



**Contract 4644P**

**IT Consultant for Faster, Altiris & Amanda**

**1. Introduction**

The City of Richmond proposes to engage the services of a project management/business analysis Consultant (the “Consultant”) to provide analysis, project management and implementation services for Information Technology projects which includes implementation of FASTER Asset Solution, Amanda Public Portal, and Altiris 7 Upgrade.

The objective of this request for proposal is to provide the City with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection.

**2. Definitions**

2.1 Throughout this Request for Proposal the following definitions apply:

- a) “BC Bid” means the electronic tendering service maintained by the Province of British Columbia located online at [www.bcbid.ca](http://www.bcbid.ca), or any replacement website;
- b) “City” means the City of Richmond, British Columbia;
- c) “Contract” means the written agreement resulting from this Request for Proposal executed by the City and the Vendor for the Work;
- d) “Lead Proponent” is the Proponent whose Proposal, as determined through the evaluation criteria described in this RFP, provides the best overall value in meeting the requirements of the RFP, and with whom a Contract will be considered;
- e) “Proposal” means a proposal submitted by a Proponent in response to this Request For Proposal;
- f) “Proponent” means an individual or a company that submits, or intends to submit, a Proposal in response to this Request for Proposal;

- g) “RFP” or “Request for Proposals” means this request for proposals, inclusive of all appendices and any addenda that may be issued by the Owner;
- h) “Submission” means a proposal submitted by a Proponent in response to this RFP;
- i) “Successful Proponent” means the same as “Vendor”
- j) “Vendor” means the Successful Proponent to this Request for Proposal who enters into a written Contract with the City to perform and to oversee the Work and
- k) “Work” means the provision of all labour, services, material and equipment, and any action as necessary for the Preferred Proponent to complete and perform its obligations in accordance with the terms and conditions of the Contract.

### 3. Submission Details

- 3.1 Three (3) copies of proposals marked “**IT Consultant for Faster, Altiris & Amanda - Contract 4644PP**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until 12:00pm, local time on Thursday, March 8, 2012. Submissions received after this time will be returned to the sender.

### 4. Enquiries

- 4.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing

Sumita Dosanjh, SCMP

Buyer II – Contracting Specialist

E-mail: [purchasing@richmond.ca](mailto:purchasing@richmond.ca)

Purchasing Section

City of Richmond

- 4.2 The City, its agents and employees shall not be responsible for any information given by way of oral or verbal communication.
- 4.3 Enquiries will be received up until 3:00pm local time, Thursday, March 1, 2012.
- 4.4 The City will only respond to questions that are submitted in writing. Any questions that are received and answered by City of Richmond Staff that affect the Proposal Process, any interpretation of, additions to, deletions from, or any other corrections to the Request for Proposal document, may be issued as written

addenda by the City of Richmond. It is the sole responsibility of the potential Proponents to check with the following websites to ensure that all available information has been received prior to submitting a proposal:

- a) City of Richmond: <http://www.richmond.ca/busdev/tenders.htm>
- b) BC Bid: <http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>

## **5. Terms of this Request for Proposal**

- 5.1 Proposals shall be open for acceptance for 90 days following the submission closing date.
- 5.2 The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at its own discretion.
- 5.3 Proposals may be withdrawn by written notice only provided such notice is received at the office of the City's Purchasing Section prior to the date/time set as the closing time for receiving proposals.
- 5.4 Except as expressly and specifically permitted in these instructions, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in the RFP, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.
- 5.5 Proponents are advised that the City will not necessarily accept any Proposal and the City reserves the right to reject any or all Proposals at any time without further explanation or to accept any Proposal considered advantageous to the City.
- 5.6 A Proposal which contains an error, omission, or misstatement, which contains qualifying conditions, which does not fully address all the requirements of this RFP, or which otherwise fails to conform to the requirements in this RFP may be rejected in whole or in part by the City at its sole discretion.
- 5.7 The City may waive any non-compliance with the RFP, specifications, or any conditions including the timing of delivery of anything required by the RFP and may, at its sole discretion, elect to retain for consideration Proposals which are non-conforming, which do not contain the content or form required by the RFP or because they have not complied with the process for submission set out herein.
- 5.8 The City may choose, at its sole discretion, to proceed with all of the components of the Work, none of the components or selected components of the Work.

