

Request for Proposals Evaluation of Information Technology Systems and Organization

The City of Santa Barbara is requesting proposals from qualified consultants to conduct an analysis of the City's Information Technology organization and structure to provide recommendations for improvements to the delivery system and organization. The study, with recommendations, is to be conducted and completed within 90 days from contract award. Proposals, limited to 10 pages, are due by August 27, 2012. The project is anticipated to be awarded by September 14, 2012 with the final report due by December 14, 2012.

The proposal response is to include:

- Scope of work and approach
- Schedule of services and timeline
- Estimated cost
- Qualifications and references
- Assurances and certification that proposer has read and agrees with the contract boiler plate and requirements (Appendix A)

Goal

Currently, the City of Santa Barbara has two separate information technology organizations:

- ✚ Citywide Information Technology (City Hall IT)
- ✚ Police Department Information Technology (Police Dept. IT)

Proposers will be asked to evaluate the City of Santa Barbara's information technology systems and organizational structure to determine:

- How does our city information technology structure compare to cities of similar size and characteristics in regards to budget, staffing levels, supported application systems, and other comparable measures?
- Are there are potential cost and service benefits from consolidating the two separate information technology structures; and if so, to what degree?
- What are the advantages and disadvantages of consolidating or leaving as is?
- If we remain with two separate IT operations, what recommended organization, reporting structure, policies, or procedures can be implemented to improve the delivery of information technology systems citywide?
- Are the business continuity systems for each IT Division dependable in the event of a major emergency that completely destroys one or both of the IT divisions? If not, what is recommended?
- Should regular data processing as well as business continuity systems and procedures remain separated or possibly be combined in one location?
- Are there other pertinent recommendations that will assist the City's desire to maintain reliable and efficient information technology support in a cost effective manner?

Current structure

The City of Santa Barbara is a full service city with approximately 1000 employees and a \$233 Million Dollar annual budget adopted for FY 2013. Of this, 594 employees are in the General Fund which has a budget of \$106 Million Dollars.

The City is organized into 12 Departments: City Administrator; Mayor and Council; Administrative Services; Airport; City Attorney; Community Development; Fire; Library; Parks and Recreation; Police; Public Works; and Waterfront.

City Hall IT has a budget of \$2,726,620, with 13.5 employees who provide information technology services to 11 departments, excluding the Police Department, and 795 City staff served.

The Police Department IT Division has a budget of \$1,309,250, with 4 employees who provide information technology services to the Police Department with 204 staff.

The following tables and attachments provide baseline information for each IT operation and the RFP:

- **Summary of City Hall IT structure and services (City Hall IT)**
 - Organizational Chart** – Table A1
 - Services, Systems and Applications** – Table A2

- **Police Department IT structure and services (PD IT)**
 - Organizational Chart** – Table B1
 - Services, Systems and Applications** – Table B2

- **RFP Schedule and Requirements** – Table C

- **RFP Submittal Sheet with Costs and References** – Table D

- **Professional Services Contract and Requirements Template** – Attachment A

The **Adopted 2013 City Budget** is available online at:

http://www.santabarbaraca.gov/Government/Finance/Recommended_Budget.

The budget is also available in PDF on compact disc if required.

