



Request for Proposals
Information Technology Managed Services
March 26, 2019

This page intentionally left blank.

Contents

Section I: Request for Proposal

Section II: Introduction

Section III: Scope of Work

Section IV: Firm Profile

Section V: Deliverables

Section VI: Evaluation and Selection Process

Section VII: Additional Terms of Qualification

Section VIII: Anticipated RFP Schedule

Section IX: Contract

Section X: Proposal Form

Section XI: Notice

Section I: Request for Proposal

The Village of Bradley is seeking proposals from qualified firms for information technology (IT) support services for the operation, management and maintenance of the Village's computer network and systems (hardware, software and network connectivity).

Section II: Introduction

Incorporated in 1892, the Village of Bradley is located in central Kankakee County, 60 miles south of downtown Chicago. Bradley has a population of approximately 15,895. Bradley is one of Kankakee County's largest municipalities.

The Village's internal IT functions are currently managed by one Village employee. Implementation and installation of hardware and various software as well as miscellaneous helpdesk issues are contracted to the Village's current IT consultants on a case-by-case basis. The Village's IT consultants are also responsible for the maintenance, updates, monitoring and service of our current servers along with network monitoring, email archiving, offsite data storage, antivirus software monitoring and updating as well as yearly renewal of the SSL domain certificates. Currently, the Village maintains approximately 100 computers, 4 networked multi-function printers, 14 single function network printers. The Village uses Microsoft Exchange server software including over 150 email accounts. A new SAN Service Server was installed in June of 2017.

Section III: Scope of Work

The Village of Bradley wishes to contract with a firm that will serve under the direction of the Village Administrator. The firm will provide a contracted IT Managed Service Program, performing routine maintenance and updates to the system, deployment of equipment and software, as well as provide a resource for both end users of the systems and management staff to ensure system integrity, reliability, and a strong and reliable security system. Strong emphasis will be placed on the firm's ability to provide excellent technical skills, a strong customer service focus, excellent help desk staffing skills and methodologies, and customer service-oriented deployment. The following details the services to be provided to the Village:

Network Administration Services: Scope of activity includes all Village network equipment including switches, routers, firewalls, access points and cabling infrastructure. Primary installation and maintenance of all network equipment; Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades; Monitoring and alert notifications to firm's IT staff on failure or potential failure of critical equipment; Alert notifications to designated Village personnel in the event of failure; Manage and store network configuration information; Maintaining WAN and LAN networks; Maintain documentation, including policies and procedures.

Server Administration Services: Managing computer systems and networks to include application, database, messaging, file and print and other servers and associated hardware,

RFP: Village of Bradley Information Technology Managed Services

software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventative maintenance for equipment is properly and promptly performed; maintain the maintenance records on the equipment; develop operations, administrative, and quality assurance back-up plans and procedural documentation. Setup new users and edit or remove existing users on server. Monitor sever performance and capacity management services. Configuration management, including changes, upgrades, patches, etc. Support of specialized software products as it relates to the server(s) and associated hardware. Management of user logins and security. Coordinate repair and maintenance work, ensuring work is conducted in a timely fashion. The disposal of obsolete equipment in accordance with Village Policies & Procedures. Notify designated Village personnel in the event of any failure and provide 24/7 on-call support.

Desktop Administration Services: Perform basic support functions including installation of personal computers, laptops, printers, copiers, peripherals; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and network services, identifying and correcting end user hardware problems, and performing advanced troubleshooting. Maintain an up-to-date inventory of all Village computer-related hardware and make available to Village personnel upon request. Assist designated Village personnel with software and hardware purchases to coordinate with the annual budget process. Create and maintain system images for deployment. Escalate desktop (and server) software issues when direct user contact with the firm is no longer productive.

