

**ALDERWOOD WATER AND WASTEWATER DISTRICT**  
**REQUEST FOR PROPOSAL (RFP)**  
**INFORMATION TECHNOLOGY (IT) ASSESSMENT AND STRATEGIC**  
**PLAN**  
**AWD 488-08 / S4-2008**

**Chapter I: General RFP Information**

**GENERAL RFP INFORMATION**

The purpose of this RFP is to solicit proposals from vendors qualified to prepare an information technology strategic plan and perform an evaluation of the existing IT system. Alderwood Water & Wastewater District (District) will consider proposals from single or from multiple vendors working as a team. The ideal vendor(s) will have experience in information technology system development, Geographic Information Services (GIS), information architecture, and wireless networking. They will be excellent communicators and write clearly and concisely. They will have some public sector experience, preferably with Special Purpose District's.

Alderwood Water & Wastewater District is located in SW Snohomish County, between the City of Everett, the King/Snohomish County line and approximately Puget Sound to the City of Mill Creek. The District covers approximately 60 square miles, and provides water and wastewater service to a population of more than 200,000. The District has a staff of 110 and is governed by 5 elected commissioners.

The Alderwood Water & Wastewater District created its first IT position in 1995 and now has 3 staff in IT. IT is part of the District's Administrative Services Department. The IT system has developed over the last twelve years without a formal IT strategic plan. IT staff support approximately 106 customers including the following:

- All major applications for finance, engineering, Maintenance and Operations, and administrative services
- CAD and GIS
- Internet
- Support for desktop and notebook PC's and print devices
- All network and infrastructure support including internal wired network and server infrastructure

The support includes three sites, being the District Administration facility, the Maintenance and Operation facility, and the District's wastewater treatment facility. The District's computing/networking environment includes the following:

- Standard network operating system is Windows Server 2000/2003 Standard Edition

- Standard desktop operating system is Windows 2000/XP Professional
- Standard office software is Microsoft Office 2000/2003/2007
- Standard AntiVirus is McAfee
- 19 SQL Servers
- 95 computers (combination of desk top and lap top)
- Primary data center with restricted access and dedicated HVAC. The standard configuration is rack mounted IBM xSeries servers with redundant power supplies, RAID-1 for the drives containing the operating system and RAID-5 for the data drives, built-in Ethernet 10/100/1000 network cards. All servers are connected to a smart UPS.
- The network is a managed TCP/IP switched Ethernet architecture with dedicated T1 connecting the 3 sites. The 3 sites data backbone is primarily 100BaseT. Nearly all printers are connected to the network with dedicated external print servers.
- Internet connectivity is with Comcast Cable and runs through a hardware firewall and an ISA server
- The network has no wireless connectivity
- Access to remote use is restricted, and those who do access do so via VPN

The IT assessment includes evaluation of the District's computing/network system. Areas of specific interest are:

- An evaluation that will highlight current strengths and weaknesses
- Remote access
- Email flexibility
- File/folder management with regard to resource information
- Security
- Staff structure
- Replacement cycles (software and hardware)

Deliverables will be a report outlining the finding of the evaluation and recommendations for improvements identified.

The District is looking for a consultant to help create a strategic plan that will guide us through the next five years. The process needs to involve all of the primary internal stakeholders in idea generation for the future, and in a thorough and realistic prioritization of projects.

We have a content management system in which we are interested in a pathway to help us better manage all digital content, including public records.

Deliverables to be provided include a five-year strategic plan addressing the topics listed herein and any others identified in the process of stakeholders discussions.

## **RFP OFFICIAL CONTACT**

The RFP official contact is Ginger Desy, the District's Administrative Services Manager, whose contact information is listed below. Vendors should rely only on written statements regarding the RFP issued by Ginger Desy.

Address: Alderwood Water & Wastewater District  
3626 156<sup>th</sup> Street SW  
Lynnwood, WA 98087  
Phone: 425-743-4605  
Fax: 425-742-4562  
Email: [gdesy@alderwoodwater.com](mailto:gdesy@alderwoodwater.com)

## PROCUREMENT SCHEDULE

The procurement schedule for this project is as follows:

NOTE: The District reserves the right to adjust this schedule as necessary.

