



TOWN OF MOUNTAIN VILLAGE COLORADO

CABLE AND BROADBAND AND ADMINISTRATION DEPARTMENT

REQUEST FOR PROPOSAL

INFORMATION TECHNOLOGY NEEDS ASSESSMENT

IMPORTANT DATES:

Date Issued:	April 2, 2018
Pre-Proposal Conference or Site Visit:	April 18, 2018 11:00 am
Pre-Proposal Questions Deadline:	April 23, 2018
Town Response to Questions Due:	April 25, 2018
Proposal Due:	April 30, 2018 11:00 am

For all Inquiries Contact:

**Steven Lehane, Broadband Services Director
Town of Mountain Village
970-369-8240
slehane@mtnvillage.org
Mountain Village, CO 81435**

Section 1: Introduction and Overview

1.1. Request for Proposal Introduction:

Town of Mountain Village (TMV) requests proposals for consulting services to assess TMV's information technology infrastructure and to propose a strategic technology plan.

Goals include 1) an independent, comprehensive assessment of TMV's computing infrastructure, 2) a strategic plan that addresses all major aspects of information technology for TMV in the zero to two-year and two to five-year time frames, and 3) tactical recommendations for improvements.

In this RFP, information technology and IT infrastructure refer to business applications, software acquisition and development, computers, interconnecting hardware, system and utility software, cybersecurity, server environments and virtualization strategies, service strategies; end user and customer, network infrastructure and IT contractual support versus development of in-house IT services.

1.2. Requesting Department:

The Cable and Broadband Department along with the Administration Department is issuing this RFP. However, this is a request for a Town wide assessment and not limited to these departments.

1.3. Project Name:

Information and Technology Needs Assessment

(the "Project")

1.4. Purpose of Solicitation:

TMV is located in the Southwest corner of Colorado at the base of Telluride Ski Resort. The 3.27 square mile Town is home to 1300 residents plus non-resident property owners, businesses and guests. IT services are provided to many facilities in support of water and sewer, broadband and cable, infant and child care, transportation services including a gondola, police, parks and recreation, finance, administration, planning and development services, marketing and business development, public works, housing authority including a 200 plus unit rental property owned and operated by the town and other town related services. As part of the deployment/implementation plan, consideration should be given to updating or creating a centralized citizen focused website that provides info and access points to services for Mountain Village citizens.

1.5. Objectives/Scope (Statement) of Work:

1. A report providing a high-level assessment of TMV's information technology infrastructure:
 - a. Assess existing infrastructure and establish baseline for services and resource requirements
 - b. Documentation of the existing environment
 - c. Infrastructure and human resources needed to meet TMV's objectives including identification of the "deltas" between the baseline and the "future state"
 - d. Recommended additions and changes
 - e. Comparisons of alternatives including objective pro/con analysis and costs particularly when comparing hosted versus hybrid versus cloud solutions
 - f. Strategic and tactical recommendations with a focus on cloud based versus in-house or hybrid hosted with a plan to move to the cloud within five years
 - g. Focus group assessment in key areas by users including internal communications, reporting, data access and public-facing apps/websites/tools
2. Recommendations for each process, skill and technology area with a suggested plan and sequence for implementation
3. Estimated cost and implementation time for each recommendation and alternative including cost models for an in-house designated implementation plan versus outsourcing. Provide specifics on number of hours that a contractor will apply to ongoing innovation support beyond implementation
4. Presentation to TMV management staff and subsequently Town Council, including summaries of the information technology assessment and recommendations for a non-technical audience
5. Areas of emphasis include the following
 - a. Cyber security including an aspect of determining needs related to HIPAA, PII, CJIS handling and ensuring that selected technology meets FedRAMP requirements. Also address needs from a user perspective as to what layers of security should be in place (i.e. two factor authentication via mobile devices, etc.)
 - b. Feasibility of service delivery goals in the context of local community needs
 - c. Specify back-up procedures including options for auto backup
 - d. Catastrophe recovery and ongoing operations in the event of a long-term interruption
 - e. In-house versus contract services for IT focused on hybrid versus cloud based infrastructure including plans to move fully to cloud within 5 years of implementation
 - f. Network versus cloud solutions which focus on connectivity including sustainability and consistency of internet connections
 - g. Email
 - h. Application platform and application management development
 - i. Onsite and remote client access not VPN based
 - j. 24/7 Monitoring

