

# Request for Proposal

Technology Assessment & Business Alignment Project

Saint Louis Science Center

August 30, 2018

## Introduction

The Saint Louis Science Center (Science Center, SLSC) is requesting proposals from consulting vendors to assist the Science Center with a technology assessment and technology/business alignment project.

Invited companies are requested to submit their qualifications, proposed approach, team members, deliverables and total proposed cost for consideration based on the scope of work outlined below. **The deadline for submitting a response to this RFP is 3:00 pm CDT, September 17, 2018.**

A summary of the Science Center's IT Department, infrastructure and general equipment description is attached to this RFP. A copy of the SLSC's current Strategic Plan is also included. A non-disclosure agreement is also included with this RFP and must be executed prior to receiving the attachments.

## History and Background

The Saint Louis Science Center traces its roots to the Academy of Science of St. Louis, founded in 1856 as the first scientific organization west of the Mississippi River. In 1959, the Academy created the Museum of Science and Natural History in Clayton's Oak Knoll Park. When the Metropolitan Zoological Park and Museum District (ZMD) was formed in 1971, the Museum of Science and Natural History became a member, independent from the Academy, which continues to operate as a separate entity to this day.

The Museum then outgrew the facilities at Oak Knoll Park in the mid-1980s and, in 1984, the Museum acquired the James S. McDonnell Planetarium from the City of St. Louis. After extensive renovations, the Planetarium reopened as the St. Louis Science Center. The current main building was opened in 1991, including the five story OMNIMAX® Theater and a highway-spanning connection bridge. The Science Center continues to expand featuring more than 700 interactive exhibits in multiple galleries, including GROW, Mission: Mars, Life Science Lab, Maker Space, Discovery Room, Ecology and Environment, Structures, Liftoff and Experience Energy. In addition, guests can see science in action through Amazing Science Demonstrations at Center Stage, enjoy a thrilling film experience at the OMNIMAX Theater and gaze at the stars at the James S. McDonnell Planetarium. The Science Center's Mission is: **To Ignite and Sustain Life-Long Science and Technology Learning.**

## Scope of Work

The Saint Louis Science Center is looking for the following deliverables for its IT Technology Study/Business Alignment Project:

### IDENTIFY BUSINESS CAPABILITIES

<b>Deliverables</b>	
Schedule of Working Sessions	Project schedule and interview calendar.
Interview Results	Compilation of results of interviews with SLSC's IT staff, a sample of non-IT staff and business stakeholders to help identify needs.
Prioritized Business Capabilities	Review of the set of IT capabilities required to execute the business of the Science Center and fulfill its mission.

### ASSESS IT CAPABILITIES AND SOLUTIONS

<b>Deliverables</b>	
SWOT Analysis	A SWOT analysis of the Science Center's IT/technology areas.
Application Portfolio Scoring Matrix	An evaluation of how the Science Center utilizes technology in its business/operational processes and identification of gaps.
IT Asset Portfolio Scoring Matrix	Evaluation of IT equipment, infrastructure and programs and make recommendations for changes, if needed.
IT Staffing and Skills Scoring Matrix	Comparison of Saint Louis Science Center technology practices, staffing and budget to that of similar-sized industry standards/best practices Evaluation of Science Center IT staffing levels and competencies and propose recommendations where there are gaps.

### DEVELOP ROADMAP AND BUSINESS CASE

<b>Deliverables</b>	
CyberSecurity and Data Protection Plan	The Saint Louis Science Center's IT Department currently participates in the Science Center's Financial Audit, is subject to PCI compliance and has completed a ZMD CyberSecurity Audit, so there is already a current in-depth look at cyber-security issues. However, we would ask the consultant to review the results of those findings and identify any additional opportunities to mitigate threats and vulnerabilities.

Prioritize Initiatives with Recommendations	Recommendations and priorities for technology projects for SLSC to consider implementing, based on factors such as ROI, vulnerabilities, industry best practices and trends, staffing levels, etc.
IT Roadmap and Asset Migration Plan	Create a framework to organize the objective and requirements into a high-level strategic plan to inform and communicate future tactical decisions.
Pro Forma Business Case and Risk Assessment	Document the justification for the plan, including the estimated cost of development and implementation vs the benefits and estimated savings to the business.

