

**CITY OF LA VISTA
MAYOR AND CITY COUNCIL REPORT
DECEMBER 4, 2018 AGENDA**

Subject:	Type:	Submitted By:
REQUEST FOR PROPOSALS — INFORMATION TECHNOLOGY STRATEGIC PLAN	◆ RESOLUTION ORDINANCE RECEIVE/FILE	KEVIN POKORNY DIRECTOR OF ADMINISTRATIVE SERVICES

SYNOPSIS

A resolution has been prepared authorizing the advertisement of requests for proposals (RFP) for an Information Technology Strategic Plan for the City of La Vista.

FISCAL IMPACT

The FY19/20 Biennial Budget contains funding for the technology analysis. No funds for these services will be committed until a contract has been approved by Council.

RECOMMENDATION

Approval.

BACKGROUND

The City’s strategic plan identifies the need to have an outside resource complete an updated analysis of the City’s existing information technology and develop an information technology (IT) strategic plan. The last plan was completed November 2011.

This IT Strategic Plan will be utilized to identify and prioritize future investments in technology supportive of the City’s evolving technology needs.

RESOLUTION NO. _____

A RESOLUTION OF THE MAYOR AND CITY COUNCIL OF THE CITY OF LA VISTA, NEBRASKA, AUTHORIZING THE ISSUANCE OF A REQUEST FOR PROPOSALS FOR AN INFORMATION TECHNOLOGY STRATEGIC PLAN.

WHEREAS, the City Council of the City of La Vista has determined that an information technology strategic plan is necessary; and

WHEREAS, the FY19/20 Biennial Budget provides funding for professional services; and

WHEREAS, proposals will be due January 25, 2019 with the approval of selected firm by the City Council on April 2, 2019, subject to the discretion of the City;

NOW, THEREFORE, BE IT RESOLVED, that the Mayor and City Council of La Vista, Nebraska, do hereby authorize the issuance of a Request for Proposals for an Information Technology Strategic Plan.

PASSED AND APPROVED THIS 4TH DAY OF DECEMBER 2018.

CITY OF LA VISTA

Douglas Kindig, Mayor

ATTEST:

Pamela A. Buethe, CMC
City Clerk

City of La Vista, Nebraska



Request for Proposals

Information Technology Strategic Plan

ISSUE DATE:

December 5, 2018

SUBMISSIONS DUE:

January 25, 2019 – 10:00 a.m. CST

*Late Proposals Will Be Rejected

FINALIST PRESENTATIONS:

March 11-15, 2019

REPLY TO:

Pamela A. Buethe
City Clerk
8116 Park View Blvd.
La Vista, NE 68128
pbuethe@cityoflavista.org
402.331.4343

REQUEST FOR PROPOSALS
INFORMATION TECHNOLOGY STRATEGIC PLAN
CITY OF LA VISTA, NEBRASKA

Advertisement of Bids:	December 12, 2018
Bid Opening:	Friday, January 25, 2019 La Vista City Council Chambers 8116 Park View Boulevard 10:30 a.m.
Award of Contract:	April 3, 2019

Sealed proposals will be received until 10:00 a.m. local time on January 25, 2019, at the La Vista City Hall, 8116 Park View Boulevard, La Vista, Nebraska. Bids received after this time will not be accepted. This Request for Proposals (RFP) is issued by the City of La Vista. All correspondence, questions and additional information regarding this RFP must be presented in writing and addressed to City of La Vista, Attn: City Clerk Pam Buethe, 8116 Park View Boulevard, La Vista, Nebraska, 68128, or electronically to pbuethe@cityoflavista.org. Proposals should be addressed as follows:

City of La Vista — **Sealed Proposal for IT Strategic Plan**
Attn: City Clerk
8116 Park View Boulevard
La Vista, NE 68128-2198

The City of La Vista reserves the right to reject any and all bids and to waive informalities or irregularities in the bidding or any bid, and at any time to negotiate with the various proposers when such is deemed by the City to be in its best interest. The right is also reserved to accept or reject any part of a proposal.

As required by State law, the Proposer shall not discriminate against any employee or applicant for employment, to be employed in the performance of the work described herein, with respect to their hire, tenure, terms, conditions, or privileges of employment, based on their race color, religion, sex, disability, or national origin.

The City of La Vista is seeking a qualified firm to submit proposals for an Information Technology Strategic Plan.

INSTRUCTIONS TO PROPOSERS

1. The Proposer shall include in his/her Proposal a signed statement certifying that the services being offered do or do not meet the Scope of Work supplied with the call for Proposals. In addition to said statement, the Proposer must provide sufficient data on the services being offered to enable the City Council to determine the grade and/or quality of the services being offered. In every case, Proposer shall indicate where the services being offered vary from the supplied specification.

