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#### **Board of Commissioners**

A. Michelle Hemp  
President

Phillip Wilkes  
Vice President

Dionna White  
Secretary

Christopher A. Cole  
Executive Director

10/02/2023

#### **RE: REQUEST FOR PROPOSAL FOR INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES**

##### **Bid Overview**

Proposals will be received by the Hazel Crest Park District for Information Technology Support Services. Interested vendors should submit their proposal response documentation in an envelope marked as follows: IT SUPPORT SERVICES BID: DO NOT OPEN UNTIL NOVEMBER 1, 2023.

***Please submit bids to: Christopher A. Cole, Executive Director of Hazel Crest Park District 2600 171<sup>st</sup> Street, Hazel Crest, IL 60429. Formal proposals must be received by Wednesday, November 1<sup>st</sup>, 2023 at 9:00 a.m., at which time all bid envelopes will be opened at the same time.***

Vendors are required to provide as much detail as possible in this proposal, regarding scope of services, approach to protecting and securing the technology used by Park District users, and their capability and experience. The Park District will utilize evaluation and selection criteria to determine an acceptable vendor. The Park District reserves the right to reject any or all proposals or to accept any proposal considered most advantageous, regardless of price. Copies of the Request for Proposal are available electronically at [www.hazelcrestpark.org](http://www.hazelcrestpark.org). **Please direct all inquiries to Christopher A. Cole at 708-335-1500 (ext.116) or [ccole@hazelcrestpark.org](mailto:ccole@hazelcrestpark.org).**

##### **1. INTRODUCTION**

The Hazel Crest Park District is requesting proposals from qualified, professional technology vendors for Information Technology Support Services. The qualified vendor would provide necessary technical services, which would enable the Hazel Crest Park District to:

- Protect and secure its technology facilities.
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community.
- Enhance the quality of service for departments defined in the enclosed schedules.
- Minimize the spending and maximize the ROI for investment in technology.

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to organize HELP DESK service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 6:30AM to 8:00PM, Monday through Friday, and 8:00AM to 4:00PM on Saturdays. The vendor is expected to report on the status of technology issues and communicate effectively with Park District management personnel.

## **2. BACKGROUND INFORMATION**

The Hazel Crest Park District does NOT have an IT Department and is currently using an outside vendor service to provide maintenance and support on an as needed basis for employees. There are approximately 5 networks, 50 devices, 50 interfaces, 40 services and 5 routes within the current infrastructure.

## **3. SERVICES REQUIRED**

This section summarizes the services to be provided to the Hazel Crest Park District in this RFP. The Park District is looking for a maintenance and support program to be designed under two major categories. These categories are PREVENTIVE MAINTENANCE and AS NEEDED MAINTENANCE, to accommodate departmental computer system activities and user equipment performance. The Park District expects the vendor proposal to define, in detail, the approach to be used in the above categories. The distinction of time and material costs for these efforts are important to billing the Park District and future budget considerations.

### **A. Initial Assessment**

Review of the inventory, update network diagram, assessment of the system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted within 60 days of execution of the agreement and each February 1st if the contract is in force. This is to allow for necessary budget planning for the upcoming fiscal year.

### **B. Desktop Application Support**

Performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's, laptops, and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related hardware, to make available to Park District personnel upon request; and implementation of HELP Desk procedures under policy constraints of the successful vendor.

### **C. Server and Workstation Administrative Services**

Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all HELP Desk tickets for on-site visits, remote support and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management of user logins and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

### **D. Network Administration Services**

Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting is required. Maintenance of network documentation for daily, weekly, and monthly services is required.

### **E. Managed Endpoint Operating System & Third-Party Applications**

Communication with all Park District technology vendors, including phone and internet service providers, line of business software vendors and hardware vendors. Must work with the vendor to determine if the technical issue is network-related or specific to the vendor's service, software, or hardware. If it is deemed to be a network issue, then the IT firm is responsible for remediating the issue. If it is determined to be the vendor's service, software, or hardware the IT firm will work directly with the vendor to resolve the issue on the client's behalf.

### **F. Email, Security and Backup Efforts**

Maintenance of Park District email accounts using the Park District domain, adding, changing, and/or deleting Park District employee accounts as requested; maintenance of virus detection programs on the Park District servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the Executive Director are required. Configuration of the Park District systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the Executive Director is required. Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.

## **G. Planning**

Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary. Installation of new equipment, software, and transfer of existing data when acquired, will be needed.

## **H. Not Part of IT Support Service**

Describe services that can be requested from the client that fall outside the terms of the proposal and are considered projects. Include cost and fee structure for services that are outside of agreed upon scope.

## **I. Not Included**

The contract to be awarded does not oblige the Park District to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor.

## **4. SUBMISSION REQUIREMENTS**

The Park District is requesting that the proposal submitted address the subjects outlined in Section 3 herein with specificity. The Park District is looking for content, organized effort, and solution-oriented procedures. The goal is a secure, smooth operating, efficient process, and effective information technology system. Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten pages. Each proposal shall provide the following information:

### **Letter of Transmittal:**

The letter of transmittal must contain the following statements and information:

- ✓ Company name, address, telephone number(s), and website.
- ✓ Name, title, email address, and telephone number of the person(s) to contact and who are authorized to represent the firm and to whom correspondence should be directed.
- ✓ Federal and State taxpayer identification numbers of the firm.
- ✓ A brief statement of your understanding of the services to be performed and make a positive commitment to provide services as specified.
- ✓ The letter must be signed by a corporate officer or person authorized to bind the vendor to the proposal and cost schedule.
- ✓ A statement indicating that the proposal and cost schedule will be valid and binding for ninety (90) days following the proposal's due date and will become part of the contract negotiated with the Park District.

