



Carrie Eklund
Central Services Manager
Finance Department

**INVITATION TO BID
IT SERVICES
BID NO.: 611-IT-065**

6/13/11

Name of Bidding Firm: _____

Address _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

E-Mail: _____

Bid Opening Time and Date 11:00 a.m., Local Time, Thursday, July 7, 2011

Bids will be accepted until the specified opening time and date. Any bidder attempting to deliver after the opening time and date will be refused.

Bid Deposit/Bid Bond: NO
Prevailing Wage NO
Performance Bond: NO

PLEASE MARK THE RETURN SEALED ENVELOPE:

- 1. Bid Opening Date and Time
- 2. Title of Job
- 3. Bid Number

RETURN BIDS TO:

City of Rockford
Central Services Manager
425 East State Street, 4th Floor
Rockford, Illinois 61104
Telephone: (815) 987-5560

BIDS SUBMITTED BY FASCIMILE OR E-MAIL WILL NOT BE ACCEPTED

BID RESULTS:

Bid results may be obtained by telephone at (815) 987-5560, by fax at (800) 380-7174, or at www.rockfordil.gov

CITY OF ROCKFORD, ILLINOIS—BIDDING GENERAL CONDITIONS

1. Pricing. The bidder shall insert price for all bid items and all other information requested in these specifications. The price shall be the *full, delivered cost* to the City of Rockford with no additions.
2. Total versus “Per Item” Awards. The City generally awards contracts based on a lump sum basis to the lowest responsible and responsive bidder. However, the City may choose to award on a per item basis. Therefore, each bidder must submit pricing for each item indicated on the bid forms. Bidders must clearly indicate which items are bid and which are not.
3. Delivery of Merchandise. Delivery terms will always be Freight On Board (FOB)—Destination. The City of Rockford accepts no responsibility for the condition of any merchandise purchased prior to acceptance by City Personnel. Failure to comply with this requirement may constitute rejection of the bid.
4. Acceptance of Merchandise at Delivery. The City of Rockford reserves the right to refuse acceptance of delivered merchandise that differs substantially from the specifications in this invitation to bid or as otherwise permitted by Illinois law.
5. Prompt Payment Act. The City of Rockford intends to comply with the governmental prompt payment act. The awarded vendor will be paid upon submission of invoices to: City of Rockford Accounts Payable, 425 East State Street, Rockford, IL 61104.
6. Legal Compliance. The vendor awarded this contract will comply with all Federal, State, County, and City laws, ordinances, rules and regulations, which in any manner affect the product or service placed for bid herein. Lack of knowledge on the part of the awarded vendor of applicable law will in no way be cause for release of this obligation. If the City becomes aware of violation of any laws, ordinances, rules and regulations on the part of the awarded vendor, it reserves the right to reject any bid, cancel any contract, and pursue any other legal remedies deemed necessary.
7. Legal Requirements. This contract sets forth the entire final agreement between the City of Rockford and the bidder and shall govern the respective duties and obligations of the parties. The validity of this contract, and any disputes arising from the contract, shall be governed by the laws of the State of Illinois. Any litigation under this agreement shall be resolved in the trial courts of Winnebago County, State of Illinois. Should a provision of this contract be declared invalid by a court of competent jurisdiction, it shall not affect the validity of the remaining provisions of the contract.
8. Safety. Prevention of accidents at any project is the sole responsibility of the awarded vendor and its subcontractors, agents, and employees. The awarded vendor, its subcontractors, agents, and employees shall be fully and solely responsible for the safety of this project. The awarded vendor shall retain exclusive and direct control over the acts or omissions of its subcontractors, agents and employees, and any other persons performing portions of the work and not directly employed by the awarded vendor.
9. Criminal Background Check. When necessary for the protection of citizens and/or City staff, the City may require an awarded vendor to conduct a criminal background check on all of its personnel who will have direct contact with City facilities or residents/businesses served under this contract. Personnel are defined as representatives, agents, employees, subcontractors, or anyone else who will be utilized to fulfill obligations under this contract. Criminal background checks, at a minimum, shall consist of a county level felony and misdemeanor

check for each county in which the personnel resided in the last 10 years. The awarded vendor shall notify the City of any of its personnel who have been convicted of a felony or misdemeanor prior to commencing any work under this contract. At the City's discretion, personnel with any felony or misdemeanor convictions which raise a concern about the safety of building, property, or City staff/resident's personal security, or is otherwise job related (as determined by the City) shall not perform work under this contract. Once given notice that a background check(s) will be required, it must be completed within 14 calendar days so as to not delay work to be completed.

