



IT Managed Services – Request for Proposal

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Table of Contents

Request for Proposal	3
Introduction to the Downers Grove Park District	4
DG Park District Current IT Environment	5
Scope of Work	7
Submittal Information	8
Selection Criteria	8
Response Contents and Formats	8
Information Requirements	8
Corporate Information	8
Proposed Approach Solution	9
Support	10
Financials	10
Response Delivery Instructions	11
Notification of Intent to Respond and Clarification Questions	11
Key Dates	11
Contract	11
Proposal Form	12
Certifications and Assurances	13
Independent Contractors Agreement	14
Additional SOP Questions	Appendix A
Network Topology	Appendix B

REQUEST FOR PROPOSAL

IT MANAGED SERVICES RFP

Downers Grove Park District invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services to the Downers Grove Park District over a three-year period, beginning on January 1, 2020 and ending no later than December 31, 2023.

INTRODUCTION TO THE DOWNERS GROVE PARK DISTRICT

IT MANAGED SERVICES RFP

The Downers Grove Park District was created in 1946 when a group of concerned citizens envisioned the establishment of a park and recreation system to serve Downers Grove village residents. The District's mission of providing and preserving open space and developing quality recreational areas and leisure programs has remained constant for almost 70 years.

The Park District's boundaries are nearly coterminous with those of the Village of Downers Grove, encompassing 14 square miles. The community is located 25 miles southwest of Chicago's loop, in southeastern DuPage County. DuPage County is one of the 55 largest counties in the nation. The entire assessed valuation of the Park District exists within this county. The community's predominantly residential character has been complemented by growth in the commercial sector, primarily in the northern and southern sections.

Today, the Downers Grove Park District serves a population of approximately 50,000; has an assessed valuation of over \$2 billion; oversees 615 acres of parks and facilities and provides leisure programs to over 50,000 participants annually. The Downers Grove Park District has touched thousands of lives and has grown into a district for all seasons.

The District's IT functions are managed jointly by the District's In-House Superintendent of IT and our current managed services provider, Mindsight. Implementation and installation of hardware and various software is shared between District personnel, managed services and contractual providers. The District's IT consultants are responsible for the maintenance, updating, 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.

DGPD CURRENT IT ENVIRONMENT

IT MANAGED SERVICES RFP

Software:

- Server O/S: Microsoft Server 2016 Datacenter, Server 2012 & 2016 Standard, VMWare VSphere 5.5
- Desktop & Laptop O/S: Windows 10
- Other: Office 2016

Workstations & Mobile Devices:

- 90 desktop and laptop computers.
- 20 tablets being a mix of Apple, Android and Microsoft Windows.

Printers:

- 6 networked Konica-Minolta multi-function printers. These copiers are leased and support is provided by the manufacture.
- 2 large format printer and over a dozen networked small office printers. Support is provided in-house or T&M from the manufacture.

Servers:

- A majority of the Park District's server infrastructure is located at an off-site data center location. This location consists of:
 - 2 – Cisco ASA 5512-X firewalls
 - 2 – Cisco Nexus N3K-C3048TP switches
 - Dell VRTX Storage Array with 2 M640 Blade Hyper-V Servers running 12 virtual servers, both blades are clustered for failover
 - A Cisco C220 ESXi - Cisco Unified Communications server running Call Manager 10.5.2
 - Barracuda 350 Email Archiver
- An additional Hyper-V and Data Replication server is located on-site at our Administration Building.

Backup Solution: Currently the Park District uses Carbonite for its backup software. This backup server and backup data is located at our off-site data center location. That complete backup is replicated locally on the Data Replication server for disaster recovery.

DGPD CURRENT IT ENVIRONMENT (CONTINUED)

IT MANAGED SERVICES RFP

Network infrastructure: The Park District has 9 locations through-out Downers Grove that are staffed with full and part-time employees.