Table A1 City Hall IT Organization Chart

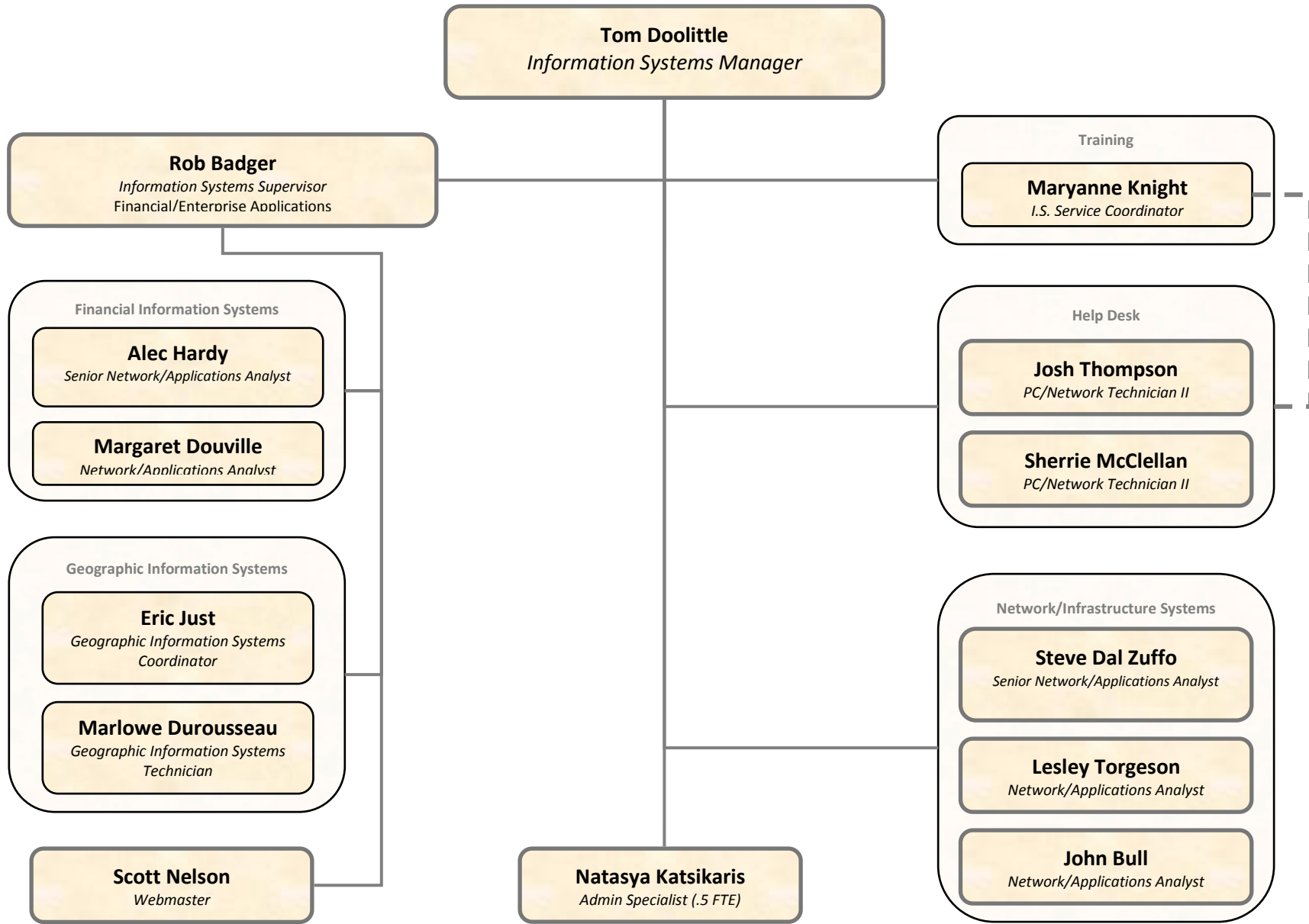


Table A2 City Hall IT Services and Application Summary

Supports 11 Departments- Excluding Police Department

Budget and Staffing

- FY 2013 budget- \$2,726,620
- FY 2013 staffing - 13.5 FTE employees
- Supported Users - 795 FTE, Total user accounts – 1130 (including hourly staff)
- E-mail Accounts – 1350 E-mail provided by Exchange 2010

Physical network and equipment summary

- Physical Locations Supported – 61, via Managed Cisco Switches using fiber & microwave
- Servers Supported – 106 Physical servers- 40, VMWare virtual servers - 66
- Server Operating System – Windows Server 2003 and 2008 R2, all Dell manufactured
- Workstations – 870 (includes laptops), 4 Apple Macbook, remainder Dell manufactured
- Workstation operating system – Windows XP SP3 and Windows 7
- Office Suite – Office 2007
- Database – SQL 2005, 2008

