



Village of Antioch

REQUEST FOR QUALIFICATIONS CO-MANAGED SERVICE PROVIDER

*Response Due Date & Time:
July 24, 2024 at 11:00 a.m. CST*

Completed responses dropped off in person should be placed in an envelope and are to be clearly marked, "RFQ for Co-Managed Service Provider." Completed response e-mails should have "RFQ for Co- Managed Service Provider" in the subject line and your response attached as a PDF.

Completed responses should be submitted to:

Amy Pisciotto, Information Technology Manager
Village of Antioch
874 Main Street
Antioch, IL 60002

apisciotto@antioch.il.gov

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Service Overview

This request for qualifications has been prepared by the Village of Antioch to retain the services of a qualified Co-Managed Service Provider for information technology support services for the operation, management and maintenance of the Village's computer network system (hardware, software and connectivity). The Village is seeking a qualified consulting services company to provide full-range support services for its LAN/WAN network and servers.

Contract Term

This Request for Qualifications does not commit the Village to entering into a contract with any Co-Managed Service Provider responding to this request. Should the selected Co-Managed Service Provider enter into a written contract, it shall be subject to the approval of the Village Board of Trustees. The contract will allow for an initial term beginning upon Village Board approval of contract and terminating 12-months thereafter, with a provision for future annual extensions as agreed to by both parties. Final acceptance shall only be complete upon the Village Board of Trustees' acceptance of a written contract executed by the Village and Co-Managed Service Provider.

Estimated Timeline

Details of this RFQ timeline is as follows with the Village reserving the right to have schedule subject to change:

Issue RFQ: Monday, July 1, 2024

Deadline to submit questions: Thursday, July 11, 2024 3:00 p.m. CST

Proposals due: Wednesday, July 24, 2024, by 11:00 a.m. CST

Proposal evaluation/interviews: July 29, 2024 – August 9, 2024

Village Board Committee of the Whole presentation (tentative): August 14, 2024

Village Board approval of contract (tentative): August 28, 2024

Transition

To prevent disruption and ensure the continuity of the Village's information technology operations should a new Co-Managed Service Provider be selected, a transition period shall be allowed to orient the incoming Co-Managed Service Provider. This involves transferring custody of relevant materials (e.g. system passwords, physical keys, etc.) from the incumbent Co-Managed Service Provider to incoming Co-Managed Service Provider. The transition period requires the incoming Co-Managed Service Provider to coordinate with the Village and the incumbent Co-Managed Service Provider to gain familiarity of operational and maintenance requirements of the Village's systems.

Current Information Technology Environment, Locations, and IT Infrastructure

The village has 70 full-time employees and five part-time employees. The IT Manger supports all village locations and users and oversees the Village's IT services with the consultation of the current Co-Managed Service Provider. The IT Manager is responsible for the acquisition, support, operation and maintenance of the Village's information, telecommunication and computer network systems and provides technical support with regards to the installation, configuration, troubleshooting and maintenance of all personal computers and network hardware, software and peripherals.

A. Police Department, 433 Orchard Street

- 3 Kyocera MFP printers – separate support provider
- 2 HP desktop printers
- 28 workstations
- Crossmatch fingerprint system
- BEAST evidence management server
- Point-to-Point Microwave connect to CenCom Dispatch Center in Round Lake – separate service provider
 - Digital feed to dispatch center with department cameras
 - Digital feed to dispatch center for lobby call button
 - Analog line through phone system for elevator call button
 - Analog line through phone system for 4-digit station dialing to/from dispatch
 - Analog line through phone system for auto-attendant non-emergency transfer
- Primary NOC with the following:
 - Comcast connection for Police Department and Village Hall via dedicated fiber
 - Fortinet Firewall with site-to-site connections to all village locations in addition to Illinois State Police, Lake County ETSB, and Lake Zurich (scheduled to be decommissioned July 2024)
 - Datto backup appliance managed by our current Co-Managed Service Provider
 - Core switches (Dell – due for replacement)
 - HPE switches
 - Mitel phone system servicing all locations (will be going to a cloud solution Q4 2024/Q1 2025) – under service contract
 - ICT access control server for all locations – separate support provider
 - Police Department video surveillance server – separate support provider
 - 16 IP Network Video Surveillance Cameras
 - Panasonic i-PRO squad and body worn camera server and SAN with Veeam Backup – separate support provider
 - SAN storage with an additional new SAN to be configured and deployed
 - 2 physical host servers with VMware running:
 - Newly deployed domain controller – Windows Server 2022