- k. End user training both in person and in browser (i.e. gsuite training baked into Chrome). This should also include training/self-help resources (documentation, resource sites, tutorials, etc.)
- l. Technical strategy decision making process
- m. Please review our Comprehensive Plan and Town Hall Subarea Amendment to the Comprehensive Plan to strategically address full build out of the Town
- n. Best practices
- o. Wireless and WiFi Collection System Management
- p. Citizen focused portal for town services

1.6. Submittal Requirements:

1. Submit a hard copy of the proposal and an electronic version of the proposal in Adobe
2. The response to this RFP shall consist of the following sections:
 - Executive summary
 - Background and experience
 - Financial statement
 - Project staffing and organization
 - Technical approach
 - Cost proposal
 - A. Executive Summary – This section shall consist of the proposal cover letter, highlighting the contents of this proposal, and bearing the authorized representative's signature. State your understanding of the City's needs. Summarize your firm's qualifications for providing these services in a timely manner. Include any material assumptions that either enhance or limit service performance.
 - B. Background and Experience – This section shall provide a history of your firm as relevant to the purpose and scope of this RFP. A list of references (including contact persons and telephone numbers) for which similar work which has been performed at the municipal level shall be included. Experience working with governmental entities is critical and should be included in this section
 - C. Financial Statement – The section shall provide the most recently audited financial statement or similar evidence of financial stability
 - D. Project Staffing and Organization – This section must include the proposed staffing, deployment, and organization of personnel to be assigned to this project. Include resumes and any recommendation or commendation letters received from recipients of your services in the past 4 years. List any applicable professional certifications
 - E. Technical Approach – This section shall include, in narrative, outline, and/or graph form the proposed approach to accomplishing the tasks outlined in the Scope of Work section of this RFP. A

description of each task and deliverable and the schedule for accomplishing each shall be included. Provide detailed requirements of Town staff for support and any additional hardware, software, or office space needs.

- F. Cost Proposal – The cost of each work activity defined under the Objectives/Scope of Work must be identified separately. Proposal costs must include: a. Personnel costs (including hourly rates and total hours) b. Travel and Subsistence Expenses c. Subcontractor Costs (if any) d. Other Costs (e.g., office expenses) e. TOTAL COST: A total not to exceed cost representing the maximum amount for all work to be performed must be clearly indicated under this heading

1.7.Proposal Schedule:

The following dates and deadlines are considered the “Proposal Schedule” of the Project.

Day	Date	Deadline
Monday	April 2, 2018	Public Notice Published in <i>The Watch</i> Newspaper and posted on line
Wednesday	April 18, 2018 11 am	Mandatory Pre-Proposal Site Meeting
Monday	April 23, 2018	Pre-Proposal Questions Deadline
Wednesday	April 25, 2018	Response to Questions Available
	April 30, 2018 11 am	Sealed Proposals Due/ Proposal Opening
	May 9, 2018	Proposal Award
	May 28, 2018	Complete Contract Signed
	June 6, 2018	Contract Begins
	No later than Aug 31, 2018	Report and Recommendations Due

Please note that this Proposal Schedule is subject to change with notice.

1.8. Pre-proposal Questions:

Questions regarding the Request for Proposal, the proposal process, and the program specifications shall be in writing and filed with Steven Lehane at slehane@mtnvillage.org Questions shall be submitted on or before the Pre- Proposal Questions Deadline.

Town representatives will not conduct private or unilateral consultations with Respondents prior to the receipt of proposals. All questions received shall be answered by the Response to Questions Available deadline and shall be submitted to all Respondents that attend and submit their email address to the TMV at the Mandatory Pre-Proposal Site Meeting.