Systems and Application summary

- Enterprise Wide Systems (services to all departments)
 - Microsoft Active Directory Services – 2008 Native Mode
 - Financial Management System – homegrown system being replaced in FY2013-14
 - Geographic Information Systems – ESRI Ver 10.0
 - Centralized Maintenance Management – Cartegraph
 - Training/Learning Management – Training Partner by GeoMetrix
 - Document Management and Agenda Coordination – Questys by Questys
 - Intranet – SharePoint 2010 by Microsoft
 - Internet Access with BGP failover to Police Department
- Department Specific Applications
 - Recreation Scheduling – CLASS by Active Networks
 - Fire Department Case Management – FireHouse by Xerox ACS
 - Permitting and Zoning Enforcement – Tidemark by Accela
 - Fleet Services – Fleet Focus by Maximus
 - Misc applications
- Services provided to Outside agencies – None

Funding and Infrastructure Replacement

- Funding via ISF cost allocation rates to all departments
- Infrastructure Replacement managed by rates and use of reserves

Table B1 Police Department IT Organization Chart

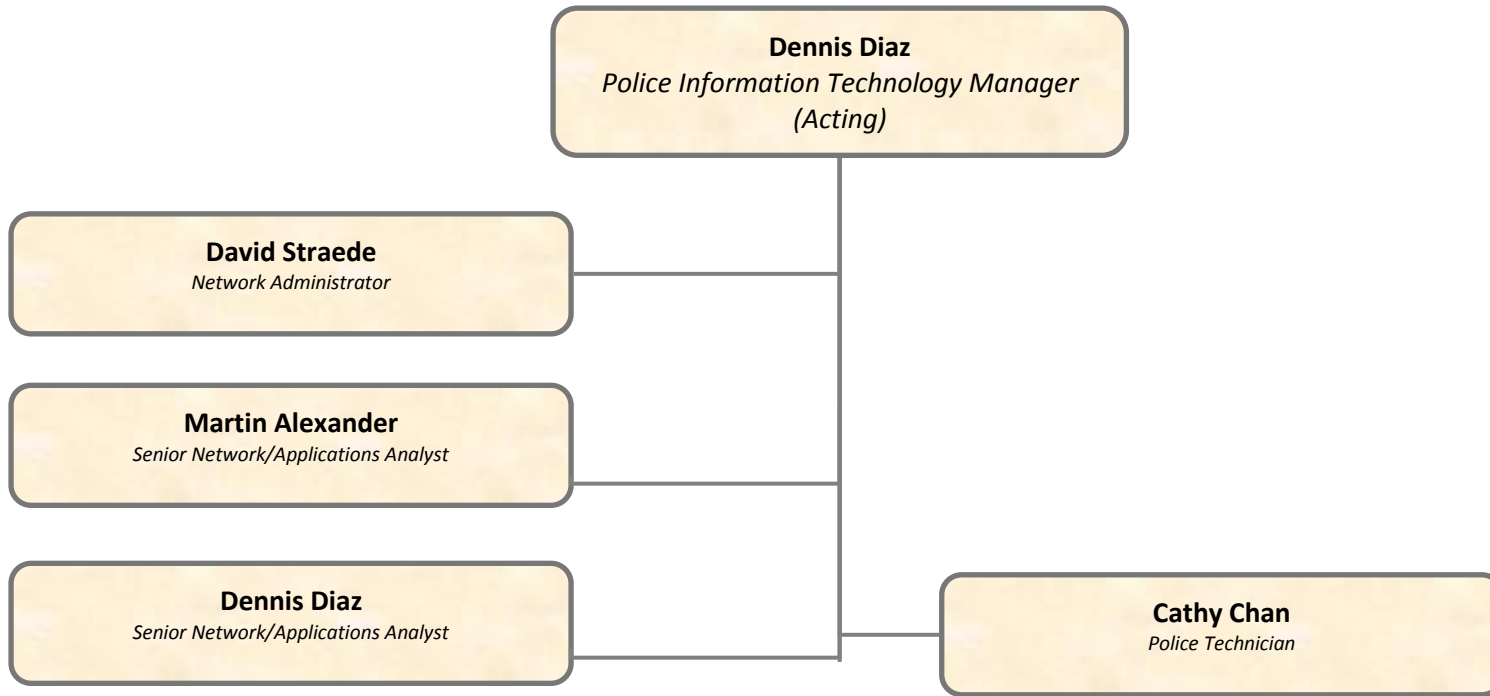


Table B2 Police Department IT Services and Application Summary

Police Department IT Manager

(50% of Salary and Benefits paid by JPA Member Agencies and reimbursed to City of Santa Barbara)