2. **PROPOSALS SHALL BE SUBMITTED WITH ONE (1) ORIGINAL AND TWELVE (12) COPIES.** The Proposer shall submit one (1) unbound original single-sided copy on standard weight paper (no heavy weight paper or tabbed dividers), twelve (12) printed bound copies, and one (1) flash drive containing a pdf file of your proposal to the City.

Please note that faxes or electronic submissions, or any media other than hard copies are not acceptable.

3. Erasures, interlineations or other modifications in the Proposal shall be initialed in original ink by the authorized person signing the Proposal.

4. In the case of errors in extension of prices in Proposal, the unit price will govern.

5. When a pre-Proposal conference is scheduled, all prospective Proposers are urged to have a representative present. In any case where this is not possible it is the Proposer's responsibility to make certain that any information disclosed at the conference is considered when preparing a Proposal. Under no circumstances will the City consider making an adjustment in Scope of Work or Fee Amount after Proposals are opened based on the Proposer's ignorance of information disclosed at the Proposal conference.

6. Any Proposer may withdraw his/her Proposal, either personally or by written request, at any time prior to the closing time for receipt of Proposals.

7. All amendments to Proposals must be signed and returned to the City Clerk with the Proposal on the specified due date and time.

8. Proposals received after the scheduled closing time for receipt of Proposals will be returned, unopened, to the Proposer(s).

9. All Proposals may be rejected if the City Council determines that rejection is in the public interest.

10. The City reserves the right to waive any informalities in accepting and evaluating Proposals.

11. If a person contemplating a Proposal for a proposed contract is in doubt as to the true meaning of any part of the Proposal documents, or finds discrepancies in or omissions from said documents, he/she shall submit to the office of the City Clerk of the City of La Vista a written request for an interpretation or correction thereof. The person submitting the request shall be responsible for its prompt delivery.
12. It is the responsibility of all Proposers to examine the entire set of Proposal documents and seek clarification of any item or requirement that may not be clear and to check all responses for accuracy prior to submitting a Proposal. The proposer is required to insure that the documents received through any electronic method or Bid posting service are complete. Negligence in preparing a Proposal confers no right of withdrawal after due date and time.
13. Questions regarding the Scope of Work received less than five business days before the Proposal opening shall not be answered. Any interpretation or correction of the proposed documents will be made only by addendum, duly issued, and a copy of such addendum will be mailed or delivered to all who are known to have received a set of Proposal documents. The City of La Vista is not responsible for any other explanations or interpretations of the proposed documents.
14. Any addenda will be posted on the City's website www.cityoflavista.org. Each Proposer may ascertain prior to submitting his/her Proposal that he/she is in receipt of all addenda issued by telephoning the City Clerk's office at (402) 331-4343. Proposer shall acknowledge all addenda in accordance with the instructions on the Proposal.
15. Failure on the part of the Proposer to comply with all of these instructions may result in Proposal rejection by the City Council.
16. All Proposal prices shall be guaranteed by the Proposer to remain unchanged for a period of six months (180) days from and including the date of the Proposal opening.
17. The Proposal specifications shall take precedence in any situation where the instructions to Proposer and the Proposal specifications are contradictory.
18. The City of La Vista and vendors will use their best cooperative efforts to resolve disputes arising in the normal course of business at the lowest organizational level between each party's staff with appropriate authority to resolve such disputes. When a dispute arises which cannot be resolved in the normal course of business, the authorized persons shall notify the other of the dispute, with the notice specifying the disputed issues and the position of the party submitting the notice. The authorized persons shall use their best good faith efforts to resolve the dispute within five business days of submission by either party to the other of such dispute notice.

19. All known subcontractors to this project must be identified in the submittal. No subcontract will be construed as making the City a party of or to such subcontract, or subjecting the City to liability of any kind to any subcontractor. No subcontract shall, under any circumstances, relieve the Independent Contractor of liability and obligation under this contract; and despite any such subletting; the City shall deal through the Independent Contractor. Subcontractors will be dealt with as workmen and representatives of the Independent Contractor.
20. Any proposer objecting to the recommendation of award, rejection of a proposal, solicitation procedures of an RFP, or any portion thereof, must submit a written protest to the City Clerk. This protest must be submitted prior to the City Council meeting at which the recommendation is on the agenda for award or rejection. The protest must be filed with the City Clerk within three business days from notification of the recommendation.
21. If the City is unable to successfully negotiate a contract with the highest rated proposer, the City may, begin negotiations with the next highest rated proposal, cancel that RFP and re-solicit or completely cancel the RFP.