- 5.9 All Proposals will remain confidential, subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

## **6. Negotiations**

- 6.1 The award of the contract is subject to negotiations with the Lead Proponent. Such negotiations include, but are not limited to, the following:
- a) changes or work refinements in the service requirements or scope of work proposed by the Lead Proponent;
  - b) price – if directly related to a change or refinement in the proposed scope of work proposed by the Lead Proponent and
  - c) specific contract details as deemed reasonable for negotiation by the City of Richmond.
- 6.2 If a written contract cannot be negotiated within 60 days of notification to the Lead Proponent, the City may, at its discretion at any time thereafter, terminate negotiations with the Lead Proponent and either enter into negotiations with the next qualified Proponent or cancel the RFP process and not enter into a contract with any Proponent.

## **7. Project Background**

The City is in the process of proceeding with various IT project implementations and upgrades. The implementation team consists of City staff members from Finance, Engineering & Public Works, Information Technology and external Consultants. The IT projects include the following:

### **7.1 Implementation of FASTER Asset Management**

- a) The City is in the process of implementing a new fleet management system (FASTER Asset Management Solution). The functionalities to be implemented consists of vehicle asset collection, labour and materials tracking, preventative maintenance scheduling, parts and inventory management, integration with PeopleSoft, integration with existing fuel management system (Coencorp, Fleetzone) and service request tracking.

### **7.2 Implementation of Amanda Public Portal**

- a) The City is in the process of implementing a web based solution (Amanda Public Portal) to allow for renewals and applications for business licenses. The functionalities to be implemented consists of retrieval of an existing business license, application of a new business licenses, confirm, edit, validate or add business license information, integration with existing

property management system (Amanda), integration with the City payment processor (Chase Paymentech).

### 7.3 Altiris 7 System Upgrade

- a) The City is in the process of migrating from version 6.9 to 7.1 to implement a single management framework for distributed, client environments for our day-to-day operations. The functionalities to be implemented consist of an integrated deployment solution to allow for the identification and inventory on current and future hardware and software needs. In addition, it will provide imaging and migration to automate new system rollouts and technology refresh cycles as well as software management for ongoing software maintenance by combining software packaging, software delivery, application virtualization, patch management and application usage.

## 8. Consultant Duties

### 8.1 Overall Responsibilities

- a) Lead the Finance, Engineering & Public Works and IT teams in the analysis and project management of the above system implementations and upgrade. The Consultant will complete the deliverables as outlined.

### 8.2 Specific Duties

- a) Review the business processes;
- b) Review the application system setup;
- c) Review the user requirements;
- d) Review fit/gap analysis with system users and Information Technology team;
- e) Recommend business process changes;
- f) Recommend system design and changes;
- g) Recommend the system configuration;
- h) Document all recommendations, designs related to the deliverables.

### 8.3 Deliverables

- a) Implementation & Upgrade Project Management:

1. Project Charter Document, Statement of Work (SOW);
  2. Develop requirements analysis and fit gap for system functionality;
  3. Develop a software platform build and configuration setup document;
  4. Develop a work plan for go live and implementation.
- b) Data conversion:
1. Develop data conversion requirements specification document;
  2. Develop a technical conversion document identifying file format, structure, environment, scripts, and validation and testing.
- c) Interface:
1. Review requirements and recommend solutions for the need of interfaces between the City's PeopleSoft financial system, fuel management (CoenCorp, Fleetzone) and Faster Asset Solution. Develop an integration specifications document for each bridge.
  2. Review requirements and recommend solutions for the need of interfaces between the City's PeopleSoft financial system, payment gateway (Chase Paymentech) and Amanda Public Portal. Develop an integration specifications document for each bridge.
- d) System Testing
1. Develop a plan documenting the unit and system test scripts, procedures and expected results.
  2. Develop a document identifying the system acceptance criteria and project risk registry.
- e) Review with user departments and recommend business process improvements, in particular, between Finance, Engineering & Public Works and Information Technology areas.
- 8.4 The consultant is responsible for any additional requirements identified during the engagement.

