

**VILLAGE OF HINSDALE, IL.
INVITATION FOR RFP FOR
INFORMATION TECHNOLOGY SUPPORT SERVICES– RFP #1660**

NOTICE TO CONTRACTORS

NOTICE IS HEREBY GIVEN by the Village of Hinsdale, DuPage and Cook Counties and State of Illinois that proposals will be received for RFP No. 1660, Information Technology Support Services.

Sealed proposals for RFP No. 1660, Information Technology Support Services will be accepted at the Village of Hinsdale Village Hall, 19 East Chicago Avenue, Hinsdale, Illinois 60521, until 12:00 pm, Wednesday, June 26, 2019. The Village will review proposals and notify all contractors of proposal results. Any proposals received later than the stipulated time will be returned unopened. The scope of work consists of providing information technology support to the Village of Hinsdale.

Specifications, instructions and proposal forms are available and may be obtained from the Village Hall located at 19 E. Chicago Ave., Hinsdale, Illinois, during regular business hours (8:00 am – 4:30 pm) and will be available on the Village's website.

The Village reserves the right to reject any and all proposals, or to waive any irregularities or any informalities when such waiver would not be detrimental to the best interest of the Village and would not prejudice the bidding process.



**VILLAGE OF
HINSDALE**

**REQUEST FOR PROPOSALS: INFORMATION TECHNOLOGY
SUPPORT SERVICES**

Village of Hinsdale
19 E. Chicago Ave
Hinsdale, IL 60521
Attn: Bradley Bloom

**DUE DATE: June 26, 2019
TIME: 12:00 P.M. CST**

SUBMIT PROPOSAL TO THE ABOVE ADDRESS OR BY EMAIL TO: bbloom@villageofhinsdale.org

REQUEST FOR PROPOSAL RESPONSE

Company Name: _____

Contact Name: _____

Address: _____

City, State, Zip Code: _____

PROPOSAL ON: Information Technology Support Services, per the specifications herein.

Pricing:

Hourly Rate				Monthly Not-To-Exceed	Annual Not-To-Exceed
Normal business hours		After-hours Emergencies			
Desktop support services (as described in Sec 3.2)		Desktop support services (as described in Sec			
Network administration services (as described in Sec 3.3)		Network administration services (as described in Sec 3.3)			

*Any and all exceptions to these specifications MUST be clearly and completely stated in writing on the proposal sheet. Attach additional pages if necessary. **NOTE TO VENDORS:** Please be advised that any exceptions to these specifications may cause your proposal to be disqualified.*

SECTION 1: GENERAL TERMS AND CONDITIONS

1.1 Intent

It is the intent of the Village of Hinsdale (“Village”) to contract with a Vendor or Vendors (“Vendor”) for all necessary labor, expenses and materials to provide information technology support services for the Village of Hinsdale as described herein.

1.2 Proposal Price

Vendors shall offer pricing on the Village’s pricing sheet (page 1 of this document). Vendors must note any items which the Vendor cannot perform or intends to subcontract. The cost for services should take into account on and off-site presence as well as additional after-hours/on-call support services. The Village intends to maintain a flexible work schedule based on the needs of the Village but generally adheres to normal business hours. As such, the Village reserves the right to request additional hours of work as needed (if bid hourly). The vendor should submit a pricing schedule that outlines an hourly rate for desktop support services tasks and an hourly rate for network administration services during normal business hours and for after-hours emergencies; and an hourly rate for all technology support (desktop and network support as described in this document). Vendors are also required to submit monthly and annual not-to-exceed prices for the entire scope of services. The Village’s normal business hours are between 8:00 a.m. and 4:30 p.m. Monday through Friday, though the Village may require occasional variances of these hours to complete maintenance activities during off-peak business hours. After-hours emergencies shall include work directed by the Village that is of a critical, emergency nature to ensure functionality of critical systems. Pricing shall include all travel and incidental fees associated with providing on-site and off-site services. The Vendor should list, specifically, any services which would not be covered in the proposal price.

1.3 Additional Information and Technical Questions

Should the Vendor require additional information about this request for proposals, please submit questions via email to Bradley Bloom, Assistant Village Manager and Director of Public Safety, via email only at (bbloom@villageofhinsdale.org). Questions are due no later than 4:30 p.m. on Friday, June 19, 2019. Any and all changes to these specifications are valid only if they are included by written addendum from the Village that will be distributed by e-mail to all responding Vendors.