ADDITIONAL REQUIREMENTS

Notwithstanding anything in these specifications to the contrary:

1. Purchase Order. The City of La Vista ("City") shall issue a purchase order to the successful bidder (sometimes referred to as "supplier") that contains "Terms of Purchase," a copy of said terms being included with these bid specifications and incorporated herein by this reference, subject to any modifications as the City determines in its sole discretion are necessary or appropriate. By submitting its bid, each bidder agrees to be bound by all terms and conditions of said purchase order if it becomes the successful bidder.

2. Payment. Payment for services under the contract will be processed within 45 days after completion and receipt of all documentation and information required by the City. The purchase price quoted by supplier in its bid shall include all requirements and deliverables and, when paid, shall constitute full, final and sufficient consideration and satisfaction from the City, and the supplier shall not seek, nor shall the City pay, any additional consideration, charges or amounts.

3. Taxes. Purchases by the City are exempt from the payment of federal excise taxes and Nebraska sales and use taxes and all such taxes shall be excluded from bids. Tax exemption certificates will be provided upon request.

4. Bankruptcy/Insolvency. Supplier agrees that it shall immediately notify City, and City shall have the option to immediately terminate any agreement (without any cost, expense or obligation) with supplier, in the event that supplier makes an assignment for

the benefit of creditors, files a petition under any bankruptcy or insolvency code or law, is determined to be insolvent or bankrupt, or petitions for an order for similar relief, petitions or applies to any tribunal for appointment of any receiver or any trustee, or as a debtor in possession, of supplier, or of any such vendor or manufacturer, under any reorganization, arrangement, readjustment of debt, dissolution or liquidation act, code or law of any jurisdiction, whether now or hereafter in effect, or if there is commenced any of the foregoing actions against the supplier or any such vendor or manufacturer, and it is not dismissed within 30 days of such filing.

5. Nonwaiver. Acceptance of the strategic plan or payment of the contract price by City shall not constitute a waiver of any claims of City arising out of (i) any unsettled claims or disputes arising out of any contract requirements; (ii) faulty or defective work first noticed by City after delivery; (iii) failure of the plan to comply with the requirements of any contract requirements; or (iv) any special warranties, maintenance or guarantees required by the contract.

6. Assignment. The successful bidder agrees that it shall not transfer or assign any performance, right or obligation arising out of or resulting from its agreement with the City without the prior written consent of the City.

7. Survival. All provisions of these bid specifications or supplier's bid that by their terms require or provide for continuing performance shall survive delivery and final payment until fully performed.

8. Modifications. Bidder understands, acknowledges and agrees that no employee, agent or representative of the City has any authority to make any representations, statements, warranties, agreements or modifications to, of or regarding these specifications or any contract of the City without the written approval of the City Administrator; provided, however, that any representation, statement, warranty, agreement or modification that has any actual or potential impact to the City of more than \$5,000 shall require the prior written approval of the Mayor and City Council of the City of La Vista.

9. Fair Labor Standards. Pursuant to Neb. Rev. Stat. Section 73-102, by submitting a bid, supplier hereby represents and certifies to the City of La Vista that supplier is complying with, and will continue to comply with, fair labor standards in the pursuit of its business and, if supplier is the successful bidder, in the execution and performance of the contract on which it is bidding; and in the execution and performance of said contract, fair labor standards will be maintained.

City of La Vista
Information Technology Strategic Plan

I. INTRODUCTION

The City of La Vista is soliciting proposals for an Independent Contractor (IC) to provide consulting services associated with an Information Technology Assessment and development of a City wide Information Technology Strategic Plan to insure future investments in technology and promote an environment supportive of the City's evolving needs. This plan will be used to coordinate, guide and maintain the implementation and utilization of a variety of technologies for internal and external City customers in the most efficient and cost effective manner possible. The City considers the citizens of La Vista as our external customers and their satisfaction with City services is crucial. In addition, internal City staff requires an appropriate set of technology-based tools to satisfactorily achieve their respective customer service delivery objectives. Technology use has become so interwoven into the daily performance of job duties and service delivery, that the availability of reliable and usable technology tools has become a presumptive framework for staff performing their most basic duties. This planning initiative will deliver a basis for ensuring the City will always have a five year view into the future for technology issues and associated capital investment. The objective of the City of La Vista Information Technology Strategic Plan is to develop an Information Technology strategy that aligns best practices for governance, security, operations, funding, and accountability of technology and related investment with La Vista's operational cultures and operational business plans.

The IT Strategic Plan must also align with the current Municipal Facilities Plan (MFP). This alignment is crucial to the City's overall operational and financial planning processes and the IC's role in this alignment is of paramount importance.

