

CITY OF LA VISTA
MAYOR AND CITY COUNCIL REPORT
MARCH 16, 2021 AGENDA

Subject:	Type:	Submitted By:
REQUEST FOR PROPOSALS – BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN	◆ RESOLUTION ORDINANCE RECEIVE/FILE	KEVIN L. POKORNY DIRECTOR ADMINISTRATIVE SERVICES

SYNOPSIS

A resolution has been prepared authorizing the advertisement of request for proposals (RFP) for a Business Continuity and Disaster Recovery Plan.

FISCAL IMPACT

The FY 21/22 Biennial Budget provides funding for the proposed services.

RECOMMENDATION

Approval.

BACKGROUND

A Business Continuity and Disaster Recovery Plan has been identified as a need in both the citywide Strategic Plan and in the Information Technology Strategic Plan. A business continuity plan refers to an organization's system of procedures to restore critical business functions in the event of unplanned disaster. These disasters could include natural disasters, security breaches, service outages, or other potential threats. A Business Continuity and Disaster Recovery Plan is designed to eliminate downtime, protect important components and data, establish a state of order, resume operations as quickly as possible and ensure a safe and secure recovery.

Currently, the City only has informal internal and general exterior plans (i.e. Sarpy County Emergency Preparedness Plan). A former Business Continuity and Disaster Recovery Plan should include a Continuity of Operations Plan, a Disaster Recovery (DR) Plan, an Incident Response Plan, Emergency Response Plan, and a Crisis Communications Plan. If approved, staff will work toward recommending a provider to the City Council to assist in preparing the Business Continuity and Disaster Recovery Plan.

RESOLUTION NO. _____

A RESOLUTION OF THE MAYOR AND CITY COUNCIL OF THE CITY OF LA VISTA, NEBRASKA AUTHORIZING THE REQUEST FOR PROPOSALS FOR THE DEVELOPMENT OF A BUSINESS COTINUITY AND DISASTER RECOVERY PLAN.

WHEREAS, the Mayor and Council have determined that the development of a business continuity and disaster recovery plan is necessary; and

WHEREAS, the FY 21/22 Biennial Budget provides funding for the proposed services; and

WHEREAS, proposals will be due April 30, 2021 with the approval of selected firm by the City Council on June 15, 2021, subject to the discretion of the City;

NOW, THEREFORE BE IT RESOLVED, that the Mayor and City Council hereby authorize the request for proposals for the development of a business continuity and disaster recovery plan.

PASSED AND APPROVED THIS 16TH DAY OF MARCH 2021.

CITY OF LA VISTA

Douglas Kindig, Mayor

ATTEST:

Pamela A. Buethe, CMC
City Clerk

City of La Vista, Nebraska



Request for Proposals

Development of a Business Continuity and Disaster Recovery Plan

ISSUE DATE:

March 17, 2021

SUBMISSIONS DUE:

April 30, 2021, 11:00 a.m. (CST)*

*Late Proposals Will Be Rejected

REPLY TO:

Pamela A. Buethe
City Clerk
8116 Park View Blvd.
La Vista, NE 68128
pbuethe@cityoflavista.org
402.331.4343

Request for Proposals

Development of a Business Continuity and Disaster Recovery Plan

City of La Vista, Nebraska

Tentative Schedule

The following dates are being provided for your information and planning purposes. Although every effort will be made to follow this schedule, we reserve the right to modify the dates as necessary.

<u>Action</u>	<u>Date</u>
Release of RFP	March 17, 2021
Deadline for questions	April 16, 2021
Deadline for submission of proposals	April 30, 2021, 11:00 a.m. (CST)
Finalists selected	May 14, 2021
Interviews conducted the week of	May 24, 2021
Proposer recommended	June 4, 2021
Contract awarded	June 15, 2021

Sealed proposals will be received until 11:00 a.m. local time on April 30, 2021, at La Vista City Hall, 8116 Park View Boulevard, La Vista, Nebraska, 68128. Proposals received after this time will not be accepted. All correspondence, questions and additional information regarding this RFP must be presented in writing and addressed to City of La Vista, Attn: Pamela A. Buethe, City Clerk, 8116 Park View Boulevard, La Vista, Nebraska, 68128, or electronically to pbuthe@cityoflavista.org. Proposal submittals should be addressed as follows:

