Bonita Springs Utilities, Inc.

REQUEST FOR PROPOSALS

Information Technology Master Plan v1.2

RELEASE DATE: October 7, 2014

PROPOSALS DUE: 12:00pm/noon, Thursday, November 13, 2014

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Verion	Date	Change	Author
1.0	09/25/14	Initial	R. Drobish
1.1	10/1/14	Updated TOC	R. Drobish
1.2	10/7/14	Update Appendix D	R. Drobish

1. SUMMARY

Bonita Springs Utilities, Inc. (BSU) is accepting proposals to conduct an assessment of their systems, applications, infrastructure, data and a process review of its critical systems (See Appendices). The purpose of this RFP is to provide a fair evaluation for all candidates and to provide the candidates with the evaluation criteria against which they will be judged.

BSU is currently identifying areas of stress, improvement, and preparing to implement new technologies and functionality. Reducing operational stress, either through adjusted processes, and/or implementation of new technology and functionality cannot be responsibly conducted until the integrated landscape of systems, applications, processes and data gaps/redundancy is fully understood. We are looking to gain an in-depth understanding of what is being done, by whom, how, and for what reason. We are looking to identify vendor-partners with the depth, background, and expertise to assist us.

Our Mission

Quality service for our members. Bonita Springs Utilities is a not-for-profit water and wastewater utility. BSU is dedicated to providing safe, reliable potable water and wastewater treatment, emphasizing responsible protection of our resources at the most effective cost to our member-customers. At the same time, we will defend our policy of socially and environmentally sound management of employee, plant and fiscal resources. We are proud to continue to earn our community's trust as your locally owned and operated utility.

BSU is a member-owned cooperative governed by a nine-member board of directors elected from and by the membership. Each elected board member serves for three-year terms.

Our Vision

- Build member loyalty and enhance customer relationships
- Improve program delivery and service to member customers, contractors, regulators, and staff

2. CONTRACT TERMS

Any agreement or contract resulting from the acceptance of a proposal shall be on forms either supplied by or approved by BSU and shall contain, as a minimum, applicable provisions of the RFP. BSU reserves the right to reject any agreement which does not conform to the RFP and any BSU requirements for agreements and contracts.

3. PURPOSE, DESCRIPTION AND OBJECTIVES

Purpose

BSU currently has automated, manual, and competing processes that are causing stress across the operation, in addition to new operational requirements. Reviewing various potential technical/software solutions, understanding what processes are being used, and what data is needed is critical prior to selecting a solution. An opportunity exists to evaluate applications, their supporting systems and integrations, re-engineer processes, coordinate data access/storage, and implement new functionality.

Additionally, based on the respective assessment, identification of staffing levels, roles and responsibilities, and security protocols and levels is prudent as part of the process and potential recommendations.

Description

Evaluation of existing systems, implementation of new functionality, while streamlining and maximizing data and process workflows will enable BSU staff to ensure BSU staff and customers are served at the highest-level possible. Identification of applications and their supporting systems, operational data storage, availability, integration and processes, as well as duplications to ensure what BSU needs is what BSU has. System and application remediation, process creation to ensure operations are being as

productive as possible, accompanied by a reduction in manual procedures, and finally, implementation of new functionality, reduce operational risk, and updated processes based on always-evolving business needs.

Upon completion of the assessment, BSU will have a comprehensive understanding and mapping of systems, applications, infrastructure, processes and operational data that can be used/maintained going forward for business needs and decisions.

Objective

Our primary objective is to fully understand the systems, applications, infrastructure, integrations, processes and data flows of the BSU operations and respective systems.

Specific Strategies

- Implement new functionalities in a scalable, maintainable, integrated system
- Increase integration, automation, responsiveness of BSU requests, service orders, and member-customer interactions
- Strengthen relationships with community partners, member-customers, board of directors and staff
- Improve business efficiencies to include tools for IT to better manage the systems
- Present comprehensive information and resources in an easy to use format

Tentative Phases

BSU understands that development of this plan will require coordination, cooperation and communication between all parties to be successful. Additionally, not all areas identified in the Appendices can be assessed at the same time, both due to logical flow of information and understanding (i.e. software before server), and staff resource availability. The overall plan should attempt to assess in parallel when possible, as well as maximize economy of scale.