Network Security: Maintenance of virus detection programs on Village servers, email, and all other computers and laptops including antivirus/antispyware software. Maintain remote access in a secure environment and provide remote access administration as requested by designated Village personnel. Additional tasks related to network security include maintaining the following: spam and virus firewall, secure, reliable and up to date Internet access, Internet content filtering and reporting, and duplicate off-site file backup and disaster recovery.

Reporting: To effectively monitor the status of the proposed services, management level status reports will be prepared and quarterly meetings with the Village will be held to review work performed, network availability, help desk ticket summary, security issues and concerns, and long-range planning. In addition, review meetings may be held to discuss service delivery and planning to ensure the IT needs of the Village are being met.

Strategic Planning: Engineering, planning and design services for system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, design of backup systems, operating systems, etc. Provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs.

IT Management: Provide IT management services to prioritize the work effort, ensure project completion, and assist in short and long term planning. The designated IT Manager would possess the most overall understanding and knowledge of the Village's network and would maintain a regular on-site presence. Provide Vendor Management with regard to copier, phone and internet providers.

RFP: Village of Bradley Information Technology Managed Services

Personnel: Provide fully qualified personnel that can perform the required work under the contract resulting from this RFP. Individuals shall be trained on the latest versions and releases of any product required to perform their services before they perform work for the Village. Firm personnel assigned to the Village shall be available during normal business hours (Monday-Friday 7:00 a.m. to 4:30 p.m.). Furthermore, firm personnel should be available outside of normal business hours for emergency purposes.

Service Levels: The Village expects the IT support services firm to meet the following service levels for help desk ticket resolution:

Priority	Response Time	Resolution Time
Urgent (multiple staff members unable to function)	2 hours	90% resolved in less than 4 hours
High Priority (single system down or critical function unavailable)	4 business hours	90% resolved in less than 8 hours
Medium Priority (a single program or function does not work)	8 business hours	75% resolved in less than 16 business hours
Low Priority (Issue reduces productivity, but work around exists)	16 business hours	75% resolved in less than 1 week

Transition / On-Boarding Service: To prevent disruption and ensure the continuity of Village's information technology operations when a firm is selected, a transition period shall be allowed to orient the incoming firm. This involves providing relevant materials (e.g. system passwords, server rack keys, etc.) from Village staff and/or the Village's current IT firm.

All questions, inquiries, requests for public information and clarifications regarding this Request for Proposals are to be submitted to the Village of Bradley, no later than 1 p.m. on Friday, April 4, 2019 via email to Catherine Wojnarowski at cawojnarowski@bradleyil.org. Responses to all questions will be posted to the Village's website no later than 5 p.m. on Friday, April 5, 2019.

Section IV: Deliverables

The firm must provide the following:

1. Cover Letter, including the Name, Address, Phone Number, Email Address, Web Site, and Brief History of Your Firm.
2. List a minimum of five (5) references, three (3) preferably should be government entities.
3. Project team profile, including qualifications and background information on each specific employee.

RFP: Village of Bradley Information Technology Managed Services

4. Organizational chart, reflecting the titles of key staff and management contacts of each individual assigned to provide services under this contract.
5. A comprehensive plan detailing the most cost effective short and long-term strategies that address the scope / goals detailed above. The proposal should, at a minimum, provide detailed descriptions of the firm's approach to the following:
 - Help desk support as well as ticket tracking and response times
 - Service-level metrics
 - After-hours support
 - Desktop applications support
 - Server, wireless and network administration
 - Security administration with antivirus software for all end point users (including back-up data storage and recovery system)
 - Specific managed services technologies
 - IT Management
 - Strategic Planning
 - Cloud backup and storage
 - System hardware, software and equipment audits

Firms must indicate any services not provided. Furthermore, the firm shall indicate resources, Village assistance or other items expected to be provided by the Village.

6. Cost proposal detailing services, software, personnel and any and all other costs associated with the project. Each "task" or item within the scope of the managed services must be itemized within the cost proposal. Prices quoted must be valid for a period of 120 days and upon execution, the contract will be valid for a period of one (1) year. A total annual cost estimate or "not-to-exceed amount" must be indicated on the proposal form.

