Village of Midlothian

Request for Proposals

IT SUPPORT SERVICES

Publication of Proposal
September 8 2016
Submission of Proposal Deadline
November 23, 2016

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SUMMARY

The Village wishes to contract with an IT Service Provider (Proposer) that will serve in the capacity of Village's IT Department, under the direction of a Village Administrator.

The Proposer will perform routine maintenance and updates to the system, deploy 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 security.

Strong emphasis will be placed on the Proposer's ability to provide technical skills that have a strong customer service focus and service-oriented deployment.

INTRODUCTION

The Village of Midlothian desires to retain a consultant to provide IT support services to the Village of Midlothian. Responses should be in accordance with the guidelines as specified in this Request for Proposals.

The Village of Midlothian reserves the right to cancel all or part of this Request for Proposals (RFP) at any time without prior notice. This RFP does not commit the Village of Midlothian to accept any submitted proposals, nor is the Village of Midlothian responsible for any costs incurred in the preparation of responses to this RFP. The Village of Midlothian reserves the right to reject any or all proposals, to accept or reject any or all items in the proposals, and/or to award the contract in whole or in part as is deemed to be in the best interest of the Village of Midlothian. The Village of Midlothian reserves the right to cancel, delay, amend or reissue the RFP at any time. In addition, the Village of Midlothian retains the right to waive any non-conformities or deficiencies in any proposal submitted in response to this RFP in its sole discretion.

INSTRUCTIONS FOR SUBMITTING PROPOSALS

Format

Completed proposals shall consist of typewritten pages utilizing 12 point font. There is no limit to the number of pages.

Signatures and Date

Signature of an individual authorized to represent the respondent shall sign and date proposal cover sheet. The signatory agent's name must be printed; enter the signatory agent's title and the name of the organization.

Failure to Comply and Required Documents

Failure to address all elements within this Request for Proposal, omission of signatures or the following of instructions provided in the Request for Proposal shall result in the application not being accepted for consideration.

Ex Parte Communication

The Village of Midlothian discourages ex parte communication with any elected official within the Village including the Village President, Village Trustees or the Clerk ("Elected Official") and/or Village employee after the deadline for the publication and receipt of proposals regarding a person, firm or company's submission or the Village's decision to accept, contract or retain any person or firm to perform the services set forth in this RFP. No Elected Official and/or Village employee shall initiate or accept oral communication with any person, firm or company, including any persons affiliated with such, regarding the substance of any proposal under consideration with the exception of any communication which are administrative in nature. Any written communication made by any person, firm or company, and any persons affiliated with such or acting on his/her/its behalf, to any Elected Official and/or Village employee from responding persons, firms or companies will be distributed to the Village Board for review and possible disqualification. Any responding person, firm or company whom the Village Board determines attempted to improperly influence the proposal review and evaluation process in any way may be disqualified by the Village Board.

SCOPE OF SPECIFICATIONS

Network Administration Services

Scope of activity includes all Village network equipment including switches, routers, firewalls, access points, and cabling infrastructure:

- Installation and maintenance of all network equipment; including analysis, configuration changes, and installation of patches and upgrades
- Monitoring and Alert notifications to Proposer staff for 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 disaster recovery plan for continuity of operations
- Maintain backup plan and procedures for restoration of data or images lost due to system or user error, or in the event of a disaster
- Maintain documentation, including policies and procedures

Server Administration Services

Scope of activity includes all server equipment including the following:

- Applications
- Databases
- File and Print Servers and their associated hardware
- Operating systems and Software necessary for the quality, security, performance, availability, recoverability, and reliability of the Server
- Ensure scheduled preventive maintenance and associated records for equipment is properly and promptly performed
- Develop and maintain Operational, Administrative, and Quality Assurance procedural documentation
- Setup new users and maintain existing users logins and security levels
- Monitor and Perform server performance and capacity management services to include configuration management, including changes, upgrades, patches, etc
- Support of specialized software products as it relates to the server(s) and associated hardware
- Coordinate repair and maintenance work with contracted repair vendors and ensure repairs are conducted in a timely fashion
- Notify designated Village personnel in the event of failure and provide 24x7 on-call support.
- Maintain disaster recovery plan for continuity of operations
- Maintain backup plan and procedures for restoration of data or images lost due to system or user error, or in the event of a disaster

