



**VILLAGE OF LISLE**

**REQUEST FOR PROPOSAL (“RFP”)  
# 1349**

**MANAGED INFORMATION TECHNOLOGY  
SERVICES**

**DUE BY: MARCH 25, 2022 AT 11:00 AM CST**

**DEMANDSTAR.COM  
OR  
PROCUREMENT@VILLAGEOF LISLE.ORG**

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1. **Service Overview**

The Village of Lisle, Illinois (“Village”) and Lisle Community Unit School District 202 (“Lisle CUSD 202”) are seeking a qualified company to provide comprehensive managed information technology (IT) services that meet the technology requirements of both entities. The requested services are described herein.

2. **Description of Village and School District**

The Village of Lisle is located 26 miles west of Chicago in DuPage County, Illinois. Lisle’s location, access to an excellent work force, and superb amenities are closely tied to the high quality of life that residents and businesses enjoy. The Village has a total area of approximately 7 square miles and neighbors the prestigious Morton Arboretum. The Village of Lisle provides a full range of services including police protection, construction and maintenance of roadways and infrastructure, water and sewer utility services, commuter parking, planning and zoning, engineering and inspection, cemetery operation and maintenance, economic development, and general administrative services.

Lisle District 202, officially known as Lisle Community Unit District 202, is located in DuPage County about 25 miles west of Chicago. The district serves the Lisle community as well as portions of Downers Grove. Lisle District 202 is proud of the robust educational experience provided to its students. Through the implementation of best practice learning experiences and teaching strategies, strong professional development and dedicated partnerships between the Board of Education, Administration, Staff, Parents and Community, Lisle 202 maintains a clear focus on supporting the development of the whole student including academics and social-emotional growth.

3. **Term**

The term of this contract will be for an initial period of three years. Upon expiration of the initial contract term, the Village, in its sole and absolute discretion, may renew the contract for one (1) additional successive one year renewal term.

4. **Scope of Work/Specifications**

The Village is soliciting proposals from qualified managed IT vendors who are able to provide comprehensive managed IT solutions to the Village and Lisle CUSD 202, meeting the technology needs as outlined below. The vendor will work with and collaborate with the Assistant Village Manager, who is responsible for overseeing IT functions. The vendor’s scope of work shall include the following:

A. General IT Support

- i. Manage helpdesk services and perform basic IT support functions including installing and troubleshooting personal computers (PCs), laptops, tablets, cell phones, printers and other office hardware and software.

- ii. Provide on-site MIS services Monday through Friday from 8:00 a.m. to 5:00 p.m. with 24/7 on call technical support.
  - iii. Maintain the security and functionality of network systems including associated Wi-Fi networks.
  - iv. Make recommendations regarding, and assist in, the composing of annual IT budgets and strategic capital plans that balance cost effectiveness and enhanced capabilities.
  - v. Monitor associated budgeted funds, plan and obtain purchase approvals in accordance with budgeted funds; participate in basic purchasing functions including obtaining quotes.
  - vi. Create, design and implement plans for future IT resource needs and integrate new equipment into existing IT infrastructures.
  - vii. Manage information technology and systems by planning, organizing, controlling and evaluating IT and electronic data operations.
  - viii. 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.
  - ix. Ensure data integrity, network access and preserve assets through performing regular disaster recovery and back-up procedures.
  - x. Identify problematic areas and implement strategic, timely solutions.
  - xi. Identify and implement solutions to support specific needs of user groups. Provide technical support/consulting on specialized technology – water system management software, mobile computing, hosted applications, mobile video capture devices, etc.
  - xii. Oversee telecommunications services for phone system programming, equipment and network alterations.
  - xiii. Provide hosted application setup and support.
  - xiv. Provide expert advice/consultation to general staff on technology related items including cost effective solutions, impact to existing infrastructure, alternative solutions.
  - xv. Keep abreast, inform and advise of new technology through guided learning, trade publications and networking. Simplify, improve, or make more cost effective delivery of information services.
- B. Email and System Security
- i. Proactively monitor system operation to prevent failures, network breaches, and failures.
  - ii. Maintain on-premise and cloud based email systems, ensure email functionality and manage user accounts.
  - iii. Maintain a secure environment for mobile devices with external access to the email system and configure firewalls for internal and remote access in a secure environment.