Vision for the Future:

The 'Vision' takes advantage of the enormous opportunity information technology presents:

- Addresses increased service demands.
- Encourages departments to better address their business needs.
- Improves the decision-making process.
- Improves the management of increasing complexities.
- Allows the City to provide services more effectively.

II. BACKGROUND

La Vista has the advantages of a small town with the opportunities of a large city. The roadways, signs, street lights, and developments have been designed to create a beautiful place to live. The people who live and work in La Vista are proud of their community. City leaders and residents have a progressive vision for La Vista that started with its incorporation nearly 60 years ago. With numerous opportunities for development, the future looks bright. Sitting at the gateway to the Omaha metro area, La Vista is one of the fastest growing cities in Nebraska.

In April 2011, the City conducted its first information Technology Strategic Planning Project which resulted in the development of a Strategic Technology Plan in November of 2011. That plan consisted of three functional areas: management and operations, applications and technical. The City leveraged the Strategic Technology Plan to address increased service demands, encourage departments to better address business needs, improve the decision-making process, improve the management of increasing complexities and provide services more efficiently and effectively.

Form of Government

Mayor: Elected at large
City Council: 8 members elected from 4 wards
City Administrator: Appointed by Mayor

Origination: La Vista was founded on Feb. 23, 1960, with a population of 1,360, when 193 residents filed a petition requesting La Vista become a city.

Population: Over 18,000

Location

Omaha metro area in eastern Nebraska

Major Employers

PayPal
Securities America
Embassy Suites/La Vista Conference Center
Rotella's Bakery
Streck Laboratories
Papillion-La Vista Community Schools

Employment by Occupation

Management, Business, Science and Arts.....	38%
Sales and Office Occupations.....	26%
Service.....	14%

Production, Transportation, and Material Moving.....12%
Natural Resources, Construction, and Maintenance....9%

Recreation

- Area parks cover 37 acres
- Premier 81-acre sports complexes
- Municipal Pool
- Community Center
- Baseball, softball, soccer, football fields
- Youth recreation programs
- Miles of walking trails
- Senior Programs
- Outdoor activities, festivals, and special events

Unique Qualities

- One of the newest interchanges on Interstate 80
- One of the fastest growing cities in Nebraska
- 8 of the 15 busiest intersections in Sarpy County
- Housing options in all price ranges
- Accessibility to all areas of Omaha in minutes
- More than 895,000 potential customer and employees in the Omaha metro area

Population Growth

1970	4,858
1980	9,588
1990	9,850
2000	11,699
2010.....	16,700
2018.....	18,000

Cost of Living

La Vista 90; U.S. 100

Assessed Valuation Growth

1990	\$ 185 M
1995	\$ 256 M
2000	\$ 397 M
2002	\$ 455 M
2005	\$ 554 M
2008	\$ 951 M
2009	\$1,019 B
2010	\$1,050 B
2012.....	\$1,059 B
2014.....	\$1,244 B
2016.....	\$1,331 B

2018.....\$1,497 B

Housing

Median value of housing units: \$140,000

Owner-occupied: 54%

Total housing units: 7,272

Schools

Papillion-La Vista Community Schools

High School graduates: 94.7%

Services

- Over 20 restaurants
- 6 major malls within 16 miles
- La Vista Public Library
- Churches of many denominations
- Metro Community College

The City has an approximate general fund operating budget of \$18 million. City staff is just about at 170 employees (see Exhibit A).

The Municipal Facilities Plan (MFP) provides the City Council and City staff with a comprehensive overview of the current status of the City’s physical environment, identification of the most pressing facilities issues, strategies and solutions for addressing those issues, and visioning for the City’s future through 2025. The City has budgeted in 2019 to update the space needs study for City Hall and make recommendations for facility improvements.

III. CITY OF LA VISTA INFORMATION TECHNOLOGY OBJECTIVES

- a. To develop an IT Strategic Plan that shall be a City-wide vision and set of information technology goals and objectives for the City and processes required to achieve that vision. The IT Strategic Plan is intended to align La Vista’s information technology services and support and coordinate with La Vista’s public service mission and administrative processes within the City’s overall strategic priorities for the next five (5) years.
- b. To develop, maintain, support, and upgrade/improve a cost effective, responsive, secure and stable technical environment.