1.9. Pre-proposal Meeting - Site Visit:

There is a mandatory site visit located at Mountain Village Town Hall, 455 Mountain Village Blvd., Suite A, Administration Conference Room, Mountain Village, CO 81435, which all Respondents must attend in order to be pre-qualified to submit a proposal. It shall be assumed that the Respondent is familiar with the project, existing site conditions, including residential areas, access tracts and winter challenges. It will also be assumed that the Respondent has a clear understanding of the specification requirements.

1.10. Submission Deadline

Respondents shall submit a proposal (“Proposal”) to the Mountain Village – Town Hall c/o Steven Lehane at: 455 Mountain Village Blvd., Suite A, Mountain Village, Colorado 81435, and to slehane@mtnvillage.org on or before the date and time as indicated in the Proposal Schedule. On the date the sealed proposals are due, all received proposals will thereafter be publically opened and read aloud. The results will thereafter be referred to the TMV evaluation committee for review, recommendation and award.

1.11. Proposal Copies and Conditions

One (1) signed copy of the Proposal shall be submitted and shall be enclosed in a sealed envelope bearing the name of the Respondent and the name of the Project. One signed copy of the Proposal shall be submitted via email to slehane@mtnvillage.org The Proposal shall be delivered by the time and to the place stipulated in this Request for Proposal. It is the Respondent’s sole responsibility to see that its Proposal is received on time. Any Proposal received after the scheduled closing time for receipt of Proposals will be returned to the Respondent unopened.

The Respondent shall furnish a complete Proposal, including a price for all Proposal items in the Proposal. The failure to submit a complete Proposal shall render the Proposal incomplete and may cause it to be rejected.

1.12. Evaluation of RFP

An Evaluation Committee will review the merits of Proposals received in accordance with the evaluation factors stated in the RFP below. The recommendation of the Evaluation Committee will be forwarded to the Town Manager and Mayor for their review and approval.

The sole objective of the Evaluation Committee will be to recommend the Proposal that is most responsive to the Town’s needs, within available monetary resources. The specifications within the RFP represent the minimum performance necessary for response.

Selection Criteria and Method:

1. Professional firms will be evaluated on the following criteria. These criteria will be the basis for review of the written proposals and optional interview session. At discretion

of TMV, interviews of top rated firms may be held. The rating scale shall be from 1 to 5, with 1 being a poor rating, 3 being an average rating, and 5 being an outstanding rating.

Weight Factor	Qualification	Standard
2.0	Scope of Proposal	Does the proposal show and understanding of the project objective, methodology to be used and results that are desired from the project?
2.0	Assigned Personnel	Do the persons who will be working on the project have the necessary skills? Are sufficient people of the requisite skills assigned to the project?
1.0	Availability	Can the work be completed in the necessary time? Can the target start and completion dates be met? Are other qualified personnel available to assist in meeting the project schedule if required? Is the project team available to attend meetings as required by the Objectives/Scope of Work
1.0	Motivation	Is the firm interested and are they capable of doing the work in the required time frame?
2.0	Cost and Work Hours	Do the proposed cost and work hours compare favorably with the project Manager's estimate? Are the work hours presented reasonable for the effort required? Are the work hours presented reasonable for the effort required in each project task or phase?
2.0	Firm Capability	Does the firm have the support capabilities the assigned personnel require? Has the firm performed this type of work previously?

Reference Evaluation (Top Rated Firm)

A Town representative will check references using the following criteria. The evaluation rankings will be labeled Satisfactory/Unsatisfactory.

Qualification	Standard
Overall Performance	Would you hire this Professional again? Did they show the skills required by this project
Timetable	Was the original Objectives/Scope of Work completed within the specified time? Were interim dates met in a timely manner?
Completeness	Was the Professional responsive to client needs; did the Professional anticipate problems? Were problems solved quickly and effectively?
Budget	Was the original Objectives/Scope of Work completed within the project budget?
Job Knowledge	If a study, did it meet the Objective/Scope of Work?

