategic Planning Projects within the last three years
 - Please include whether these projects were for private, public, or governmental organizations
 - References/Contacts for the above Projects
4. Proposal Terms / Timeline / Cost
 - Proposal terms and cost should be based on the detailed scope of work included in this RFP as Section 3
 - An anticipated timeline can be general but should consist of the approximate amount of time needed to gather information and develop the final report
 - Scott County is open to timelines that utilize virtual rather than on-site interviews, but vendor preference should be documented in the proposal terms and timeline
 - Cost details should include options for on-site travel and any optional service(s) proposed if any
5. Other Pertinent Information (optional, see Section 2.2 for additional details)

2.2 SUBMISSION OF ADDITIONAL INFORMATION

Additional information concerning your Firm's qualifications may be submitted. This information may include extra references, brochures, educational information, organizational information, or summaries of other previous work. This information will be valuable as selections are considered. Therefore, it is requested that this information be kept brief and concise.

2.3 QUESTIONS

Questions or requests for clarification must be submitted through Public Purchase no later than 2:00 pm CDT on Thursday, September 8, 2022. Any requests received after this deadline will not be included in the response. All requests received before the deadline will be posted to Public Purchase on or before Monday, September 12, 2022. Please ensure you subscribe to all notifications for this RFP through Public Purchase.

2.4 SUBMISSION INSTRUCTIONS

RFP submissions must be via Public Purchasing at www.publicpurchase.com. Registration is required. Scott County does not require you to select a subscription service of any type, nor will Scott County be responsible for any costs incurred if you opt for a subscription other than the “free” selection. Questions regarding Public Purchase should be directed to them through their chat feature. Proposals dropped off, mailed, or emailed to Scott County, the project manager(s), or other entities will not be considered.

Verification of receipt may be made to the purchasing office at 563-326-8793. Submittal and confirmation should be made well before the conclusion of office hours (4:30 pm CDT). Scott County is not responsible for any delivery delays or logistical issues, including but not limited to internet delays or interruptions, computer failure, strikes, weather delays, or similar. Proposals received after the deadline will not be considered. Incomplete proposals that do not fully address this RFP will be considered non-responsive and will not be considered.

Scott County reserves the right to reject any bids or proposals submitted without cause. Further, Scott County reserves the right to re-bid or re-solicit for proposals for this project at any time in the future. By submitting a proposal or bid, each vendor acknowledges these rights and authorizes Scott County to exercise them should the situation warrant.

2.5 RFP DEADLINE

The deadline for this request is Monday, September 26, 2022, at 4:30 pm CDT. Submittals must be received electronically through Public Purchase. Submissions received after this deadline will not receive consideration.

2.6 SELECTION CRITERIA

Proposals will be evaluated and ranked based on the submission requirements and proposed deliverables based on the scope of work requested as outlined in section 3 of this RFP. Weights and categories are listed below:

- 40% - Proposed Deliverables
 - Ability to discuss project approach and proposed deliverables. Responses should include examples of what the deliverables will look like such as snapshot(s) of prior project deliverables, reports, tables, and/or other pertinent documents.
- 20% - Project Team
 - Staff qualifications, technical experience and firm’s overall experience managing technology assessment and strategic plan projects and ability to meet schedules.
- 20% - Cost
- 10% - Schedule Delivery
 - Provide examples of the Project Team’s ability to meet targeted project delivery date. Include delivery date of milestones and how Scott County will be involved throughout the decision-making process.
- 10% - Responsiveness
 - Demonstrate a thorough understanding of the work required based upon the information provided and fully address all requirements of the RFP.

2.7 RFP TIMELINE

- Proposal Released: Thursday, August 18, 2022
- Questions Due to County: Thursday, September 8, 2022
- Questions Answered: Monday, September 12, 2022
- RFP Due to County: Monday, September 26, 2022
- Short List Vendor Notification: Monday, October 10, 2022
- Vendor Interviews (Virtual): Week of October 24 to 28, 2022
- Vendor Selection: Monday, October 31, 2022
- Board of Supervisors Approval: Thursday, November 10, 2022

3. SCOPE OF WORK AND PROPOSED DELIVERABLES

The Consultant shall:

1. Perform a comprehensive assessment of Scott County's existing technology use, including, at a minimum, a review and recommendation on the following specific areas:
 - A. Organization Structure
 - Technology staffing needs
 - Hosted service(s) opportunities
 - Technology training needs
 - B. Technology Disaster Recovery / Business Continuity
 - Disaster recovery planning recommendations
 - Network center environment parameters (temperatures, humidity, physical security, HVAC, power)
 - Network architecture / backbone
 - C. Application Development / Acquisition
 - Software licensing options
 - In-house programming application development direction
 - Open-source options
 - Identify methods or processes for managing and tracking County software inventory
 - Future software acquisition recommendations regarding self-hosted or alternatives
 - D. Review LAN/WAN Network and provide recommendations for improvement
 - Review Backup methods (disk-to-disk, deduplication)
 - Application virtualization / Virtual Device Infrastructure
 - Future network acquisition recommendations regarding self-hosted or alternatives