10. Control of the Work. With respect to the awarded vendor's own work, the City shall not have contractual, operational, and/or supervisory control over and/or charge of the work and shall not be responsible for construction means, methods, techniques, sequences, procedures, and programs in connection with the awarded vendor's work, since these are solely the vendor's responsibility under the agreement. The City shall not be responsible for the awarded vendor's failure to carry out the work in accordance with the agreement's terms and conditions. The City shall not have control over and/or charge of acts or omissions of the awarded vendor, its subcontractors, and/or their agents or employees, or any other person performing portions of the work not directly employed by the awarded vendor. The awarded vendor shall be considered to be an "independent contractor" pursuant to Illinois law.

11. Bid Bond. When required on the cover sheet, a bid bond for not less than 5 percent of the bid amount must accompany all bids as a guarantee that if the bid is accepted, the bidder will execute and file the proper contract. A bank cashier's check, bank draft, or certified check equal to the amount specified is acceptable in lieu of a bid bond. Bid bonds of the two lowest firms will be retained until the contract is awarded.

12. Performance Bond. When required by the specifications herein, the awarded vendor shall furnish a performance bond equal to the amount of the contract, acceptable to the City, within 14 calendar days after notification of contract award. Failure to furnish the required bond within the time specified may be cause for rejection of the bid and any bid deposit may be retained by the City as liquidated damages and not as a penalty.

13. Taxes. No charge will be allowed for taxes from which the City of Rockford, Illinois is exempt. The City of Rockford, Illinois is not liable for the Illinois Retailers' Occupation Tax, the Service Occupation Tax or the Service Use Tax. The City is exempt from the Federal Excise and Transportation Tax.

14. Withdrawal of Bids. Firms may withdraw or cancel their bids at any time prior to the advertised invitation to bid opening. After the opening time, no bid shall be withdrawn or cancelled. All bids shall be firm and valid for a period of sixty (60) calendar days. If a bidder to whom a contract is awarded refuses to accept the award, the City may, at its discretion, suspend the bidder for a period of time up to three (3) years.

15. Subcontracting. The bidder shall provide information for all subcontractors, leased operators/equipment, and suppliers and all other information requested in the Subcontractor and Supplier Detail Forms attached. Requests for deviations from the completed detail forms submitted must be made in writing, and reviewed and approved by the City's Diversity Procurement Officer and the Central Services Manager or designee. The awarded vendor may not subcontract any portion of the contract after award without written consent of the City of Rockford Central Services Manager. When subcontractors are used, the awarded vendor is required to pay subcontractors promptly after completion of work. Delay of payment is prohibited.

16. Termination of Contract. The City of Rockford reserves the right to terminate the contract in its entirety or in portions, upon written notice to the awarded vendor, if the Rockford City Council does not appropriate sufficient funds to complete the contract or in the event of default by the awarded vendor. Default is defined as failure of

the awarded vendor to perform any of the provisions of this contract or failure to make sufficient progress so as to endanger performance of this contract in accordance with its terms. In the event of default, the City may purchase the product(s) and/or service(s) from other sources and hold the defaulting company responsible for any excess costs occasioned thereby. The City may require payment of liquidated damages for non-performance. Should default be due to failure to perform or because of a request for a price increase, the City reserves the right to remove the firm from the City's bidder list for a period of up to three years.

17. Late Bids and Proposals. Regardless of cause, late bids and proposals will not be accepted and will automatically be disqualified from further consideration. It shall be solely the vendor's risk to ensure delivery at the designated office by the designated time. Late bids and proposals will not be opened and may be returned to the awarded vendor at their request and expense.

18. EEO Forms. Each firm shall be required to submit with its bid information all EEO forms included in the invitation to bid package. Any bid which fails to include the properly completed compliance items will not be read and will not be considered. All subcontractors shall also be required to comply with the same EEO forms as the firm.

19. Restrictive or Ambiguous Specifications. It is the responsibility of the bidding firm to review the invitation to bid specifications and to notify the Central Services Manager if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications or invitation to bid procedures must be received by the Central Services Division not less than seventy-two hours prior to the time set for the opening. In the event a contract term is not defined within the contract document, the term will be given its ordinary dictionary definition.

20. Bid Protest. Firms wishing to protest bids or awards shall notify the Central Services Manager in writing within 7 days after the invitation to bid opening. The notification should include the bid number, the name of the firm protesting, and the reason why the firm is protesting the bid. The Central Services Manager will respond to the protest within seven (7) calendar days. A successful protest may result in the reversal of a previously awarded contract.

