Village of Minooka

Request for Proposal (RFP)

for

Information Technology Managed Services

ISSUE DATE:

February 28, 2025

Deadline for Proposal Submitted:

March 20, 2025, 4:00 p.m.

Proposals will only be accepted via email, sent to the following email address:

ATTENTION: Daniel Duffy, Village Administrator

Dan.duffy@minooka.com

**RFP Overview/Introduction**

The Village of Minooka (herein referred to as “Village”) has issued this Request for Proposal (RFP) to solicit responses from qualified vendors offering IT Managed Services to provide outsourced IT Managed Services per the requirements identified in this RFP.

The Village facilities include Village Hall (Village Manager, Finance, Recreation, Planning & Zoning, Police Department, and Village Council Chambers) and Public Works Facility (Public Works, Wastewater, Maintenance and Public Works Administration, and Streets & Parks staff). Additionally, the Village owns a several parks that may require monitoring.

**About the Village / Technology Environment**

The Village of Minooka is a residential community located in Grundy, Will and Kendall Counties, just south of Joliet. The Village has a population of approximately 13,000. The Village is managed by a president and trustee form of municipal government, with a Village Administrator handling the day-to-day operations. The Village’s municipal services include: Village Trustees; Village Manager, Village Clerk, Finance Director, Police, Public Works, Planning and Building and Parks and Recreation. The Village employs approximately 40 +/- full-time employees. The Village’s IT services are provided under contract with a private vendor.

The Village invites proposals from qualified firms to provide managed information technology services to the Village. The ideal firm will have experience providing IT support to local government organizations, including experience with Public Safety. Due to the nature of Public Safety software and systems, experience in this area is highly desirable. The selected firm will provide IT professional services on an as-needed basis primarily during normal business hours: Monday through Friday 8:00am – 4:30pm. All hours Saturday, Sunday Desktop support performed by Contractor outside the normal business hours, on weekends or holidays will be billed at the appropriate rates. However, as the Village operates 24/7, 365 days a year with Public Safety, a knowledgeable representative must be available to support IT related requests off-hours for emergencies. Due to the need for Public Safety support, all staff involved (including remote support personnel) within the contract will need to pass a background check prior to employment, and be CJIS compliant per the CJIS Security Policy.

The Village has one data center, with a backup at an off-site location. The Village utilizes Microsoft server and desktop platforms, majority of systems run supported operating systems. The Village core business applications include but are not limited to; Laserfiche, Adobe, Microsoft Office, Office 365, Azure Directory, etc. The Village computers are currently at 1/3 replacement schedule.

Hardware Profile Village Wide

* Verizon Cell Phones (smart phones 40; flip phones 21)
* Phone System - Installed 8/2019; Make, Model Avaya IP Office 500 V2; Voice Mail System Model: IPO500V2 with Voicemail Pro; 107 phones
* Virtual Servers (4) - Village Hall
* Routers, Switches, and Wiring
* Storage devices (internal and external)
* Battery backups

Hardware Profile Police Department

* Physical Servers (2) - Police Department
* Motorola - Body Cameras (24) and In Car Cameras (13)
* MDT – Mobile Data Terminals in police vehicles (13)
* Desktops and Laptops (15) Providers may be asked to assist with support and communications with vendors where support services and or maintenance agreements exist and are provided by third parties. Examples include but are not limited to Verizon, Watchguard, Grundy/Kendall/Will Counties, etc. The interconnectivity of the system is challenging for non-IT professionals even with a support or maintenance agreement in place.

**General RFP Submittal Information**

The Village’s designated staff will evaluate proposals received. All proposals and other materials submitted in response to this RFP procurement process become property of the Village. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process. Upon completion of the evaluation of proposals, the proposals and associated materials will be open for review by the public to the extent allowed by the Illinois Freedom of Information Act.

General Material should include:

* Company Background (number of years actively providing professional services for technology services, location of office from which service will be provided, company’s normal business hours.)
* Qualifications and References (minimum of three references). One reference must be a government agency for whom the firm has provided similar services in Illinois. The Vendor should be performing similar work to each of these references.
* Approach for Desktop Applications Support, Server Support, Office 365 Administration, Network Administration, Security Administration and Managed Services Technology
* Proposer must also list any resources, assistance, or other items expected to be provided by Village (computer, office, etc.)
* List of Proposer’s applicable business and professional licenses. The Village may require

any or all Proposers to submit evidence of proper licensure.

* Description of any claims, lawsuits, or legal settlements the vendor has had in the past and/or those that are currently pending.
* Contractor shall follow industry best practices, specifically the "Service Operation" Standards.

**Proposal Costs**

 Agency pricing proposal as follows:

* Flat monthly cost for base services
* Per Unit cost for Desktop and Server Support services
* Flat monthly cost for Network and Security Services
* Hourly rate for addition and afterhours work
* Village expects managed services to include on-site support and remote support. Note that the

purchase and installation of managed services software will be the responsibility of the vendor. \*Village reserves the right to select final services from the proposed services offered during a final contract process.

The Village will not pay any costs associated with the preparation, submittal, presentation, or any expenses associated with proposal. All proposals submitted to Village shall become properties of Village and will not be returned. The vendor may recommend other tasks that it deems appropriate to achieve the objectives set forth in this RFP. However, these additional tasks should be clearly identified as additional tasks within the RFP.

**Subcontractors**: The Village prefers a proposal with a single or primary vendor. If a vendor

partnership submits a proposal, a primary vendor who will be responsible for the satisfactory performance of all subcontractors performing work under this contract.