MILESTONE	DATE
Release RFP to Vendors	May 30, 2008
Vendor Questions (if any) Due	June 18, 2008
Answers to RFP Questions Released	June 24, 2008
Proposal Responses Due	June 27, 2008
Finalists Selected	July 9, 2008
Vendor Interviews (please reserve this date)	July 21-25, 2008
Vendor Selection	August 4, 2008
Contract Negotiations Complete	August 27, 2008
Contract Signed	September 2, 2008
Work Begins	To Be Determined
Network Evaluation Complete	To Be Determined
Final Acceptance	To Be Determined

## LETTER OF INTENT

Vendors wishing to submit proposals must provide a written letter of intent to propose by June 13, 2008. An email attachment sent to [gdesy@alderwoodwater.com](mailto:gdesy@alderwoodwater.com) is fine. Letters sent via facsimile will be accepted at (425) 742-4562. The letter must identify the name, address, phone, fax number, and email address of the person who will serve as the key contact for all correspondence regarding this RFP.

A letter of intent is required in order for the District to provide interested vendors with a list of any questions received and the District's answers to those questions. A list of all vendors submitting a letter of intent will be available upon request.

## QUESTIONS REGARDING THE RFP

Vendors who request clarification of the RFP requirements may submit written questions to the RFP Coordinator by 5:00 p.m. (PST) on June 18, 2008. Written copies of all questions and answers will be provided to all vendors who have submitted letters of intent. An email attachment sent to [gdesy@alderwoodwater.com](mailto:gdesy@alderwoodwater.com) is fine. Letters sent via facsimile will be accepted at (425) 742-4562.

## PROPOSAL PREPARATION

### General Information

It is important that all bidders read this section carefully. Failure to comply with these instructions may result in your proposal being removed from consideration by the District.

Vendors must prepare proposals in the format provided in Chapter II of this RFP. All proposals received will be compared in a meaningful (i.e., "apples-to-apples") way. The RFP contains, in addition to the General RFP Information, a series of Required Responses.

## PROPOSAL SUBMISSION

The following provides specific instructions for submitting your sealed proposal:

Due Date:	Sealed Proposals must be received by Ginger Desy no later than June 27, 2008 at 5:00 p.m. (Pacific Standard Time). Late proposals will not be accepted nor will additional time be granted to any vendor. All proposals and accompanying documentation will become the property of the District and will not be returned.
Number of Copies:	A total of 6 paper copies and an electronic copy of the vendor's proposal, in its entirety, must be received as specified above.  The District will not accept a facsimile.
Address for Submission:	Alderwood Water & Wastewater District Attn: Ginger Desy 3626 156 <sup>th</sup> ST SW Lynnwood, WA 98087

## EVALUATION PROCEDURES

The Administrative Services Manager and other staff will evaluate the submitted proposals. The evaluators will consider how well the vendor's proposed solution meets the needs of the District as described in the vendor's response to each requirement and form. It is important that the responses be clear and complete so that the evaluators can adequately understand all aspects of the proposal. The evaluation process is not designed to simply award the contract to the lowest cost vendor. Rather, it is intended to help the District select the vendor with the best combination of attributes, including price, based on the evaluation factors. The District reserves the right to require that a subset of finalist vendors make a presentation to a selection team.

## **APPEALS**

Vendors who wish to appeal a disqualification of proposal or the award of contract may submit the appeal in writing to the Administrative Services Manager within TEN (10) working days of the postmark on the Notice of Award or disqualification. Appeals should be sent to the following address:

Ginger Desy  
Administrative Services Manager  
Alderwood Water & Wastewater District  
3626 156<sup>th</sup> ST SW  
Lynnwood, WA 98087

The appeal must describe the specific citation of law, rule, regulation or common business practice upon which the protest is based. Neither the judgment used in the scoring by individual evaluators nor disagreement with the procurement process shall constitute grounds for appeal. The District will not consider any protest based on items that could have been or should have been raised prior to the deadline for submitting questions or requesting addenda. The filing of a protest shall not prevent the District from executing a contract with any other vendor.