21. Disputes. In case of disputes as to whether or not an item or service quoted or delivered meets specifications, the decision of the Central Services Manager, or authorized representative shall be final and binding to all parties. The Central Services Manager has the right to waive technicalities as they see fit. The Central Services Manager may request a written recommendation from the head of the department using the equipment or service being procured.

22. Exceptions. Any deviations from these specifications shall be noted and submitted with the bid. Failure to address deviations from specifications may result in bid rejection.

23. Acceptance/Rejection of Bids. The City of Rockford reserves the right to accept or reject any or all bids or proposals at any time, for any reason, including but not limited to the Rockford City Council not appropriating sufficient funds to purchase equipment or complete the contract. The City may make awards in any manner deemed in the best interest of the City.

24. Prevailing Wage. When indicated on the cover page of this document, this contract calls for the construction of a "public work," within the meaning of the Illinois Prevailing Wage Act, 820 ILCS 130/.01 *et seq.* ("the Act"). The Act requires awarded vendors and subcontractors to pay laborers, workers, and mechanics performing services on public works projects no less than the "prevailing rate of wages" (hourly cash wages plus fringe

benefits) in the county where the work is performed. When required, awarded vendors are responsible for paying current prevailing wage rates, as posted on the Illinois Department of Labor's website at: <http://www.state.il.us/agency/idol/rates/rates.HTM>. It is the awarded vendor's responsibility to verify current wage rates, as they are updated monthly. All awarded vendors and subcontractors rendering services under this contract must comply with all requirements of the Act, including but not limited to, all wage, notice, and record keeping duties.

25. Certified Payroll. All Certified Payroll reports required to be submitted under the Prevailing Wage Act, 820 ILCS 130, must be submitted monthly via email, in Excel or some format compatible with Excel, to certified.payroll@rockfordil.gov.

26. Substance Abuse Prevention. When required by Illinois State Statutes, awarded vendors must have in place and file with the City a written program for prevention of substance abuse among its employees. This program must include pre-hire, random, reasonable suspicion, and post-accident drug and alcohol testing, as required by the Substance Abuse Prevention on Public Works Projects Act.

27. Apprenticeship Requirement. For construction contracts over \$50,000, awarded vendors must participate in apprenticeship and training programs approved and registered with the United States Department of Labor's Bureau of Apprenticeship and Training for all Trades that will be in the awarded vendor's (or his subcontractor's) employment, with each worker receiving the required apprenticeship/training appropriate to his trade. Owners or work performed by owners is not exempt from the apprenticeship and training requirement.

28. Indemnification. To the fullest extent permitted by law, the awarded vendor shall indemnify and hold harmless the City, its officers, representatives, elected and appointed officials, agents, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from the awarded vendor's performance of work under this agreement, and indemnifies and agrees to defend and hold harmless the City against any and all losses, claims, damages, and expenses arising from the work performed hereunder of the erection, construction, placement, or operation of any scaffold, hoist, crane, stay, ladder, support, or other mechanical contrivance in connection with such work including but not limited to losses, claims, damages, and expenses arising pursuant to claims asserted against the City pursuant to theories premised upon section 414 of the Restatement (Second) of Torts and section 343 of the Restatement (Second) of Torts.

This indemnification agreement shall not be limited in any way by any limitations on the amount or type of damages, compensation, or benefits payable by or for the awarded vendor under Worker's Compensation Acts, disability benefit acts, or other employee benefit acts, and serves as an express agreement to waive the protection of *Kotecki v. Cyclops Welding Corp.*, 146 Ill.2d 155, 585 N.E.2d 1023 (1991) in Illinois.

Further, the awarded vendor agrees that it is solely responsible for compliance with all safety laws applicable to the work performed hereunder, including but not limited to the Occupational Safety and Health Act of 1970 and the Construction Safety Act of 1960 and all standards and regulations which have been or shall be promulgated by the agencies which administer the Acts.

Under no circumstances shall the awarded vendor, its subcontractors, agents, and employees be required to indemnify the City for its own negligence.

29. Officers. Each bidder affirms, by submission of a response to this bid or request for proposals, that no officer of the City of Rockford, Illinois, is directly or indirectly interested in the proposal for any reason of personal gain.

30. Non-Waiver. The failure by the City to require performance of any provision shall not affect the City's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this contract constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

31. Professional Services Selection Act. The City of Rockford intends to comply with 50 ILCS 510/5 governing the selection of professional services. Any reference in these terms and conditions to supplying pricing or price as a determining factor in selection do not apply for services covered by said act.

32. The City of Rockford reserves the right to accept or reject any and all proposals and to waive technicalities in submitted bids.