- C. Telephone and Voicemail Systems
  - i. Provide end user support and coordinate maintenance of the telephone and voicemail systems.
  - ii. Configure and help troubleshoot voicemail boxes and associated integrations with email.
  - iii. Perform basic programming of desk phones and engage telephone service providers/manufactures as necessary.
- D. Issued Cell Phones (Applicable to Village only)
  - i. Perform basic cell phone programming including configuration for email access; conduct basic troubleshooting.
  - ii. Work with cell phone vendor to address technological issues, assist with the maintenance, purchase and replacement of phones and the carrying out of a replacement schedule.
  - iii. Monitor cell phone plans; evaluate usage, ensure greatest value for service plans, and leverage vendor offers for device replacement.
- E. Network Administration Services
  - i. Manage server and network systems which includes managing applications, databases, physical and virtual servers, and associated hardware.
  - ii. Regular monitoring and routine system maintenance including configuration changes, installation of patches and upgrades.
  - iii. Setup new users, edit, remove, or archive existing users on networks and applications; perform standardized functions of the active directory.
  - iv. Manage server performance and capacity; conduct troubleshooting.
  - v. Provide support of specialized software products associated with network equipment such as switches, firewalls, routers, and other security devices.
  - vi. Configure systems for monitoring and notification in the event of power loss, temperature overages, failure, etc. Send alert notifications to designated staff and impacted users as needed.
  - vii. Proactively monitor network equipment status including bandwidth utilization and other performance indicators, make adjustments as warranted.
  - viii. Follow network protocols, maintain documentation and procedures.
- F. Strategic Planning
  - i. 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.).
  - ii. Provide regular replacement schedules for network equipment including workstations, switches, servers, storage systems and other hardware.
  - iii. Provide analysis and technical recommendations on the resolution of technology issues.

- iv. Maintain organization’s effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
  - v. Make strategic recommendations for future purchasing and technology needs.
- G. Other Duties
- i. Provides assistance and support with technological projects as directed by the Assistant Village Manager and/or Lisle CUSD 202’s Assistant Superintendent.
- H. Confidentiality
- i. The vendor will have access to sensitive or restricted information and materials. The vendor to whom an agreement 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 or Lisle CUSD 202 facilities or information technology systems.

**5. Current Information Technology Environment**

The Village has had an intergovernmental agreement with Prescient Solutions since 2011. The Assistant Village Manager oversees the Village’s IT services, and Dr. Linda Kotalik, Assistant Superintendent oversees Lisle CUSD 202’s IT services. Two IT consultants administer IT services, with one dedicated to the Village network and one to Lisle CUSD 202 network. This arrangement has been found to work well, but the partnering organizations are open to alternative recommendations.

**A. Village of Lisle Current IT Infrastructure**

**Locations**

Village Hall	925 Burlington Avenue
Police Department	5040 Lincoln Avenue
Public Works – Administration	4907 Yackley Avenue
Public Works – Operations	4905 Yackley Avenue

<b>Quantity</b>	
5	Departments (Village Manager’s Office, Finance, Police, Public Works, Development Services)
85	Full-Time Employees
15	Part-Time Employees
125	Village Computers (running Windows platform)
18	Switches
26	Print Devices
5	Physical Servers (28 VMware)
130	Telephones
68	Cell Phones

**B. District 202 Current IT Infrastructure**

**Location**

Administration	5211 Center Avenue
High School	1800 Short Street
Jr. High	5207 Center Avenue
Elementary School	5801 Westview Lane

<b>Quantity</b>	
275	Full-Time Employees
75	Part-Time Employees
300	School District Computers (running Windows platform)
1450	School District Chromebooks
200	School District iPads
26	Switches
38	Print Devices
5	Physical Servers
255	Telephones
0	Cell Phones

**C. Enterprise Resource Planning System (ERP)**

The Village is currently in the process of implementing a new cloud-based ERP system that will integrate the Village website with the potential for additional integrations. The selected vendor will play a role in ensuring the successful integration of this system.