- c. To provide opportunity for cross-departmental, cross-governmental networks and systems, to serve customers better and at the same or lower cost.
- d. To apply commonly used business metrics to determine a true value of technology projects and associated investment for the City. These may include, but are not limited to: Business Process Analysis, Return on Investment Analysis (ROI), net present value, earned value, balanced scorecard, etc.
- e. To support citizens, employees and business partners in the strategic use of automation and networking.
- f. To integrate Information Technology services in support of City departmental operational business and planning processes.
- g. To develop a process for the prioritization and funding of City information technology initiatives.
- h. To utilize enterprise solutions where feasible.
- i. To implement an efficient purchasing model for information technology equipment, software and services.
- j. To expand the application of e-commerce technology for the delivery of government services to citizens.
- k. To develop facility specifications for information technology infrastructure and business continuity.
- l. To develop a RFP for a business continuity plan.
- m. To identify training needs.
- n. To identify methods for regular user feedback.

IV. CITY of LA VISTA'S CURRENT IT ENVIRONMENT

La Vista outsources their IT services to Sarpy County Information System's Department.

- 1. The following staff resources are available to La Vista
 - a. IT Director – 1 staff member
 - b. Network Operations Manager – 1 staff member
 - c. System/Network Administrator – 2 staff members
 - d. Technical Support Specialists – 4 staff members
 - e. Application Support Specialists – 3 staff members
 - f. Administrative Assistant – 1 staff member
 - g. GIS – 4 staff members

2. The operating budget for IT is \$268,300

La Vista's network consists of five sites

1. City Hall
2. Police Department
3. Public Works
4. Community Development
5. Library

All sites are connected to City Hall via leased fiber from Unite Private Networks (UPN).

There are approximately 100 PCs, 10 servers, and 100 VoIP telephones. Internal wireless is provided using Cisco Meraki access points. The City's network infrastructure is mostly Extreme Network switches. A cable modem from Cox Communications is connected to a Cisco ASA 5512 firewall providing Internet access. Zscaler is used to control Internet filtering.

The City uses various software packages including: Microsoft Office 2016/365, Microsoft Windows Server 2016, Microsoft Active Directory, Microsoft Exchange 2010 with an upgrade planned to Exchange Online, Carbon Black for antivirus, Barracuda backup and spam protection, BluePrince, BS&A, RTA, Gas Boy, InDesign, Photoshop, Arcview and AutoCad.

V. SCOPE

The Independent Contractor (IC) shall provide consulting services to the City of La Vista in the development of a City-wide Information Technology Strategic Plan (ITSP).

The scope of the IC's work will include, but not be limited to:

- a. Conduct a kickoff meeting and provide appropriate introduction and preparatory materials in coordination with project sponsor (to be delegated by Director of Administrative Services) to departmental representatives prior to project initiation to ensure these stakeholders are informed and educated.
- b. Development of an information technology ongoing strategic planning process to meet the current and future needs of the City. The IC shall be responsible for working with the internal IT Committee to develop a template for evaluating and updating the ITSP over time.
- c. Meet with, solicit and document strategic planning input from City departments. This may include focus groups and surveys, email, phone calls, etc. Provide written documentation of the process and the results from these meetings.

- d. Develop a comprehensive assessment of the current state of the City's information technology environment, including current capability, capacity, information technology staffing and resources for all City Departments.
- e. Review, identify and analyze the gaps where the current information technology environment is insufficient (or inappropriate) to meet the computing needs/requirements of the City for both current requirements and for the next five years.
- f. Identify the key cost drivers that are expected to influence the costs of the IT architectural and technical needs of the City.
- g. Develop best practices and methodology for the business planning process for technology initiatives. These shall support the business requirements of the City and Strategic Plan for La Vista.
- h. Align and closely coordinate with all other City strategic planning efforts including the Municipal Facilities Plan (MFP).
- i. Explore opportunities to use technology to improve/enhance efficiencies.
- j. Identify business process(es) that may be improved at the enterprise level as a result of the above review efforts.
- k. Identify best practices for standard technology equipment, rollout of network infrastructure, network security.
- l. Identify opportunities for the IT Committee to institutionalize their involvement in other department's planning efforts.

VI. DELIVERABLES

Upon completion of the scope of work, the final Information Technology Strategic Plan shall at a minimum include:

- A report assessing the current state of the City's information technology environment including current capability, capacity, information technology contractual staffing and resources for all departments
- Recommendations for aligning the information technology strategy with the City's business environment.
- Strategies for meeting defined needs or goals for the current time frame through the next five years.
- Recommendations for innovative/cost-effective information technology solutions.

- Recommendations for systems integration across multiple departments/business units.
- Recommendations for business processes to improve business performance.

