

**NOTICE TO CONSULTANTS**  
**REQUEST FOR PROFESSIONAL SERVICES QUALIFICATONS**  
**INFORMATION TECHNOLOGY MASTER PLAN PROJECT**

**A. INTRODUCTION**

The City & County of Honolulu (City), Department of Environmental Services (ENV) seeks to use the services of a firm suited to submit current Statement of Qualifications under the category of Information Technology Management, GS2100. The selected firm shall be required to provide a comprehensive Information Technology (IT) Assessment and Five-Year Strategic Plan for the department. The assessment and resulting IT plan will support ENV in making the best choices in information technology investments. Funding for this work is now available in the City's Fiscal Year 2011 operating budget. The duration of the contract is 12 months. Work is expected to begin on or about January 2011.

A strategic information technology plan will continue to move the department towards a more current and ideal technological state. There are still some out-dated or non-existent IT systems within ENV's five divisions and the need to meet regulatory and compliance issues can be aided by new and improved technologies. An information technology master plan will ensure that the decisions made will be the most productive and cost-effective for the department overall.

ENV has numerous IT systems supporting operations throughout its five divisions - Collection System Maintenance, Wastewater Treatment and Disposal, Environmental Quality, Refuse (Solid Waste Collection and Disposal), and the Office of Administrative Support. ENV has almost a hundred facilities located across the island of Oahu that utilize one or more of these IT systems. These applications have been either acquired or developed in response to specific needs. The systems range from simple databases to sophisticated commercial off the shelf applications. The objective of this project is to identify opportunities for ENV to apply technology to improve operating efficiencies and overall performance of its mission and draft a plan to implement the necessary technology.

**B. PROJECT TASKS**

To assess and evaluate ENV's current information technology environment and to create a five-year strategic information technology master plan (For the period from the year 2011 to 2016).

The objectives of the project include:

1. Developing an understanding of ENV's mission, goals, and objectives.

2. Developing an understanding of existing IT systems and capabilities. Identifying the various software programs, databases, computing hardware, network infrastructure, IT-related decision making processes, and support resources that currently exist within ENV and evaluate them for suitability of purpose and cost-effectiveness.
3. Interviewing all key stakeholders in all divisions of ENV and determining how information technology will best meet the current and future needs of ENV.
4. Providing recommendations to address ENV's information technology issues and the desire to integrate as much as possible both current and future mission-critical databases. Identifying opportunities to apply technology to improve operations and performance. Recommendations should utilize current and proven technologies that will provide a high return on investment.
5. Prioritizing the IT recommendations and providing a time-sequenced plan to upgrade and integrate information technology related items within ENV that will streamline operations and improve the quality of the IT environment.
6. Providing recommendations as to where ENV should be in five years in regards to information technology.
7. Providing a five-year strategic plan documenting all findings and recommendations stated above. The plan should include costing information related to IT investments.
8. Developing a recommended approach for the first phase of implementation

ENV expects the final deliverable to include a specific list of recommendations to enhance performance through the application of technology with quantified costs and benefits for each recommendation. The implementation plan must take into consideration cost/benefit and available resources. Cost and benefits should be specific and measurable so that performance targets can be set for implementation. The plan should be structured as a five-year implementation plan with detailed annual deliverables and recommended next steps for implementation.

### **C. SUBMITTAL MATERIALS REQUIREMENTS**

1. Letter of interest
2. Information on the firm/consultant:
  - a. Name of the firm, the principle place of business, and location of all its offices;
  - b. Age of the firm and its average numbers of employees over the past five years;
  - c. The education, training, experience, and qualifications of key members of the firm;

- d. The names of five clients who may be contacted with their email and phone numbers; and,
  - e. Past record of performance on contracts with respect to cost control, quality of work and ability to meet schedules.
3. Other related information:
- a. Proposed staff commitment, including any sub-consultants and descriptions of their roles and responsibilities;
  - b. Qualifications/experience and capabilities of the proposed staff, including any sub-consultants. The information shall, at minimum, include:
    - (i) Knowledge and experience in assessing organizations like ENV in terms of IT and
    - (ii) Experience with wastewater utilities;
  - c. Qualifications and experience of the firm with respect to the tasks related to this solicitation. Provide a list of similar or related services undertaken and completed within the last five years. Include the owners of the projects, date, the cost of the projects, and the scope of services performed;
  - d. The proposed approach to conduct the work;
  - e. Any other pertinent information that should be considered in the evaluation of the individual's or firm's qualifications.
4. Additional materials, e.g. promotion materials, may be submitted but are not required.

**D. DEADLINE**

1. An original, and four (4) hard copies of the submittal materials packet shall be submitted no later than **December 22, 2010, 2 P.M., Hawaii Standard Time**, to:
- Ms. Ivy Pescador  
Department of Environmental Services  
1000 Uluohia St., Suite 308  
Kapolei, HI 96707
2. An electronic PDF document of the final submittal materials must also be emailed by the above deadline to [ipescador@honolulu.gov](mailto:ipescador@honolulu.gov). (The original and four hard copies are still required).
3. No facsimiles will be considered. Any contract for this project will only be awarded to a person or firm that demonstrates the ability to provide all the services required for the project. Submittal materials submitted for only parts of the project will be considered non-responsive to this notice.

Any inquiry regarding the services required shall be directed in writing to Ivy Pescador, Department of Environmental Services, at the above address, or at email address [ipescador@honolulu.gov](mailto:ipescador@honolulu.gov).

*Michael R. Hansen*

For

MICHAEL R. HANSEN

Acting Director of Budget and Fiscal Services

By Order of Peter B. Carlisle, Mayor

City and County of Honolulu

*MC*  
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