- All sites are connected with a 50 or 100 MB private fiber backbone thru Comcast
- There's a total of 17 layer 2 and 3 (2960 & 3560) Cisco switches, 3 WatchGuard Firewalls and 2 Cisco ASA Firewalls
- Wireless infrastructure is made up of Cisco Meraki AP's that are managed from Cisco's cloud based interface.

Phone System:

- Cisco Unified Communication Manager 10.5.2 running on a single ESXi host
- This host contains 8 VM that consist of a single Presence, Subscriber, CUPS, UCCX, Backups, InformaCast and 2 Expressway servers.
- Over 200 phone extension that contain either a physical phone, CIT port and/or Jabber
- Around 120 Voicemail boxes
- IVR system for all 9 locations

SCOPE OF WORK

IT MANAGED SERVICES RFP

The Downers Grove Park District seeks to procure IT Managed Services for a period of three years, with the ability to provide a 90-day separation letter prior to the completion of the first year if the partnership is not working out. Proposals should outline what, if any, costs will require an initial capital investment versus monthly service fees.

The scope of work of this RFP is centered on maintenance and ongoing support for the Park District's network which includes the following:

- Partnering with our current data center Colocation located out-side of the Downers Grove township
- Traveling on-site, as deemed necessary by the IT Superintendent or Director of Finance and Technology, either to the Colocation or Park District buildings to resolve issues that are in-scope / covered under Managed Services when the Park District IT staff is unable to assist, issue cannot be resolved remotely, or the end user is unable to resolve by email or telephone support.
- Alert monitoring services
- Managed network services
- Managed Hypervisor Host Services
- Server Support Services for physical and virtual servers
- Monitor and manage all backup jobs
- Manage Cisco Unified Communications Voice Server
- Provide SLA for incidents, problems and change requests
- Provide customer facing portal for tracking incidents, problems and change requests open by the Park District

To minimize down time, the Downers Grove Park District maintains current support agreements with all software and hardware manufactures and proactively replaces EOL / EOS equipment.

- When equipment reaches its end-of-life, respondent must be able to procure those devices at a competitive cost.

Please see Appendix A for additional SOP questions.

Please see Appendix B for our Network Topology.

- Diagram 1 – Full topology – Server equipment is not depicted.
- Diagram 2 – Devices were requesting support and monitoring on.
- Diagram 3 – Devices were requesting monitoring only on.

SUBMITTAL INFORMATION

IT MANAGED SERVICES RFP

Selection Criteria: The Downers Grove Park District will use multiple criteria to select the most appropriate partner. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated, along with their overall weighting.

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

Response Contents and Format: Please complete all sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

Information Requirements: For the purposes of understanding more about your company and your ability to successfully fulfill this important Downers Grove Park District requirement, please provide the information below as part of your response, clearly referencing each specific question.

Corporate Information

- 1) Please provide a brief overview of your organization's involvement in providing IT value added services in the marketplace, specifically for local governments.
- 2) How long has the organization been in business & what is your current market share?
- 3) In what cities do you maintain offices?
- 4) Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support? How many are full-time vs. contract?
- 5) What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?

SUBMITTAL INFORMATION (Continued)

IT MANAGED SERVICES RFP

Corporate Information - Continued

- 6) Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
- 7) Please provide details of three current customer accounts that are similar in scope and requirements to those of Downers Grove Park District (local government is preferred).

Proposed Approach and Solution

- 1) Please provide a proposed work plan for a migration to your organization as a Downers Grove Park District preferred vendor. Specifically, provide the following information: (A) Key activities; (B) Timing; (C) Information/resource requirements; (D) Deliverables; and (E) Key milestones, checkpoints, and other decision points.
- 2) If we elect to move forward with your organization, what Park District resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
- 3) Please identify the team (with bios) that will be assigned to the account and describe how you plan to interact with us and any third party providers that may provide services to the Park District.
- 4) Please describe your experience in providing the following value-added services:
 - a. Technology Roadmap
 - b. Solution design
 - c. Network and email system monitoring
 - d. Remote backup
 - e. On-demand Technology Training
 - f. Managed Cyber Security
 - g. Procurement management
 - h. Technical support, including remote user support
 - i. Reporting and communication
 - j. IT policy review and development
 - k. Implementation planning and guidance
 - l. On-site implementation of business applications