## Chapter II: Required Proposal Responses

The proposal must provide a summary of the firm's qualifications to perform the duties outlined in the requested services section. This chapter contains responses vendors must provide as part of their submitted proposals. Vendors must provide all Required Proposal Responses in this chapter as well as other requests for information contained herein. The following are required:

- 1) Cover Letter
- 2) Proposal Summary
- 3) Acceptance of Terms and Conditions
- 4) General Vendor Information
- 5) Project Staff List
- 6) Key Project Staff Background Information
- 7) Client (District) Staffing Requirements
- 8) Customer Reference
- 9) Task Area Descriptions
- 10) Project Schedule and Workplan

Vendors standard terms & conditions should not be included with this submittal.

### **COVER LETTER**

The cover letter is not intended to be a summary of the proposal itself; this is accomplished in the Proposal Summary.

The cover letter must contain the following statements and information:

1. "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).
2. "Proposal and cost schedule shall be valid and binding for ONE HUNDRED EIGHTY (180) days following proposal due date and will become part of the contract that is negotiated with the District."
3. Company name, address and telephone number of the firm submitting the proposal.
4. Name, title, email address and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
5. Proposals must state the proposer's federal and state taxpayer identification numbers.

6. Please complete and attach the following document from the Attachments section of this RFP:  
 Non-Collusion Certificate

**PROPOSAL SUMMARY**

This summarizes your proposal and your firm’s qualifications. Additionally, you may use this form at your discretion to articulate why your firm is pursuing this work and how it is uniquely qualified to perform it.

Your proposal summary is not to exceed two (2) pages.

**ACCEPTANCE OF TERMS AND CONDITIONS**

Indicate exceptions that your firm takes to any terms and conditions listed in this RFP, including the Appendices and Attachments. Proposals which take exception to the specifications, terms or conditions of this RFP or offer substitutions shall explicitly state the exception(s), reason(s) therefore, and language substitute(s) (if any) in this section of the proposal response. Failure to take exception(s) shall mean that the proposer accepts the conditions, terms and specifications of the RFP.

If your firm takes no exception to the specifications, term and conditions of this RFP, please indicate so.

Signed

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

For: \_\_\_\_\_

## GENERAL VENDOR INFORMATION

Provide the following information about your firm.

1. Please complete the following table:

Name of parent company:
Length of time in business:
Length of time in business of providing proposed services
Total number of clients
Total number of clients in the proposed service area
Number of public sector clients
Number of full-time personnel in: Consulting Telecommunications Sales, marketing and administrative support Other (please note relevant staff)

2. Where is your headquarter located? Field offices?

3. Which office would service this account?

4. Please list credit references that can verify the financial standing of your company. Additionally, attach the most recent audited financial statement or annual report for your company.

5. If the vendor has had a contract terminated for default during the past five (5) years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor

performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined the vendor to be in default.

Submit full details of all terminations for default experienced by the vendor during the past five (5) years, including the other party's name, address and telephone number. Present the vendor's position on the matter. The District will evaluate the facts and may, at its sole discretion, reject the vendor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the vendor.

If no such terminations for default have been experienced by the vendor in the past five (5) years, declare so. If the vendor has had a contract terminated for convenience, nonperformance, non-allocation of funds, or any other reason which termination occurred before completion of the contract during the past five (5) years, describe fully all such terminations, including the name, address and telephone number of the other contracting party.

Information provided shall be kept sealed until vendor is elevated to final selection process.

A vendor response that indicates that the requested information will only be provided if and when the vendor is selected as the apparently successful vendor is not acceptable. Restricting the vendor response to include only legal action resulting from terminations for default is not acceptable.

**PROJECT STAFF LIST**

Identify the proposed project staff (including subcontractors) who will assist the District with this project. Indicate the percent of time each staff member will be dedicated to the project and each member's years of experience in information technology. Add additional lines as necessary for each instance of the list. Use your word processing application's copy and paste functions to create additional copies of this table as necessary.

Staff Member Name	Title	Percent of Staff Member's Time Dedicated to Project	Number of Years in IT

**KEY PROJECT STAFF BACKGROUND INFORMATION**

Complete the following table for each of the key project staff members. Use your word processor's copy and paste commands to create additional copies of this table as

necessary. Please allow one (1) page for each table. At a minimum, key staff must include your proposed project manager and key contributors to this project.