Desktop Administration Services

Perform basic support functions including installation of desktop computers, laptops, printers, copiers and peripherals:

- Diagnose and correct desktop application problems
- Configure laptops and desktops for standard applications
- Identify and correct end user hardware problems
- Performing advanced troubleshooting
- Escalate desktop (and server) software issues when direct user contact with the vendor is no longer productive
- Maintain an up-to-date inventory of all Village computer-related hardware
- Assist designated Village personnel with software and hardware purchases and the annual budget process
- Create and maintain system images for deployment
- Desktop Reimage – Systems will be reimaged and refreshed to Initial State upon Desktop redeployment or once every 2 years
- Maintain disaster recovery plan for continuity of operations
- Maintain backup plan and procedures for restoration of data or images lost due to system or user error, or in the event of a disaster
- Maintain documentation, including policies and procedures

DOCUMENTATION

Operational Documentation

The Proposer shall provide On-line user documentation, including, but not limited to:

- Updated or create system overview manuals which thoroughly explain setup, use, and maintenance of the system
- Procedural definitions of system user identity and access management (both internal and external users) including access point (Wi-Fi) Passwords
- Planning and installation documentation for product upgrades
- Installation instructions for all software components, including client computers, network servers, peripheral devices, instrumentation, databases, and any other vendor supplied utilities or existing customer assets which are required for the software to be implemented and supported by the Village
- All backup, restore, and/or recovery procedures at the Network, Server and Desktop service level
- The Architecture Network Diagram that defines our Wi-Fi access points, servers, printers and interconnecting networks and internet access points

Monthly Status Reporting

To effectively monitor the status of the proposed services, monthly management level status reports will be provided and quarterly meetings with the Village Corporate authorities will be held to review the work performed with a help desk ticket summary, network availability, security issues, concerns, and long term strategic planning. In addition, meetings may be request on an as needed basis to discuss service delivery and planning to ensure the Technology needs of the Village are being met.

The Proposer should address in their Proposal their approach to providing Progress and Status Reports and are required to prepare monthly management level status reports for the third Wednesday of each month to the Village Corporate authorities and departmental heads.

The Progress Status report will indicate the status of any reported issues with regards to the following:

- Description of progress made during the reporting period, including outstanding issues and risks, and possible recommendations for resolution
- Deliverables completed and delivered during the Monthly reporting periods
- Identify issues that may affect action items and person(s) responsible for mitigating the risk to resolving the issues that might impact technical, cost and scheduling requirements; including tasks, deliverables that have fallen behind schedule, root cause, corrective measures and revised timelines to get the issue resolution back on schedule

All reporting will include a high level description of ongoing tasks, action items, and any issues and risks that need immediate attention by the Village Corporate authorities. In addition, the proposer is required to submit samples of existing Monthly Reports and samples of specialized reports currently generated by the proposer and are available for usage by the Village.

PERSONNEL

Site Manager

Provide management services to prioritize the work effort, ensure project completion, planning, reporting and the required work define under the contract resulting from this RFP. The designated Site Manager would possess the most overall understanding and knowledge of the Village's network and its needs, while maintain an on-site presence as needed.

Support Personnel

Provide fully qualified personnel that can perform the required work define 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.

Availability

Personnel shall be available for eight hours per week or as needed during normal business hours: Monday – Friday, 9:00 AM to 5:00 PM and Saturday 9:00 AM to 12:00 PM with a guarantee of no more than a two-hour response time for instances that may occur outside of the normal business hours for emergency purposes. The days of the week that support will be provided will be mutually agreed upon between the Village and the Proposer.

