



# CITY OF SNOHOMISH

116 UNION AVENUE | SNOHOMISH, WASHINGTON 98290 | (360) 568-3115 | WWW.SNOHOMISHWA.GOV

## REQUEST FOR PROPOSALS (RFP)

<b>Request for Proposal Information:</b>	<b>Proposals Due: 4:00 p.m. on April 10, 2025</b>
RFP Title: Information Technology Strategic Plan	Proposals shall be submitted electronically to the following email address:
Date Issued: March 19, 2025	<a href="mailto:leong@snohomishwa.gov">leong@snohomishwa.gov</a>
Contact: <a href="mailto:leong@snohomishwa.gov">leong@snohomishwa.gov</a>	

### INTRODUCTION

The City of Snohomish is soliciting proposals from qualified consultant firms to develop a Six-Year Information Technology Strategic Plan. A copy of this Request for Proposal (RFP) and City's Professional Services Agreement may be obtained from City's web site at <https://snohomishwa.gov/105/Bids-RFPs-RFQs>. The successful consultant(s) will be required to sign the City's Professional Services Agreement. The City will not sign any company's service agreement, contract, or other form of agreement.

The City of Snohomish reserves the right to reject any and all proposals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

The City requires that no person shall, on the grounds of race, religion, color, national origin, sex, age, marital status, political affiliation, sexual orientation, or the presence of any sensory, mental, or physical disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City of Snohomish further assures that every effort will be made to ensure non-discrimination in all of its programs and activities, whether those programs are federally funded or not.

In addition to nondiscrimination compliance requirements, a Service Provider ultimately 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; disabilities; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

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## ABOUT THE CITY OF SNOHOMISH

The IT Department supports and manages the city’s entire IT infrastructure from hardware to software applications, LAN and WAN communications, telephony hardware and software, end user desktop support, other IT related equipment, and communications tools including City website and social media.

The IT Department supports around 100 systems and 60 users. The IT Department currently supports all IT related functions at the City except for the management of GIS software and Utilities (SCADA) system. The City’s expanding GIS service and one GIS staff member is under the Planning Department. The City expects the selected consultant to incorporate all software and IT functions in their analysis, regardless of which department currently has oversight or primary responsibility. The following table identifies the major systems:

Function	System	Notes
Financials	Tyler Incode	Ver 10; hosted by manufacturer/vendor
Financials	ClearGov	Hosted by manufacturer/vendor
HR	NeoGov	Hosted by manufacturer/vendor
Planning / Permitting	Tyler Energov	Ver 2023; hosted by manufacturer/vendor
GIS	GIS Pro / GIS-Online	
City Clerk / Records Management	Laserfiche	In implementation process; hosted by manufacturer/vendor
City Clerk / Agenda Management	Granicus	Hosted by manufacturer/vendor
Public Works - Utilities (SCADA) System	Wonderware	Contractor for Support and Management
Public Works	iWorq	Hosted by manufacturer/vendor
Public Works / Community Engagement (CESI)	TextMyGov	Hosted by manufacturer/vendor
Desktop & Email	Microsoft	Windows 10 & 11, and Microsoft-365
Cloud based Phone System	Audian	
Campus Security Cameras	Verkada Cameras	Contractor – in progress

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All desktops are running Microsoft operating system Windows 10 and 11. The IT Department is upgrading all systems to Windows 11 and planned to complete the upgrade by September 2025.

The IT Department supports multiple City facilities. Most of the city facilities are connected via high-speed fiber-optics. As shown in the table above, most of the City's current active applications are in the Cloud, there are only a few on-premise applications.

Below is a list of current/near-term major projects at the City:

- IT Strategic Plan – All Departments
- Software Patch Management – IT
- IT Service Desktop Management – IT
- Oracle Net Suite – Finance (replacing Tyler InCode)
- Laserfiche – City Clerk
- Civicplus Monsido – All Department
- Assets Management System – Finance/All Departments
- Adobe Acrobat Professional DC Upgrade – IT
- MFA for local Windows login and privileged accounts – IT
- Designing for construction of the new Public Safety & City Services Campus – All Departments

## OBJECTIVE

Assess, evaluate, and develop recommendations for a six-year strategic plan that incorporates the City's IT needs, including work, staffing, and budget required to support:

- Existing IT capabilities, infrastructure and programs
- City's comprehensive plan
- Council-approved goals and budgets
- New Civic Campus technology planning
- Stated and approved department objectives
- Ability to connect systems
- Ability to consolidate systems
- Increase technology in the field
- Evaluate IT staff FTE versus consultant services (staffing needs)
- Simplify IT processes
- Data center equipment requirements
- Cloud versus on premise servers
- Centralized versus decentralized decision making and procurement of all technology related hardware, software, and support services
- Analysis of existing software footprint and recommendations on procurement strategies for cost reduction
- Reduce paper use and storage
- GIS management
- Social media/website interaction (i.e. single input of information)
- Surveillance infrastructure
- IT responsibilities in relation to other departments

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- Help desk/support needs
- Engaged strategic management of IT solutions
- Hardware and software replacement or upgrade schedules
- Strategic plan for integration and growth of systems and software applications
- Current records management/retention plan and policies/procedures for all software applications and IT operations
- Management of legacy applications & systems, and transition of legacy application data to a modern platform for better management and records retention.