City of La Vista - Sealed Proposal for Development of a Business Continuity and Disaster Recovery Plan

Attn: Pamela A. Buethe, City Clerk
8116 Park View Boulevard
La Vista, NE 68128-2198

The City of La Vista reserves the right to disqualify incomplete proposals, waive minor defects in proposals, waive formalities or irregularities, request additional information from any respondent, change or modify the scope of the project, negotiate terms with one or more of the respondents, reject any or all proposals, and/or take any steps it deems necessary to act in the City's best interest, without penalty.

It should be noted that all information submitted to the City is subject to the open records laws of the State of Nebraska. Proprietary information must be appropriately marked.

City of La Vista

Development of a Business Continuity and Disaster Recovery Plan

Notice

The City of La Vista is seeking to develop a Business Continuity and Disaster Recovery Plan. Although the City has many elements in place that support continuity of operations in the event of a disaster or emergency, these have not been formalized nor have they been thoroughly documented. By documenting these policies, the City seeks to effectively react to and quickly resume business operations in the event of an emergency.

To maintain an effective and competitive business continuity and disaster recovery plan, the City of La Vista (the City) invites professional organizations with demonstrated experience (proposer(s)) to submit proposals for the completion of a Business Continuity and Disaster Recovery Plan for the City.

General Information

The City of La Vista is located in the Omaha metro area and was incorporated in 1960. Today, the City is a growing community of approximately 18,000 with recent commercial and retail developments spurring growth across the City. La Vista is a Mayor-Council form of government consisting of eight Council Members and a Mayor. The Mayor, with confirmation from the City Council, appoints a professional City Administrator to manage the day-to-day operation of the City.

Background

The City of La Vista employs approximately 124 full-time employees and provides a full range of municipal services including: Public Safety, Public Works, Community Services, Administrative Services and Administration.

The City of La Vista contracts technical services and support from Sarpy County Information Systems (SCIS). Coordination with appropriate SCIS staff will be an important factor when considering and developing emergency operational plans.

Additional information regarding the City, including a complete copy of the budget document and other financial data, may be found on the City's website at www.cityoflavista.org.

Scope of Work

Subject Departments - The following table contains the list of divisions that include stakeholders that are anticipated to be a part of the assessment process, including staff count per division.

Subject Departments		
No.	Department	Full-Time Staff Count
1	City Administration	5
2	Administrative Services	11
3	Community Development	6
4	Police Department	46
5	Public Works	44
6	Library	6
7	Recreation	6

Current Technology Infrastructure and Standards -

La Vista has implemented or standardized on the following:

Server Operating Systems	Windows Server 2016 or newer
Desktop Operating Systems	Windows 10 Pro
Productivity Software	Office 365
Server Environment	Hyperconverged Infrastructure: VxRail E560F VMware ESXi 6.5 or newer
Data Center	Outsourced, redundant data centers
Firewall	Next Generation, High-availability Firewall with Secure SD-WAN
End User Devices	Dell Workstations, Surface Tablets, iPads
Endpoint Protection	Cloud native next-generation antivirus, endpoint detection and response
Web Security	Cloud based secure internet and web gateway

Scope Overview - The Business Continuity and Disaster Recovery Plan, when completed, is to identify the processes and services critical for the City departments to continue providing service to citizens from a technology standpoint. The selected firm is expected to identify applications and systems required and place the recovery efforts into a priority order. The plan is to identify the elements needed (staff, vendors, servers, off-site capabilities, and communications) to begin resuming operations after an event occurs. Where different event

scenarios require opposing levels of response or skills, these are to be identified. Sources of third-party support and equipment are to be suggested in the plan. The proposer selected should identify and note processes where manual systems will be required until computer systems can be placed back into operation.

Desired Outcomes and Deliverables - The following information is shared to identify the scope of outcomes and deliverables that the City has established as a minimum standard. Proposers shall identify any recommended deviations to the below scope, including recommended additions, clearly through the proposal.