Santa Barbara Police Department support

- Oversee 3428 (Information Technology) and 3422 (Crime Analysis) programs
- Project Management
 - Research, propose, budget, plan, test, train, implement
- Budget
 - Preparation
 - Purchasing and Inventory
 - Annual Maintenance Contracts
- City Reports
 - Employee evaluations
 - P3
 - Mayor and Council presentations
- Staff oversight
 - Project / Task assignment and management
 - Police
 - Fire
 - JPA
 - Crime Analysis
 - CompStat

Joint Powers Agreement (JPA) support - Regional Law Enforcement Network; 17 agencies, 524 workstations, 3 CAD systems, 1100+ users

- Project Management
 - GUS
 - CopLink
 - AFIS
 - Web page (gus.jointpowers.com)
 - Training and Support
- Budget
 - Preparation
 - Purchasing and Inventory
 - Annual Maintenance Contracts
 - Billing to JPA Member Agencies
- Investigations of Misuse
 - Journal Searches
 - DOJ reporting
- Department of Justice Liaison
 - Agency CLETS Coordinator (ACC)
 - DOJ and FBI audits
 - DOJ and FBI Requirements/Changes
 - Member Agency Compliance to DOJ/FBI requirements
 - Training
 - Applications for New Service and/or Upgrades

- SBPD
 - JPA
- Contract Administration / MOUs
 - Member Agencies
 - CA agencies (CopLink)
- Agencies and Users
 - Workstations and user accounts
 - DOJ mnemonic issues
 - Member agency upgrade or new service applications
 - Annual Training

Network Administrator

- Network infrastructure
 - Two-building Local Area Network fiber and copper design, implementation and maintenance
 - Wide Area Network to City Hall, Regional Task Force, Animal Control
 - Design, implementation, and support of two county secure Inter-Agency network to 17 agencies for law enforcement data
 - Design and support of mobile network to 61 Police and Fire mobile data computers
 - Security and management of the Department of Justice network connection for many remote systems
- System Management
 - Design, implementation and support of virtualization servers
 - Three host VMware 5.0 ESX4i cluster with VCenter
 - Four host Microsoft Hyper-V cluster with Virtual Machine Manager
 - Design, implementation and support of 47 application and infrastructure servers
 - Forest and child domain Active Directory 2008 servers
 - Microsoft Exchange 2010 Enterprise
 - 6 Microsoft SQL servers: 2003, 2008, 2012
 - Oracle 11g for Automated Parking Chalking System
 - Suite of servers for Microsoft System Center 2012: ConfigMgr, DPM, VMM, Endpoint Protection
 - 7 Red Hat Enterprise Linux 5 servers to support RMS and CAD (OS only)
 - Fire Department mobile computer file and endpoint protection server
 - Netmotion 9.23 VPN server for notebooks, Fire & PD mobiles, USFS and Coast Guard
 - Microsoft Threat Management Gateway 2010
 - Microsoft SharePoint 2010
 - 3 servers to support 17 agency GUS (CLETS) network
 - 3 servers to support CopLink data sharing network
 - Microsoft Lync 2010 Server
 - Microsoft Enterprise Certificate Server
 - Microsoft Rights Management Server
 - Variety of miscellaneous application servers for files, printing, video retention, auditing
 - Implementation and maintenance of two Storage Area Network systems with 20 terabytes of data
 - Backup and disaster recovery for all systems
 - Active Directory design and daily support
 - 24x7 monitoring and response for all networks and servers
 - Security administrator and incident response support

- Workstations
 - Administrate operating system deployment servers
 - Security updates and compliance for 145 desktops
 - Security and application deployment for 61 mobile systems in fire and police vehicles
 - Enterprise-wide deployment for all new applications and updates
- Enterprise Applications
 - Enterprise agreement with Microsoft for all workstation and server licenses
 - Agreements with many vendors including proposals, maintenance, remote access
 - Upgrades, applications and security compliance for 17 agency law enforcement data (CLETS) and warehouse (CopLink) systems
 - Parking Citation System DBA and application support