- E. Internet Access / Development
 - Public Records Data Sets
 - Web collaboration (XML, Web services)
 - Identify methods and options for credit card and other online payment processing
 - F. Business Process / Application Evaluation
 - Develop a comprehensive listing of business processes by department, including any countywide processes
 - Identify areas for improvement in these areas based on departmental and user feedback
 - G. Review Cybersecurity policies and processes to provide recommendations for improvement
 - User lifecycle (creation/termination) policies and procedures
 - County Employee Technology Use Policy
 - County user authentication methods and remote access policy
 - Non-County user authentication methods and remote access policy
 - Security Regulatory compliance requirements and procedures regarding sensitive data (PII)
 - Security Risk Management and Information Protection
 - Vendor Security Assessment and Management
 - County Incident Response Plan
 - User Training
 - H. Information Technology Service Management (ITSM)
 - Evaluate current ITSM procedures and processes
 - Recommend any updates to current service strategy and design practices
 - Identify areas for continual service improvement
 - Identify methods or processes for managing and tracking IT Assets
 - Technology Project Management capabilities to include
 - Project tracking
 - Project reporting
 - Project prioritization
2. Prepare a five-year strategic plan for the direction of the County's technology with specific recommendations, estimated costs, realistic proposed timeframes, and potential products, if applicable.
 3. Coordinate all information and project meeting requests through the Scott County Information Technology Director or other designated representative. Update work progress and direction with project managers at weekly intervals.

4. Report findings in written form with specific recommendations and justifications to project managers and ad hoc technology stakeholders' groups from the County. The report must present technology enhancements in logical steps achievable over a flexible period. Provide contingencies to adjust periods and flexibility regarding future information technology direction.
5. Present findings in a summary form before the final report to the Board of Supervisors, county administration, and other interested public officials. Answer questions and explain logic and methodology as necessary. Adjust direction and findings as necessary based on feedback from the presentation.

4. SCOTT COUNTY METRICS:

- Departments and Offices
 - 5 Elected Offices
 - 10 Departments
 - 4 Related Agencies
- 500 Full Time Employees (approximately)
- Network Infrastructure
 - 60 Connectivity sites supporting 1,500 devices and systems
 - 20 physical servers (10 of which are VMWare Hosts) / 200 virtual servers
 - Microsoft Platform
- Hardware Inventory (approximately)
 - Devices
 - 600 PC's
 - 200 Laptops / Tablets
 - 70 Tough Books
 - Printers
 - 50 Networked Multi-Function Devices
 - 75 Networked Standard Devices
 - Telephone
 - 1,000 VoIP telephones
 - 230 VoIP softphones
 - 25 Analog lines
 - 350 Cellular lines
 - Cameras
 - 530 Security and Access Cameras

- 90 Public Safety Body Cameras
 - 50 Public Safety In-Car Cameras
 - Connectivity
 - 55 Public Safety Gateways
- Current Applications (approximately)
 - 5 SaaS / Hosted applications
 - 40 On Premise Third-Party/Commercial Off-the-Shelf (COTS) Software Systems
 - 20 On Premise Custom Developed Applications (Visual Studio, SQL Server)
- Information Technology Staff – 17 FTE
 - Director
 - Desktop Support Technician (2)
 - Information Security Analyst
 - GIS Manager
 - GIS Analyst
 - Webmaster
 - Programmer/Analyst Manger
 - Programmer/Analyst (2)
 - Technology Systems Specialist – Public Safety
 - Network Infrastructure Manager
 - Network System Administrator (5)

5. MISCELLANEOUS PROVISIONS

- A. All proposals must be signed with the firm name and by a responsible officer or employee authorized to transact business on behalf of the Firm, partnership, or corporation. No firm may assign or transfer any legal or equitable interest in his proposal after the date and hour set for receiving the proposals.
- B. The County reserves the right to accept any or all proposals in whole or in part, waive any irregularities in any proposal, accept the proposal which in the judgment of the County is most advantageous to the County, and re-advertise if desired.
- C. No member, officer, or employee of the County during this tenure or for one year after that shall have interest, direct or indirect, in this proposal or the proceeds thereof.
- D. All documents and materials prepared under this proposal are the property of the County of Scott, Iowa. The County shall have the unrestricted authority to publish, disclose, distribute, and otherwise use, in whole or in part, any reports, data, or other material prepared under this process.

- E. No verbal agreement or conversation with any elected or appointed official, agent, or employee of the County, either before, during, or after the submittal of this proposal, shall affect or modify any of the terms or obligations herein contained, nor shall such verbal agreement or conversation entitle the Firm to any additional compensation or consideration whatsoever under the terms of this Request for Proposal.
- F. The Firm shall not discriminate against any person or applicant for employment because of race, color, creed, religion, sex, national origin or ancestry, sexual orientation, age, marital status, physical or mental disability, or political beliefs or affiliations.
- G. The Firm agrees to abide by all laws, rules, and regulations of the United States, the State of Iowa, and Scott County, securing all necessary licenses and permits in connection with this proposal at no additional cost to the County.
- H. Any Proposer may withdraw their proposal at any time before acceptance by the County of Scott, Iowa.
- I. Insurance: The Firm will acquire and provide proof of \$1,000,000 coverage of comprehensive general liability insurance during the life of this contract.
- J. The County of Scott, Iowa, is exempt from all local, state, and federal taxes.