- Old domain controller – Windows Server 2012: network cleanup being completed then will be decommissioned
- Police file and print server – Windows Server 2012: new server created, but data not migrated yet
- New Police file and printer server – Windows Server 2022: data from current Police file and print server to be migrated
- VP - Police Department legacy report writing system server
- Laserfiche – Windows Server 2012: needs to be updated to Windows Server 2022 working with our Laserfiche support vendor
- Village Hall file and print server – Windows Server 2022: recently migrated data from old server except for accounting software and PaperVision
- Old Village Hall file and print server – Server 2012: accounting software and PaperVision need to be migrated to a dedicated virtual server

B. Village Hall, 874 Main Street

- Administration, Community Development, Building Department, Finance and Information Technology departments
- Connected to Police Department via Fiber
- 3 HPE switches
- 2 Kyocera MFP printers – separate support provider
- Video camera server – sperate support provider
 - 6 IP Network Video Surveillance Cameras
- 19 workstations

C. Parks and Recreation 806 Holbek Drive

- Comcast internet service
- Fortinet firewall
- 1 HPE Switch
- 1 Kyocera MFP printer – separate support provider
- 5 workstations
- 3 IP Network Video Surveillance Cameras connected to Village Hall video camera server

D. Public Works, 796 Haley Drive

- Connected to Parks and Recreation via fiber
- Parks and Recreation provides internet and network connectivity
- 1 HPE Switch
- 1 Kyocera MFP printer – separate support provider
- 4 workstations

E. Senior Center, 817 Holbek Dr

- Connected to Parks and Recreation via overhead ethernet

- Parks and Recreation provides internet and network connectivity
- 1 HPE Switch
- 2 IP Network Video Surveillance Cameras connected to Village Hall video camera server
- Analog phone

F. Wastewater Treatment Facility, 796 Holbek Drive

- Comcast Internet
- Fortinet firewall
- Scada system and infrastructure – separate support provider
- 4 workstations
- 2 HP desktop printers

G. Metra Station, 305 Depot Street

- Comcast Internet
- Fortinet firewall
- 1 HPE switch
- Video camera server – separate support provider
 - 9 IP Network Video Surveillance Cameras
- ICT door access controls connect to ICT server at Police Department

H. Sequoit Creek Park, 845 Main Street

Currently under construction with completion in July/August 2024. Will have the following:

- Comcast Internet
- Fortinet firewall
- 1 HPE switch
- Video camera server – separate support provider
- 18 IP Network Video Surveillance Cameras
- ICT door access controls connect to ICT server at Police Department
- 2 Electric Vehicle Charging stations
- Automated lighting

I. Aqua Center, 739 Main Street (seasonal)

- Comcast Internet
- Fortinet firewall
- 2 network switches
- Video camera server – separate support provider
 - 6 IP Network Video Surveillance
- 3 workstations

Village-wide software includes gWorks/Summit (on-premise) for financial and permits. B2E is the time keeping system. The Village uses Microsoft365 for mail and office, Datto for backups, Cylance for Antivirus, and CrowdStrike for cybersecurity. Other application specific

software includes Adobe Creative Cloud, Laserfiche Document Imaging(on-site), ClearGov for budgeting, and KnowBe4 for cyber security training.

Current Services

The Village currently receives the following services through our Co-Managed Service Provider:

- Cylance Anti-Virus, patch management, and network monitoring
- Cisco DUO MFA for VPN users
- Microsoft365 Licensing
- Datto backup monitoring and management
- Block of time for Time and Material for any tickets or service requests

Scope of Services

The Village is soliciting proposals from qualified managed IT vendors who can provide comprehensive managed IT solutions to the Village meeting the technology needs as outlined below. Strong emphasis will be placed on the consultant's ability to provide excellent technical skills, a strong customer service focus, and methodologies and customer service-oriented deployment. The vendor will work with and collaborate with the IT Manager. The vendor's scope of services shall include the following:

A. General IT Support

- Manage helpdesk services escalated by the IT Manager and perform basic IT support functions including installing and troubleshooting personal computers (PCs), laptops, tablets, cell phones, printers and other office hardware and software.
- Maintain the security and functionality of network systems including associated Wi-Fi networks.
- Make recommendations regarding, and assist in, the composing of annual IT budget and strategic capital plans that balance cost effectiveness and enhanced capabilities.
- Provide the IT Manager with assistance with basic purchasing functions including providing specifications and share recommendations for viable partnership opportunities with outside vendors.
- Create, design, and implement plans for future IT resource needs and integrate new equipment into existing IT infrastructures.
- Manage information technology and systems by planning, organizing, controlling, and evaluating IT and electronic data operations.
- Diagnose and correct application problems, configure laptops and desktops with standard and specialized applications, identify and correct end user hardware problems and perform basic diagnostics to advanced troubleshooting.
- Ensure data integrity, network access and preserve assets through performing regular disaster recovery and back-up procedures.