PLANNING

Strategic Planning

The Strategic Plan will include management, 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, etc. The plan will provide technical leadership for server technology issues. Make recommendations for future purchasing and technology needs.

Support Plan

The Support Plan must describe how the Village will be supported once operational services have been turned over. This includes a description of the Proposer and support personnel and their roles as well as document processes to resolve problems arising within solution boundaries. Plan must also address upgrades, licensing fees and restrictions.

Proposer should provide detail descriptions of their approach to the following:

- Help Desk Support
- Help Desk Availability and response times
- Service Level Metrics
- After Hours Support
- Support Tracking
- Desktop Application Support
- Operating System maintenance and upgrades
- Office 365 email and potential other services usage and backup
- Desktop deployment of Office (Possible Migration to Office 365)
- Training
- Documentation
- Server Administration
- Network Administration
- Desktop Administration
- Managed Services
- Management
- Strategic Planning
- System, Software and Equipment Audits

Proposer must reference all duties as listed in the scope of services document. Proposer must note any services NOT provided by their firm.

Proposer shall also list any resources, Village assistance or other items expected to be provided by the village (Computer, office, etc).

Security Plan

A comprehensive security plan will include the documentation and 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 as needed and provide remote access administration as requested by designated Village personnel.

Additional tasks related to network security include the following:

- Spam and virus firewall
- Secure and reliable Internet access
- Internet content filtering and reporting
- File backup and Disaster recovery
- Confidentiality of Village Data and work product
- Physical Security of the Village Data Center
- Identify and summarize risks and impacts that may affect the Villages Network
- Identify the action and person(s) responsible for mitigating the risk and resolving the issue

Backup Plan

The Proposer should provide in the backup plan, procedures for restoration of data or images lost due to system or user error, or in the event of a disaster. This is especially vital in terms of Imaging, as the original paper-based information may no longer exist. Backup and restoration of data requires the following to be strictly enforced:

- Documented procedures for backups
- Secondary connections and remote repositories for redundancy
- Regular timely audits of the procedure to determine validity and completeness of data and images to be restored
- Test schedule and transition plan for village staff to follow upon contract expiration
- All Backup Procedures must be rigorously tested and proven successful before back up procedures will be approved

Disaster Recovery Plan

The Proposer should provide documentation in the disaster recovery plan for continuity of operations in case of a disaster or serious service interruption occurs at the Village Data Center site. Disasters may include but are not limited to fire, flood, and tornadoes, included but are not limited to; human error, vandalism, unauthorized access, loss, theft, equipment failure and terrorism. Continuity of Operations Planning (COOP), or disaster preparedness planning, is critical to the Village's ability to deliver valuable services to its citizens during and immediately after a disaster or other unexpected event, Plan should include:

- Data recovery
- Software recovery
- Hardware recovery
- Facility issues
- Critical support personal
- Virus protection
- System restoration priorities
    - Recovery point objectives
    - Recovery time objectives

In addition, COOP should include a vital records plan to safeguard records that are essential to the continued functioning or reconstitution of a government entity. Plans should be tested on a regularly scheduled basis to validate their effectiveness and to identify areas that could be strengthened based on additional criteria provided by the tested plan.

Transition Plan

The current provider of IT Support Services is the Village of Midlothian and a Contractor. Proposer must describe how they will transfer applicable knowledge from the current provider to the proposer's staff and implement their services as a part of Village operations.

Alternate Proposals

Any potential work not included within the proposed scope of services, or which has not been mentioned in this RFP, must be clearly identified, along with a suggested basis for payment, should those services be necessary or elected by the Village.