SUBMITTAL INFORMATION (Continued)

IT MANAGED SERVICES RFP

Support

- 1) Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.
- 2) Please provide details and an example of your standard reporting capabilities.
- 3) Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and online knowledge base) that will be available, both from the technical perspective and the end user perspective.
- 4) What options are available for user training and technical training that may be required by our staff?
- 5) Describe any user groups, websites, newsletters, conferences, or any other means you support for sharing information and soliciting service feedback.
- 6) How do you monitor customer satisfaction and quality assurance on an ongoing basis and how might we benefit from this process?

Financials

- 1) Describe the pricing model(s) that you typically employ for your standard services.
- 2) Please indicate the charges associated with each of the following services, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.
 - Technology Roadmap
 - Solution design
 - Network and email system monitoring
 - Remote backup
 - On-demand Technology Training
 - Managed Cyber Security
 - Procurement management
 - Technical support, including remote user support
 - Reporting and communication
 - Implementation planning and guidance
 - On-site implementation of business applications
- 3) Do you offer service bundles and if so, describe the effect of this bundling on pricing?

SUBMITTAL INFORMATION (Continued)

IT MANAGED SERVICES RFP

Response Delivery Instructions: All questions, inquiries, requests for public information and clarifications regarding this Request for Proposals are to be submitted to the Downers Grove Park District by 2 p.m. on Thursday, October 18, 2019 via email to Chris Kapus at ckapus@dgparks.org.

Notification of Intent to Respond and Clarification Questions: Please indicate your intention to respond, by email, to the above email address by the Intent to Respond and Questions Due date outlined in the Key Dates table below. In addition, please provide the contact details of the individual responsible for coordinating your RFP response. At the same time, we ask that you submit any clarification questions regarding the RFP. Answers will be provided to all respondents by the Answers Provided date.

Key Dates

<u>Date / Timeframe</u>	<u>Project Task</u>
Friday, September 27, 2019	RFP is Advertised
Friday, October 18, 2019	RFP Intent to Respond & Questions Due
Friday, October 25, 2019	Responses to Questions Posted
Friday, November 1, 2019	Proposals are Due
Friday, November 22, 2019	Contract is Awarded
Wednesday, January 1, 2020	Contract Start Date

Contract: The District 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 District's Legal Team 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 District. A draft of the essential terms of the contract is attached. (See Independent Contractors Agreement, Page 14)

This RFP does not obligate the District to contract for services specified herein. Any information provided as part of this RFP and contract may be shared outside of the Park District, in relation to local FOIA (Freedom of Information Act) rules and regulations.

PROPOSAL FORM

IT MANAGED SERVICES RFP

Complete, verify and sign the section below that represents the proposal to provide IT Managed Services for the Downers Grove Park District.

_____ (Name of Firm) proposes to provide IT Managed Services, as outlined, to the Downers Grove Park District no later than Wednesday, January 1, 2020 for a total annual cost of \$ _____. If applicable, an initial on-time setup fee of \$ _____, that includes all labor, materials, transportation, equipment and any other items considered a billable expense.

Signed: _____

Printed Name: _____

Title: _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Dated: _____

Notice:

- 1) This RFP is not a contract or offer of employment.
- 2) The cost of preparation of proposals shall be the sole obligation of the respondent firm.
- 3) All submitted proposals, whether accepted or rejected, are the property of the Downers Grove Park District.