The tentative flow of assessment is:

1. Assess Processes (Appendix A)
2. Assess Applications (Appendix B)
3. Assess Infrastructure (Appendix C)
4. Assess Systems (Appendix D)

4. TIMELINE

Task	Date	Comment
RFP Issued	**October 7, 2014**.	
Proposals due	**12:00pm/noon, Thursday, November 13, 2014**	No Later Than Proposers may also request a copy be sent via email by contacting Robert Drobish (rdrobish@bsu.us)
Candidate firms selected	**December 8, 2014**	BSU MIS Committee
Negotiations begin	**Dec 9, 2014**	
Negotiations concluded*	**January 30, 2015.**	No Later Than
Other candidates notified	**February 2, 2015**	

Pre-bid discussions	**October 7, 2014 – November 5, 2014**	BSU can will answer any additional questions regarding the proposal.
Project projected to be completed and delivered	**December 11, 2015**	

* Dates are based on all participants' availability

- Deliverable dates to be determined during project.

5. BUDGET

Please provide several cost proposals to accomplish the scope outlined below. The budget must encompass all reviews, and subsequent documentation for system and application evaluations, data mapping, processes review and recommendations, as well as new functionality and processes.

List pricing for:
Assessment (Discovery, Planning, Assessment) and Deliverables6

6. AUDIENCE

Stakeholders and audience groups:

Primary:

Current member-customers, contractors, Board of Directors and employees.

Secondary:

Prospective member-customers, job seekers, utility industry personnel.

7. SCOPE & GUIDELINES

The scope of this project is to understand BSU operational and data needs, process workflows, looking to implement new functionality and reduce/eliminate redundant processes and data. A firm, or firms, that can handle some, or all of the system and application assessment, data reviews, process reviews, and provide operationally appropriate recommendations.

Project assumption is that it will be a collaboration between vendor/consultant firms based on their respective project portion.

Discovery:

1. Identify systems and applications
2. Identify data locations, flows, integrations, storage constraints, points of failure, and vulnerability

Requirements Planning

1. Develop strategy for interviewing, conduct meetings, and documentation review

Assessment

1. Conduct system, application, integration, data and process assessments (See Appendices for detailed listing of respective areas to be assessed)

Deliverables

1. System Assessment to include integrations with recommendations
2. Application assessment to include integrations with recommendations,
3. Data flow and mapping between systems and processes, to include weaknesses and vulnerability
4. Proposed recommendation implementation plan and schedule
5. Process workflows to include new functionality
6. Duplication of data and efforts

The Following Topics Are Out Of Scope For This Proposal:

- Process implementation
- Ongoing maintenance
- Data maintenance/management

8. AVAILABLE TECHNOLOGY RESOURCES / INTEGRATION ISSUES

- N/A

9. PROJECT RESOURCES

A successful planning effort is driven by an interdisciplinary team of participants. The core team will be driven by two roles:

BSU Project Manager: Responsible for keeping the project on schedule and within the budget, sign-off on key-decisions and providing project steering.

- Robert Drobish, Director of Information Technology

Vendor Project Manager: Responsible for keeping the project on schedule and within the budget.

- Identified by vendors

10. QUALIFICATIONS

- Advanced Microsoft Server knowledge
- Advanced infrastructure knowledge (primarily Cisco, Watchguard/firewall) VLAN knowledge, and best practices for mobile, cloud, and security
- Advanced application knowledge and understanding of operational impacts
- Operational processes development and understanding
- Advanced database and system integration knowledge
- Project management experience and similar projects
- Provide current reference information for three former or current clients.
- Provide a company profile, length of time in business and core competencies.
- What type of team will be assigned to this project? What will each person's role be? Please include a brief background summary for each key staff member assigned to this project.
- Briefly describe your firm's project management process.
- Please discuss any planned IPOs, mergers or acquisitions.
- Please discuss any hardware/software vendor partnerships.
- Time frame for completion. The time frame for completion of the project will be evaluated. In addition, time frames will be part of the contractual agreement; therefore, a realistic time frame for completion is requested.
- Process to include input from all program areas. Please state how you intend to communicate with all program areas to gather all of the required information.