### Contract and Confidential Information

It is anticipated that a contract will be signed within thirty (30) days after the selection of a company. This Request for Proposal is not an offer to contract. Acceptance of a proposal does not commit the Saint Louis Science Center to award a contract to any bidder, even if all requirements stated in this Request are met, nor does it limit our right to negotiate in our best interest. The Saint Louis Science Center reserves the right to contract with any company for reasons other than lowest price. The prices quoted, as well as other material terms of you proposal shall be valid and binding and not subject to change for a period of 90 days from the date your proposal is submitted.

Responses to the RFP become the exclusive property of the Saint Louis Science Center. Unless you obtain our prior written consent, you may not use the information contained herein except for purposes of responding to this request. All proposals received in response to this RFP become a matter of public record and shall be regarded as public records, with the exception of those elements in each proposal which are defined by the Respondent as business or trade secrets and are plainly marked as “Confidential,” “Trade Secret,” or “Proprietary.” The Saint Louis Science Center shall not in any way be liable or responsible for the disclosure of any such proposal or portions thereof, if they are not plainly marked as “Confidential,” “Trade Secret,” or “Proprietary” or if the disclosure is required under the Missouri Sunshine Law. Any proposal which contains language purporting to render all or significant portions of the proposal “Confidential,” “Trade Secret,” or “Proprietary” shall be regarded as non-responsive. Trade secret information may be protected from disclosure; the Saint Louis Science Center may not be in a position to establish that the information a Respondent submits is a trade secret. If a request is made for information marked “Confidential,” “Trade Secret,” or “Proprietary,” the Science Center will provide the Respondent who submitted the information with reasonable notice to allow the Respondent to seek protection from disclosure by a court of competent jurisdiction.

## Submission Requirements

Invited firms should submit the following information, organized in the order listed below:

### I. Cover Letter

The cover letter should not exceed two pages. This letter should summarize key points of the response to this request, and be signed by an officer of the firm who is responsible for committing the firm's resources. It should include the following:

- Name of the company submitting the proposal.
- Name and title of the individual with responsibility for this response, and to whom matters regarding the RFP should be directed.
- Mailing Address.
- Telephone, and email address of the company's primary contact.
- Brief executive summary of the company's qualifications in the area of technology assessments and an explanation of what distinguishes the company from other competitors.
- Proposed total cost (by whichever method(s) Respondent deems appropriate, i.e., fixed fees, time & materials, etc.) Include and define separately any travel, additional or supplemental fees.
- Estimated time frame to completion.

### II. RFP Proposal

- An overview of the company including historical background, length of time in existence, and structure of the company. Please identify any MWBE ownership and/or executive leadership of your company.
- Organizational chart and brief resumes of all professional staff members who will be assigned to this Saint Louis Science Center project. Identify the person(s) who will be the Science Center's primary contact for this project.
- Narrative summary describing the expertise and capacity of the company to provide the core services as described in a section titled: Scope of Work.
- Any additional information the company would like the Science Center to consider in evaluating the company's qualifications such as examples of communication materials developed by your firm, timelines, special reports, etc.
- References for at least four (4) clients, addresses, telephone numbers and contact persons, with estimated employee size and similar non-profit mission.
- Proposed total cost to the Science Center to be paid as not-to exceed. Illustrate and include any and all fees including extra fees, supplemental fees, travel fees, etc.
- Proposed approach, team and deliverables based on the scope of work outlined above.
- Disclosure of any conflicts of interest and/or perceived conflicts.

### III. Selection Criteria

Responses to this Request for Proposal will be evaluated based on, but not limited to, the following criteria:

- The professional and ethical reputation of the company.
- The company's demonstrated qualifications and expertise in performing the services required.
- The qualifications and experience of the staff who will be specifically assigned to the account.

- Ability to successfully meet the criteria listed in the Scope of Work.
- Proposed cost to the Saint Louis Science Center.
- Local companies are preferred but not required.