The Village must receive a PDF of the final proposal, which may include text, graphs, charts, tables, figures, pictures or similar exhibits. Faxed and Emailed Proposals will be accepted.

Section V: Evaluation and Selection Process

All respondents who submit a valid and complete response will be evaluated and rated based on the following criteria:

1. Competitive pricing within the Village's budgetary restraints.
2. Capability and history of the applicant as it relates to the scope of services.
3. Past record of performance as determined from available information, including direct communication by the Village with firm's former clients.
4. Demonstrate capability, under current workload and resources available, to perform the work.
5. Ability to demonstrate, at minimum, the technical competence of the proposed project team to perform the work.

Section VI: Additional Terms of Qualification

The following additional terms must be met in the firm's preparation of and the Village's consideration of each submittal.

1. Compliance with Laws:
 - a. All services of any qualifying firm shall comply with all Federal and State of Illinois laws, county and municipal codes, ordinances, rules and regulations that in any manner affect the services to be provided or the operations of the firm, including, but not limited to, the Prevailing Wage Act, the Illinois Procurement Code, and all laws governing employment.
 - b. A qualifying firm shall certify that it shall not discriminate against any worker, job applicant, employee, or member of the public, because of race, creed, color, sex, sexual orientation, age, handicap, or national origin, and shall not otherwise commit any unfair employment practice, and that it shall comply with all requirements of the Illinois Human Rights Act, as amended (775 ILCS 5/101, et. seq.), and all rules and regulations of the Illinois Department of Human Rights and the Equal Opportunity Commission.
 - c. A qualifying firm shall further certify that it has not been barred from being awarded a contract or subcontract under the Illinois Procurement Code (30 ILCS 500/1-1, et. seq.); and further certifies that it has not been barred from contracting with a unit of State or local government as a result of any violation of Sections 33E-3 or 33E-4 of the Illinois Criminal Code {720 ILCS 5/33E-3, 33E-4}. Furthermore, qualifying firms must submit a completed and signed Non-Collusion Certificate (Appendix B).
 - d. A qualifying firm shall also certify that its workplace complies with the Drug Free Workplace Environment Act {30 ILCS 580/1, et. seq.}, and that it provides a written program for prevention of substance abuse among employees and testing of employees for substance abuse, in accordance with the Substance Abuse Prevention Act (820 ILCS 265/1, et. seq.).
 - e. A qualifying firm shall have the ability to obtain all necessary licenses, permits and approvals, whenever applicable.
 - f. A qualifying firm shall submit a completed and signed Certifications and Assurances form (Appendix A).
2. Insurance and Indemnification:
 - a. A qualifying firm shall provide evidence of insurance coverage.
 - b. To the fullest extent permitted by law, the qualifying firm shall, if awarded a contract with the Village, agree to indemnify and hold harmless the Village, its officers, employees, agents and volunteers from and against all claims, damages, losses and expenses, including but not limited to legal fees (attorneys' and paralegals' fees and court costs), arising out of or resulting from the performance of

RFP: Village of Bradley Information Technology Managed Services

the services to be provided; provided that any such claim, damage, loss or expense (i) is attributable to bodily injury, sickness, disease or death, or injury to or destruction of tangible property, and including the loss of use resulting therefrom; and (ii) is caused in whole or in part by any wrongful or negligent act or omission of the firm or anyone directly or indirectly employed by the firm or anyone for whose acts it may be liable, except to the extent it is caused in whole or in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party or person described herein. A qualifying firm shall similarly agree to protect, indemnify and hold and save harmless the Village, its officers, employees, agents and volunteers against and from any and all claims, costs, causes, actions, and expenses, including but not limited to legal fees incurred by reason of such firm's breach of any of its obligations under, or default of, any provision of any contract entered with the Village for such services.

c. Insurance Requirements

1. Commercial General and Umbrella Liability Insurance (CGL):

- A. \$1 million per occurrence
- B. \$2 million aggregate

2. Professional Liability Insurance

- A. \$1 million per occurrence
- B. \$1 million annual aggregate

3. Auto Liability

- A. \$1 million per occurrence Combined Single Limit or
- B. \$1 million bodily injury per occurrence
- C. \$500,000 property damage

All Certificates of Insurance shall include the Village of Bradley as additional named insured, as well as the Village's officers, agents, employees and volunteers.