11. SUBMISSION INFORMATION

Please submit three (3) copies of your proposal no later than **12:00pm/noon, Thursday, November 13, 2014**. Your proposal must include a cost proposal as described above. All costs associated with the delivery of the project should be presented in a flat rate, fee for service format.

Deliver proposals to the attention of:

Robert Drobish
Bonita Springs Utilities, Inc.
11860 E. Terry St.
Bonita Springs, FL 34135

12. FORMAT FOR PROPOSALS

Please use the following as a guideline to format your proposal:

Length and Font Size:

Please use fonts no smaller than 10 point. Maximum proposal length including title page, cover letter, proposal, qualifications and budget should not exceed 15 pages.

Title Page:

Bonita Springs Utilities logo, Data and Process Assessment Proposal, your company name, address, website address, telephone number, fax number, email address and primary contact person.

Cover Letter:

Signed by the person or persons authorized to sign on behalf of the company.

Proposal:

Discuss your proposed solution, including the features, benefits and uniqueness of your solution. You should also touch on your ability to deliver the project in the timeframe noted in Section 4.

Qualifications:

Provide the information requested in Section 11.

Budget and Fees:

List budgets as requested above. Identify staff you anticipate working on the project and their hourly.

Attachments:

Attach any appropriate supporting documentation in this section.

13. SELECTION PROCESS

Selection will be conducted by the BSU MIS Committee comprised of assigned BSU Board of Directors, BSU management, and staff once all submission have been received.

Appendix A – Process (overview)

The process should tie directly to the data, system, application, and integration

- Customer service
  - Start service
  - Stop service
  - New Construction
  - Move accounts
  - Billing
  - Collections
  - Cashiering
  - Service orders
  - Compliance
- Operations - Plant
  - Water
    - Well maintenance and management
    - Produce water
      - RO
      - Lime
  - Wastewater
    - Lift stations
    - Process wastewater
  - Compliance (EPA, federal, state, county, local)
- Engineering
  - Water
  - Wastewater
  - Compliance
  - GIS
- Fiscal
  - GL
  - AR
  - AP
  - Inventory
  - Bonds
  - Compliance
- HR
  - HR
  - Benefits
  - Compliance
- IT
  - Infrastructure
  - Database
  - Applications
  - Helpdesk
  - Compliance
  - Records management
- Legal
  - Compliance
  - Non-profit

Data

- Customer service
    - Customer personal
    - Customer property
    - Equipment
    - History
    - Charges/Payments
- Operations
    - Water
        - Pressures
        - Flows
        - Levels
            - Tank
            - Chemical
    - Wastewater
        - Pressures
        - Flows
        - Levels
            - Tank
            - Chemical
- Engineering
    - GIS
    - Projects
    - Plans, contracts, permits, reports
- Fiscal
- HR
- IT

Reports/reporting (hrly/dly/mnthly/qtr/eoy)

- Customer service
- Operations
    - Water
    - Wastewater
- Engineering
- Fiscal
- HR
- IT

Appendix B - Applications (Operational and Management)

- Accounting (GL, Fixed Assets, AP. AR, Inventory
- Customer Service, Billing, Collections, and Work Orders
- Plant operations (Not being reviewed/assessed)
- Potential middleware integration and reporting system
- GIS data, locations, maps
- Maintenance system
- Online payments
- Document management
- Plant incident, alarm notification, and well/wastewater lift station monitoring,
- Customer, contractor, public, and staff information and documents
- Reporting tools for plant operations
- Plant Monthly Operating Report (MOR) generating system
- Meter reading system – utilizes external hand-held manual-data devices
- IT support tickets

Appendix C – Infrastructure

- Corporate email
- IT backup system
- System failover management system
- Internet security
- Routers – manages all BSU network traffic
- Switches – unmanaged devices connecting systems/users to BSU network
- Wireless – access points, Mifi's connecting users to network
- Web server – allowing system usage through web browsers, inside and outside of BSU network
- Phone system

Appendix D – Systems

Dell servers (30) Windows (2003, 2008, 2012)
Dell tape – (3 units, 6 drives (2) LTO 2, (2) LTO3,(2)LTO5)
Dell switch – Force 10
Cisco Switches (20) – Catalyst Express 500, 3524, 3560,3750, 3825
Cisco Router (3) – 2911, 3825
Watchguard (2) XTM 545