



**Kansas City Streetcar Authority
Information Technology Consulting Services
Request for Qualifications**

Fall 2022

The Kansas City Streetcar Authority (KCSA) is issuing this Request for Qualifications (RFQ) for Information Technology (IT) Consulting Services to solicit responses from qualified contractors with experience in performing contracted and on-call IT services including hardware and software installations, failure troubleshooting and IT system upgrades, network and server setup and maintenance, website hosting management support, administration of Google Workspace platform, cyber-security protocols and training, vulnerability testing and emergency security, and system failure response. Respondents will be competing against each other for selection to provide the services set forth herein. The submissions of all respondents shall be compared and evaluated pursuant to the evaluation criteria set forth in this RFQ, and multiple respondents may be selected. KCSA will enter into a services agreement and statement of work with selected respondents.

To be considered for this project, please submit the following information to **Ebony Jackson, re: ejackson@kcstreetcar.org by 3:00 p.m. November 9th, 2022**. Proposals received after the deadline will not be considered. Questions can be directed to ejackson@kcstreetcar.org or 816.627.2527.

All applicants must meet the following requirements:

- Must have experience with general on-call, contract-based, IT management and support
- Must have experience supporting hardware and software procurement, installations, and upgrades
- Must have experience in network, sever, and cloud-based solutions. Including development, installation and maintenance.
- Must have experience in managing website hosting
- Must have experience with cyber-security protocols, training, and vulnerability testing
- Must have capability to work with multiple on-site networks, and network partners, to ensure capable, reliable, and seamless IT system.

Proposers are responsible for making a careful examination of the scope of this project and to comply with all terms and requirements. Failure to address any of the requirements could subject the Proposer's proposal to rejection.

Purpose and Scope:

Purpose: As the KC Streetcar system expands to nearly triple the size and include two new extensions in 2025 (Main Street Extension and Riverfront Extension), additional technical IT capacity, expertise, and support is needed to support this growth. We seek a qualified firm to support development of a comprehensive IT strategy and plan, support near-term network modifications as needed, and assist with IT needs related to a range of organizational functions in an ongoing basis.

This RFQ seeks qualified firms to support the related scope of work as outlined below.

1. IT Inventory and Infrastructure Roadmap

- a. With support from the KCSA staff and project partners (HTSI, KCATA, KCMO), IT firm will perform an inventory of KC Streetcar's IT environment, systems, servers, and overall capacity, including website and website hosting platforms (www.kcstreetcar.org).
- b. Review existing IT policies, procedures, and practices including back-ups, updates, logging, and monitoring of IT functions.
- c. Assist with the evaluation of currently utilized hardware, applications, and services and make recommendations for ways to improve functionality, save costs, and increase security where possible.
- d. Identify a prioritized list of recommended improvements and necessary system updates and upgrades.
- e. Provide a 3-year roadmap for the recommended improvements and upgrades including high level schedule and budget.

2. IT Project Support

- a. Support implementation, utilization, and troubleshooting related KCSA's Google Workspace.
- b. Support troubleshooting and management of website hosting and management capabilities.
- c. Upgrade infrastructure where needed to increase redundancy of the network for security and failover capabilities.
- d. Assist in the design and deployment of new systems such as servers, network infrastructure devices, cloud storage solutions and end user devices consistent with the 3-year roadmap.

3. Emergency IT Services

- a. Respond to hardware or network system failures as requested.
- b. Troubleshoot software issues as requested.
- c. Investigate and remediate potential security issues or data breaches as requested.

4. IT Security Services

- a. Assist the IT staff with evaluating KCSA's network security environment, procedures, tools, and training program.
- b. Provide services that may be required to assist in the implementation of improvements to security measures or procedures.
- c. Provide support for implementation of incremental security training and vulnerability testing.

5. Supplemental IT Support

- a. Provide IT support services to supplement staff as other needs may occur.

Please include:

- **Basic information about your company** – such as how long you've been in business, company philosophy, typical clients with which your company works, etc. The more we know about your company, the better we'll be able to match up our needs as an organization to your services.

- **General services** that your company provides which will benefit the KCSA during this process.
- Your company's **proposed process and scope of work**.
- **Schedule** broken down from start to finish.
- **Basic budget / retainer/ contract terms/payment schedule** if available, costs to be incurred for entire process. It is expected a base scope will be considered with a one-year contract term, with extension allowances, will be preferred.
- **Three References** related to similar work that your company has managed and implemented. Please specify your specific role in respect to each reference.

PROPOSALS ARE DUE by *November 9th, 2022, by 3:00 pm*

Key Dates

RFQ is released	October 5 th , 2022
Proposals due to KCSA	November 9 th , 2022, by 3:00 PM
Interviews	If scheduled- December 2022
Final selection determined	January 2023

Evaluation Factors for Award

The factors used to evaluate proposing sponsors include the follow:

- The vendor's stability, experience, and record of past performance
- Project Understanding and Proposed Approach
- Quality of Execution of Prior Services
- Overall cost of the vendor's proposal
- Timeframe for completing the project

Selection Process

Selection of proposals will be at the sole judgment of the KCSA. KCSA will consider all parts of the proposal collectively but place an emphasis on evaluation factors outlined in the previous section. The selection process may include an interview session. KCSA will select the respondent that best satisfies the requirements in the RFQ and the expectations of KCSA and at the best value to KCSA. Selection may not be the proposal with the lowest cost. Respondents may not contest for any reason the selection of the KCSA.

Selection does not guarantee a contract. After selection, the contractor and KCSA will discuss and agree on final scope of work and final contract amount and terms of the contract. If the contractor and KCSA fail to reach an agreement, KCSA is free to select from remaining available respondents, cancel the RFQ, or issue an additional Request for Qualifications.