Vendor Name:
Staff member name:
Position in the company:
Length of time in position:
Length of time at company:
Project position and responsibilities:
Education:
Previous work experience:
Technical skills and qualifications for the project position. Include skills and experience with IT management, IT strategic and tactical planning, GIS and infrastructure design, plus any other skills that might be considered relevant.

**CUSTOMER REFERENCE FORM**

Please list private sector clients and all public sector clients for whom you have strategic planning or other services relevant to this RFP over the past two (2) years. Use your word processor’s copy and paste functions to create additional tables as needed.

Customer/client name				
Reference name				
Title				
Phone number				
Mailing address				
Fax number				
URL where plan copy is available for view (if applicable)				
Customer Size	Service Description	Start Date	End Date	Contract Amount

**TASK AREA DESCRIPTIONS**

Describe your overall approach to the following task areas. Your response to this form should not exceed three (3) pages.

Development of existing technology inventory

Involvement of stakeholders in the strategic plan discussion

Assessment of current strengths and weaknesses

### **PROJECT SCHEDULE AND WORKPLAN**

Provide a detailed project implementation plan that includes:

1. A Gantt chart showing beginning and end dates of all tasks (the actual project start date will be determined during contract negotiations)
2. A table listing vendor staff assignments and proposed labor hours for all tasks
3. A brief description of each task and its work products
4. A description of each proposed deliverable

#### Gantt Chart

#### Vendor Staff Assignments/Hours

Include a table of vendor staff assignments and proposed labor hours for all tasks. Signify if staff assigned is a designated individual or FTE equivalent.

#### Task Descriptions

Include brief descriptions of all tasks, milestones and associated work products.

#### Deliverables

Include brief descriptions of all project deliverables.

### **FEE SCHEDULE**

The Proposal must contain a fee schedule that includes estimated hours, rates and overall price. Pricing should be broken down so that we can see the actual price for the IT strategic and tactical planning separate from the infrastructure evaluation.

## **APPENDICES**

### **RFP AMENDMENTS**

The District reserves the right to change the schedule or issue amendments to the RFP at any time. The District also reserves the right to cancel or reissue the RFP.

### **VENDOR'S COST TO DEVELOP PROPOSAL**

Costs for developing proposals in response to the RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to the District.

### **WITHDRAWAL OF PROPOSALS**

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

### **REJECTION OF PROPOSALS – WAIVER OF INFORMALITIES OR IRREGULARITIES**

The District reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the District.

### **PROPOSAL VALIDITY PERIOD**

Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the District and the successful vendor.

### **PUBLIC RECORDS**

Under Washington state law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this Request for Proposals (the "documents") become a public record upon submission to the District, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law. If the District receives a request for inspection or copying of any such documents provided by a vendor in response to this RFP, it will promptly notify the vendor at the address given in response to this RFP that it has received such a request. Such notice will inform the vendor of the date the District intends to disclose the documents requested and affording the vendor a reasonable opportunity to obtain a court order prohibiting or conditioning the release of the documents. The District assumes no contractual obligation to enforce any exemption.

### **ACQUISITION AUTHORITY**

This RFP and acquisition are authorized pursuant to RCW 39.04.270.

## **CONTRACT AWARD AND EXECUTION**

The District reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the District.

The general conditions and specifications of the RFP and as proposed by the District and the successful vendor's response, as amended by agreements between the District and the vendor, will become part of the contract documents. Additionally, the District will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

The vendor selected as the apparently successful vendor will be expected to enter into a contract with the District.

If the selected vendor fails to sign the contract within five (5) business days of delivery of the final contract; the District may elect to cancel the award and award the contract to the next-highest-ranked vendor.

