



Village of Winthrop Harbor, Illinois
830 Sheridan Road
Winthrop Harbor, IL 60096
(847)872-3846

Request for Proposals for INFORMATION TECHNOLOGY SERVICES

March 17, 2012

A. Instructions to Proposers

The Village of Winthrop Harbor in Winthrop Harbor, Illinois desires to receive proposals from expert providers of support, maintenance, and repair services for computers, network hardware and peripherals, and related system software, and professional services related to remote and on-site monitoring. Paramount will be the Vendor's demonstrated ability to provide professional, timely, and expert scheduled and on-demand Managed Information Technology Services for a fixed fee. The Vendor must have a wide breadth of experienced staff with a deep understanding of information technology.

1. General

1.1 Definitions

In this document, the words and expressions listed hereunder shall have the meaning assigned to them respectively:

VILLAGE: shall mean the Village of Winthrop Harbor, Illinois.

SERVICES OR SERVICE OR WORKS OR WORK: shall mean the Information Technology Services for the Village.

VENDOR: shall mean the successful Proposer assigned by the Village to carry out the WORK.

SERVICE REQUEST: shall mean the communications and tracking procedure whereby an authorized Village employee can initiate performance by the Vendor under this agreement.

POINT OF ENTRY: refers to the system by which Service Requests are made, that will allow the Vendor to track all Service Requests, and that will allow authorized Village employees to have telephone numbers, a single address, single fax number, single physical location, and single mailing address through which Service Requests may be placed. The

telephone numbers, single email address, single fax number, single physical location, and single mailing address shall be coordinated by the Vendor and Village representative into one system of issuing and tracking all Service Requests.

ASSIGNMENT OF TASK PRIORITY: The Village's representative may, when making a Service Request, assign the task to which it is related a priority of high, medium, or low. If no such priority assignment is expressly made, then the task shall be deemed low priority.

2. Validity of Proposal

The Proposal shall remain valid for ninety (90) days, as from the date of opening the Proposals.

The successful Proposer, within a period of fifteen (15) days from the date of the Village's acceptance and approval of their Proposal, shall be requested to sign the contract. Failure to do so will cause the Proposal to be considered withdrawn.

The Village has the indisputable right to accept or reject any offer or proposal, or part of any offer or proposal, negotiate the price with the Proposer of the successful proposal, or to cancel the RFP and stop the bidding without giving any justification.

Under no circumstances shall a Proposer whose Proposal has not been accepted be entitled to any claim for compensation.

3. Intention of the RFP

The Village desires to receive proposals from providers of support, maintenance, and repair for computers, network hardware and peripherals, and related system software, to provide such services to the Village. The Village intends to outsource information technology services under a fixed-price Contract, subject to annual renewals, certain work, and tasks for the installation, servicing, maintenance, repair, and related activities for computer and network hardware and peripherals. This is a request soliciting proposals only, and although the present intent of the Village is to enter into a Contract with a qualified company, this request for proposals is not an offer to enter a contract or a representation that such a Contract ultimately will be executed.

4. Consideration of Offers

Prices submitted by the Proposer will be a factor in the Village's decision during the selection process, but the lowest cost proposal will not necessarily be the one selected. The primary selection criteria used by the Village in evaluating responses to this RFP will include:

- Proposer's understanding of the Scope of Work, and demonstrated ability to meet it;
- Qualifications, staffing, and reputation based on customer references;
- Price;
- Experience and expertise;
- The ability to respond to Service Requests in a timely fashion;
- The availability of qualified technicians for on-site response whenever necessary;
- Financial solvency; and
- Compliance with the specifics of the Village's contractual terms.

The Village reserves the right to reject any and all Proposals, to waive technicalities and irregularities, advertise for new Proposals, or to proceed to do the WORK otherwise, if it is in the judgment of the Village, as to its best interests. The Proposer shall not be entitled to any indemnity in respect of claims, demands, proceedings, damage costs, charges and expenses, whatsoever arising out of such rejection. Proposals shall be considered irregular and may be rejected for, but not limited to, the following reasons:

- a. If there are any unauthorized additions, conditional or alternate proposals or percentage increase or decrease in the Proposal price or irregularities of the kind which tend to make the Proposal incomplete, indefinite, or ambiguous as to its meaning.
- b. If there is a lack of any of the required documents.