**BID REQUIREMENTS FOR
EQUAL EMPLOYMENT OPPORTUNITY**

All bidders seeking to do business with the City of Rockford are **REQUIRED** to submit with any formal, sealed bid all of the following documents and information, attached herewith, completed and signed:

1. Equal Employment Opportunity Affirmative Action Plan Statement of Policy.
2. The Statement of Non-Compliance and Certificate of Non-Segregated Facilities.
3. The Contractor or Vendor Workforce Data Form listing all current employees, by classification, directly employed by the bidder. All categories of information requested must be supplied.
Note: The number of employees must be entered under each category (no check marks)

Below are the Federal definitions of the following racial groups accepted as minorities by the City of Rockford:

Black: A person having origins in any of the Black racial groups of Africa, not of Hispanic origin.

Hispanic: A person of Spanish or Portuguese culture with origins in Mexico, South or Central America, or the Caribbean Islands, regardless of race.

Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes for example, China, Japan, Korea, the Philippine Republic and Samoa.

American Indian or Alaskan Native: A person having origins in any of the original peoples of North America.

4. Your State of Illinois Pre-Qualification Certification Number, issued by the Illinois Department of Human Rights for the Illinois Department of Human Rights Act, **must provide expiration date entered in the place provided therefore.**
5. Certificate of Non-Barred Bidding
6. All executed Subcontractor/Leased Operator and Supplier forms.

If you have not obtained your State of Illinois Pre-Qualification Number (item #4), by signing these documents you agree to make application for this number within 30 days from the date of bid opening.

ANY BID WHICH FAILS TO INCLUDE THE CITY OF ROCKFORD EEO PAGES 2, 4, AND 5, COMPLETED AND SIGNED WITH YOUR SEALED BID WILL NOT BE READ AND WILL NOT BE CONSIDERED – NO EXCEPTIONS.

Falsification of any required Equal Employment Opportunity or Affirmative Action information on the part of the bidder could result in rejection of the bid submitted or in the case where a contract has already been awarded, in the cancellation of said contract.

Any questions pertaining to E.E.O. requirements should be addressed to Ron Moore, Diversity Procurement Officer, Legal Department, 425 East State Street, Rockford, Illinois 61104, Phone: (815) 987-5622 or ron.moore@rockfordil.gov

EQUAL EMPLOYMENT OPPORTUNITY
AFFIRMATIVE ACTION PLAN
STATEMENT OF POLICY

It is the policy of this company, [REDACTED] to provide equal employment opportunity without regard to race, religion, color, national origin, handicap, age or sex through a program of positive action affecting all employees. In this program, our company carries out the requirements of Federal Executive orders 11246 and 11375, Civil Rights Act of 1964, Equal Employment Act of 1972, and all other applicable laws, and indicates its active support of the principle of equal opportunity in employment.

At present, [REDACTED] % of our work force are minorities and [REDACTED] % of our work force are females, and we will attempt to utilize minorities and females through a positive, continuing program in all jobs for which we contract in the future. Our company will utilize referrals from the City of Rockford's Diversity Procurement Officer for use of minorities and females regarding any future job vacancies.

It is also our intent to make efforts to purchase supplies or equipment from small business concerns located in the City of Rockford or counties of Winnebago or Boone and owned in substantial part (at least 51 per cent) by minorities or females.

[REDACTED] is the official who will be responsible for implementing this policy statement.

[REDACTED] will be designated as the Equal Opportunity Officer in our company, responsible for submission of all required equal employment opportunity documents.

In addition, [REDACTED] is hereby authorized to sign payroll as well as this company's officers. (NOTE: If only officers will be authorized to sign payrolls, please fill in "No One" in this space.)

STATEMENT OF NONCOMPLIANCE

If the equal employment opportunity hearing committee determines that a contractor, subcontractor/leased operator of equipment or bidder is not in compliance with this chapter, (also known as Chapter 11, Article III the City of Rockford Equal Opportunity Employment Ordinance), the hearing committee shall issue and serve upon such person a written statement of noncompliance setting forth the manner in which it finds such person has violated this chapter, and imposing and/or requiring appropriate sanctions, including, but not limited to any and/or all of the following:

- a. Denying, suspending or revoking qualifications, or declaring the contractor or subcontractor irresponsible and ineligible for future contracts or subcontracts until such time as the contractor or subcontractor shall demonstrate to the equal employment opportunity hearing committee that it is in compliance;
- b. Withholding or delaying payment on the contractor or;
- c. Suspending, avoiding or canceling contract work.