The following are a more detailed description of items to be included in the deliverables:

- a. An assessment of the City's most critical information technology needs in a prioritized format with applicable descriptive documentation.
- b. A report based on organizational feedback and input.
- c. Written documentation on how best to involve internal and external customers. Internal customers are defined as departments within the City and external customers as citizens and other governmental agencies.
- d. A set of Best Practices and methodologies for:
 - IT Planning – Strategic and operational
 - Standardized IT procurement model
- e. Identification of the key cost drivers that are expected to influence the costs of the architectural and technical needs of the City and recommend an approach to contain them. The Plan shall also include a methodology to measure cost savings and cost avoidance.
- f. Templates, procedures, and a scheduled timeline and governance model for the proposed information technology planning process. Proposed solutions must be supported by a business case.
- g. Recommend an enterprise approach and any alternatives for technology that identifies duplication of resources/investments and opportunities for internal and external collaboration that will result in operational improvements and cost-effective solutions to business requirements.
- h. Establish an annual Information Technology process that will allow the Information Technology Committee and City departments, to clearly make strategic decisions based on existing standards, evolving technologies, enterprise solutions and data integration opportunities.
- i. Match the technology requirements for the City of La Vista to the overall City strategic objectives to ensure that the dollars spent on technology are focused on the areas where the most business value will be returned, while still allowing for the delivery of systems that are deemed as mandates.
- j. Kick off this project in April 2019 and complete it within 4-6 months.

- k. Attend and make progress presentations to the City Council and management team as needed. One (1) presentation at the minimum.

VII. GENERAL TERMS AND CONDITIONS

- a) Any subcontractors must be identified in your proposal response. If subcontractors are used, the City of La Vista will consider the proposing vendor to be the Prime Contractor and to be solely responsible in all contractual matters, including payment of any and all charges resulting from such subcontractor arrangements. The Prime Contractor will be fully responsible for the acts, errors, and omissions of the subcontractor. The successful respondent shall cause appropriate provision of its proposal to be inserted in all subcontracts ensuing to ensure fulfillment of all contractual provisions by subcontractors.
- b) All deliverables and/or other products of the contract, including but not limited to all procedures, reports, records, summaries, and other matter and materials prepared or developed by the Independent Contractor in performance of the contract, shall be the sole, absolute and exclusive property of the City of La Vista, free from any claim or retention of rights, thereto on the part of the Independent Contractor, its agents, subcontractor, officers, or employees.
- c) The City shall be entitled to request the removal of individuals working on any project for any of the following grounds, provided that such request be in writing and shall specify the reasons for the City's dissatisfaction: (i) unsatisfactory performance that causes negative operational impact at the City or causes the City to commit additional resources to avoid operational impact; (ii) dishonesty or belligerent conduct; (iii) lack of compatibility with City staff; or (iv) violation of City rules or policies. Upon such written request, the City and IC shall decide on a course of action to cure any such problems, provided that there shall be no cure opportunity required for problems involving categories (ii) or (iv) in the preceding sentence. In the event IC does not cure the problem within (7) days from the date of notice, IC shall remove such person and shall promptly provide a qualified replacement. The City will be liable for payment of services only up to the time of dismissal and provided then only if services rendered meet the minimum requirements of the City.
- d) Payments for services provided shall be paid, upon approval of the specified deliverables, within 45 days of receipt of a properly documented invoice. The specified deliverables shall include, but not be limited to one (1) electronic copy of the draft deliverables, one (1) electronic copy and twelve (12) hard copies of the final deliverables outlining the consultant's recommendations.

VIII. ASSUMPTIONS

Assumptions associated with the proposed work plan are as follows:

- a) The IC will report directly to the City's Director of Administrative Services.
- b) IC is responsible for activities directly related to the development of deliverables as determined in the Project Management Plan.
- c) City will assist in the identification of departmental representatives and assist in the coordination of access to City Departments.
- d) The City will provide all available technical and resource documentation to the IC.
- e) IC will provide appropriate introduction and preparatory materials in coordination with project sponsor to departmental representatives during project initiation to ensure these stakeholders are informed and educated prior to project commencement and interviews.
- f) IC will be responsible for the identification and acquisition of data and materials required for input to the development of the various deliverables to be produced.

IX. PRE-PROPOSAL CONFERENCE & SITE VISIT

All interested vendors are invited to attend a pre-proposal conference and site visit to be held on January 4, 2019 at 10:00 am local time at La Vista City Hall, 8116 Park View Boulevard, La Vista, NE 68128. While this meeting is not mandatory, it is strongly recommended that all interested firms have a representative at this meeting. It is the Proposer's responsibility to make certain that any information disclosed at the conference is considered when preparing a Proposal. Under no circumstances will the City consider making an adjustment in Scope of Work or Fee Amount after Proposals are opened based on the Proposer's ignorance of information disclosed at the Proposal conference. At this conference, questions received to date will be addressed and new questions accepted. Some questions may not be answered at this meeting if discussions by City staff are required to provide answers. An addendum addressing all questions and clarifications will be issued to all known vendors interested in providing these services.