**IT Managed Services**

Village expects the new IT provider’s transition plan to have limited impact on ongoing operations. Vendor is expected to have experience in this area and to provide Village with a detailed plan to accomplish the transition from the current IT support provider to the new IT support provider, with minimized disruption to staff.

**General Technology Support Shall Include:**

* Contractor shall provide support for Village desktop and desktop applications and general industrial technology support.
* Contractor shall provide support for Village hardware, software and network(s).
* Contractor shall provide 24/7 support to all Village based server(s), monitoring of the network infrastructure, provide 24/7 network security and cyber security monitoring and management.
* Contractor shall manage and maintain security settings, firewalls, software, and firmware on all network equipment, computers, and laptops.
* Contractor shall maintain all network(s), controllers, switches, and VPNs; provide network design and engineering expertise to maintain network.
* Contractor shall manage Storage, Backup & Disaster Recovery Support storage environment.
* Contractor shall manage and ensure the recoverability of all Village data based on

agreed upon backup and retention schedules.

* Contractor shall diagnose, investigate, and identify root cause to hardware, software and network problems.
* Contractor shall manage repairs for Village hardware, software and network(s), and work with vendors for application issues beyond routine repair procedures and for non-standard, unique third-party software that the Village utilizes.
* Contractor shall maintain a current list of software, hardware inventory, and license information.
* Contractor shall provide the Village with IT best practices and recommendations.
* Contractor shall assist with the development of new IT related policies and the updating of existing as it relates to State of Illinois IT mandates & policies as needed.
* Contractor shall evaluate and recommend technology upgrades and replacements to the Village as needed to improve performance, security, reliability, etc. The Village computers are currently at 1/3 replacement schedule. The Village will act as the final decision maker for any proposed upgrade or replacement.
* Contractor shall identify, evaluate, and recommend any third-party software tools that Village will be required to procure. The Village will act as the final decision maker for any software licensed by, or for, the Village, procured with Village funds, or required to be reimbursed with Village funds.
* Contractor Staffing: Contractor shall provide technical staff that are knowledgeable and trained to carry out this Scope and Services. Based on ongoing IT needs, staffing levels may change upon mutual agreement between Contractor and Village.
* Managed Service staffing includes a dedicated account manager (Act as the main point of contact between Contractor and Village).
* All copiers and desktop printers are not included in IT service agreement with contractor; however, contractor is expected to support/troubleshooting and provide support for connectivity issues and interface with third-party vendors.
* Security Cameras are not included in IT service agreement with contractor; however, contractor is expected to support/troubleshooting and provide support for connectivity issues and interface with third-party vendors.
* Phone System is not included in IT service agreement with contractor; however, contractor is expected to support/troubleshooting and provide support for connectivity issues and interface with third-party vendors.
* Village Website is not included in IT service agreement with contractor; however, contractor is expected to support/troubleshooting and provide support for connectivity issues and interface with third-party vendors.

**Specific Department Support**

Administration:

* Ability to respond to Village Administration Department support requests
* Main focus shall be desktop, server operations and village issued laptops/work pads
* Misc services will include village issued phone, email trouble shooting, etc

Police Support:

* Ability to respond to Police Department support requests (CAD/RMS, Mobile, inCar Computers and Cameras)
* Staff working on Police systems are required to;
	1. Pass a background check prior to employment
	2. shall remain familiar with the CJIS Security Policy to ensure systems are complaint, and shall complete the required security awareness training on all the topics identified in CJIS Security Policy Sections 5.2.1.1, 5.2.1.2, 5.2.1.3, and 5.2.1.4.

Public Works:

* Ability to respond to Public Works Department support requests
* SCADA, GIS, AutoCAD software/systems are not included in IT service agreement with contractor, however, contractor is expected to support/troubleshooting and provide support for connectivity issues and interface with third-party vendors Others?

**Work Reporting**

Contractor shall deliver a quarterly report (or other mutually agreed upon reporting time) documenting performance according to the agreed-upon service levels set forth below. Conduct quarterly IT status update meetings with Village designated point of contact. Provide status of service request or project (as needed). Decommission and remove hardware, including hard drives in compliance with Village policies.

**DICLAIMERS:**

Rights of the Village.

The Village reserves the right to:

• Make the selection based on its sole discretion

• Reject any and all proposals

• Issue subsequent Requests for Proposals

• Postpone opening proposals, if necessary, for any reason

• Remedy errors in the Request for Proposal process

• Approve or disapprove the use of particular subcontractors

• Accept other than the lowest offer

• Waive informalities and irregularities in the proposals

• Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the Village in a timely manner an agreement will not be binding or valid with the Village unless and until it is approved by the Village Council and executed by authorized representatives of the Village and of the Proposer.

**Questions regarding this RFP**: Questions should be submitted by email to Daniel Duffy, (dan.duffy@minooka.com), Minooka I.T. RFP Project. Village may make clarifications, interpretations, corrections, and changes to the documents by issuing an addendum as provided herein. Purported clarifications, interpretations, corrections, and changes to the documents made in any other manner shall not be binding on Village, and vendors shall not rely upon them.

**RESPONSIVENESS AND SELECTION PROCESS**: The decision for selection will be made on a combination of criteria, including but not limited to: comprehensiveness of proposal, responsiveness and adherence to format, quality and completeness of proposal, qualifications and experience of the firm or partnership, with same or similar equipment/services, and vendor's ability to perform in a timely fashion; total cost (including hourly rate and service costs); local project team and subcontractor/consultant qualifications; reputation of Vendor and products in similar installations; Village’s perception of Vendor’s stability within the industry.

**RFP Schedule**

Release RFP Friday, February 28, 2025

Proposals Due Thursday March 20, 2025, 4:00 PM