

REQUEST FOR PROPOSAL

INFORMATION TECHNOLOGY (IT) Network Infrastructure Project

WAUPACA COUNTY
INFORMATION SYSTEMS DEPARTMENT
811 HARDING STREET
WAUPACA, WI 54981

PART I – GENERAL

A. **Background**

The Waupaca County Information Systems Department (ISD) facilitates the effective use of information technology resources to support the County's business objectives including financial management, information systems, public service and regulatory compliance. This is accomplished by providing services related to, but not limited to, computer system programming, records management services, WAN and LAN management and data communications systems management.

ISD utilizes a wide variety of hardware and software, including IBM's iSeries AS/400 and RS/6000 platforms, Windows servers, and various personal computers and workstations to support the County's computing needs. In addition, ISD has implemented technologies such as Internet and Intranet access, electronic mail (e-mail), and optical image storage.

Waupaca County is seeking to undertake a comprehensive review and upgrade of its current technology infrastructure.

In order to achieve this objective, the following four phases have been identified:

Phase I – Perform an assessment of Waupaca County's current technology environment with specific emphasis on hardware configuration, internal controls and network support.

Phase II – Work Plan/Proposal Presentation

Phase III – Development of functional requirements.

Phase IV – Contract negotiation, implementation planning and implementation.

PART II – PROPOSAL EVALUATION/TENTATIVE SCHEDULE

There is no expressed or implied obligation from Waupaca County to reimburse responding firms for any expenses incurred in preparing or presenting proposals in response to this request.

The initial evaluation is based upon the proposers' responses to this RFP. Waupaca County reserves the right to make a selection among proposers based directly on their proposal, to negotiate further with any proposer, or to reject any/or all proposals.

Proposals will be evaluated on the following criteria:

1. Responsiveness to and understanding of this RFP
2. Technical experience of the firm which includes recent system implementation consulting to local governments
3. Experience and professional activities of the professional team that will be servicing the engagement
4. Client references specifically of those firms who have similar information technology requests
5. Organizational depth and structure of the firm
6. Fees
7. Contract has to accommodate a two (2) year payment plan
8. Meets the technical requirements of the following:
 - Be compatible with our current hardware
 - Improve our network security from unauthorized additions to our network
 - Improve network availability
 - Have the capacity to accommodate future technology
 - Equipment should be 'future-proof' and is expected to be in service for at least seven (7) and up to ten (10) years

The tentative schedule for consideration of response to this RFP is as follows:

RFP release or published date – August 5, 2009

Site visits – August 2009

Proposals Due – September 11, 2009

Proposals Reviewed September 14 – 25, 2009

Proposals presented to the IS Committee – October 6, 2009

Proposal selection at the IS Committee – October 6, 2009

PART III– SCOPE OF PROJECT

Interested consulting firms shall be engaged to conduct the following services as necessary:

Phase I – Assessment – August 2009

It is anticipated that through the use of interviews and an on-site evaluation, you will conduct a review of Waupaca County's current network and use of information technology across all areas of our business. In developing a strong understanding of our current network, you will be expected to review areas where there may be opportunities to strengthen the network. Emphasis will be placed upon securing an understanding of our current hardware, software and network infrastructure at all locations. Critical activities in this area will be to ascertain our future business goals and requirements which will serve as a foundation of specific recommendations toward leveraging information technology to meet these future goals as well as providing an enhanced manageable environment.

Given the internal staffing levels at Waupaca County, each interested vendor will have four hours to come to Waupaca County to review our current infrastructure. Also, each vendor will be given the most current level of documentation available.

As a component of the vendor's submission, the consultant will prepare a cost analysis that will detail a cost projection relative to all costs of their submitted plan.

Please include an assessment report of your findings and recommendations to address the "gaps" to meet future business goals. Recommendations should focus on both short and long term options for improving the infrastructure.

Waupaca will not cover any expense accrued by interested vendors for the assessment.

PHASE II – Work Plan/Proposal – September 2009

We would like to have each vendor in to present their proposal for Waupaca County. We expect this to be a very granular analysis of what you are proposing and why Waupaca County should consider your option. This presentation should include the following:

- a. Description of the desired end-state for Waupaca County once the project is complete. Describe the necessary key elements in our future infrastructure that will allow us to achieve our long-term business objectives.
- b. Description of the current state of our infrastructure relative to desired end state.
- c. Identification of the major gaps and challenges between the two.