**Profile:**

1. Provide a short profile of the firm including at a minimum:
  - a) Length of time in business.
  - b) Length of time in providing proposed services.
  - c) Number of clients.
  - d) Number of clients in the public sector.
  - e) Number of full-time employees and area of involvement: Technical Support, Programming, Consulting, Sales Support, Administrative Support
  - f) Location of office to service the account.
  - g) Small, Minority-owned, and Woman-owned business, if applicable.
  - h) How does your organization prioritize diversity in the workforce?

**Proposal:**

1. Description of the approach the firm will use to provide the services requested. Description of how the firm is positioned to provide the services requested, with a history of experience of providing similar services.
2. Name, title, address, and telephone number of three references for clients, to whom similar services have been provided, including information referencing the actual services performed, number of users, and length of tenure. References from other Public Sector clients would be beneficial.
3. Naming of staff resources, with identification of principals and key personnel,
  - a. who are available to provide the services (The Park District prefers one primary point of contact or project manager);
  - b. Experience and expertise of staff.
  - c. The local availability of staff is an important consideration.
  - d. Role and responsibilities that each staff member will have.
4. Support services questions to be addressed:
  - a. Help Desk Description
  - b. Support availability (days of week and time, including how you will deal with after hours and weekend calls)
  - c. Toll free number
  - d. Structure of charges for support
  - e. Steps for resolving problem escalation.

- f. Final authority regarding conflicts
  - g. Response time and goal for resolving problems.
5. Explanation of any contract termination for default or other incident in the past five years. Termination for default is defined as notice to stop services for non-performance or poor performance, and issue was either litigated or not litigated. If default occurred, list name, address, and telephone number of the party. If NO such termination occurred for default, declare it. The Executive Director will evaluate the facts, and may, at his sole discretion, reject the vendor's proposal.
  6. Scope of services beyond the RFP that the firm provides which may be of interest to the Park District.
  7. Proposal summary, including why the firm is pursuing the work and how it is uniquely qualified to perform the services.

**Draft Contract Language**

The vendor shall submit a draft contract.

**Reports**

The vendor shall submit service reports monthly, summarizing service and IT policy issues. The Vendor must be available to meet with the Executive Director or designated staff member to review periodically scheduled reports and discuss issues.

**Cost of Services**

The Park District is requesting that the vendor submit a FIXED FEE service contract for ongoing maintenance items along with an hourly rate for troubleshooting, desktop maintenance and other projects for a twelve-month period, with an option to renew for 3 successive twelve-month periods. Each twelve-month period must be shown separately. Payment schedule should also be included (i.e., quarterly, monthly, bi-weekly, etc.).

As a bid alternate, vendor should also submit a FIXED FEE service contract for an all-inclusive service and maintenance, with the understanding that major projects will be negotiated on an as needed basis.

Vendors may also submit other alternative packages that they feel would meet the needs of the Park District as an included alternate bid.

Vendors must list, specifically, any services which would not be covered in the proposal price. The vendor shall indicate the impact, if any, of changes in the Park District IT infrastructure (number of servers and PC's) on the fixed fee. Identify the following for those services not under the fixed fee:

- a) A fee schedule containing the vendor hourly rates.
- b) A description of how services will be billed.
- c) A description of additional charges, as in out-of-pocket expenses for travel, subsistence, etc.

## **5. Evaluation Criteria**

The Executive Director will review the vendors' qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. The Park District will award the contract to the vendor who provides a proposal that determines what provides the best value for the Park District.

The criteria are shown below and are listed in relative order of importance:

- A. Approach and Methodology**
- B. Project Staffing and Experience**
- C. Pricing**
- D. Satisfaction of Clients/End Users**

A rating system will be used to evaluate the proposals based on the above criteria. The award of the contract will be made to a firm, whose proposal receives a favorable evaluation and recommendation of the Executive Director, with final approval by the Park District's Board of Commissioners. The Park District reserves the right to accept whichever proposal is felt to be in the best interest of and provide the best value to the Hazel Crest Park District as well as to reject all bids for any or no reason.

## **6. Miscellaneous**

The Executive Director reserves the right to reject any or all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the Board's sole judgment, best meets the requirements of the program.

The RFP creates no obligation on the part of the Park District to award a contract or to compensate the Bidder for any costs incurred during proposal presentation, response, submission, presentation, or oral interviews. The district reserves the right to award a contract based on proposals received without further discussion or negotiation. Vendors should not rely upon the opportunity to alter their qualifications during any discussions.

The Park District further reserves the right to make such investigation as it deems necessary, to determine the capability of the vendors to furnish required services, and vendors shall furnish all such information for this purpose as the Park District may request.

Vendors must specifically identify any portions of their submittals, deemed to contain confidential and proprietary information, or trade secrets. However, the vendor should also understand that information submitted may be subject to Illinois Open Records Act Laws and may be disclosed if requested. All requests from the vendor for additional information must be made in writing (including email), and this information provided will be made available to all vendors at the discretion of the Park District.

Any questions regarding this RFP should be sent via email to Christopher A. Cole, Executive Director, [ccole@hazelcrestpark.org](mailto:ccole@hazelcrestpark.org).