X. CLARIFICATIONS

Questions concerning this RFP are encouraged to be submitted prior to the pre-conference meeting. The very last day that questions may be submitted before the proposal due date is December 26, 2018.

Questions must be submitted via email to pbuethe@cityoflavista.org.

Vendors are expected to raise any questions, exceptions, or additions they have concerning the RFP document 10 working days prior to the submission of the proposal.

If a vendor discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency exists in the RFP, the vendor should immediately notify the above of such error and request modification or clarification of the RFP document. In the event that it becomes necessary to provide additional clarifying data or information, that revises any part of this RFP, supplements or revisions will be provided to all known recipients of this initial RFP via written amendment.

XI. PROPOSAL SUBMISSION/FORMAT REQUIREMENTS

All proposals shall be submitted to:

City of La Vista
Pamela A. Buethe, City Clerk
8116 Park View Boulevard
La Vista, NE 68128

Please note that faxes or electronic submissions, or any media other than hard copies are not acceptable.

Proposals must be delivered no later than **10:00 A.M. CST on Friday, January 25, 2019**. All proposals received after that time will be returned to the Proposer unopened.

The Proposer shall submit one (1) unbound original single-sided copy on standard weight paper (no heavy weight paper), twelve (12) printed bound copies, and one (1) flash drive combining a pdf file of your proposal to the City.

Proposals must be enclosed in a sealed envelope or package, addressed as noted above, bearing the Proposer's name and address clearly marked, "RFP FOR I.T. NEEDS ASSESSMENT STUDY."

XII. SUBMITTAL REQUIREMENTS

In order for the evaluation committee to adequately compare proposals and evaluate them uniformly and objectively, the following information should be provided.

- a) Letter of Transmittal: Summarize your understanding of the RFP requirements. Indicate who will be the Independent Contractor's authorized representative; give name, title, address, e-mail address, phone and fax. The person identified shall sign this letter and be empowered to make binding commitments for the IC.

- b) Provide a brief description of the organization submitting the proposal, including describing its size, organization, legal status (corporation or partnership, etc.) major type of activity or areas of consulting and its recent (past three years) experience in the performance of similar projects. Identify the number of IT Strategic Plans, and provide samples, that have been developed by your firm **and the team being proposed** in the last three years, and of those plans, two must have been in place for no less than two years. At least one should have utilized a successful ROI. Please provide the name of each referenced firm or agency, contact person, telephone number, and approximate beginning and ending dates of your involvement at these sites. A minimum of two references must be a governmental agency. Identify the individual(s) in your firm responsible for managing/overseeing this type of project to assure that due diligence has been exercised and compliance with the requirements is met. Also describe any unique approaches or techniques developed and used by the firm that would give it an advantage in this specific type of project.
- c) Provide information on the personnel who will be handling this project listing pertinent experience and technical qualifications. Include for each individual the capacity they would serve on this project. The format of individual resumes for key personnel should be as follows:
- Name and position title
 - Total years' experience with current firm and others
 - Education (degree, major, institution, year)
 - Summary of relevant experience and qualifications
 - Identify the number of studies/plans that have been done together by the individuals who will handle the City of La Vista project. Give representative sample and number of IT Strategic Planning projects that were handled and whom they were done for.

In addition, the hourly rate for each individual should be listed in the **Cost Proposal only**, in the event additional services are required.

- d) Describe, first in summary, then in detail, the approach recommended by your firm to insure the timely and accurate delivery of the IT Strategic Plan and written report. This plan should highlight all milestones and deliverables and include for each task, the individual to be assigned and the number of hours that will be contributed to the task.
- i) Provide a detailed description of the work plan, approach, methodology and timeline that you propose using to meet the objectives, including phasing and staffing.
 - ii) Specify the level of involvement, number of hours and specific tasks you will require of the IT Staff (or end users) of each objective.