PHASE III – Development of Functional Requirements – October 2009

Waupaca County will review each RFP and identify the functional and technical requirements proposed by each vendor's submission. Waupaca County will identify the system vendors who best meet our long range plans, goals, quality of products, documentation and service levels.

PHASE IV – Contract Negotiations, Implementation Planning and Implementation
October/November 2009 for contract negotiations and planning, implementation as scheduled

The Waupaca County Information Systems Department (ISD) and the Information Systems Committee shall be the sole judge as to the merits of the proposal(s) received and any resulting agreement. The decision by Waupaca County will be final.

Waupaca County will select the vendor based on our listed criteria of the project and will negotiate the final contract with the selected vendor. Once the contract is negotiated, the development of an estimated timeline, expectations, phase analysis of the project and key milestones developed will be laid out.

PART III– PROPOSAL REQUIREMENTS

At a minimum, the proposal must contain the following information. Responses should be presented in the same order as these requirements.

1. General

- a. Include a letter of transmittal
- b. Include a title page setting forth your firm's local address, telephone number, name of contact person, and date of proposal.

2. Profile of the Firm

- a. Indicate the location of the office from which the work will be performed and the number of professional staff employed at that office. Describe the communications and coordination procedures that will pertain if the work is to be performed by multiple offices.
- b. State the professional organizations to which your firm belongs.
- c. Disclose whether your firm or any individuals assigned to provide services to Waupaca County have any conflicts of interest with Waupaca County or the Board, committees or employees. If so, state the nature of the conflict and provisions that will be made to address the conflict
- d. State that your business is properly licensed to do business in Wisconsin.
- e. State that the individual who signed the letter of transmittal has authority to bind your firm.

3. Summary of Firm's Qualifications

- a. Identify the professionals who will work on the Waupaca County engagement, including staff from other than the local office.
- b. Describe recent local and regional office engagements similar to the type of services being requested. Provide the names and telephone numbers of five (5) client contact who would serve as references. Firms should place particular emphasis on their experiences with government agencies.
- c. In submitting its response to the RFP, the firm acknowledges that the engagement agreement to be signed between Waupaca County and the firm shall include a certificate of insurance and a statement that the firm will hold Waupaca harmless for losses and defense costs arising out of its actions in undertaking this engagement.

4. Work Plan

Your firm should include a summary of its formal work plans, including engagement control to be employed in performing the required services. The general work plan should include the following:

- Proposed project plan and segmentation
- Level of staff and number of hours to be assigned to each segment of the project

In addition, the work plan should define which office is to perform each segment if work is to be performed by multiple offices. The communications and coordination plan should also be described in the multiple office situation.

An engagement time line is to be included.

5. Proposed Fee Structure

The firm should provide the total estimated cost of the engagement for entire project. If your proposal has multiple steps, please break that down by phase. If your proposal is not designed to be a fixed fee, but rather a time and material proposal, please provide the estimated total hours and hourly rate(s).

All proposals must include a statement that they are valid for a minimum of ninety (90) days following the RFP closing date.

Waupaca County reserves the right to negotiate and modify any element of the RFP and to negotiate with successful firm(s) a final fee for the proposal based upon mutually agreed upon changes or refinements in the scope of work.

6. Additional Information

Provide any additional information your firm considers essential to successful conduct of the engagement.

PART IV – **SUBMITTING YOUR PROPOSAL**

Please submit five (5), left-side bound originals and one (1) unbound copy in a form suitable for photocopying of all proposal material.

Applicants name, address, proposal title and proposal due date should be on the outside of the package.

The final proposals are to be submitted on or before September 11, 2009 to

Mr. Robert Reath – Information Systems Director
Waupaca County Courthouse
811 Harding Street
Waupaca, WI 54981
Phone: (715) 258-6234
Fax: (715) 258-6212
E-Mail: robert.reath@co.waupaca.wi.us

PART V – **OTHER MISCELLANEOUS**

1. Waupaca County reserves the right to cancel this project at any time and not enter into an agreement with any provider. Waupaca County will have no obligation to reimburse participants for any incurred expenses of any kind.
2. The provisions in this RFP cannot be modified except by a formal written amendment issued by Waupaca County.
3. All proposals that are received in a timely fashion will be publicly opened at Waupaca County September 11, 2009.
4. Waupaca County reserves the right to cancel the contract in whole or part if performance and/or delivery are not made in accordance with the terms specified.
5. Each applicant will receive written notice by email stating to whom the awarded contract went to.