



Request for Proposal

Outsourced IT & Managed Services

Issued Date

4/5/21

Submission Deadline

4/26/21

By 5:00 PM CST

RFP Coordinator:

Greg Bruggeman

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1 Request for Proposal (RFP)

The DeKalb Park District invites you to respond to this Request for Proposal (RFP). The focus of the RFP is to select a single organization to provide IT managed services and consultation to DeKalb Park District in regard to network administration and general IT services. Following the initial term, there is a possibility to renew this contract for multiple terms.

2 Introduction to DeKalb Park District

The City of DeKalb was the first provider of park and recreation services to the community beginning in 1935. Spearheaded by the League of Women's Voters, the citizens of DeKalb formalized their need for recreation and parks by establishing the DeKalb Park District as a separate governmental entity with its own tax base in 1935. The first significant improvement project was the opening of the community swimming pool in Hopkins Park. As the community grew, so did the Park District.

The Park Board of Commissioners consists of five elected individuals who serve uncompensated four-year terms. The Park Board of Commissioners is responsible for administering the policies of the District while the day-to-day operations are the responsibility of the Executive Director. The DeKalb Park District employs 23 full-time and over 250 part-time, seasonal, and temporary staff members.

The DeKalb Park District boundaries are nearly coterminous with the City of DeKalb and encompass 14.6 square miles serving a population of over 43,000 residents along with the students at Northern Illinois University.

3 Overview of Current Technical Environment

Currently, primary network and IT services are administered by a local IT vendor. As part of the current agreement, monthly services such as general server and workstation maintenance, anti-virus, email filtering/archive, data backups, software licensing, firewall-as-a-service, and a small base of tech service hours are charged each month. Additional tech time is charged on an ad hoc hourly basis.

The primary "IT Liaison" for the District is the Superintendent of Finance. All IT issues are vetted by the IT Liaison, then assigned to the appropriate IT vendor (Network, Phone System, Recreation Software for both the DeKalb Park District and the Kishwaukee Special Recreation Association (KSRA), Financial Software that will be upgraded to Tyler Technologies in 2021) through service tickets at each provider.

Network/Connectivity

There are six Park District office locations networked to the servers. Three locations are connected via dark fiber and three are connected via Comcast internet connection. There are multiple access points (Wi-Fi) at most of the locations; we will be asking for an additional access point at the Buena Vista shop.

Servers

The Park District currently operates **one Dell server, onsite at Hopkins Admin office**. The physical server was replaced in January 2019. At that time, some of the server data was migrated into a cloud solution (Office 365 migration).

Users

The Park District operates in a PC environment. There are a total of **thirty-six (36) workstations** (PC/Laptop/tablet) in the District and **sixty (60) network devices (52 PCs, 6 printers, 1 Router, and 1 UPS)**. Eight of the workstations are used primarily as POS terminals for facilities such as the swimming pool, golf courses, and recreation facilities. Employees with a computer at their desk have network login and email credentials. Other full-time employees and Board Members have only email accounts managed through webmail. Included in the users is KSRA. KSRA is an independent organization that the DeKalb Park District is

part of. Although separate from the DeKalb Park District, KSRA does utilize the park district's phone and server.

Facilities

IT services will be needed at the following facilities:

- Hopkins Community Center and Hopkins Pool, 1403 Sycamore Rd
- Sports and Recreation Center, 1765 South Fourth Street
- River Heights Golf Course, 1020 Sharon Drive
- Buena Vista Golf Course, 131 Buena Vista Drive
- Maintenance Campus, 1205 East Locust St
- Haish Gymnasium, 303 South 9th St

Backup Process

Back up servers multiple time per day to a backup appliance and duplicated offsite nightly for 30 days.

Hardware/Software

The Park District replaces 3-4 computers each year. Older computers are usually transferred to "lighter users" in the District. Computers used by "heavy users" are retired or transferred to light users after 5 years. The new standard for PCs purchased is that they are equipped with an SSD drive and a minimum of 8GB RAM and operate on Windows 10. DeKalb Park District runs Microsoft Office 365

All firewalls are currently included and managed by the IT provided as Firewall as a Service.

The phone system, recreation software, and financial software are administered by the companies through which the products were purchased.

4 Value Added Service Requirements

As part of this RFP, the following services are some priority items for DeKalb Park District:

- **Technical support** – Ability to support DeKalb Park District's inquiries as required, via help desk, including support for remote users. Issues should be prioritized and resolved in a timely manner.
- **Technology strategy planning** – Working with District staff and Board to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
- **Email Archiving** – To comply with records retention and FOIA requests ALL Park District email must be archived in a manner that can be searched and sorted.
- **Remote backup** – Executing a nightly backup plan for the critical server, including a regularly-tested recovery process.
- **Network and email system monitoring** – 24/7 monitoring of DeKalb Park District's network and email services with proactive communication and escalation protocols based on the severity of any unscheduled outages.
- **Warranty, break fixes, and installation** – Planned and on-call services, including emergency response to server issues.
- **Firewall-as-a-Service** – Monitoring of firewall security and periodic upgrade of firewall hardware.
- **Reporting and communication** – Ensuring monthly reporting on all assets, current activities and issues, and project status reports.
- **IT policy review and development** – Recommendation of customized policies related to the use of technology.
- **Configuration** – Full assembly of hardware and software, including testing.
- **PC deployment** – Delivery and setup of machines on-site.