1.4 Silence of Specifications

The apparent silence of specifications as to any detail or apparent omission from a detailed description concerning any portion of this document shall be interpreted as meaning that only the best commercial material or practice shall prevail.

1.5 Insurance, Hold Harmless and Indemnification

In addition to other standard contractual terms the Village needs, the Village will require the selected Vendor to comply with indemnification, hold harmless and insurance requirements as outlined below:

Vendor shall defend, indemnify and hold the Village, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees arising out of or resulting from the acts, errors or omissions of the Vendor in performance of this Agreement, except for injuries and damages caused by the sole negligence of the Village.

The Vendor shall procure and maintain, for the duration of this agreement, insurance against claims

for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Vendor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be paid by the Vendor. Insurance shall meet or exceed the following unless otherwise approved by the Village.

A. Minimum Levels of Insurance

1. Comprehensive or Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage.
2. Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage.
3. Worker's Compensation coverage as required by the Industrial Insurance Laws of the State of Illinois.

B. Other Provisions

The policies are to contain, or be endorsed to contain, the following provisions:

1. General or Commercial Liability and Automobile Liability Coverages
 - a. The Village, its officials, employees and volunteers are to be covered as additional insureds with respect to: liability arising out of activities performed by or on behalf of the contractor; products and completed operations of the contractor; premises owned, leased or used by the contractor; or automobiles owned, leased, hired or borrowed by the contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officials, employees or volunteers.
 - b. The contractor's insurance shall be primary insurance with respect to the Village, its officials, employees and volunteers. Any insurance or self-insurance maintained by the Village, its employees or volunteers shall be excess of the contractor's insurance and shall not contribute with it.
 - c. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Village, its officials, employees or volunteers.
 - d. Coverage shall state that the contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
2. All Coverages
 - a. Each insurance policy required by this clause shall state that coverage shall not be canceled by either party except after thirty (30) days prior written notice has been given to the Village.
3. Acceptability of Insurers
 - a. Insurance is to be placed with insurers with a current Bests' rating of A- or better, or with an insurer acceptable to the Village.
4. Verification of Coverage
 - a. Contractor shall furnish the Village with certificates of insurance and copies of actual insured endorsements affecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf and shall name the Village, its officials, employees and agents as "additional insureds" except for coverages identified above. The certificates are to be received and approved by the Village before work

commences. The Village reserves the right to require complete, certified copies of all required insurance policies at any time.

5. Subcontractors
 - a. Vendor shall include all subcontractors as insured under its policies or shall require subcontractors to provide their own coverage. All coverages for subcontractors shall be subject to all of the requirements stated herein.
6. Background Investigation
 - a. The Vendor shall certify and provide documentation that personnel assigned to the Village have passed a comprehensive background investigation.
 - b. The vendor acknowledges that personnel working within the Village's Police Department are subject to a fingerprint criminal history check that must be free of disqualifying criminal offenses.

1.6 Evaluation/Acceptance of Proposals

The Village intends to select a vendor that furnishes satisfactory evidence that it has the requisite experience, ability, resources and staffing to enable it to perform the scope of work successfully. In making the determination as to whether to select a vendor the Village will consider the following factors (listed in no particular order):

1. Prior experience performing similar work.
2. Ability, capacity and skill to fulfill the services as specified.
3. References from prior or current clients.
4. Village's prior experience with Vendor, if applicable.

Proposals submitted are offers only and the decision to accept or reject is a function of quality, reliability, capability, reputation, and expertise of the Vendor.

The Village may accept the proposal that is, in its judgment, the best and most favorable to the interests of the Village and to the public; reject the low price proposal; accept any item of any proposal; reject any and all proposals; or waive irregularities and informalities in any proposal submitted or in the request for proposals process. The waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Vendors should not rely on, or anticipate, any waivers in submitting their proposal.

1.7 Other Terms

No Collusion

In submitting this proposal, the Vendor declares that the only person or party interested in the proposal as principals are those named herein, and that the proposal is made without collusion with any other person, firm or corporation.

Engagement

The Proposer further understands and agrees that if their proposal is accepted, the Vendor will enter into an engagement with the Village to provide the services with fifteen (15) days of receiving notice of the selection and approval.

Payment

All payments for the Services will be made by the Village in conformance with the requirements of the Local Government Prompt Payment Act (50 ILCS 505).