Proposers may be disqualified and their offer rejected for, but not limited to, the following reasons:

- a. If more than one Proposal for the project is submitted for an individual firm, partnership, or corporation under the same name or different name.
- b. If there is evidence of any collusion between Proposers.
- c. Falsification of any documents or price submitted with the proposal shall

be the cause for annulling the Proposal and the Proposer liable for legal action.

5 Proposal Submission

A. The Proposal must be in the following order and contents:

- (1) A Cover Letter or cover sheet clearly expressing that the submission is in response to this RFP. A name, telephone number, and email address of an individual with authority to answer inquiries must be included.
- (2) A Company Profile that includes the number and type of employees, number of years in business, and the ability to meet the Village's needs as stated in this RFP. Specifically:
 - a. Qualifications and experience statement displaying the understanding of the services required and the ability of the Proposer to fulfill them (shall be limited to five pages, not including resumes or references).
 - b. References for and descriptions of existing on-demand service contracts/agreements along with names and telephone numbers of contacts for each reference.
 - c. Descriptions and Curriculum Vitae of staffing resources and technical skills, particularly in regard to the qualifications and other requirements listed in this RFP.
- (3) A Cost For Services Pricing Proposal:
 - a. Fixed annual pricing for delivery of the baseline contractual services identified in the Scope of Work that follows.
 - b. Fixed hourly pricing for delivery of Work related to special projects that may be required outside the agreed upon Scope of Work. (The Customer and Vendor may negotiate fixed prices for special projects that may be required outside the agreed upon Scope of Work.)

B. Introduction and Scope of Work

The Village desires to receive proposals from providers of support, maintenance, and repair of computers, network hardware and peripherals, and system software to provide such support services to the Village. The Village intends to outsource certain work and tasks for the installation, servicing, maintenance, repair, and related activities for computer and network hardware and peripherals, network administration and network management, and related information technology services.

Paramount will be the Vendor's ability to provide timely, expert on-demand information technology services including, but not limited to, the following:

1. Work closely with the Village's Representative to coordinate PC and Network Service Requests.
2. Provide on-site service hours for all offices and locations weekdays from 8:00a.m. – 5:00p.m.
3. Provide the Village with a Point of Entry, which will allow authorized Village representatives to initiate a Service Request.
4. Accomplish all the essential functions of the work under contract in a timely manner.
5. Respond to Service requests with qualified technical service personnel within time frames set out in the written Contract entered into by the parties.
 - a. High Priority calls – 4-hour response time required.
 - b. Medium Priority calls – 24-hour response time required.
 - c. Low Priority calls – Next opportunity.
6. For other support and service required after regular hours, provide after-hours and weekend support on a scheduled or on-demand basis, to be available 24/7/365.
7. Provide at least one technician (Desktop Support Level) to be periodically scheduled on-site during normal business hours.
8. Install, configure, and document network hardware and peripherals, computers and computer equipment and peripherals, operating systems, applications, and listed software utilized by the Village.
9. Install, configure, setup, network connections and network print services, print drivers, synchronization with active directory, and test new desktop hardware and peripherals.
10. Diagnose and repair network hardware and peripheral equipment, such as hubs, switches, routers, media converters, fiber optic repeaters, network connections; test and evaluate new hardware.
11. Perform regular and scheduled maintenance tasks necessary to keep network, equipment, and tools in operable condition, which may include inspecting/testing equipment, replacing parts, cleaning equipment, and

- cleaning work areas; monitor equipment operations to maintain efficiency and safety; report faulty equipment.
12. Test all implementation recommendations prior to updating network server and desktop operating systems, network, server, and desktop system utilities.
 13. Provide on-site and 24 hour remote and automated monitoring, administration, and diagnostics of network and network servers including problem notification.
 14. Implement system data backups, including testing and verification, and notification.
 15. Provide user profile management and policies.
 16. Maintain all network, hardware, and peripheral warranty information and notify Village of expiration and renewal procedures.
 17. Provide management of uninterruptible power supplies, remote monitoring, graceful shutdown processes, and regular and recurrent testing and verification.
 18. Provide complete anti-virus monitoring and spyware management and updating.
 19. Perform critical patch deployment utilizing centralized patch management software provided by the Village.
 20. Manage the Microsoft Exchange servers and mail services.
 21. Provide comprehensive recovery services of network servers.
 22. Provide policy implementation (i.e. web use, web filtering, passwords, etc.).
 23. Provide training and ongoing support on initial setup of new users, including desktop and network connectivity, smart phones, thumb drives, portable drives and other local devices.
 24. Provide support to the Customer for arbitration of hardware and operating system issues related to third party application software.
 25. Provide pro-active assessment and recommendations regarding new technology that would contribute to the robustness and reliability of IT operations.
 26. Review Disaster Recovery Plan and Disaster Recovery Solution annually.
 27. Communicate effectively with Village personnel and other individuals as needed to discuss work in progress, exchange information, and resolve problems.
 28. Maintain good interpersonal relationships with Village staff, co-workers and managers.