Senior Network – Applications Analyst

Applications Administration

- Versadex System (Enterprise)
 - Computer Aided Dispatch for Police and Fire (CAD)
 - Mobile Data Terminal for Police and Fire (MDT)
 - Mobile Report Entry (MRE)
 - Records Management System (RMS)
 - Interfaces
 - Security and access
 - Policy and Procedures; processes
- Parole LEADS
- CopLink
- CopLogic
- Justice Identity Management system (JIMS)
- California Sex and Arson Registry (CSAR)
- CompStat document creator and presenter
- Lead Mobile (MDC) hardware design and support
- Help Desk backup
- Crime Analysis backup
- Public Records Request backup

Training

- Post Academy trainer for MDT/MRE
- Parole LEADS
- CopLink
- Versadex Applications

Committees

- Chair of Committee for Versadex Sustainment Team

- Committee Member for replacement of City Hall's FMS
- VersaWest Committee member
- City GIS Technical Committee
- California Node Administrators Group for Data Sharing via CopLink

Senior Network – Applications Analyst

Webmaster

- Website development and maintenance
- SharePoint development and maintenance

Discovery Requests

- In-Car video systems
- Detective Bureau requests, as needed

Hardware support

- Desktop installs and maintenance (145)
- Laptop inventory and maintenance
- Printer installs and maintenance (27)
- Fax machine installs and maintenance (Inkjets)
- Police and Fire Mobile Data Computer (MDC) installs and maintenance (61)
- Server support
- Inventory Control (Equipment and supplies)

7 x 24 User support required

- Software installations and application support
 - PD and FD
- Help desk
 - PD (200+ users)
 - FD (50+ users)
 - JPA (1100+ users)
- Training
 - PD, FD, JPA
- Parking Enforcement system (Hardware and Software)

Training

- Desktop training for all new employees
- Post Academy trainer for new officers

Active Directory – account maintenance

- PD user account creation and maintenance
 - PD, GUS, Groups

- JPA user account creation and maintenance
 - GUS, CopLink

Data Integrity

- Data backup / disaster recovery

Police Technician

Versadex Application

Table C RFP SCHEDULE and REQUIREMENTS

Schedule

- RFP release August 6, 2012
- RFP responses due August 27, 2012
- Contract Award for Consultant Services September 14, 2012
- Present Draft Report to the Project Manager November 18, 2012
- Present Completed Report December 14, 2012

Project Deliverables

- Scope of Work and Approach
- Timeline and Milestones
- Budget – Cost Detail
- Qualifications and References

RFP CONTACTS

Project Manager: Paul Casey, Assistant City Administrator
PCasey@SantaBarbaraCA.gov 805.564.5303

Administrative Contact: Jennifer Jennings, City Administrator's Office Supervisor
JJennings@SantaBarbaraCA.gov 805.564.5301

City Hall IT: Marcelo A. López, Assistant City Administrator
MLopez@SantaBarbaraCA.gov 805.564.5304
Tom Doolittle, Information Systems Manager
TDoolittle@SantaBarbaraCA.gov 805.564.5472

Police Dept IT: Camerino "Cam" Sanchez, Police Chief
CSanchez@SBPD.org 805.837.2396
Dennis Diaz, PD Information Technology Manager (Acting)
DDiaz@SBPD.org 805.897.3735

Table D

RFP SUBMITTAL SHEET with COSTS and REFERENCES

Firm Name and Address

<i>Contact Name</i>	
<i>Phone</i>	<i>Email</i>

Cost Proposal

<i>Total Cost (including travel and reports)</i>	\$_____

I certify that I have read and will agree to the terms outlined in the sample contract if the contract is awarded

Authorized Representative

<i>Signature</i>	<i>Printed</i>
<i>Title</i>	<i>Date</i>

REFERENCES

Reference No. 1

Customer Name	
Contact Individual	
Telephone number	
E-mail address	
Address, City, State, Zip Code	
Description of services provided including contract amount, when completed, and project outcome	

Reference No. 2

Customer Name	
Contact Individual	
Telephone number	
E-mail address	
Address, City, State, Zip Code	
Description of services provided including contract amount, when completed, and project outcome	

Reference No. 3

Customer Name	
Contact Individual	
Telephone number	
E-mail address	
Address, City, State, Zip Code	
Description of services provided including contract amount, when completed, and project outcome	