- Identify problematic areas and implement strategic, timely solutions.
- Identify and implement solutions to support specific needs of user groups. Provide technical support/consulting on specialized technology.
- Provide hosted application setup and support as requested by the IT Manager.
- Provide expert advice/consultation to the IT Manager on technology related items including cost effective solutions, impact to existing infrastructure, alternative solutions.

B. Personnel

- Fully qualified personnel should be available to provide support during the Village's operating hours: Monday through Friday, 8:00 a.m. to 5:00 p.m. Additional on-call support shall be available for critical or emergency issues affecting various departments, including the 24/7 operation of the Village's Police Department.
- Provide a primary point of contact for the Village. The primary point of contact would possess the most overall understanding and knowledge of the Village's network.
- All firm personnel who have or may access Village computer systems will be required to submit to a background check.

C. Telephone and Voicemail Systems

- Assist IT Manager as needed when we transition from Mitel on-premise to a cloud solution (Provider TBD)

D. Network Administration Services

- Manage server and network systems which includes managing applications, databases, physical and virtual servers, and associated hardware.
- Regular monitoring and routine system maintenance including configuration changes, installation of patches and upgrades to ensure the Village's IT systems and resources are properly managed and maintained.
- When requested by the IT Manager, set up new users, edit, remove, or archive existing users on networks and applications; perform standardized functions of the active directory.
- Manage server performance and capacity, conduct troubleshooting.
- Provide support of specialized software products associated with network equipment such as switches, firewalls, routers, and other security devices.
- Configure systems for 24/7 monitoring and notification in the event of power loss, temperature overages, failure, etc. Send alert notifications to designated staff and impacted users as needed based on severity of any unscheduled outages.
- Manage and monitor backups for all servers, including a regularly tested recovery process.
- Proactively monitor network equipment status including bandwidth utilization and other performance indicators, adjust as warranted.
- Follow network protocols, maintain documentation and procedures.

E. Strategic Planning

- Collaborate with staff to develop a long-term strategic technology plan.
- Provide engineering, planning and design services for system maintenance, upgrades, or enhancements, which may include installations and upgrades of new or existing systems (i.e. major server upgrades, storage system upgrades, design of backup systems, operating systems, etc.).
- Provide regular replacement schedules for network equipment including workstations, switches, servers, storage systems and other hardware.
- Provide analysis and technical recommendations on the resolution of technology issues.
- Maintain organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
- Make strategic recommendations for future purchasing and technology needs.

F. Other Duties

- Provide assistance and support with technological projects as directed by the IT Manager.
- Provide review of Information Systems policy and make recommendations based on best industry practices.

G. Reporting

- To effectively monitor the status of the proposed services, status reports will be prepared upon request and meetings with the Village will be held to review service delivery, help desk ticket summary, security issues and concerns, and proactive planning to ensure the needs of the Village are being met.

I. Confidentiality

- The vendor will have access to sensitive or restricted information and materials. The vendor to whom a contract is awarded shall have proposed technicians and supervisors undergo a criminal and employment background check (at its sole expense) before those employees are allowed access to Village facilities or information technology systems.

Submission Requirements

Responses should be prepared as simply as possible and provide a straightforward, concise description of the proposed services. Attention should be given to accuracy, completeness, relevance and clarity of content. The response should be organized into the following major sections:

1. Cover Letter. The letter should contain the name of the responding company, the address of the company office, and contact persons authorized to answer questions, telephone number, email address, and mailing address. The letter should be signed by a partner authorized to bind the company. The summary should give in brief, concise terms, a summation of your response and your commitment to provide the services as specified in Scope of Services. Identify the points that make your company uniquely qualified for these services.
2. Profile of the Company. Please include the following:
 - a. Main products and services
 - b. Main market and customers
 - c. Number of years in the managed services industry
 - d. Relevant experience with other government agencies
 - e. List of company locations
 - f. Number of total employees
 - g. Number of employees in account management roles
 - h. Number of employees in technical support, sorted by role
3. Qualifications, Approach and Methodology. Submittals shall include the following:
 - a. Describe your company's approach to fulfilling the Scope of Services described in this document
 - b. From your company's review of the Scope of Services, identify any significant challenges that the Village will need to address and how your firm is best suited to guide the Village through the process.
 - c. Provide a history of experience in providing similar services to other local government agencies.
 - d. Include credentials of all key personnel to be assigned to the Village, which should include, but is not limited to: years of experience, degrees, licensure, certifications, etc. Explain their duties and what role they would have in working with the Village.
 - e. Describe your company's vision for the working relationship between your team and the Village's IT Manager.
 - f. Describe your company's methodology for communications with your clients, from ticket management to strategic planning.