## **9. City Provided Items**

The City will provide a workstation with a telephone, desktop computer, and appropriate computer software and network connection for the Consultant to use during the period for this assignment. Any other office supplies or equipment will be the responsibility of the Consultant.

## **10. Project Schedule**

- 10.1 The project is to be completed by December 2012, with work commencing in March 2012. A project schedule is to be submitted with the proposal.

## **11. Proposal Submissions**

All proponents are required to provide the following information with their submissions, and in the order that follows:

- 11.1 A Corporate profile of their firm outlining its history, philosophy and target market.
- 11.2 A detailed listing of background in business & system analysis, project management, Tempest system implementation and upgrade experience.
- 11.3 A description of the Consultant's understanding of the project objectives/outcomes and vision, and how these will be achieved.
- 11.4 A detailed project methodology explaining each project task including what will be expected of both the Consultant and the City with respect to each task.
- 11.5 Team Composition – a complete listing of all key personnel who will be assigned to this project if applicable. This will include their relevant experience, qualifications for this project, roles and responsibilities, leadership, etc., in addition to their availability for this project.
- 11.6 A detailed proposal of what will be delivered, including the expected outcome and benefits to the City of Richmond.
- 11.7 A complete definition of the process that will be employed to meet the objectives of this project, e.g. approach to be taken, feasibility and market study, etc.
- 11.8 A detailed schedule of all activities, including milestones, project meetings, interim reports and progress reports required for this project.
- 11.9 Provision of a priced methodology complete with a time allotment for each identified task you propose to employ to carry out the work, this shall form the basis for payments to the successful proponent. Supplement this with a schedule of fees for staff to be assigned to the project. These rates shall be the basis for adjustments to the value of the contract in the event the scope of work varies from that proposed.
- 11.10 A minimum of three (3) client references from projects of a similar size and scope.

## **12. Review of Proposals**

- 12.1 The City will review the Proposals submitted to determine whether, in the City's opinion, Proponents have demonstrated the required experience and qualifications to fulfill the obligations of the services identified in this RFP.
- 12.2 The City, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Proponent's clients regarding any financial and experience issues.
- 12.3 Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:
- a) Understanding of project objectives/outcomes and vision.
  - b) Project Methodology.
  - c) Team Composition – Experience and Qualifications of those staff to be assigned to the project.
  - d) Project Deliverables.
  - e) Value for Money.
  - f) References.
- 12.4 Proponents may be scheduled for an interview at the discretion of the City.

## **13. Non-Conforming Proposals**

- 13.1 Proposals which fail to conform to the Format Requirements or which fail to conform to any other requirement of this RFP may be rejected by the City. Notwithstanding the foregoing or any other provision of this RFP, the City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of this RFP except the requirement of delivery of the Proposal prior to Closing Time.

## **14. RFP Process**

- 14.1 The City may unilaterally take the following actions, and shall not be liable for any such actions:
- a) amend the scope and description of the products and services to be procured as described in this RFP, and the qualifications that may be required to meet those requirements;



- b) reject or accept any or all Submissions;
- c) cancel the RFP process at any time and reject all submissions; or
- d) cancel the RFP process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.

14.2 The Proponent acknowledges and agrees that any RFP is in no way whatsoever an offer to enter into an agreement and submission of a Request of Proposal by any Proponent does not in any way whatsoever create a binding agreement. The Proponent acknowledges that the City has no contractual obligations whatsoever arising out of the RFP process.

## **15. Working Agreement**

15.1 The successful proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponent's submission and any modifications thereto.

15.2 Proponents may include their standard terms of engagement with the Proposals.

## **16. Information Disclaimer**

16.1 The City and its directors, officers, employees, agents, consultants and advisors are not liable or responsible for any verbal or written information, or any advice, or any errors or omissions, which may be contained in this RFP or otherwise provided to any Proponent pursuant to this RFP.

16.2 The Proponent shall conduct its own independent investigations and interpretations and shall not rely on the City with respect to information, advice, or documentation provided by the City. The information contained in this RFP is provisional and will be superseded by other agreement documents.

16.3 The City makes no representation, warranty, or undertaking of with respect to this RFP and the City and its directors, officers, employees, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this RFP or any other written or oral information made available to any interested person or its advisors, and any liability however arising, is expressly disclaimed by the City.