1.12 Letter of Intent

The Town Manager shall issue a Letter of Intent to the successful Respondent. The Town shall also notify all unsuccessful Respondents, in writing, as to the outcome of the evaluation process.

1.13. Execution of the Contract

The Respondent that is awarded the Project based on its submitted Proposal will be notified by the Town and Contract negotiations will commence immediately thereafter. The Contract will be on a form acceptable to the Town of Mountain Village and approved to the Town Attorney's office.

1.14. Right of First Refusal

The Town reserves the right to reject any or all Proposals, to waive any minor irregularities in this Request for Proposal or the Proposal and to make awards in the best interest of the Town.

1.15. Contact Information

All Respondents shall provide an authorized contact person in their Proposal and, at the discretion and direction of the Town, respond to requests for information or clarification concerning the submitted Proposal.

Section 2: Services

2.1 Management, Administration and Operations

The Respondent shall provide the necessary management and administrative personnel whose expertise will assure efficient operation of the services herein specified. All facilities, equipment, supplies and services required in the operation of the service shall be furnished by the Respondent, unless specifically identified in this document to be contributed by TMV. The Respondent agrees to perform all work outlined in such a manner as to meet all accepted standards for safe practices during operations. The Respondent shall comply with all local, county, state, federal or other legal requirements and shall at all times protect all persons including employees and agents of the Town, vendors and members of the public or others from foreseeable injury or damage to their property.

Section 3: Insurance & Other Policy Requirements

3.1. Introduction

On or before the start date of the Contract between the Town and the Respondent, the Town must receive from the Respondent certificates showing the type, amount, class of operations covered, effective dates and dates of expiration of all insurance policies applicable to this Request for Proposal.

The certificate of insurance provided to the Town shall be completed by the Respondent's insurance agent as evidence that policies providing the required coverage, conditions and minimum limits are in full force and effect, and shall be reviewed and approved by the Town prior to commencement of the Contract. The certificate shall identify the Contract and shall provide that the coverage afforded under the policies shall not be canceled, terminated or materially changed until at least thirty (30) days prior written notice has been given to the Town. The completed certificate of insurance shall be sent to:

Town of Mountain Village
ATTN: Finance Director
455 Mountain Village Blvd, Suite A
Mountain Village, Colorado 81435

The policies required by this Request for Proposal shall be endorsed to include the Town, its officers, agents and employees as additional insured. Every policy required by this Request for Proposal shall be primary insurance, and any insurance carried by the Town, its officers, agents and employees or carried by or provided through any insurance pool of the Town shall be excess and not contributory insurance to that provided by the Respondent. No additional insured endorsement to the policy required by this Request for Proposal shall contain any exclusion for bodily injury or property damage arising from completed operations. The Respondent shall be solely responsible for any deductible losses under any policy required by this Request for Proposal.

The parties hereto understand and agree that the Town is relying on, and does not waive or intend to waive by any provision of the Contract, the monetary limitations (presently \$150,000 per person and \$1,000,000 per occurrence) or any other rights, immunities and protections provided by the Colorado Governmental Immunity Act, C.R.S. § 24-10-101 et seq., as amended from time to time, or otherwise available to the Town, its officers, agents or its employees.

3.2. Indemnification

The Respondent shall agree to indemnify and hold harmless the Town, its officers, employees and insurers from any and all liability, claims and demands, on account of injury, loss or damage, including without limitation claims arising from bodily injury, personal injury, sickness, disease, death, property loss or damage, or any other loss of any kind whatsoever, which arise out of or are in any manner connected with the services to be performed by the Respondent, if such injury, loss or damage is caused by the negligent act, omission or willful misconduct of the Respondent, any subcontractor of the Respondent or any officer, employee, representative or agent of the Respondent. The Respondent also agrees to bear all other costs and expenses related thereto, including court costs and attorney fees, whether or not any such liability, claims or demands alleged are groundless, false or fraudulent.