- g. Discuss your company's preferred approach in responding to IT needs onsite vs. remote.
 - h. Without providing estimates of cost in terms of dollars or hours required, please discuss your company's billing philosophy.
 - i. Discuss your company's approach to working with the Village to ensure costs remain within budget.
4. References. The response shall include a listing of at least four (4) current clients (local government references are strongly encouraged). The Village reserves the right to contact clients for reference checks.
5. Statement of Material Litigation. Provide a statement on whether the company is currently involved with any litigation material to providing IT services, arbitration, or bankruptcy proceedings, or has been within the past three (3) years, directly or indirectly.

Request for Qualifications for Professional Services Acknowledgement of Terms and Conditions. Complete and sign the form attached as Exhibit B.

Questions

Firms are specifically instructed not to contact any elected officials or government employees for meetings, conferences or discussions related to this request for qualifications. To ensure a fair and objective evaluation, all official notifications, or questions about this RFQ shall be sent by email to apisciotto@antioch.il.gov.

To be added to the list to receive all questions and answers submitted, please email apisciotto@antioch.il.gov.

Evaluation Criteria

The Village will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. All responses will be evaluated in the following areas:

- A. Overall methodology
 - i. Overall approach to providing IT services.
 - ii. Additional services, innovative methods, cost-saving measures, products, etc. will be considered for their usefulness or potential future contribution.

- B. Public sector experience and expertise
 - i. Previous related work experience, communication skills and qualifications of personnel assigned.
 - ii. Demonstrates a clear knowledge of information technology and operations.
 - iii. Demonstrates a clear understanding of scope and work and other technical issues to this proposal.

- C. References
 - i. History and performance of company on similar accounts.
 - ii. References and recommendations from previous clients.

- D. Resources
 - i. Availability of essential personnel based on current workload and future commitments, including the number of hours each person will be committed to the account.
 - ii. Adequacy of amount and quality of resources.

Selection Process

All responses will be evaluated as received and included in the following process:

1. Review the responses, as well as clarification of information as deemed necessary by the evaluation team.
2. Identification of 2-3 final candidates to conduct in-depth review of capabilities, including onsite interviews and presentations.
3. Conduct reference calls.
4. Staff will present their recommendation for consideration to the Board of Trustees

Freedom of Information Act

All information submitted to the Village in response to this RFQ will be a public record and will be subject to disclosure, subject to applicable exemptions, under the Illinois Freedom of information Act, 5 ILCS 140, et seq. ("Act"), after the award of the contract. Firms are advised that Section 7(1)(g) of that Act exempts the following information from disclosure: Trade secrets and commercial or financial information obtained from a person or business where the trade secrets or commercial or financial information are furnished under a claim that they are proprietary, privileged or confidential, and that disclosure of the trade secrets or commercial or financial information would cause competitive harm to the person or business, and only insofar as the claim directly applies to the records requested. Firms that desire to have portions of their proposals considered for this exemption should identify those portions accordingly.

Request for Qualifications for Professional Services Acknowledgement of Terms and Conditions

By submitting a Response, the Submitter, on behalf of itself acknowledges and agrees that:

1. **SUBMITTER AUTHORIZATION:** The signatories are authorized by the Submitter to make representations for the Submitter and to obligate the Submitter to perform the commitments contained in its Response, including as prescribed by this RFQ.
2. **NO GUARANTEE OF WORK OR COMPENSATION:** There is no guarantee of a minimal amount of work or compensation for any of the Submitters selected for contract negotiations.
3. **COMPLIANCE WITH LAWS AND REGULATIONS:** Submitter must comply with all applicable State, Federal, and local laws. In the event any governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the items offered on this Response prior to their delivery, it shall be the responsibility of the successful Submitter to notify the Village at once, indicating in their letter the specific regulation which required such alterations.
4. **LEAD ROLE:** The selected Submitter(s) will be expected to take the lead role in project management and staff/subcontractor coordination.
5. **RELEASE OF INFORMATION:** The Submitter hereby releases the Village, including its officers, employees, and agents, from any liability for publishing or publicly discussing the Response in connection with this RFQ.
6. **FINANCIAL RESPONSIBILITY FOR RESPONSE COSTS:** The Village accepts no financial responsibility for any costs incurred by a firm in responding to this RFQ. Responses (and related materials), once submitted, become the property of the Village and may be used by the Village in any way deemed appropriate,
7. **CHANGE NOTICES:** The Village may modify the RFQ, prior to the Response due date, by issuing written addenda. The Village will make reasonable efforts to post notification of modifications in a timely manner.
8. **CONFLICTS OF INTEREST:** The successful Submitter will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest.

Submitted by:

Name of Firm: _____

Address of Firm: _____

City: _____ State: _____ Zip: _____

Telephone: _____ E-mail: _____

Submitter's Name: _____

Submitter's Signature: _____