No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

## **HOLD HARMLESS AND INDEMNIFICATION**

- A. The SERVICE PROVIDER shall indemnify and hold the District and its agents, employees and/or officers, harmless from and shall process and defend at its own expense any and all claims, demands, suits, at law or equity, actions, penalties, loss, damages, or costs, of whatsoever kind or nature, brought against the District arising out of, or in connection with, or incident to, the execution of this Agreement and/or the SERVICE PROVIDER'S performance or failure to perform any aspect of this Agreement; provided, however, that if such claims are caused by or result from the concurrent negligence of the District, its agents, employees and/or officers, this indemnity provisions shall be valid and enforceable only to the extent of the negligence of the SERVICE PROVIDER; and provided further, that nothing herein shall require the SERVICE PROVIDER to hold harmless or defend the District, its agents, employees and/or officers for damages or loss caused by the District's sole negligence. The SERVICE PROVIDER expressly agrees that the indemnification provided herein constitutes the contractor's waiver of immunity under Title 51 R.C.W., for the purposes of this Agreement. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement.
  
- B. No liability shall attach to the District by reason of entering into this Agreement except as provided herein.

## **INSURANCE**

The SERVICE PROVIDER 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 SERVICE PROVIDER, their agents, representative, employees or subcontractors. SERVICE PROVIDER's maintenance of insurance as required by the Agreement shall not be construed to limit the liability of the Contractor to the coverage provided by such insurance, or otherwise limit the District's recourse to any remedy available at law or in equity. Insurance is to be placed with insurers with a current A.M. Best rating of not less than A:VII.

The SERVICE PROVIDER shall provide a Certificate of Insurance and **additional insured endorsement page(s)** evidencing:

- A. Automobile Liability insurance with limits no less than \$1,000,000 combined single limit per accident for bodily injury and property damage on all owned, non-owned, hired and leased vehicles. If necessary, the policy shall be endorsed to provide contractual liability coverage.
- B. Commercial General Liability insurance written on an ISO occurrence basis form CG 00 01 and shall cover liability arising from premises, operations, property damage, independent contractors and personal injury and advertising injury, with limits no less than \$1,000,000 combined single limit per occurrence and \$2,000,000 aggregate.
- C. Worker's Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
- D. Professional Liability insurance, including "errors and omissions" with limits no less than \$1,000,000 on a claims-made annual aggregate basis (***if applicable to project – required for engineering, architects and some professional consultants – otherwise this coverage stipulation does not apply***).

Any payment of deductible or self-insured retention shall be the sole responsibility of the SERVICE PROVIDER.

**The District, its officers, volunteers and agents** shall be named as an additional insured on the insurance policy, as respects work performed by or on behalf of the SERVICE PROVIDER and **a copy of the endorsement naming** the District as additional insured shall be attached to the Certificate of Insurance and **provided to the District before the contract is finalized**. A copy of the certificate and endorsement shall be provided to the District prior to commencement of the work. The District reserves the right to request certified copies of any required insurance policies.

The SERVICE PROVIDER'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. The SERVICE PROVIDER'S insurance shall be primary insurance with respect to the District and the District shall be given thirty (30) days prior written notice of any cancellation, suspension or material change in coverage.

### **EQUAL OPPORTUNITY COMPLAINECE**

The District is an equal opportunity employer and requires all Proposers to comply with policies and regulations concerning equal opportunity.

The Proposer, in the performance of this Agreement, agrees not to discriminate in its employment because of the employee's or applicant's race, religion, national origin, ancestry, sex, sexual preference, age or physical handicap.

### **OTHER COMPLIANCE REQUIREMENTS**

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the Proposer awarded a contract shall comply with federal, state and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes and similar subjects.

### **OWNERSHIP OF DOCUMENTS**

Any reports, studies, conclusions and summaries prepared by the Proposer shall become the property of the District.

### **CONFIDENTIALITY OF INFORMATION**

All information and data furnished to the Proposer by the District, and all other documents to which the Proposer's employees have access during the term of the contract, shall be treated as confidential to the District. Any oral or written disclosure to unauthorized individuals is prohibited.

# ATTACHMENTS

## ATTACHMENT A: NON-COLLUSION CERTIFICATE

NON-COLLUSION CERTIFICATE

STATE OF)

ss.

COUNTY OF)

The undersigned, being duly sworn, deposes and says that the person, firm, association, co-partnership or corporation herein named, has not either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in the preparation and submission of a proposal to the Alderwood Water & Wastewater District for consideration in the award of a contract on the improvement described as follows:

### Information Technology Strategic Plan

By: \_\_\_\_\_  
(Please print)

\_\_\_\_\_  
(Authorized Signature)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Firm

\_\_\_\_\_  
Date