CERTIFICATIONS & ASSURANCES

IT MANAGED SERVICES RFP

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):

- The attached proposal is a firm offer for a period of 60 days following receipt, and it may be accepted by the Park District without further negotiation at any time within the 60-day period.
- In preparing this proposal, I/we have not been assisted by any current or former employee of the District 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.)
- I understand that the District will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals will become the property of the District, and I/we claim no proprietary right to the ideas, writings, items, or samples.
- I/we warrant that, in connection with this procurement:
 - 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.
 - 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.
 - 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.

Signed: _____

Printed Name: _____

Title: _____

INDEPENDENT CONTRACTORS AGREEMENT

THIS AGREEMENT entered into by and between _____ (hereafter the “Contractor”) and the DOWNERS GROVE PARK DISTRICT (hereafter “Park District”).

WHEREAS, Contractor will be performing services and work for the Park District as set forth in the following documents: Proposal for IT SERVICES _____ attached hereto as Exhibit A (which, TOGETHER WITH THIS AGREEMENT are collectively referred to as the “Agreement”).

NOW, THEREFORE, in consideration of the mutual covenants and agreements herein contained, and other good and valuable consideration received and to be received, the Contractor hereby agrees:

1. To comply with all applicable laws, regulations, and rules promulgated by any Federal, State, County, Municipal and or other governmental unit or regulatory body now in effect during the performance of the work. By way of example, the following are included within the scope of the laws, regulations and rules referred to in this paragraph, but in no way to operate as a limitation on the laws, regulations and rules with which Contractor must comply, are all forms of Workers Compensation Laws, all terms of the Equal Employment Opportunity Clause of the Illinois Fair Employment Practices Commission, the Illinois Preference Act, the Social Security Act, Statutes relating to contracts let by units of government, all applicable Civil Rights and Anti-Discrimination Laws and Regulations, and traffic and public utility regulations.
2. To the fullest extent permitted by law, to waive any and all rights of contribution against the Park District and to indemnify and hold harmless the Park District and its officers, officials, employees, volunteers and agents from and against all claims, damages, losses and expenses, including, but not limited to, legal fees (attorney’s and paralegal’s fees, expert fees and court costs) arising out of or resulting from the performance of the Contractor’s work, provided that any such claim, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or injury to or destruction of property, other than the work itself, including the loss of use resulting therefrom, or is attributable to misuse or improper use of trademark or copyright protected material or otherwise protected intellectual property, to the extent it is caused by any wrongful or negligent act or omission of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable. Such obligation shall not be construed to negate, abridge or otherwise reduce any other right to indemnity which the Park District would otherwise have. The Contractor shall similarly, protect, indemnify and hold and save harmless, the Park District, its officers, officials, employee, volunteers and agents against and from any and all claims, costs, causes, actions and expenses, including, but not limited to, legal fees, incurred by reason of Contractor’s breach of any of its obligations under, or Contractor’s default of any provisions of the Contract. The indemnification obligations under this paragraph shall not be limited in any way by any limitation on the amount or type of damages, compensation, or benefits payable by or for the Contractor or any subcontractor under Workers’ Compensation or Disability Benefit Acts or Employee Benefit Acts.

3. To keep in force, to the satisfaction of DISTRICT, at all times during the performance of any work referred to above, the following insurance coverage:

Professional Liability Insurance

CONTRACTOR shall obtain and maintain, at his own expense, CONTRACTOR's professional liability insurance in the amount of One Million Dollars (\$1,000,000.00) (including a broad form contractual liability coverage with all coverage retroactive to the earlier date of this Agreement of the commencement of CONTRACTOR's services in relation to the project) for each claim with respect to negligent acts, errors and omissions in connection with professional services to be provided under the contract with a deductible not to exceed \$50,000 without prior written approval. Said coverage shall be maintained for a period of three (3) years after the date of final payment.

Liability Insurance

CONTRACTOR shall maintain commercial general liability (CGL) and, if necessary, commercial umbrella insurance with a limit of not less than \$1,000,000 each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location. District shall, by endorsement, be made an additional insured under the CGL policy.