**D. School District State of Technology**

The school district maintains both an on-premise Active Directory and Google Workspace for Education infrastructure. Staff are primarily issued Windows laptops while students are primarily issued Chromebooks. All email is through Google Workspace for Education. The selected vendor will play a role in converting our existing on premise infrastructure to the cloud.

**6. Questions**

If any proposer has questions about this RFP, proposer may submit inquiries via email to [procurement@villageoflisle.org](mailto:procurement@villageoflisle.org). All inquiries must be in writing and received no later than **March 16, 2022 at 4:00 pm CST**. The Village will prepare and publish an addendum addressing all inquiries by **March 22, 2022**. All proposers are responsible for monitoring Demandstar.com or the Village’s website, and obtaining and acknowledging any and all addenda issued by the Village in connection with this RFP.

**7. Submission Requirements**

Proposals should be prepared as simple as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP.

Attention should be given to accuracy, completeness, relevance and clarity of content. The proposal should be organized into the following major sections:

- A. Introduction Material and Executive Summary
- B. Company Background
- C. Scope of Services
- D. Implementation Plan
- E. References
- F. Price Proposal
  - i. 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).
  - ii. Vendors shall also 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 5:00 p.m. Monday through Friday, though occasional variances of these hours may be required to complete maintenance activities during off-peak business hours. The school district's normal business hours are between 7:30 a.m. and 4:30 p.m. Monday through Friday. After-hours emergencies shall include work directed by the Village or Lisle CUSD 202 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.

## 8. **Submission Method**

Electronic submittal - Interested firms shall upload all submittal requirements electronically at [www.demandstar.com](http://www.demandstar.com) or to [procurement@villageoflisle.org](mailto:procurement@villageoflisle.org) by **March 25, 2022 at 11:00 am CST**. The Village is not accepting paper copies for this RFP. Proposals shall include all requested information, forms and certifications in order to be considered responsive. Submittals received after the date and time specified above will not be considered.

All proposals will remain in effect for a minimum period of ninety (90) days after receipt of proposals.

Provisions of this RFP and the contents of the successful responses are considered available for inclusion in the final contractual obligations.



9. **Evaluation Criteria**

The Village and Lisle CUSD 202 will review each proposal and select a vendor that best fulfills the needs of both entities based on the following:

- 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. Cost
  - i. Costing, including the most cost-effective model to carry out the required scope of work.
- E. 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.

10. **Award Recommendation**

An award recommendation will be made to proposal that meets all mandatory criteria and meets Reference and Qualification requirements. Staff responsible for reviewing proposals will consider the following factors:

- 1. Cost of service.
- 2. Quality of service.

11. **Insurance, Hold Harmless and Indemnification**

The successful vendor shall maintain limits no less than the following:

- A. Workers Compensation and Employers' Liability
  - i. Workers' Compensation coverage with statutory limits and Employers' Liability limits of \$500,000 per accident.
- B. Professional Liability

- i. Limits not less than \$1,000,000 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.
  - C. Commercial General Liability
    - i. \$1,000,000 combined single limit per occurrence for bodily injury and property damage and \$1,000,000 per occurrence for personal injury. The general aggregate shall be twice the required occurrence limit. Minimum general aggregate shall be no less than \$2,000,000.
  - D. Business Automobile Liability
    - i. \$1,000,000 combined single limit per accident for bodily injury and property damage.
  - E. An Umbrella Insurance Policy in an amount not less than \$1,000,000 per occurrence

12. **Proposal and Agreement**

Each proposal submitted is an offer only by each respective proposer (“Proposer”) to provide and perform the Services. Issuance of this RFP does not obligate the Village to pay any costs incurred by any Proposer for the preparation and submission of a proposal. The decision by the Village to accept or reject a proposal is a function of the quality reliability, capability, reputation, and expertise of the Proposer(s). The Village may negotiate with Proposers concerning proposed fees, pricing, the delivery of the Services, or any other contractual terms.