SECTION 2: TECHNICAL SPECIFICATIONS

2.1 Background

The Village of Hinsdale was incorporated in 1873 and is proud of its architectural heritage and charming downtown. The Village of Hinsdale is a mature largely residential community with a population of approximately 18,000 residents. It is located in both Cook and DuPage Counties approximately 18 miles west of downtown Chicago. The Village is bordered by the Village of Western Springs to the east, the Village of Oak Brook to the north, the Village of Clarendon Hills to the west and the Villages of Burr Ridge and Willowbrook to the south. The Village is a non-home rule municipality which operates under the council-manager form of government.

2.2 Current Information Technology Environment

The Village has been under contract with Prescient Solutions since August of 2016. The current agreement with Prescient Solutions is set to expire on August 14, 2019.

Prior to contracting with our current vendor in 2016, the Village's IT staff consisted of one full-time IT Coordinator who worked under the direction of the Assistant Village Manager/Director of Public Safety. The full-time IT Coordinator was supported by a part-time person who provides basic desktop IT support and a second part-time position that functions as a Broadcast Technician. The IT Coordinator and part-time staff was supported by a contracted Vendor that provided network support in matters beyond the technical expertise of the IT Coordinator. The IT Coordinator was responsible for overseeing the Village's entire IT system including the equipment, functionality, strategy and planning for future needs, preparing budgets, making recommendations based upon a cost/benefit analysis model as well as monitoring usage on a daily basis. The individual's scope of work included daily IT tasks such as maintaining and installing hardware and software, providing departmental support when issues arise, on-call support, training for employees and others working on other projects as needed. In addition to providing support to the departments located at Village Hall, IT Coordinator is also responsible for supporting off-site locations, including the Police, Fire, Public Services, and Parks facilities. Additionally, the IT Coordinator also was responsible for the Village phone systems; videotaping and production and archiving of Village televised meetings; local access cable channel programming, Village website updates and maintenance and simple user level support, and is the Village's representative with our cell phone provider.

2.3 Current Information Technology Infrastructure

QTY		QTY	
7	Depts: Admin, Finance, Police, Fire, Public Services, Parks and Recreation, and Community Development	38	Print Devices
92	Currently Full-Time Employees	11	Physical Servers/ 11 Virtual Servers
1	WAN Locations – Comcast Business Class	102	Telephones
1	VPN Gateways		Microsoft Platform
100	Village Computers (running Windows platform)	12	– switches, routers, firewalls
26	Laptops/Mobile Computers		Mitel Digital phone system and Sprint cell phones

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Due: June 26, 2019, 12:00 p.m.

2.4 Network

The Village's network consists of 12 switches, routers and firewalls, over 200 physical network ports. 10Gbps switch interfaces to consolidated SAN and EqualLogic data domain supports hierarchical data backup systems. In 2018, the Village completed a project that linked the Village Hall to all Village facilities (with the exception of the Community Swimming Pool and Katherine Legge Lodge).

2.5 Infrastructure

The Village's infrastructure provides Internet connectivity and bandwidth management; data and video systems; wired and wireless solutions development; security management including firewalls, VPN, policies and intrusion detection and prevention; WAN/LAN security specifications; internal support and integration of departmental applications; network architecture, design and engineering; asset acquisition, management and replacement.

2.6 Email

The Village is in the process of migrating to Office365 for e-mail replacing the Village's internally managed Microsoft Exchange/Outlook 2010 system. Email infrastructure includes technical resources for the maintenance and operation of an enterprise email system of approximately 120 user accounts including systems management resources, account administration, e-mail spam and content filtering, web access and end-user support.

2.7 Data Management

The data management system consists of a Unitrends hard drive data storage equipment and security management systems. A replacement SAN is included in the current Village budget.

2.8 Enterprise Response Planning System (ERP)

The Village is currently in the process of implementing Tyler Technology's Munis software. The Munis software will be hosted by Tyler Technologies. The project is anticipated to be completed in 2021.

2.9 IT Current and Updated IT Audit

The Village's current vendor recently conducted an audit of our Village's IT systems. For security purposes the audit is confidential however, the selected Vendor must agree to provide an comprehensive audit of equal to or greater scope within the first 120 days of engagement to show that the deficiencies identified in the audit have been adequately addressed. If the Vendor is unable to provide such audit or the Village has questions regarding the accuracy and or scope of the audit the Vendor agrees to split the cost of an outside independent audit by a Vendor or individual chosen at the sole discretion of the Village.