For Services within the agreed upon Scope of Work, the Vendor will agree to an annual fixed-price for Contractual Services. Costs of hardware repair or replacement, unless caused by Vendor negligence, are not included in the annual fixed-price.

The term of the contract shall be for one (1) year.

C. Minimum Vendor Qualifications

The Vendor selected must meet each of the following criteria:

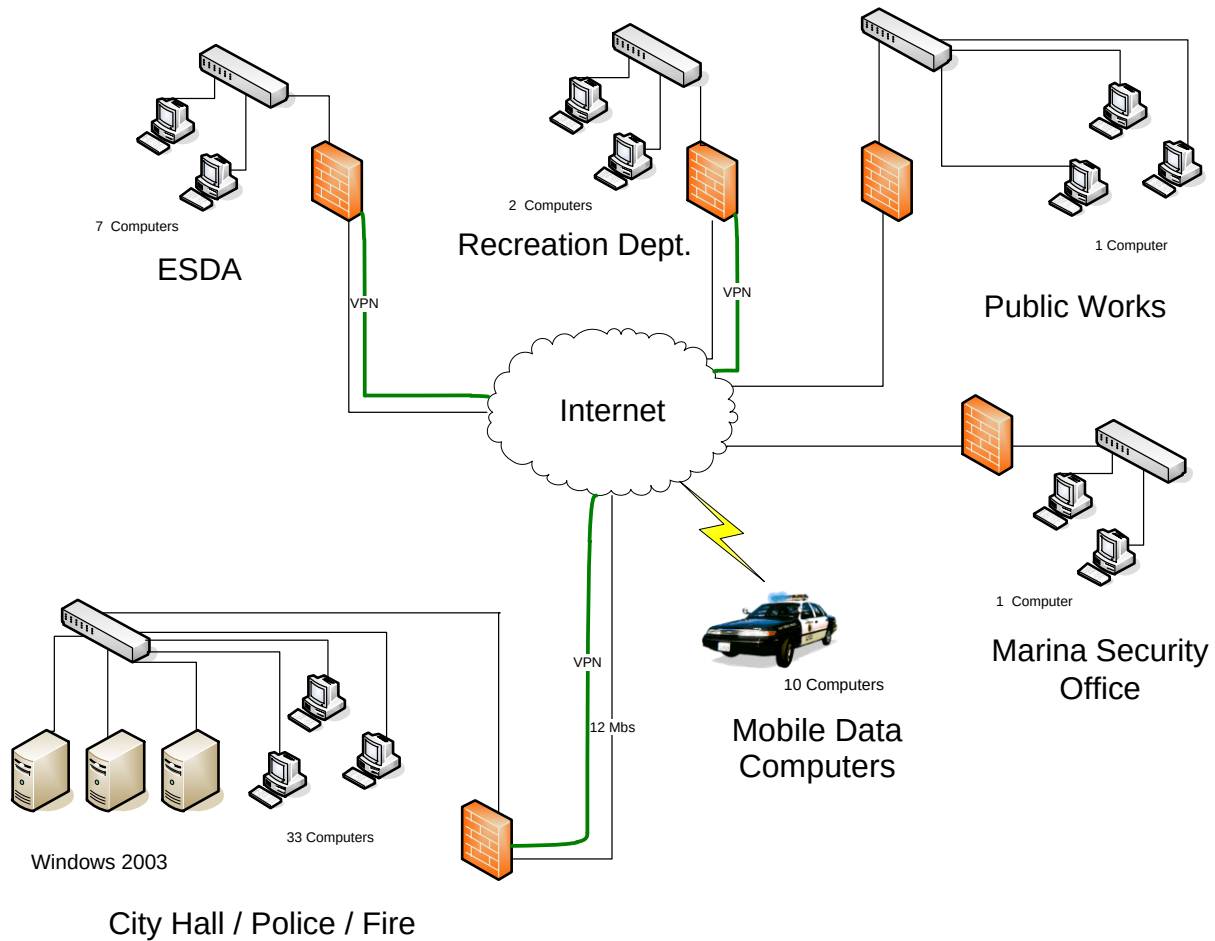
- The Vendor must be able to perform the scope of services in a timely and efficient manner.
- The Vendor shall have experience servicing customers' mission critical computer and network equipment with multiple location user base of no less than 50 workstations using Microsoft Windows XP/Vista/Windows 7, and Server computers using Microsoft Windows 2000, 2003, and/or 2008 Server.
- The Vendor shall be able to install, configure, and administer Windows Terminal Services including application delivery and printing processes.
- The Vendor must be able to provide services at any location where a Village computer or system is located. There are currently five such locations, all located within the Village of Winthrop Harbor, Illinois.
- The Vendor must have experience servicing Municipalities' and their unique problems, challenges and requirements.
- The Vendor must have experience configuring and maintaining VLANs, VPNs, and Cisco ASA firewalls in production environments.
- The Vendor must be able to meet all requirements, perform all services, and have a working knowledge of all technologies listed in this RFP.