- **Software licensing control** – Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
- **Ransomware** – Any experience with ransomware or a plan to deal with a ransomware attack.

5 Selection Criteria

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

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Cost/Price

6 Response Contents and Format

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

7 Information Requirements

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

7.1 Corporate Information

1. Give a brief overview of your organization's involvement in providing IT value added services in the marketplace.
2. How long has the organization been in this business?
3. In what cities do you maintain offices?
4. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support?
5. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
6. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals.
7. Please describe your organization's experience in transitioning clients to cloud technology from more traditional IT service models.
8. Please provide details of three current customer accounts that are similar in scope and requirements to those of DeKalb Park District.
9. Please provide any experience transitioning from use of a server to a serverless office.
10. Please provide any experience with ransomware or how your firm will deal with a ransomware attack.
11. Please provide a list of recommendations of at least 5 clients with at least 3 governmental clients.

7.2 Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization as a provider of managed IT services to the DeKalb Park District. Specifically, provide the following information:

- i. Key activities
 - ii. Timing
 - iii. Information/resource requirements from DeKalb Park District
 - iv. Deliverables
 - v. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what DeKalb Park District resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services to DeKalb Park District.
4. Please describe your experience in providing value-added services, including the following:
 - a. Technical support
 - b. Technology strategy planning
 - c. Email Archiving
 - d. Remote backup
 - e. Network and email system monitoring
 - f. Warranty, break fixes, and installation
 - g. Firewall-as-a-Service
 - h. Reporting and communication
 - i. IT policy review and development
 - j. Configuration
 - k. PC deployment
 - l. Software licensing control
5. How can we be confident that hardware pricing levels will be aggressive and will remain highly competitive over a multi-year period during which new models may be introduced?

7.3 Support

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

7.4 Financials

1. Describe the pricing model(s) that you typically employ for your standard services.
2. Please indicate the charges associated with each of the following services, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis. Please also include any other services that might be included in the company's standard managed IT services package.
 - a. Technical support
 - b. Technology strategy planning
 - c. Email Archiving
 - d. Remote backup
 - e. Network and email system monitoring

- f. Warranty, break fixes, and installation
 - g. Firewall-as-a-Service
 - h. Reporting and communication
 - i. IT policy review and development
 - j. Configuration
 - k. PC deployment
 - l. Software licensing control
3. Do you offer service bundles and if so, describe the effect of this bundling on pricing.

8 DeKalb Park District Phone System

The DeKalb Park District currently utilizes a desk telephone system separate from our IT provider. If you have a VOIP telephone service that you would like to submit a proposal for, please include that as an optional service. Please list your price without the service, with the service and whether the price is included in the base price or as an additional cost. The DeKalb Park District has approximately 45 phones.

9 DeKalb Park District Facility Tours

Although not required, the DeKalb Park District is strongly encouraging interested vendors to tour the DeKalb Park District facilities to gain a better understanding of our needs. Facility tours will be available on April 15 & 16. Please email gbruggeman@dekalbparkdistrict.com to schedule a tour and include a preferred day for your tour. All tours will last about 3 hours.

10 Communications and Response

Greg Bruggeman is the designated DeKalb Park District representative for this initiative. For any information relative to this RFP, please direct all inquiries to his contact information is as follows:

Greg Bruggeman
DeKalb Park District
Gbruggeman@dekalbparkdistrict.com
(779)777-7263

11 Notification of Intent to Respond and Clarification Questions

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

12 Response Delivery Instructions

Please submit an electronic copy of your proposal to the email address indicated in the *Communications and Response* section above. All responses must be received on or before close of business (5:00 pm CST) on the *Proposals Due* date indicated in the *Key Dates* table below.

13 Vendor Presentations

Our intention is to hold interviews with one or more firms submitting an RFP. The interviews will be held at DeKalb Park District and we will provide the firms with as much advance notice as possible.

14 Key Dates

Event	RFP Issued	Intent to Respond and Questions Due	Answers Provided	Proposals Due	Interviews
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Date	4/5/2021	4/14/2021	4/21/2021	4/26/2021	TBD
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15 No Obligation

The submission of a proposal shall not in any manner oblige DeKalb Park District to enter into a contract or to be responsible for the costs incurred by your organization in responding to this request.