PIERCE COUNTY LIBRARY SYSTEM

REQUEST FOR QUALIFICATIONS (RFQ) for
FOR IT CONSULTANT

PART 1: INTRODUCTION & RFQ TIMELINE

The Pierce County Library System (“The Library”) is seeking advanced networking and systems consultation. Included herein are a call for qualifications for an IT Consultant, general requirements and process, and instructions for submission.

Established under Washington State law Chapter 27.12 RCW, Pierce County Library System is an independent taxing district governed by a five member volunteer Board of Trustees appointed by the County Executive. The Board has sole responsibility for hiring the Executive Director. The fourth largest library system in Washington State, PCLS serves 580,000 people in unincorporated Pierce County and 20 annexed cities and towns. For more information see: http://www.piercecountylibrary.org/about-us/Default.htm

More information about the Library, including its history, locations, services, programs, and budget may be found on our website at www.piercecountylibrary.org.

Timeline

RFQ Announcement ...........................................July 18, 2016
Final questions due ............................................July 27, 2016, 3:00 p.m.
Submissions due..................................................August 1, 2016, 2:00 p.m.
Interviews (either phone or in person) ..............August 2 - 4, 2016
Finalist selected.....................................................August 5, 2016
Contract agreed upon ...........................................August 8, 2016 (estimated)
& contract commencement thereafter

Estimated Hours of Consultation and Budget

The Library estimates needing up to 300 consulting hours during the next six (6) months. The budget will be calculated upon successful negotiation with awarded consultant, based on rates and fees agreed upon. Library retains the right to adjust the estimated consulting hours at any time during the selection process and upon contract implementation for any reason. During contract implementation, any changes will be communicated to consultant with at least thirty (30) day written notification.
PART 2: GENERAL INSTRUCTIONS AND CONDITIONS

• Questions about the RFQ: All questions about this RFQ should be directed to Stephanie Ratko, IT Manager at (253) 906-5894 (sratko@piercecountylibrary.org). Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a prospective responder concerning this RFQ will be furnished to all prospective responders as an amendment to the solicitation. The Library reserves the right to share questions and answers with other responders if it is determined that the answers would give unfair advantage to one responder. All questions must be submitted by 3:00 p.m. July 27, 2016.

• Date of Submission: Responses must be submitted no later than 2:00 p.m. on August 1, 2016. Submissions received late may be deemed not responsive and may not be considered, at the Library’s discretion. The Library reserves the right to extend the date of submission and will provide due notice of such date extension.

• Submission Format: Submission may be in print or electronic. Electronic supplementary information may be included along with the printed submission. If submitting electronically, send to Stephanie Ratko, IT Manager, at sratko@piercecountylibrary.org or Clifford Jo, Finance & Business Director, at cjo@piercecountylibrary.org. All responses will be opened by 5:00 p.m. August 1, 2016. Submission: If submitting in print, responders must submit two complete copies of their responses in a sealed envelope. The responses shall be addressed as follows

   Attention Stephanie Ratko
   Pierce County Library System
   3005 112th Street East
   Tacoma, WA 98446-2215
   Sealed RFQ Response for IT Consultant

• Signatures: A corporate official who is authorized to make such response commitments must sign submission (See Part 6). If submitting electronically, the signature must be an image scanned from the physically signed form of Part 6.

• Rejection of Responses: The Library reserves the right to reject any and all submissions without penalty. Any and all submissions may be rejected for any cause. Further, the Library reserves the right to cancel the project with or without reason.

• Award of Contract: The contract shall be awarded to the lowest responsive, responsible responder who best meets the Library’s needs. Only one award will be made. Awarded contractor will be responsible for all aspects of the specifications. The Library reserves the right to waive informalities or irregularities and deviations from the RFQ, and to be the final judge as to which response shall be accepted by the Library. Award is anticipated no later than five (5) business days of bid closing.

• Contract: The finalist may be expected to enter negotiations for pricing and other contractual terms, including schedule, delivery, and rates/fees. Failure to complete negotiations will result in disqualification of the Responder. Upon successful conclusion, the Library and Responder may enter into a contractual agreement.

• Response Procedures and Forms: Responders must comply with the specifications and requirements attached. Responders may only submit one response for consideration. Responders may submit additional information with their responses as desired.