SECTION 3: SCOPE OF WORK

3.1 Background

The Village seeks a vendor (hereinafter referred to as the "Vendor") to provide comprehensive IT support services. The Village is working toward determining the most cost effective methods to meet our IT needs that incorporate best practices and effective solutions. We will consider utilizing a full-time desktop support technician (as described below) supplemented with a network server administrator (as described below) used on as needed basis. The Vendors may suggest alternative

arrangements. The Vendor will work with and assist the Assistant Village Manager/Director of Public Safety who is responsible for overseeing the IT function and will be responsible for, but not limited to the following: servicing help desk ticket requests, maintaining and installing IT software and hardware, providing and/or organizing training for employees as needed, assisting Village personnel with IT needs during normal business hours working and providing after-hours and on-call support and is responsible for recommending and composing a strategic IT plan and budget.

The Vendor's scope of work includes the following:

- Maintain organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
- Manage information technology and systems by planning, organizing, controlling and evaluating IT and electronic data operations.
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance and developing personal growth opportunities.
- Design, develop, implement and coordinates systems, policies and procedures.
- Ensure data integrity, network access and preserve assets by implementing disaster recovery and back-up procedures.
- Maintain information security and control structures of Village network systems.
- Identify problematic areas and implement strategic, timely solutions.
- Annually develop IT budget and ensure cost effectiveness.
- Provide 24x7 technical support for the Village IT infrastructure on a daily basis.
- Create, design and implement plans for future IT resource needs and integrate new equipment into the existing infrastructure for the organization.
- Proactively monitor system operation and environment of IT Infrastructure to prevent failures.
- Develop custom applications to support specific need of departments.
- Oversee telecommunications services for the Village including phone system programming/equipment & network alterations.
- Provide technical assistance to the Village web site developer including recommendation, procurement, and installation of development software.
- Provide hosted application setup and support.
- Provide technical support/consulting to police department on specialized technology – mobile computing, hosted applications, radio tone remote equipment, mobile video capture devices and Emergency Operation Center.
- Provide expert advice/consultation to the management team on technology related items. Cost benefit analysis, impact to existing infrastructure, alternative solutions.
- Keep abreast of new technology through guided learning, trade publications, networking.

3.2 Desktop Support Technician

- General IT Support:
 - Manage the Village's Helpdesk System and perform basic IT support functions including installing personal computers (PCs), laptops, tablets, personal digital assistants (PDAs) cell phones, printers and other office automation software;
 - Diagnose and correct desktop application problems, configure laptops and desktops with standard applications, identify and correct end user hardware

- problems and perform basic to advanced troubleshooting;
 - Maintain an up-to-date inventory of all Village computer related hardware and software and;
 - Assist the Assistant Village Manager in developing software/hardware policies and procedures.
- Email and System Security: The Vendor will:
 - Maintain the Microsoft Exchange email server and email accounts using standardized domain tools for adding, changing and/or deleting employee accounts as requested;
 - Maintain a secured environment for mobile devices with external access to the email system and;
 - Configure the firewall systems for internal and remote access in a secure environment, with provisions for remote access administration, as requested by the Assistant Village Manager/Director of Public Safety.
- Telephone and Voicemail Systems
 - Maintain end user support and coordinate maintenance of the telephone and voicemail systems;
 - Add voicemail boxes and interface voice mail with Outlook;
 - Basic programming of desk phones and engage telephone providers as necessary.
- Village Website
 - Maintain as directed the Village website including editing, adding and removing content and users/workflow.
 - Maintain relationship with website vendor and back-end website support
- Local Cable Channel and Broadcast Production
 - Record, produce and maintain broadcast production equipment used to record Village meetings.
 - Maintain as directed the Village's cable access channel including editing, adding and removing content.
 - Train broadcast technician as necessary, including uploading video to Vimeo and posting online.
- Village Issued Cell Phones
 - Basic cell phone programming including interfacing smart phones with Village e-mail systems and troubleshoot basic telephone issues;
 - Works with Village cell phone Vendor to address technological issues, maintain, purchase and replace phones as necessary and directed;
 - Monitors cell phone plan and evaluates usage and available competitive plan pricing.
- Other Technology
 - Provides assistance and support with technological projects as directed by the Assistant Village Manager/Director of Public Safety.