- a. **Project Work Plan and Schedule:** As part of the project scope, the selected proposer shall develop and provide the City with a detailed project work plan detailing the confirmed scope of work that will be followed to meet the project objectives. Included with this project work plan shall be a project schedule identifying the dates associated with tasks, deliverables, and milestones for the project – as well as task predecessors, successors, and dependencies.
- b. **Assessment of Current State and Business Impact Analysis (BIA):** As part of the project scope, the selected proposer shall perform an assessment of the City's current business continuity and disaster recovery plans, processes, and policies, including any areas where an absence of one (in whole or in part) might exist. It is expected that stakeholder interviews occur during this stage, which will include Sarpy County I.S. staff, as well as any required facility walk-throughs. The anticipated key deliverable stemming from this stage is a Business Impact Analysis documenting the assessment of City business processes and procedures; identification of essential functions and technologies; identification of areas of risk, and the likelihood of these risks, to business continuity and the applicable risk acceptance/tolerance of the City; identification of operational and anticipated financial impacts resulting from a disruption of business operations; a list of strengths, weaknesses, opportunities and threats from the findings; and recommended actions for the City to take both in the near-term and long-term. The impact analysis should assess the impact on operations of the City as a result of technology not being useable; and take into consideration scenarios where the services are not available. This will facilitate determination of which City functions and services will need to be continued in the event of a disruptive event or disaster, the priority of these functions and services, and how quickly they will need to be resumed following the event. The City also seeks to have the selected vendor compare current disaster recovery capabilities to leading practices and to regulatory requirements and industry standards.
- c. **Development of Business Continuity and Disaster Recovery Plan:** The developed plan should identify, at a minimum, the following: definition of a disaster including when/who/how one is declared; communication plans during a disaster;

establishment of a command center; security procedures and guidelines to follow during recovery; relevant Recovery Point Objective and Recovery Time Objectives for critical software applications; the establishment of recovery strategies based upon the gaps identified by the BIA with recommendations of resource requirements to meet relevant timelines; a testing schedule and regimen that prepares the information technology to respond to a disaster scenario (e.g. tabletop exercises and fail-over tests); and requirements for a recovery site and operations should be outlined.

General Instructions and Required Contents of Proposals

It will be the sole responsibility of the proposer to submit its proposal to the City before the closing deadline. Late proposals will not be considered and will be returned unopened to the proposer.

The City reserves the right to reject any or all proposals or parts of proposals, to accept part or all of proposals on the basis of considerations other than lowest cost, and to create a project of lesser or greater expense than described in this RFP or the respondent's reply based on the component prices submitted.

The City reserves the right to cancel this solicitation or to change its scope if it is considered to be in the best interest of the City. The City reserves the right to waive irregularities in the proposal content or to request supplemental information from proposers.

The following instructions must be followed by proposers submitting proposals:

1. The deadline for proposal submissions is April 30, 2021, 11:00 a.m. (CST). Proposals received after this deadline will not be accepted and will be returned to proposer.
2. Proposers shall submit one (1) unbound original single-sided copy on standard weight paper (no heavy weight paper), six (6) printed bound copies, and one (1) flash drive containing a PDF file of the proposal, and one (1) hard copy of the price proposal under separate covers to:

City of La Vista - Sealed Proposal for Development of a Business Continuity and Disaster Recovery Plan

Attn: Pamela A. Buethe, City Clerk
8116 Park View Boulevard
La Vista, NE 68128-2198

Mailed proposals shall be clearly labeled on the outside of the packaging with the RFP Title.

At a minimum, each proposal must include the following:

Transmittal Letter and Executive Summary - The first section of the proposal should contain the transmittal letter and executive summary. The transmittal letter shall be signed by an authorized representative of the proposer such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s).

The transmittal letter must provide the proposer's primary contact information, including the following:

1. Name of the proposer representative
2. Title
3. Name of company
4. Address
5. Telephone number of the office of which the services will be rendered
6. E-mail address
7. Website address
8. Signature of authorized officer of the proposer
9. Contact information for the project manager

The transmittal letter shall be printed on the proposer's letterhead.