Prior to beginning work, CONTRACTOR shall furnish DISTRICT with a certificate(s) of insurance and applicable policy endorsement(s), executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above.

4. To furnish any affidavit or Certificate in connection with the work covered by this agreement as required by law.
5. CONTRACTOR grants to DISTRICT, in perpetuity, an unrestricted and unlimited and nonexclusive license to use the instruments of service, drawings, specifications and other work products of CONTRACTOR and its consultants for its own purposes. Reuse of any of the drawings, specifications or other work products of CONTRACTOR and its consultants without the written consent of CONTRACTOR, and/or the consultant, as the case may be, shall be at the risk of the DISTRICT and DISTRICT agrees to indemnify, defend and hold harmless CONTRACTOR, and/or its consultant, as the case may be, from all claims, damages, and expenses, including attorneys' fees, arising out of such unauthorized reuse. DISTRICT shall endeavor to give CONTRACTOR prior written notice of DISTRICT's intent to reuse any work products.
6. DISTRICT may terminate this Agreement for cause upon 24 hours written notice of breach to CONTRACTOR and for convenience and without cause upon not less than seven days' written notice to CONTRACTOR. In the event of termination for other than cause, CONTRACTOR shall be compensated for services performed prior to termination (applying a pro-rata apportionment to the anticipated schedule of services) together with Reimbursable Expenses then due.

IT IS MUTUALLY UNDERSTOOD AND AGREED that the Contractor shall have the full control of the ways and means of performing the work referred to above and that the Contractor or its employees, representatives or subcontractors are in no sense employees of the Park District, it being specifically agreed that the Contractor bears the relationship of an independent Contractor to the Park District.

This agreement shall be in full force and effect from the _____ day of _____, 20____ until such time as it is terminated by the Park District.

IN WITNESS WHEREOF, THE PARTIES have executed this Agreement this _____ day of _____, 20_____.

DOWNERS GOVE PARK DISTRICT

CONTRACTOR

Name

Title

APPENDIX A

IT MANAGED SERVICES RFP

Colocation Services:

- 1) Do you provide Colocation services?
- 2) If yes, where are these located? *(only provide general areas, i.e. On-site, Downtown Chicago, Western Suburbs, Out-of-State – Arizona)*
- 3) Do you own, rent, or lease these Colocation space?
- 4) How many Colocations do currently have?
- 5) If you were awarded the Managed Services Contract, would the Park District need to relocated to your Colocation or could we continue at our current location?

Alert Monitoring:

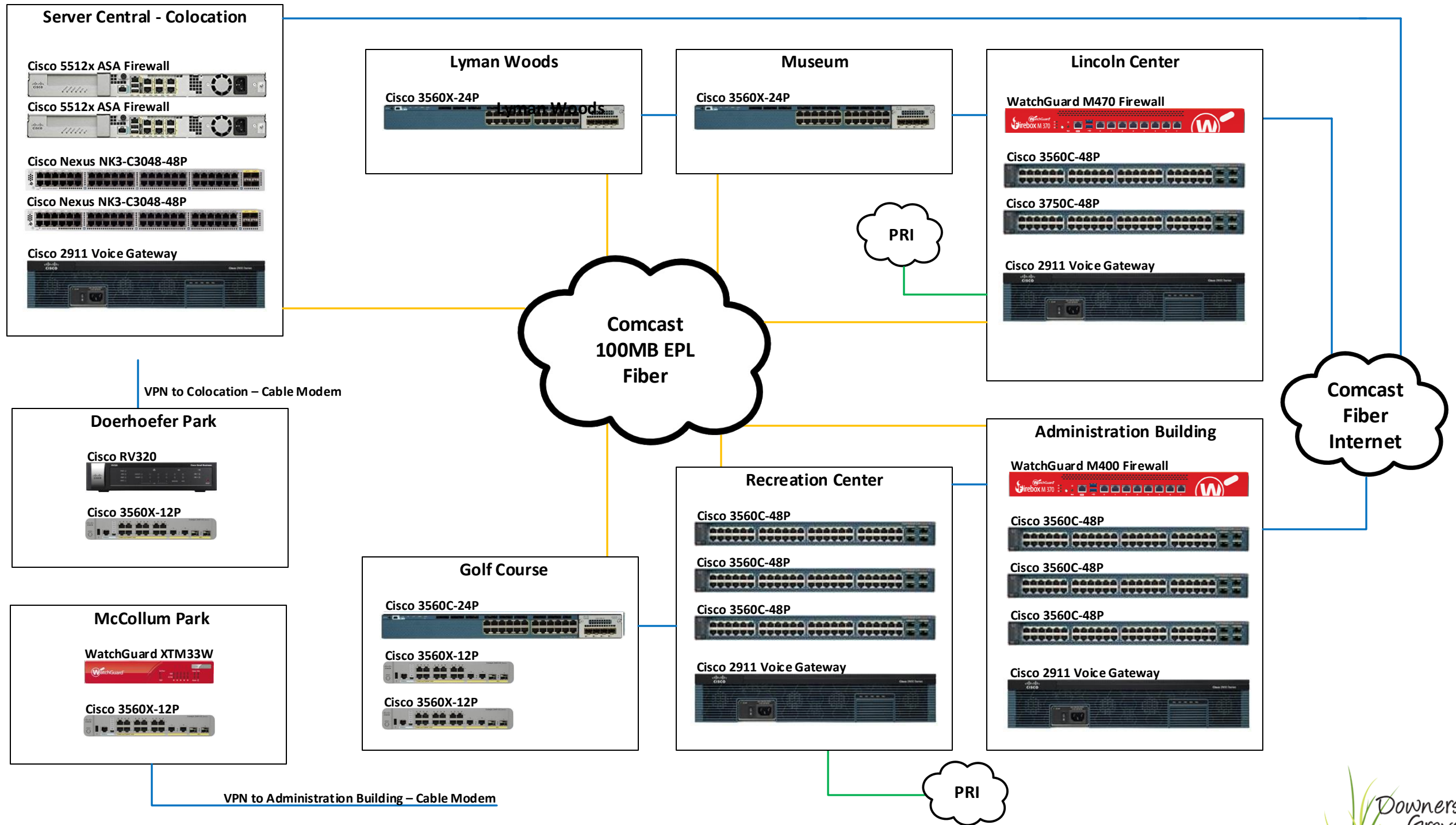
- 1) Please specify the name of alert monitoring software / tools that would be used to monitor the Park District's Server and Network Infrastructure?
- 2) Do you provide a customer facing portal for all monitored devices?
- 3) Are these alerts monitored 24x7?
- 4) Are alerts categorized by priority and response time?

Managed Services Support:

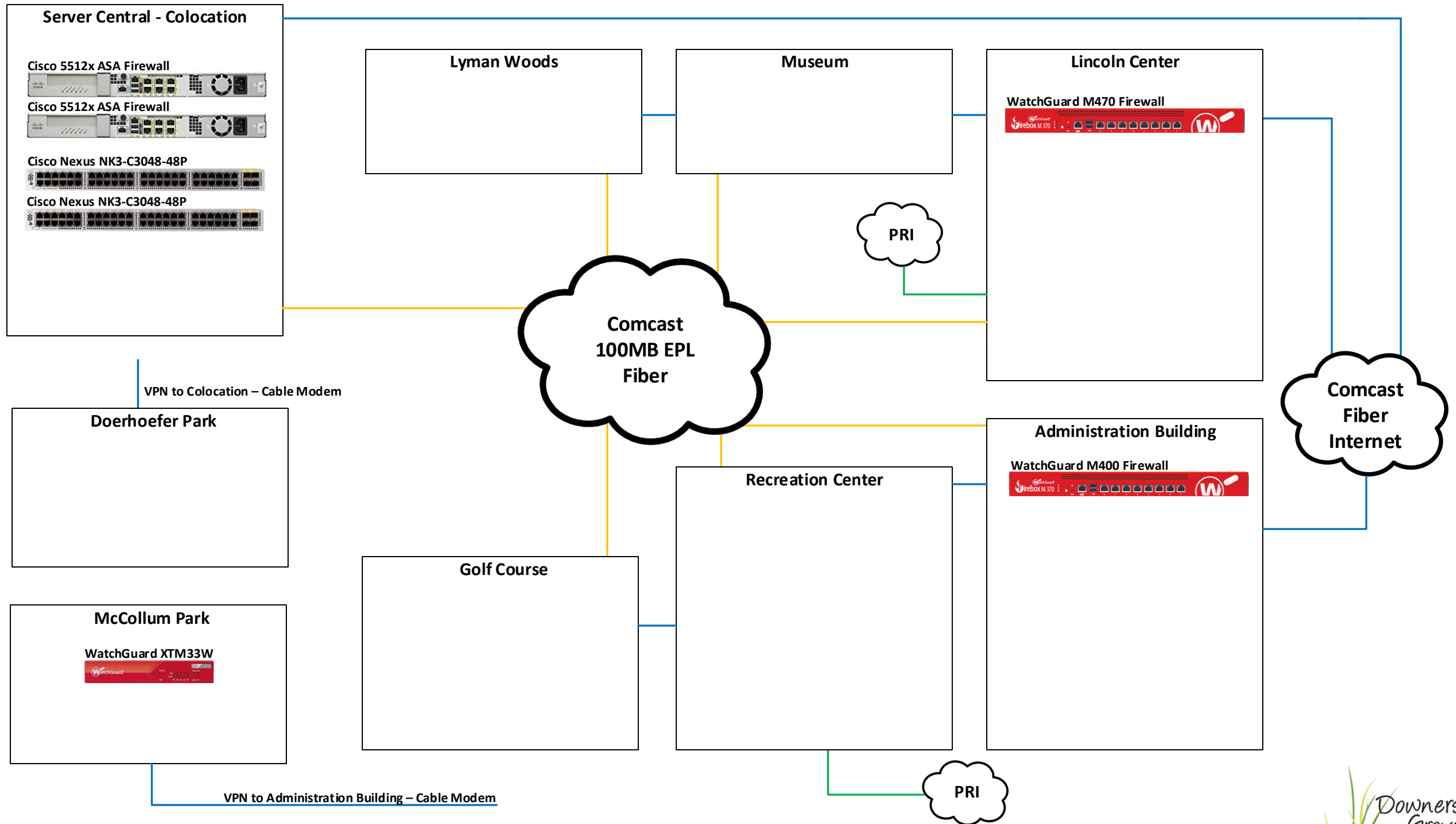
- 1) Please list what's included under your Managed Services, i.e. patching, failed equipment replacement?
- 2) Please specify what's not included?
- 3) Are you a Cisco partner?
- 4) Do you support any of the following?
 - a. Cisco IP phone system.
 - b. Cisco ASA Firewalls?
 - c. WatchGuard Firewalls?
 - d. Cloud based Cisco Meraki Wireless Access Points?
- 5) Do your support engineers hold or possess any Cisco certifications?
- 6) Are you a Microsoft / VMWare partner?