13. **Withdrawal of Proposals**

Proposals may be withdrawn at any time prior to the deadline, provided that a written, signed request by the Proposer for the withdrawal of such proposal is filed with the Village prior to the deadline. The withdrawal of a proposal prior to the deadline will not prejudice the right of a proposer to submit a timely new proposal. No proposal shall be withdrawn without the consent of the Village for a period of 60 days after the deadline.

14. **Freedom of Information Act**

All information submitted to the Village in response to this RFP 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. Proposers 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. Proposers that desire to have portions of their proposals considered for this exemption should identify those portions accordingly.

15. **Collusion among Proposers**

Any agreement or collusion among vendors or licensees or prospective vendors or licensees in restraint of freedom of competition by agreement to propose a fixed price, or otherwise shall render the proposals of such vendors void.

16. **Attachments**

**ATTACHMENT 1            DISCLOSURE OF BENEFICIARIES**

**ATTACHMENT 2            REFERENCE SHEET**

**ATTACHMENT 3            IRS W-9 FORM**

## Attachment 1 - Disclosure of Beneficiaries

In compliance with Village of Lisle Purchasing Procedures requiring the disclosure of certain interests by persons applying for permits, licenses, approval, or benefits from the Village of Lisle:

1. Applicant: \_\_\_\_\_  
Name

\_\_\_\_\_  
Address City State Zip Code

\_\_\_\_\_  
Telephone Email Address

Federal Tax ID# \_\_\_\_\_

2. Nature of Transaction Sought; for example, license permit approval or sale of products, services, or miscellaneous (explain miscellaneous):

\_\_\_\_\_

3. Nature of Applicant: (Please check one)

a. Natural Person: \_\_\_\_\_

b. Corporation: \_\_\_\_\_

c. Land Trust/Trustee: \_\_\_\_\_

d. Trust/Trustee: \_\_\_\_\_

e. Partnership: \_\_\_\_\_

f. Joint Venture: \_\_\_\_\_

4. If applicant is an entity other than described in Section 3, briefly state the nature and characteristics of the applicant:

\_\_\_\_\_

5. If in your answer to Section 3 you have checked Box b, c, d, or e, identify by name and address each person or entity who is a 7.5 percent shareholder in the case of a corporation, a beneficiary in the case of a trust or land trust, a joint venture in the case of a joint venture, or who otherwise has a proprietary interest, interest in profits and losses, or right to control such entity.

	Name	Address	Interest
a.	_____	_____	_____
b.	_____	_____	_____
c.	_____	_____	_____
d.	_____	_____	_____

6. Name, address, and capacity of person making this disclosure on behalf of the applicant:

\_\_\_\_\_

IMPORTANT NOTE: In the event your answer to Section 5 identifies entities other than a natural person, additional disclosures are required for each such entity.

**VERIFICATION**

I, being first duly sworn under oath, depose and state that I am the person making this disclosure on behalf of the applicant, that I am duly authorized to make this disclosure, that I have read the above and foregoing Disclosure of Beneficiaries, and that the statements contained therein are true in both substance and fact.

By: \_\_\_\_\_

(Authorized Signature and Title)

Subscribed and sworn to before me this \_\_\_\_ day

of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_

Notary Public

**Attachment 2 - Reference Sheet**

**List references for similar projects you have completed in the past five (5) years.**

Agency Name:	
Contact Person	Phone Number
Address	
Estimate Project Cost	
Dates of Service	
Number of Employees	
Agency Name:	
Contact Person	Phone Number
Address	
Estimate Project Cost	
Dates of Service	
Number of Employees	
Agency Name:	
Contact Person	Phone Number
Address	
Estimate Project Cost	
Dates of Service	
Number of Employees	

**Attachment 3 - IRS Form W-9**

Include a copy of IRS Form W-9 with proposal.