A signature on the transmittal letter hereby provides the City with the proposer's acknowledgement and acceptance of the "conditions" and the execution of same during the discharge of any succeeding contract. It shall be clearly understood that by submitting a proposal in response to this solicitation, a proposer shall be deemed to have accepted all specifications, terms, and general conditions and requirements set forth in this RFP unless otherwise clearly noted and explained in the proposer's proposal in response to this RFP.

The Executive Summary should provide a brief summary of the proposal contents, emphasizing any unique aspects or strengths of the proposal. The executive summary may be incorporated as part of the transmittal letter.

The transmittal letter and executive summary should not exceed four pages.

Company Background & Qualifications - The second section of the proposal should include a comprehensive narrative history of the proposing company or firm, including the development of its experience in providing services similar to those described in the project scope.

If a partnership with third-party companies is a part of a proposal, the company background and history shall be provided for all third-party companies. It is expected that

all points above shall be addressed for each company involved in a proposal, prime or third-party

Key Proposed Personnel and Team Organization - The third section of the proposal should include the resumes of the proposed project personnel as well as the structure of the proposed selected proposer project team. Resumes shall be specific to the actual personnel to be assigned to this project for all primary roles. Resumes shall include the following information:

1. Name and title
2. Role on the project
3. Description of project roles and responsibilities
4. Home office location
5. Listing of past projects
6. Educational background
7. Professional registrations and memberships
8. Professional certifications
9. Professional references, and
10. Additional relevant information

The City reserves the right to require that background checks be conducted on any and all individuals conducting work as either employees or independent contractors of the proposer, or who are otherwise providing services on the proposer's behalf in connection with the project including, without limitation, employees and independent contractors of any third-party companies or firms included in a proposer's proposal.

Project Roles and Responsibilities - The fourth section of the proposal should include the proposed resource levels for the City project team and selected proposer project teams, and overall division of labor for resources. Proposers shall provide resource hour estimates by task and deliverable. Resource hour estimates provided should be based on the descriptions in the project scope section.

Sub-Contracting - The fifth section of the proposal should identify any of the required services that are proposed to be sub-contracted, if any. For each of these sub-contracted services the following should be provided:

1. Summary of service
2. Reasons for sub-contracting
3. Proposed sub-contractor
4. Detailed sub-contractor responsibilities
5. Sub-contractor name
6. Sub-contractor location
7. Sub-contractor experience

8. Previous use of sub-contractor and
9. Any additional relevant information

Project Approach and Methodology - The sixth section of the proposal should include a description of the proposed approach for providing the services described in the project scope. The purpose of this summary is so that the City has a detailed understanding of the proposed solution. The narrative should be written for an audience of the end-user community, and not overly technical in nature.

Proposers should clearly identify any services or deliverables that are being proposed as complementary or that is otherwise optional. The description should include how the proposer has developed this methodology to both incorporate lessons learned from past experiences as well as to meet the needs described in the project scope.

Proposers should also include a sample project plan as part of the section.

Proposers shall describe any assumptions made in proposals in detail. These should include any assumptions related to the current City technical environment, staffing, project management approach, and City resources available during the project.

Project Schedule - The seventh section of the proposal, should include a proposed project schedule detailing major milestones, activities, and timing of deliverables. The City expects the study to be completed by June 30, 2022.

References - The eighth section of the proposal should identify the proposer's references. Proposers shall provide at least five (5) city/municipal government clients with whom the proposer has worked during the past five (5) years that are of similar size and complexity to the City.

In the event the proposer cannot provide the required five references, proposer may substitute other organizations to ensure five (5) total references are provided. Proposers shall indicate how these substitute references deviate from the requested characteristics.

Exceptions - The ninth section of the proposal should include any exception the proposer has to this RFP. Proposer should identify the areas where they feel the requested service is not available, deviates from the specific requests, or is deemed to be an unwise or unwarranted approach. The proposer will describe exceptions to the RFP and identify their impact to the City, including, but not limited to, workarounds, reductions in performance, capacity, flexibility, accuracy, and ultimately cost and value. The City reserves the right to disallow exceptions it finds are not in the best interests of the City. Any and all exceptions to the requirements of this RFP must be identified and fully explained in the submitted proposal.