• Validity of Prices: Responders must confirm in writing that prices quoted will be valid and in effect for a minimum of nine (9) months after response opening.

• Public Disclosure of Award: The Library reserves the right to treat all proposals with confidentiality prior to award. After award of the contract, all submissions will fall under the requirement by Washington State law (Chapter 42.17 RCW) that obligates the Library to make the document available for public inspection, if requested.

• Cancellation: The Library may cancel this contract or any part thereof by written notice at any time without penalty if the Contractor fails to comply with the terms, instructions, specifications, and delivery completion dates, or perform the work with diligence.

• Contract Administrator: The administrator of this contract will be: Stephanie Ratko, IT Manager.
PART 3: FORM OF PROPOSAL

The Library is seeking a consultant to assist in modernizing the corporate and branch-wide network consisting of nineteen (19) sites across Pierce County, Washington. The Library operates a Microsoft Windows architecture and seeks an expert in design and deployment experience to partner with Library IT staff in architecting and assisting in the deployment of new technologies to provide top technology services to our customers and staff.

To that end, the Library is seeking a qualified professional or professionals with a minimum of (10) years of advanced technical design, consulting, troubleshooting, and project management in the following areas:

- Microsoft Windows Server, Active Directory, Exchange, SCCM, and IIS in a secure, public-facing environment
- Web content delivery, smtp mail delivery, and virtual private networking
- Watchguard and Sonicwall firewall implementation and design
- VMware architecture, storage integration, and high availability systems
- Dell Compellent storage and Dell blade systems with iSCSI and NFS storage protocols
- VPLS and metro-Ethernet technologies for delivering highly available infrastructure to support PCLS business systems
- Dell S6000 configuration and dynamic routing protocol deployment in a WAN environment
- Vendor and project management in complex and critical environments
- Excellent documentation, presentation, and communication skills

Contractor must carry liability insurance, have a valid driver’s license and reliable transportation, and be available for consultation and issue escalation during and outside of the Library’s normal 8 a.m. to 5 p.m. workday. Work will be part-time and at the request of and by the Library.

Submission Items

Please include the following in your response package:

1. A detailed cover letter stating your experience with the above technologies.
2. Curricula vitae (CV) or resume outlining the experiences, education, and skills of the proposed contractors.
3. References in Part 5 that can confirm your technical capabilities and length of experience.
4. Contract rates and fees per billable hour.
5. Schedule availability, including earliest date available to begin the project and general availability during a seven-day week.
**PART 4: EVALUATION & SELECTION**

The Library will evaluate each Responder’s responses to each of the RFQ requirements. Proposals must be complete; however, PCLS reserves the right to waive irregularities in any proposal and/or, to request clarifying information it deems appropriate from one or more responders.

**Selection Committee**

The Selection Committee will be composed of:

- Stephanie Ratko, IT Manager
- John Baker, Desktop Systems Administrator
- Jill Henriksen, Library Systems Administrator
- Matt Tagles, IT Specialist

**Selection Criteria**

Proposals will be evaluated based on the following criteria:

- Quality of proposal, including finalist’s approach to IT consultation.
- Qualifications of assigned personnel to the project.
- Prior experience with comparable organizations/entities.
- Prior experience and skills with technology architectures similar to that of the Library’s.
- Ability to maintain a close working relationship with PCLS IT staff.
**PART 5: REFERENCES**

Provide a list of three (3) similar executive searches your company has provided to clients within the last 3 years. Include names, addresses, and phone numbers of clients for whom work was done, placing particular emphasis on services provided to public sector organizations or libraries.

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PART 6: DECLARATION

Company Name: ____________________________________________________________

Authorized Representative: __________________________________________________

Title: _____________________________________________________________________

Address: __________________________________________________________________

Phone Number: ___________ Email Address: _________________________________

Fax Number: _______________ Website Address: _____________________________

The undersigned Responder declares to have read and fully understand the request for qualifications and agrees to all of the terms, conditions, and provisions contained therein; and proposes and agrees that if this proposal as submitted is accepted, Responder will contract to perform in accordance with the specifications and proposals.

_________________________________________    __________________________
Signature of Responder                     Date