- iii) Provide an estimate of the time commitment to be expected from City departments in participating on this project.
- iv) Identify the Project Leader(s) to be committed to this project and the conditions of the individual's continued availability for follow-on work. Once identified, the project leader(s) cannot be changed without the approval of City of La Vista.
- v) Please describe the Subject Matter Experts (SME) that your firm would be willing to commit to this engagement.
- vi) If the Project Leader(s) is not the primary SME, please describe the working relationship with the Project Leader(s).
- vii) Describe the intellectual resources that would be utilized in this plan, including best practices, case studies, or empirical works authored by your firm.
- viii) Describe the IT planning tools commonly used by your firm in this type of project.
- ix) Describe the planning process, models, and tools used to develop the Approach and Work Plan and its alignment of the City MFP and how they were modified for use for the City of La Vista.
- x) Identify to what extent any process, models, and/or tools are proprietary products of your firm, remembering that as a governmental agency, price and most proposal content cannot be protected.
- xi) Provide examples of the processes and models generally used by your firm in guiding client-staffed planning and/or consensus building initiatives, particularly in governmental environment.
- xii) Describe the staffing and time frames typically involved in performing a general Needs Assessment and Gap Analysis for IT resources at a high or summary level.
- xiii) Describe the methods and strategies typically used or recommended to communicate strategic Information Technology planning goals, objectives and activities to/within the client's organization and City Council.
- xiv) Identify the key risks that you expect on this project and your ability to contain them.
- xv) Provide a cost proposal using the form attached to this RFP. **The cost proposal must be submitted in a separate envelope from the proposal.**
- xvi) Indicate any exceptions you are taking to the terms and conditions, contractual and other requirements defined in the RFP. If exceptions are taken, cite the

paragraph involved, the exception taken, and state alternate language acceptable to the IC. Alternative language is subject to negotiation and/or approval.

XXIII. EVALUATION OF PROPOSALS

Proposals will be evaluated in accordance with the criteria listed below.

- Proposal responsiveness, a clear understanding of Project Scope, Approach to ROI, approach and detailed Work Plan, including Timeline
- Personnel assigned to this project, quality, experience, in IT Strategic Planning and education of individual(s) selected to perform the project, completeness of resume(s).
- Cost (based on the Scope of Services)
- Firm's experience and qualification in providing consulting Services of a similar nature and firm's experience with a County or other units of government.

If a contract is awarded, the award will be made to the "lowest responsible bidder", as determined in the sole discretion of the Mayor and City Council of the City of La Vista. The term "responsible" shall not be limited in its meaning to mere financial responsibility, but includes, without limitations, the ability and capacity of the bidder to perform the work in accordance with the applicable contract requirements. In determining whether a bidder is "responsible" the City may consider, among other factors, the bidders financial ability to perform the contract, ability to comply with specified delivery or performance schedules, and record of integrity and business ethics, as well as any positive or negative experiences of the City with the bidder on prior procurements.

Interviews may be required of selected finalists at the IC's expense. The selected finalists will be notified of the date and time of the interview; however, the interview will be separated into the following parts and shall not exceed two (2) hours:

- Contractor Presentation
- Questions and Answers
- Final wrap up

XIV. PROPOSAL DATES

The following dates are being provided for your information and planning purposes. Although every effort will be made to follow this schedule, we reserve the right to modify the dates as necessary.

Release of RFP:	December 5, 2018
Pre-Proposal Meeting	January 4, 2019, 10:00 a.m.
Proposals Due:	January 25, 2019 10:00 a.m.
Evaluation of Proposals:	February 2019
Interviews:	March 11-15, 2019
Notice of Award:	April 3, 2019

Respondents must be available for the interview/demonstration process if they are selected as a finalist so please mark your calendars accordingly. Respondents not selected will also be notified that their proposal will no longer be considered unless the Committee finds, after the completion of interviews, that additional firms should be interviewed.

EXHIBIT A

PERSONNEL SUMMARY

Department	Number of Employees	
	FT	PT
Mayor/Council	9 - Elected	
Administrative Services		
Director	1	0
Finance	3	0
City Clerk	4	1
Human Resources	2	0
Administration		
City Administrator's Office	5	0
Community Development		
Administration	2	0
Planning	2	0
Building Inspection	2	0
Public Safety		
Police (Sworn)	38	0
Police (Civilian)	5	1
Police Academy	1	0
Code Enforcement	1	0
Public Works		
Streets Administration	6	0
Streets Operating	16	1
Intern (Paid)	0	1
Streets Seasonal	0	2
Building Maintenance	2	1
Parks	10	0
Parks Seasonal	0	5
Sports Complex	4	0
Sports Complex Seasonal	0	1
Library		
Administration	6	0
Circulation Clerks	0	13
Library Seasonal	0	1
Recreation		
Administration	5	0
Recreation Assistants	0	11
Senior Bus	0	2
Swimming Pool Seasonal	0	17
Sewer		
Sewer Division	6	3
Total	121	60

Exhibit B
Cost Proposal
RFP

If any subcontractors will be working on this project, their expenses must be included in the Cost Proposal. Rates must remain firm for the initial term of this Agreement.