### REQUESTED SERVICES

Services include any tasks necessary to produce the requested deliverables. Specific areas of interest include (but are not necessarily limited to) the following:

- Assessment of customer satisfaction, to include interviews with a wide range of City staff.
- Assessment of effective use of technology resources and staff access to technology services.
- Evaluation of current organizational structure and governance practices.
- A capability/maturity assessment for processes and skills. This should include recommendations for how to be more productive with the resources that we have and ensure alignment of IT capabilities (people, skill sets, process, and technology) with the needs of City operations.
- Evaluation of moving to Cloud based technologies, support for mobile computing options, user-experience and usability strategies, storage and backup strategies, and skill levels related to the technologies needed now and needed over the next six years (infrastructure assessment and roadmap).
- Technology needs and services planning for the new Civic Campus.
- Assessment of the City's current GIS program and opportunities for future expansion.
- Analysis of our current technology stack for network, storage, backup, database, desktop, mobile, reporting, data analytics, and communications.
- Identification of opportunities for significant improvements in IT operations and for new ways that IT can add substantial value to the City.
- Assessment of IT security and protocols.
- Recommendations for management of legacy applications & systems, and transition of legacy application data to a modern platform for better management and records retention.

### DELIVERABLES

Deliverables will include (but may not be limited to):

- A six-year IT strategic plan with capital and operating funding estimates.
- A three-year tactical plan, with the 2026 plan aligned with the adopted budget and a 2027-2028 plan that includes associated funding needs.
- Strength, weaknesses, and risk analysis
- A list of opportunities for improvement
- Create, deploy, and analyze a user survey

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- An analysis of current workload of what work should be possible with the existing staff as well as options, if any, for changes in staffing levels and/or organization structure.
- Recommendations and a high-level roadmap on high-level technology areas including cloud strategy and infrastructure as a service, data analytics, storage technology, document management and retention, and any other identified by the consultant.
- A final document suitable for posting on the Internet, including a Microsoft Word version.
- At least two presentations (one to IT Steering and one to the City Council).

### DESIRED QUALIFICATIONS

We are looking for a consultant (or team) that:

- Has significant experience with municipal technology strategic plans in similar-sized cities.
- All IT personnel having direct access to confidential information shall have a Washington State and national fingerprint-based background check and completed the technical security awareness training. A re-background (criminal history) check should be conducted every five years.
- Has deep technical experience to create tactical plans and to cost projects at a detailed level in the following areas:
  - Project costing and organizational structure
  - Security
  - Civic campus and public facility technology designs
  - GIS
  - Commonly used municipal COTS application systems including supporting interfaces between best-of-breed systems
  - Storage, backup, and disaster recovery & continuity

### ESTIMATED SCHEDULE

The City reserves the right to amend dates, and changes will be posted at [www.snohomishwa.gov/procurement](http://www.snohomishwa.gov/procurement).

- March 19, 2025 RFP issued
- March 27, 2025 \*All questions due by 4:00 p.m.
- March 31, 2025 Responses to questions received posted online
- April 10, 2025 Proposal responses due by 4:00 p.m.
- Week of April 21 Consultant interviews and selection
- May 20, 2025 Council approval of consultant PSA

\*All questions must be submitted electronically in email to [leong@snohomishwa.gov](mailto:leong@snohomishwa.gov) by 4:00p.m. on March 27, 2025. **LATE SUBMISSIONS WILL NOT BE ACCEPTED.**

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### SUBMITTAL REQUIREMENTS

Proposals must be provided electronically. Proposals must be clear, succinct, and not to exceed 12 pages using an 11-point font and 1-inch margins. Proposal content must include the following:

- Cover letter that clearly identifies:
  - the City project being submitted for
  - the person authorized to sign agreements on behalf of the consultant and their contact information
  - acceptance of the language in the Professional Services Agreement template, or any requested revisions
- Project Understanding
- Proposed Scope of Services and Schedule
- Price Proposal
- Five (5) Project Examples.
  - Include client name, scope, budget, completion date, and references for each.
- Key Project Staff Resumes
- Responses to Additional Questions
  - Does your organization participate in a government contract for your consulting service? If 'yes', please provide the contract name(s) and contract number(s).
  - If your organization is a Washington State registered business, does your organization participate in a Washington State government contract for Information Technology professional services? If 'yes', please provide the contract number and contract name.
  - Has your organization worked on any projects for the City of Snohomish? If 'yes', please provide the project name(s), timeline, and City staff who was the project manager.
  - Do you have any potential conflicts of interest in working with the City of Snohomish that staff should be aware of?

In addition to the above requirements, the vendor must provide at least two example reports from previous similar work. They can either be URLs provided or separate attachments, which will not count toward the 12-page limit. Sensitive customer information may be redacted if necessary.

### SUBMISSION INSTRUCTIONS

Proposals must be submitted electronically in PDF format to [leong@snohomishwa.gov](mailto:leong@snohomishwa.gov) by 4:00 p.m. on April 10, 2025. **LATE SUBMISSIONS WILL NOT BE ACCEPTED.** Only complete submittals will be considered for evaluation. All proposals and attachments will become part of the public record.

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### **SELECTION PROCESS**

The City will evaluate the Proposals and conduct interviews with the selected finalists. The final selection, if any, will be the consultant(s) which, in the opinion of the City, best meets the requirements set forth in this RFP and is in the best interest of the City.

Proposals will be evaluated based on:

- Company Background & References – 15%
- Relevant Experience & Qualifications – 30%
- Project Approach – 20%
- Budget & Value – 25%
- Quality, Clarity & Completeness – 10%