TMV will not provide indemnity to the Respondent

3.3. Insurance

The Respondent shall procure and maintain, and shall cause any subcontractor of the Respondent to procure and maintain, the minimum insurance coverage listed herein. Such coverage shall be procured and maintained with forms and insurers acceptable to the Town. All coverage shall be continuously maintained to cover all liabilities, claims, demands and other obligations assumed by the Respondent. In the case of any claims made on the policy, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage.

Worker's Compensation Insurance. The Respondent shall provide Worker's Compensation Insurance to cover obligations imposed by applicable laws for any employee engaged in the performance of work under the Contract. Respondent shall provide Worker's Compensation Insurance to cover obligations imposed by applicable insurance with minimum limits as required by Colorado Law. Evidence of qualified, self-insured status may be substituted for the Worker's Compensation Insurance requirements of this paragraph.

General Liability Insurance. The Respondent shall provide General Liability Insurance with the minimum combined single limits of ONE MILLION DOLLARS (\$1,000,000) and TWO MILLION DOLLARS (\$2,000,000) aggregate. The policy shall be applicable to all premises, services and operations. The policy shall include coverage for bodily injury, broad form property damage (including completed operations), personal injury (including coverage for contractual and employee acts), blanket contractual, independent contractors, products, and completed operations. The policy shall include coverage for explosion, collapse, and underground hazards. The policy shall contain a severability of interests provision.

Automobile Liability Insurance. Respondent shall provide Comprehensive Automobile Liability Insurance with minimum, combined, single limits for bodily injury and property damage of not less than ONE MILLION DOLLARS (\$1,000,000.00) each occurrence with respect to each of the Respondent's owned, hired or non-owned vehicles assigned to or used in the performance of services. The policy shall contain a severability of interest's provision.

Section 4: Necessary Information from Respondents

4.1. Introduction

Respondents must establish their qualifications and capabilities to provide the requested services. The strength and experience of the Respondent in developing and operating such services, as well as the Respondent's reliability and fiscal stability, must be demonstrated.

Prospective Respondents must meet the minimum qualifications set forth below to be considered eligible to compete for the Project.

4.2. Additional Basic Submittal Content Requirements

Each Respondent is required to supply the following information. Additional sheets may be attached, if necessary.

Respondent:

1. Company Name

2. Address

3. Telephone _____
4. Type of Entity: Individual () Partnership () Corporation ()
5. Entity organized under the laws of the State of _____
6. Names and Titles of all officers of the firm:

7. Number of years of experience _____ (insert appropriate industry experience.)
8. Other services of this nature within the last five (5) years. Please include the following information: Contract Type, Period of Contract, Contract Amount, Name of Owner/Entity, Name and Phone Number of Owner's Representative:

9. Person(s) assigned as liaison for this Proposal and this Contract. (Please attach resume. If more than one person, please attach a resume for each person listed.)

Respondent's Subcontractors: (Please complete one sheet for each subcontractor)

1. Company Name

2. Address

3. Telephone _____
4. Type of Entity: Individual () Partnership () Corporation ()
5. Entity organized under the laws of the State of _____
6. Names and Titles of all officers of the firm:

7. Number of years of experience _____ (insert appropriate industry experience.)
8. Responsibilities of Subcontractor:

9. Other services of this nature within the last five (5) years. Please include the following information: Contract Type, Period of Contract, Contract Amount, Name of Owner/Entity, Name and Phone Number of Owner's Representative:

10. Person(s) assigned as liaison for this Proposal and this Contract. (Please attach resume. If more than one person, please attach a resume for each person listed.)

4.3. Respondent's Statement

TO: THE TOWN OF MOUNTAIN VILLAGE
MOUNTAIN VILLAGE, COLORADO

The undersigned Respondent hereby proposes to furnish all labor, material, equipment, tools and services necessary to perform all work required under this RFP:

In accordance with the intent of said specifications, plans and all addenda issued by the Town prior to opening of proposals:

Respondent agrees that, as soon as practical after notice of award and Contract negotiations have been completed it shall execute a Contract.

Respondent further agrees to complete all work required under the Contract within the time stipulated in said specifications, and to accept in full payment therefore the price named in the Proposal Schedule.

Dated: _____

Respondent

Signature

Title