D. Description of General Computer System Inventory

The following is summary inventory of the major computer hardware currently in use by the Village.

Because hardware is continually being added or removed from service, this list should be considered dynamic and subject to change without further notice.

Village of Winthrop Harbor Network (Diagrammed 2/2012)



Hardware (Servers / Desktops / Laptops):

- HP
- Dell
- Panasonic (MDT's)

Servers:

- Windows Server 2003 - File / Print, Exchange
- LTO3 Tape drive

UPS's:

- APC 1500 (Qty: 2)

Switches / Routers / Firewalls:

- NetGear switches (Qty: 3)
- Cisco ASA 5505 (Qty: 2)
- NetGear Firewall (Qty: 3)

Wireless:

- Cisco AP (Qty: 2)
- Sprint cards for connections to Mobile Vision (Qty: 10)

Desktops:

- Desktops Windows XP/7 (Qty: 44)
- Laptops Windows XP (Qty: 5)

Antivirus / Spam Filter / URL Filter:

- AVG Network Edition (Qty: 49)
- AVG Exchange Edition (Qty: 1)

Critical Applications / Technologies:

- Microsoft Exchange 2003
- Microsoft Office 2007 / 2010
- LEADS
- Firehouse
- ISI/CAPERS (CAD, RMS, MOBILE, MAPPING)
- NICE Digital Voice Recording (Radio, Telephone, E911)
- FormDocs
- Mobile Vision, Server and Client (In-Car Video/Audio)
- ImageNet / FingerRoll (Booking, Fingerprinting)
- MSI (Municipal Software)

E. Software Applications And Operating Systems (OS)

The Vendor will be expected to install, configure, and support operating systems, software applications, and utilities for network and local operations, including system level security, application, and data access, and printing. The Vendor will not be expected to configure, support or train for applications at the user level. However, the Vendor will be expected to collaborate with application vendors in the event that there is difficulty identifying potential system issues that prevent applications from working properly.

F. Village Contact

Questions about this RFP may be directed to:

Mike Bitton, I.T. Director
Village of Winthrop Harbor
E-mail: mbitton@whpd.org
Phone: 847-872-2131 ext. 277

G. Schedule

All proposals must be received by 5:00 p.m. on the date indicated below. Proposals may be submitted electronically in PDF format. Late arrivals with postmarks after the deadline will not be accepted. All expenses for preparation of the proposal package are the responsibility of the respondent. All materials submitted in response to this RFP will become the property of the Village of Winthrop Harbor and are subject to public disclosure under the provisions of the Illinois Freedom of Information Act.

RFP Release Date	March 17, 2012
Proposal Due Date	April 6, 2012
Proposal Opening Date	April 7, 2012
Anticipated Contract Award	April 20, 2012

H. Delivery of Proposal

Proposals must be received by 5:00 p.m. CST on April 6, 2012.

Proposals may be delivered by mail or courier to the following address:

Village of Winthrop Harbor
830 Sheridan Road
Winthrop Harbor, IL 60096
Attn: Mike Bitton

Proposals may also be delivered by electronic mail to mbitton@whpd.org.

#