**If you wish to respond to this RFP, please submit your proposal and attachments in a sealed envelope plus one electronic copy to the address below by 5:00 pm CST on September 17, 2018. Proposals received after the deadline will not be considered.**

Proposals must be mailed or hand delivered. Mailed proposals should be addressed to:

Therese Edney  
 Senior Director, Information Technology  
 Saint Louis Science Center  
 5050 Oakland Avenue  
 St. Louis, MO 63110  
 314-286-4699  
[terri.edney@slsc.org](mailto:terri.edney@slsc.org)

Questions regarding this RFP must be submitted via the Vendor Registry website (vendorregistry.com). They will be answered by Therese Edney and answers will be published on the Vendor Registry website, visible to all Proposers.

### Proposed RFP Schedule (may be changed by Saint Louis Science Center)

Release of RFP	August 27, 2018
Q&A Period	September 4-7, 2018
Proposal Deadline	September 17, 2018, 3:00 pm CDT
Company Selected	October 5, 2018

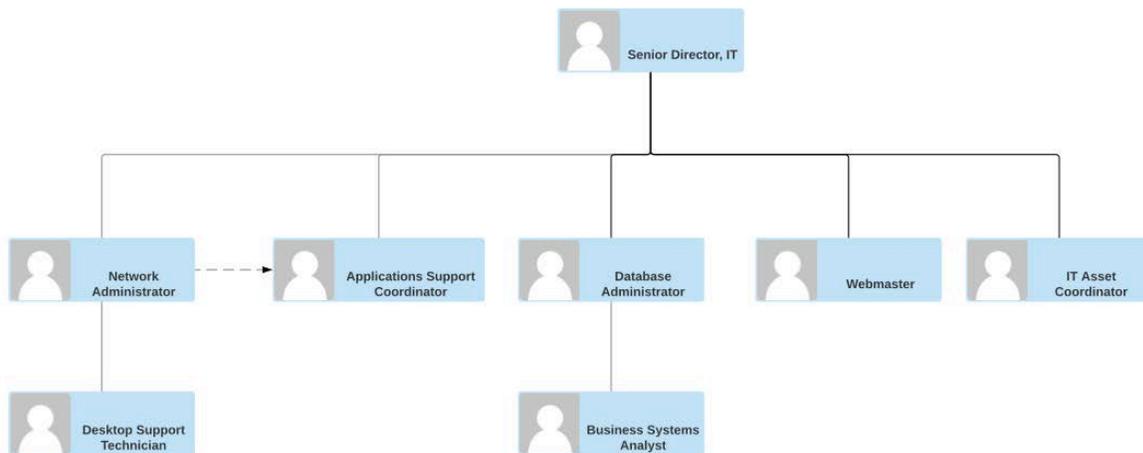
## Attachment 1

The Information Technology (IT) department at the Saint Louis Science Center is responsible for administrative computing services to 215+ employees over a four building campus. There are three management positions and 5 technical positions in the department (see the Organizational Chart, below).

The department provides all hardware, software and cloud services for:

- All point-of-sale activities for all paid activities and venues
- Finance and Budgeting
- Fund Development and Membership Management
- Email & communications
- All desktops, laptops and printers used by staff and student labs
- Network infrastructure & services
- Cybersecurity & directory services
- PCI Compliance
- Systems used by the Physical Security department
- VOIP Phones and system
- Two-way radios and system
- Main website and multiple sub-sites
- Internal Digital Signage
- Master Clocks and Counting Cameras
- Parking System
- Asset Inventory
- ADA Compliance
- User Training

# Inventory Includes



Quantity	Product
244	Phones & Phone System
221	Desktops
192	Laptops
119	types of various Software
107	Two-Way Radios & Radio System
101	Printers
71	iPads
43	Switches
37	Battery Back-up Appliances
35	Brightsign Units and Monitors
32	Servers
24	Credit Card Terminals
13	Ticket Scanners
12	HP Chromebook
11	Scanners
10	Ticket Printers
8	Receipt Printers
8	Exterior Wireless Antennas
4	Video Presentation Systems
3	Sensource Cameras
3	Card Printers
3	Websites & Servers
1	NAS
1	Ticketing Kiosk
1	Parking System
	Various Cybersecurity Devices & software
	ACS and Camera Security Systems