3.3 Network and Server Administrator

- Network Administration Services:
 - Manage server and network systems including applications, databases, messaging systems, web and other physical and Virtual servers and associated hardware;
 - Perform system maintenance including regular analysis, routine configuration changes and installation of patches and upgrades;
 - Setup new users and edit or remove existing users on servers as requested and perform standardized functions of active directory;
 - Manage server performance and capacity management services;

- Perform configuration management, including changes, upgrades, patches to infrastructure equipment and maintain records of changes;
 - Provide support of software including other specialized software products as noted in section II of this document, including all Village network equipment (switches, firewalls, routers, and other security devices);
 - Send primary alert notifications to the designated Village Staff in the event of failure;
 - Complete proactive monitoring of network equipment including bandwidth utilization and other performance indicators, reporting when specified thresholds are reached;
 - Perform capacity management services and troubleshooting;
 - Maintain network documentation and procedures.
- Strategic Planning: The Vendor will work with the Assistant Village Manager/Director of Public Safety to:
 - Engineer, plan and design services for system enhancements, including installations and upgrades to new or existing systems such as server and storage system upgrades and redesigns of backup systems;
 - Provide technical leadership and make recommendations for future purchasing and technology needs.
 - Monitor budget and IT related contracts for Vendor support.
 - Evaluate and recommend current and future technology needs and provides recommendations based upon a cost/benefit justifications.
 - Review and assess connectivity based on cost, redundancy and efficiency as related to IT systems and communications provider point to point systems.

3.4 Helpdesk Tickets and Service Requests

The Vendor's desktop support technician will maintain a help desk that fields approximately 80 to 100 individual help desk requests for service per month. The Village anticipates requests will be funneled through the help desk. The majority (85%) of these help desk requests are for basic service needs such as connection issues and problems with computer program speed, connectivity and functionality, amongst others. Approximately 10% of these service requests are for medium-priority level needs including software updates, program installations and other maintenance functions. Finally, critical issues account for 5% of the total service requests and include major network or system crashes, outages and other issues that disable critical functionalities of the Village's IT system. The Village's or Vendor's IT support technician(s) will develop a "dashboard" system to keep the Assistant Village Manager/Director of Public Safety informed as to the status of "help desk" requests on a daily basis.

Requests for service will be handled utilizing through the Village's help desk system. When a request is sent to the helpdesk, an automatic reply confirming the receipt of the request will be sent to the requestor. The Vendor will then update the status of the ticket indicating the priority level it has been assigned and the estimated time for its resolution as well as any other instructions. Expectations for response times during normal business hours are as follows:

- Low Priority Issues: Vendor shall acknowledge receipt of requests within 60 minutes and respond within eight (8) hours of receiving the service request. If the issue cannot be resolved over the phone, Internet or other medium, the Vendor shall respond, in person, within 24 – 48 hours.
- Medium Priority Issues: Vendor shall acknowledge requests within 30 minutes and respond

within four (4) hours of receiving the service request. If the issue cannot be resolved over the phone, Internet or other medium, the Vendor shall respond, in person, within 24 hours.

- High Priority Issues: Vendor shall acknowledge receipt within 30 minutes and respond within the hour of receiving the service request submittal. If the issue cannot be resolved over the phone, Internet or other program, the Vendor shall respond, in person, within four (4) hours.

3.5 Network and System Administration

The Vendor's network and server administrator will be responsible for assisting the Village on different network and system administration tasks which may include, but are not limited to, system installation and upgrade, network consolidation and regular system maintenance.

3.6 Strategic Planning and Other Projects

The Vendor's network and server administrator will also assist the Assistant Village Manager/Director of Public Safety in developing and implementing IT strategic plan projects and generating new ideas and processes that will allow the Village to:

- Increase the efficiency of the services it provides to the community
- Leverage the use of technology to position the Village to be sustainable into the future
- Address the ever-evolving needs and desires of residents and the level of services the Village provides

3.7 Requirements and Expectations

Desktop Support Technician

The Vendor is to supply a desktop support technician to perform the functions described above in Section 32. The desktop support technician will work 40 hours per week. Desktop support technicians shall work onsite during normal business hours. Work done during normal business hours shall be completed between 8 a.m. and 5 p.m., Monday through Friday (as scheduled by the Village), unless otherwise scheduled in advance by the Village. Typically, the Village will provide at least two business days' advanced notice of such scheduled work, unless issues arise requiring the Vendor's immediate onsite attention. Basic support technician services shall be provided onsite during normal business hours, unless specifically authorized by the Village.