Working On-Site:

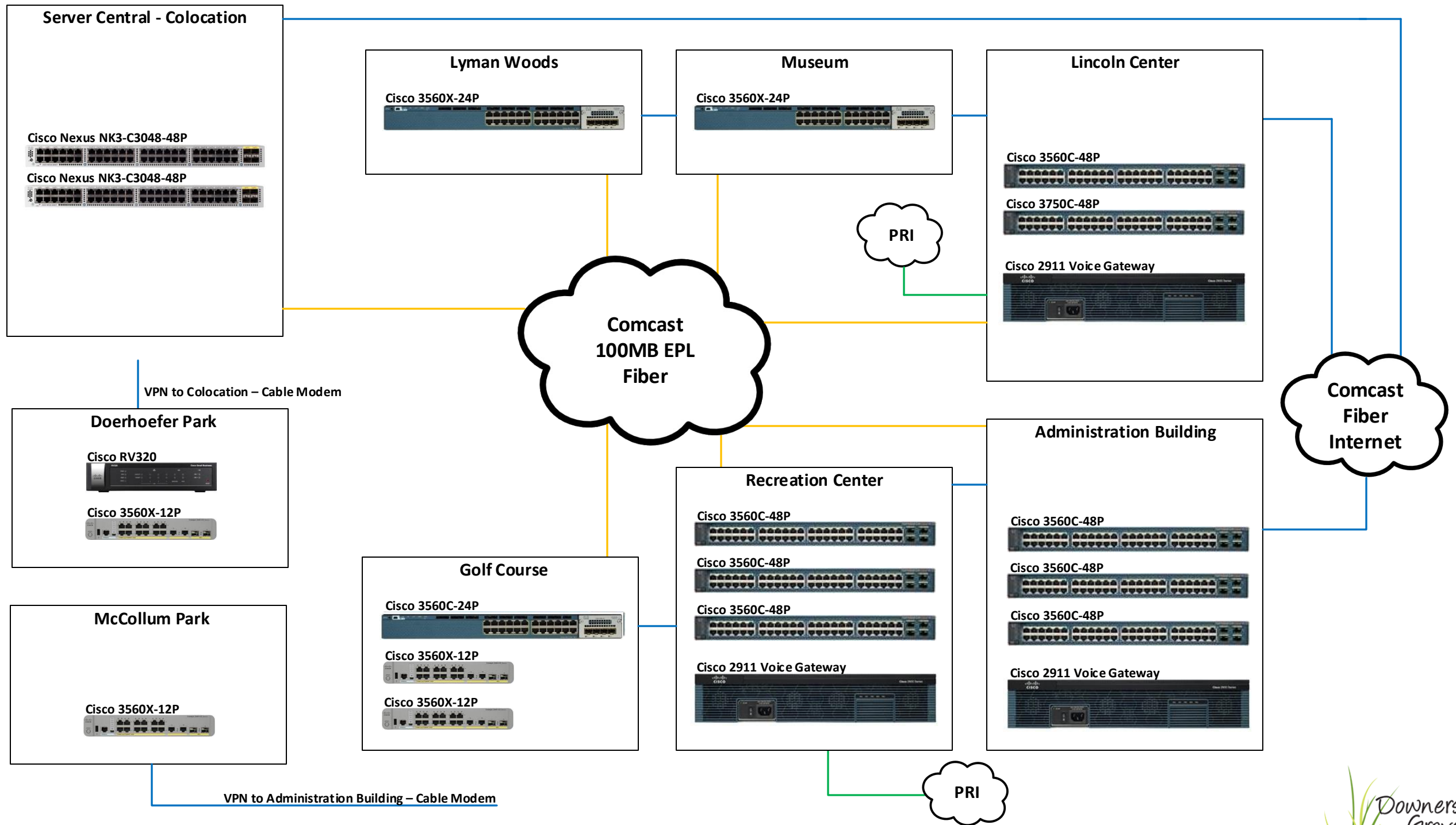
- 1) Please list, if any, what would be considered out-of-scope and chargeable when traveling on-site to Colocation or a Park District office for an issue or problem that falls under Managed Services?
- 2) Please list you hourly rate by service for out-of-scope work?
- 3) Would there be a travel charge?



Appendix B – Diagram 1 – Network Topology



DGPD – Diagram 2 – Network Topology - Managed Support & Monitoring



Appendix B – Diagram 3 – Network Topology – Monitoring Only