- d. Worker's Compensation Insurance: Worker's compensation and employers' liability insurance shall be provided as statutorily required items.

Section VII: Anticipated RFP Schedule

The following schedule is projected for the RFP selection process:

<u>Date / Timeframe</u>	<u>Project Task</u>
March 27, 2019	RFP is advertised
March 27 th to April 3 rd , 2019	Optional Site Visit- Scheduled in Advance
April 4, 2019	RFP Questions are Due
April 5, 2019	Responses to Questions Posted
April 8, 2019	Proposals are Due
April 22, 2019	Contract is Awarded

Section VIII: Contract

The Village will consider all proposals but would prefer submissions to be within a two, three and/or five year scope.

The Village reserves the right to make an award without further discussion of the proposal submitted or to not make any award. The proposal must be submitted initially on the most favorable terms which the firm can propose. The firm shall enter into a written contract, which shall be submitted to the Corporate Authorities of the Village for approval. Final acceptance of the proposal shall only be complete under Corporate Authorities acceptance of a contract executed by the firm.

Consultant should be prepared to accept a contract resulting from this RFP. It is understood that the proposal will become a part of the official file on this matter without obligation to the Village.

Section IX: Proposal Form

Complete, verify and sign the section below that represents the proposal to provide Professional IT Managed Services for the Village of Bradley.

_____ (Name of Firm) proposes to provide Managed IT SERVICES, as outlined, to the Village of Bradley, no later than April 8, 2019 for the total cost of \$_____ per month/ year This includes all services, including network administration, server administration, desktop administration, network security, maintenance, labor, management, reports and planning, transportation, and any other items considered a billable expense.

Signed: _____

Printed Name: _____

Title:

Address:

City/State/Zip:

Phone:

Email:

Dated:

Section X: Notice

- A. This RFP is not a contract or offer of employment.
- B. The cost of preparation of proposals shall be the sole obligation of the respondent firm.
- C. All submitted proposals, whether accepted or rejected, are the property of the Village of Bradley.
- D. The firm selected to perform the work must enter into a standard Village of Bradley contract, as written by the Village in consultation with the successful bidder.

APPENDIX A

CERTIFICATIONS AND ASSURANCES

I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. The attached proposal is a firm offer for a period of 60 days following receipt, and it may be accepted by the Village without further negotiation at any time within the 60-day period.
2. In preparing this proposal, I/we have not been assisted by any current or former employee of the Village whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of this proposal. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)
3. I understand that the Village will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals will become the property of the Village, and I/we claim no proprietary right to the ideas, writings, items, or samples.
4. I/we warrant that, in connection with this procurement:
 - a. The price and/or cost data have been arrived at independently, without consultation, communications, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any competition.
 - b. Unless otherwise required by law, the prices and/or cost data which have been submitted have not knowingly been disclosed by him/her prior to opening, in the case of a proposal directly or indirectly to any other competitor
 - c. No attempt has been made or will be made by the consultant to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

Consultant

Signature

Date

Title

APPENDIX B

NON-COLLUSION CERTIFICATE

The Undersigned Bidder is not barred from bidding for this Contract as a result of a violation of either Section 33E-3 or Section 33E-4 of Chapter 38 of the Illinois Revised Statutes concerning bid rigging, rotating, kickbacks, bribery and interference with public contracts.

(Printed Name of Contractor)

Address

City

State

Zip Code

Signature of Authorized Representative

Title

Date