The desktop support technician will be required to respond to occasional after-hours emergency calls usually related to public safety matters. The desktop support technician will be on-call in the evenings and weekends (Saturday and Sunday) and holidays. The Vendor may provide coverage in the desktop support person's absence (for example, during a vacation or leave). After-hours emergency work may be provided onsite or offsite, depending on the nature of the emergency and the appropriate solution to diagnose and restore critical system functionality. Village-observes holidays (10 days in total). Please note that if these holidays fall on a Saturday, the Village observes them on the Friday before and if these holidays fall on a Sunday, the Village observes them on the Monday following them.

After-hours issues are somewhat infrequent and occur primarily in the Police/Fire and Parks Departments. However, there are occasional issues in Police and Fire and throughout the Village with phone and Internet services as well as other software and network issues that may require the Vendor's attention after-hours. In these instances, the Vendor shall adhere to the service request response schedule listed above.

The following experience and certifications are necessary for handling basic, medium and critical helpdesk tickets and service requests:

- Microsoft Certified Solutions Associate (MCSA 2008/2012)/equivalent Microsoft technology knowledge and experience
- Qualified candidates must possess a Bachelor's degree in Information Technology or related field.
- Minimum of 3-5 years of proven work experience providing first line help desk support - or relevant experience.
- Ability to manage work load personnel; previous supervisory/leadership experience is required.
- Ability to integrate & troubleshoot various types of equipment – standard office equipment, servers, workstations, IP Telephony, network infrastructure, WAN/LAN, email/network security, security cameras, DVRs.
- Knowledge of Microsoft Office Suite, Office 365/Exchange Server, SQL Server, Network Firewalls, and Intrusion Prevention.
- Effectively communicate complex systems related principles and problems to basic end-users in an understandable format and free of technical jargon.
- Must be a self-starter, and have skill in organizing resources and establishing priorities.
- Possess the ability to communicate effectively, both orally and in writing, with a variety of stakeholders (e.g. employees, senior management, and elected/appointed officials).
- Proven ability to think quickly on his/her feet, and be able to use good judgment in effectively defining and solving problems.
- Must possess a valid driver's license, and must also be able to provide his/her own reliable form of transportation to perform the essential functions of the job.

The following certifications are necessary for handling network and system administration and strategic planning:

- Microsoft Certified Solutions Expert (MCSE 2008/2012)
- Microsoft Certified Professional (MCP)
- Cisco Certified Network Expert (CCIE) – Routing and Switching
- Cisco Certified Network Expert (CCIE) – Security
- Cisco Certified Network Expert (CCIE) – Voice
- VMware Certified Professional

3.7 Security

The Vendor will have access to sensitive or restricted information and materials. The Vendor to whom an agreement is awarded shall conduct a criminal and employment background check (at its sole expense) on all personnel before those employees are allowed access to Village facilities or information technology systems.

A criminal background fingerprint check will be completed by the Police Department.

The Vendor is required to conduct a background check for all staff assigned to the Village's account and provide proof of successful background check to the Village. The Village may concurrently conduct its own background check. The Village reserves the right to disallow any employee from performing services for the Village. The Village also reserves the right to disallow any employee from performing services if the employee has been convicted of a felony or any type of misdemeanor

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involving, but not limited to, money, fraud or deceit. The Vendor to whom an agreement is awarded shall submit a list of names of all personnel that will be providing services to the Village. Changes in the employment list shall be reported to the Assistant Village Manager/Director of Public Safety or designee within one week prior to implementing a change, absent emergency circumstances.

Additionally, the Vendor may have access to confidential materials. It is expected that private/confidential materials remain as such. Any breach in confidential materials including but not limited to unauthorized access or dissemination in any form will be grounds for the Village to demand termination and or dismissal of the Vendor's representative and or termination of this agreement.

The Vendor shall provide and maintain and provide access to the Assistant Village Manger/Director of Public Safety, Village Manager and additional designees a listing of all user names and passwords of all system necessary to immediately lock and secure the Village's IT systems.

The Vendor will ensure data protection practices are in place to ensure the security of sensitive electronic information and will report to the Village Manager/designee within 72 hours any violation of the (815 ILCS 530/) Personal Information Protection Act.