REQUIREMENTS

To be considered responsive, a proposal must contain the following, referenced by number and in the following order:

1) Proposal cover page containing Organization/Agency information.
2) Affirmation Page containing authorization information.
3) A summary page with a general description of the services to be provided to demonstrate an understanding of the requirements as describe in the scope of specifications.
4) A detailed cost proposal, including hourly rates for each person and/or rank of person(s) proposed to work with the Village and which further sets forth any and all costs and/or reimbursements which may be sought including, but not limited to, travel costs, mileage reimbursement, food, lodging, copying, and research. A detailed billing practice and proposed payment terms should be provided.
5) A brief description of the respondent's work history and previous related experience.
6) A description of similar projects completed by the respondent within the past five (5) years.
7) References with contact information from organizations that have used respondent's services for similar projects/installations.
8) Copies of business licenses, professional certifications or other credentials, mandatory insurance required by law, together with evidence that respondent, if a corporation, is in good standing and qualified to conduct business in the state of Illinois.

Please note, proposals may not be sent via e-mail or facsimile. Provide one (1) original, **unbound response** and **two (2) stapled or bound copies** of the proposal's response, **in a sealed package to the following address:**

Village of Midlothian
Attention: Michael Kohlstedt, Village Clerk
14801 S. Pulaski Rd.
Midlothian, IL 60445
Phone: (708) 389-0200 x244
Fax #: (708) 389-0255
E-mail address: mkohlstedt@villageofmidlothian.org

Please submit all questions regarding this RFP to Nicole Faber at the following e-mail address: nfaber@villageofmidlothian.org

PROPOSAL REVIEW AND EVALUATION

Proposals shall be reviewed and evaluated by Village of Midlothian based upon the following criteria:

1) Management and personnel qualifications
2) Application to delivery of services
3) Relevant experience of firm
4) Price for the Scope of Services requested
5) The value of any cost-saving option(s) presented to the extent the options are acceptable to the Village of Midlothian at its sole discretion.
6) Other factors that may be determined by Village of Midlothian to be necessary or appropriate in its sole discretion.

AWARD OF CONTRACT

Each respondent submitting a proposal will be notified in writing or via e-mail of the Village of Midlothian's decision concerning their proposal. Final approval of any proposal submitted herein by a person, firm or company will be subject to the following conditions:

1) Negotiation between the selected vendor and the designated official of the Village of Midlothian of a contractual agreement that is deemed appropriate by the Corporate Authorities;
2) A determination of the availability and proper appropriation of funding as determined by the Corporate Authorities;
3) Approval of the contractual agreement by the Corporate Authorities of the Village of Midlothian.

PROPOSAL COVER PAGE INSTRUCTIONS

The following organization/agency information must be completed on the Proposal Cover page:

A. **Name -** Provide the name of the organization/agency responding to this RFP.
B. **Address -** Provide your agency or organization's main office address.
C. **E-Mail Address -** Provide the e-mail address of agency submitting RFP.
D. **Copy of Current Business License** – Provide copy of local business license
E. **Federal Tax I.D. # -** Provide your current federal tax I.D. number.
F. **Phone Number -** Provide phone number of agency and also phone number of contact person where the Village of Midlothian can submit information regarding the proposal.
G. **Fax Number-** Provide fax number of agency where the Village of Midlothian can submit information regarding the proposal.
H. **Contact-**Provide name and phone number of contact person regarding this RFP.
I. **References -** at least two (2) current references and their contact information.

PROPOSAL COVER PAGE

Organization/Agency Information: (Please print all information on this page)

Name: _____

Agency's Address: _____

E-Mail Address: _____

Copy of Current Business License: _____

Federal Tax I.D. #: _____

Phone #: _____ **Fax#:** _____

Contact Person: _____

References:

(1) _____

(2) _____

2. Type of Organization: (Check One)

__ **Business, for profit**

__ **Private, nonprofit**

__ **Public Agency**

__ **Other** _____

AFFIRMATION

I affirm that the information within this proposal, to the best of my knowledge, is true and accurate. Further, I am duly authorized to sign and submit this proposal on behalf of this firm or company and recognize that the Village of Midlothian intends to rely upon this representation.

Signatory Name: _____
(Print)

Name of Organization: _____
(Print)

Signature: _____ Date: _____

***Signature by authorized person(s) is required. Failure to sign this page may cause the proposal to be rejected.**