It is the City's intention to be made aware of, and accept, reject or modify, any exceptions to terms or conditions prior to contract negotiations.

Miscellaneous - The tenth section should include the disclosure of any conflicts or perceived conflicts of interest including relationships with employees or elected officials of the City and identify how those conflicts will be resolved. List any previous engagements with the City, any exceptions that may limit the scope of work, and any other information you believe will be helpful in reaching a decision within the bidding process.

Price Proposal

The proposer's price proposal should be provided under separate cover from all sections of the proposer's technical proposal. The price proposal shall consist of two sections:

1. The proposer shall provide a brief statement of agreement with the payment terms identified in this RFP. If a proposer does not agree with all items, a description should be provided of those items for which exception is taken.
2. A project cost estimate based upon the proposal submitted:
 - a. List hourly billing rates for positions working on the project.
 - b. Estimate a "lump-sum" breakdown for each major element of the consultant's work for the project.
 - c. Also, estimate a total to be billed for reimbursable expense including copies, long distance, and authorized travel.

An agreement on all fees will need to be reached as part of the contract negotiations, which will commence following approval of the recommended firm by the Mayor and City Council. If an agreement as to fees is not reached with the selected firm, another highly ranked firm will be recommended to the Mayor and City Council for approval.

Instructions and other Considerations

1. Faxes or electronic submissions, or any other media other than listed in #1 are not acceptable.
2. Any proposer may withdraw his/her proposal, either personally or by written request, at any time prior to the closing time for receipt of proposals.
3. All amendments to proposals must be signed and returned to the City Clerk with the proposal on the specified due date and time.

4. Proposals received after the scheduled closing time for receipt of proposals will be returned, unopened, to the proposer(s).
5. All proposals may be rejected if the City determines that rejection is in the public interest.
6. Questions regarding the Scope of Work received less than five business days before the proposal opening shall not be answered. Any interpretation or correction of the proposed documents will be made only by addendum, duly issued, and a copy of such addendum will be mailed or delivered to all who are known to have received a set of proposal documents. The City of La Vista is not responsible for any other explanations or interpretations of the proposed documents.
7. Any addenda will be posted on the City's website www.cityoflavista.org. Each proposer may ascertain prior to submitting his/her proposal that he/she is in receipt of all addenda issued by emailing the City Clerk at pbuethe@cityoflavista.org. Proposer shall acknowledge all addenda in accordance with the instructions on the proposal.
8. All proposal prices shall be guaranteed by the proposer to remain unchanged for a period of six months (180) days from and including the date of the proposal opening.
9. The selected firm is expected to maintain the highest level of confidentiality involving information considered such.
10. The City of La Vista retains all rights, titles to and ownership of data, material and documentation resulting from this study, and/or prepared for the City.
11. The City will not be liable for any costs incurred by the consultant in preparation of a proposal submitted in response to this RFP, in conducting a presentation or any other related activities.

Evaluation of Proposals

Proposals will be evaluated in accordance with the criteria listed below:

1. Proposal responsiveness, a clear understanding of project scope, approach and detailed work plan, including timeline.
2. Personnel assigned to this project should have experience in Business Continuity and Disaster Recovery Plans. The resume(s) of individual(s) selected to perform the project should contain a complete listing of education and experience.
3. Firm's experience and qualification in providing consulting services of similar nature and firm's experience with cities, counties, or other units of government.
4. Proposers will be evaluated on their pricing scheme as well as on their price in comparison to the other proposers, among other factors.

Finalists for interviews will be selected by a panel of city staff members. These interviews will be scheduled for the week of May 24, 2021. Proposers will be selected for interviews based on the criteria above. A final selection will be based on these criteria and the ability of the finalist to successfully negotiate a contract with the City of La Vista. If an agreement is not reached with the selected proposer, another finalist may be recommended to the Mayor and City Council for approval.

The panel will make a recommendation to the Mayor and City Council on or about June 15, 2021. Upon approval of the Mayor and City Council, the proposer(s) will be notified of the awarded proposer.