SECTION 4: TERM OF AGREEMENT AND TERMINATION

4.1 Term and Termination

The term of the agreement shall be for a one year period, with an extension of up to two additional two -year periods by mutual agreement between the Village and the Vendor. If the Village and Vendor agree to enter into an extension, the Vendor's price may increase by no more than 2% per year or the percent change in the Consumer's Price Index whichever is less. The Village shall, in its sole discretion, maintain the ability to terminate the contract at any time during the agreement without penalty, by providing 90 days written notice or payment of 90 days of the contract fees, per the final pricing arrangement. The Vendor may terminate the contract at any time during the agreement without penalty by providing at least 90 days written notice.

SECTION 5: FORMAT AND SUBMISSION REQUIREMENTS

5.1 Submission Requirements

- Cover Letter: The cover letter should include the name of the proposing company, address of the office and contact persons who are authorized to represent the firm and to whom correspondence should be directed including telephone numbers, e-mail addresses and mailing addresses. The cover letter must be signed by an individual authorized to bind the company to its proposal and cost schedule.
- Executive Summary: The executive summary should provide a brief, concise overview of the proposal and the Vendor's commitment to provide the services as specified. Vendors should identify points that make them uniquely qualified to provide these services. The summary should also indicate that the proposal and cost schedule shall be valid and binding for at least 90 days following the proposal due date.
- Table of Contents: Vendors should clearly identify the proposal's material by section and by page number.
- Qualification, Approach and Methodology: The Vendor should provide details on fulfilling the

scope of work as described within the RFP including details of how the Vendor will provide the services. This should also include a description of the Vendor's approach to providing these services including a methodology for providing on-going support. Finally, the Vendor should include a minimum number of work hours recommended to meet the scope of work.

- **Company Profile and Assigned Staff:** The Vendor should state whether it is a local, national or international company and list the location of its headquarters and any field offices that would service this account. The vendor should also include the following:
 - Length of time in business providing similar services
 - Total number and list of all public sector clients.
 - Firm's number of full-time personnel in:
 - i. Consulting
 - ii. Installation and training
 - iii. Technical and administrative support
 - Staff Resources
 - i. Identification of key personnel who will provide the information technology support services
 - ii. Summaries of the experience and technological expertise of personnel, including the levels of certifications and/or degrees attained and how the individuals will be able to fulfill the needs of the Village
 - iii. Descriptions of the roles and responsibilities that each of these individuals will have
 - iv. Identify account manager
- **References:** A list of at least three references for local government clients for which the Proposer has or is performing similar work, including client names, telephone numbers, and brief statements describing the scope of work performed
- **Statement of Material Litigation:** Provide a statement on whether or not the company is currently involved with any litigation material to providing IT services, arbitration or bankruptcy proceedings, or has been within the past three years, directly or indirectly.
- **Statement of Conflicts of Interest:** Provide a statement describing any existing or potential conflicts of interest that might affect the individual or firm's ability to perform the work as listed in the RFP.
- **Statement of Exceptions:** Provide a statement of any exceptions taken to this RFP.

5.2 Pre-Proposal Meeting

There will be a mandatory pre-proposal meeting for all prospective Vendors on **Wednesday, June 12, 2019**, at 1:00 p.m. at the Hinsdale Village Hall. Prospective Vendors will have the opportunity to tour Village Hall and as well as the systems currently in use.

5.3 Meetings with Staff

The Vendor chosen for this project shall conduct at least one project kick-off meeting at the start of the project to meet with representatives from the Village Manager's Office regarding the project scope, goals, expectations and questions.

The Village anticipates following the schedule described below to issue the request for issuing and reviewing this request for proposals, and completing the project:

Phase	Anticipated Date
Issue request for proposals	June 3, 2019
Mandatory pre-proposal meeting	June 12, 2019 1:00 pm
Deadline for written questions	June 19, 2019 4:30pm
Proposals due	June 26, 2019 12:00 pm
Interviews	TDB
Award	TBD

Proposals must be received by 12:00 pm by June 26, 2019 and may be submitted via by email to bbloom@villageofhinsdale.org. Alternatively, proposals may be mailed and addressed to:

Village of Hinsdale
Attention: Bradley Bloom, Assistant Village
Manager/Director of Public Safety
19 E. Chicago Ave, Hinsdale, IL 60521