CERTIFICATION OF NON-SEGREGATED FACILITIES

The bidder certifies that he/she does not maintain or provide for his/her employees any segregated facilities at any of his/her establishments, and that he/she does not permit his/her employees to perform their services at any location, under his/her control, where segregated facilities are maintained. The bidder agrees that a breach of this certification will be a violation of the Equal Opportunity clause in any contract resulting from acceptance of this bid.

The bidder agrees that (except where he/she has obtained identical certification from proposed subcontractors/leased operators of equipment for specific time periods) he/she will obtain identical certification from proposed subcontractors/leased operators of equipment from the provisions of the Equal Opportunity clause, and that he/she will retain such certification in his/her files.

CERTIFICATE OF NON-BARRED BIDDING

The undersigned certifies that it is not barred from bidding on this contract as a result of a conviction for the violation of State laws prohibiting bid rigging or bid rotating. The undersigned also certifies that current or prospective employees, contractors, and subcontractors/leased operators of equipment are not listed as Excluded Individuals/Entities with the US Government, as maintained by the US General Services Administration.

By signing below, the firm agrees that all information provided in the previous pages is accurate, and that if the firm below does not currently have a Department of Human Rights number they will apply for one within thirty days with the State of Illinois.

Authorized Signature

Title

Firm

Our firm is a:

Minority Business Enterprise _____

Women Business Enterprise _____

Neither _____

City-Certified? Yes _____ No _____

City Certified? Yes _____ No _____

(Revised 12/21/09)

1.0 General Information

- 1.1 Scope. The City of Rockford is soliciting bids for providing a variety of IT services in support of approximately 1,100 employees and 740 computing devices at its facilities throughout Rockford, Illinois. These services include:
- Onsite Account Manager to oversee day-to-day activities and services provided to the City.
 - Hardware maintenance for desktops, laptops, workstations, and servers
 - Printer hardware repair and consumable support.
 - Install, move, change, add, uninstall services
 - Help Desk services, including Dispatch, Level I and Level II services.
 - Email / BES / eFAX Administration / Spam Filtering
 - Internet web filtering and anti-malware administration
 - Enterprise Anti-virus / anti-malware administration
 - Print Server and WebJetAdmin administration
 - DNS / DHCP administration
 - SharePoint development and administration
 - Website development and administration
 - NetMotion administration
 - Help Desk / Asset Tracking System Administration
 - Infor Hansen application development and administration

The goal of this Request for Proposal is to identify and evaluate potential IT service providers regarding their experience, capabilities, service offerings and pricing structures. The City's plan is to develop a relationship with a vendor in order to reduce the total cost of IT services, and improve service levels and efficiency of the IT Department. The City is seeking a single vendor to support all of the services outlined within this RFP.

- 1.2 Firm Qualifications. No contract shall be awarded except to responsible firms capable of performing the class of work contemplated. The City of Rockford will not consider any vendor that has been providing this service for a period of less than five (5) years.
- 1.3 Proof of Qualifications. Before being considered for the award of contract, firms may be required to show evidence of the necessary experience, facilities, equipment, ability, and financial resources to perform the work in a satisfactory manner and within the time stipulated. The City of Rockford shall make the final determination as to the firm's ability to provide the desired services.
- 1.4 Evaluation of Firms. The City's evaluation team will assess the qualifications of firms based on their proposals. The City also reserves the right to interview representatives of firms and review the quality of IT support provided to other clients in order to determine award. While IT maintenance, service delivery, pricing, and support are central to this RFP, additional service-related criteria will also be material to the evaluation of the Proposals.

- 1.4.1 Evaluation Team. An evaluation team will be used to evaluate the proposal submitted by each firm. This evaluation team will consist of the following City employees: Information Technology Manager, Financial Analyst, and a member of the Police Department IT staff.
- 1.4.2 Evaluation Criteria. There will be four criteria used to assess each firm's proposal. Each of the criteria will be worth a total of 25 points, making for a total score for each proposal of 100 points. The following criteria will be used to evaluate the proposals:
- Ability of vendor to provide services according to specifications, based on proposal responses.
 - Qualifications of the firm to provide IT support based on past experience providing similar services to public sector and private sector clients.
 - Qualifications and work experience of key personnel responsible for providing the service.
 - Reasonableness of the proposed cost of the program.
- 1.5 Basis of Award. Each member of the evaluation team (see 1.4.1) shall independently evaluate each proposal and the results of any other methods used to evaluate the firm's ability to provide quality services to the City. Once these individual evaluations have been completed, the scores will be averaged and the overall average will be the final score of each proposal. The contract will be recommended for award to the firm with the highest average score.
- 1.6 Proposal Timeline.
- | | |
|---------|---|
| 6/10/11 | Proposal distributed to vendors |
| 6/22/11 | Questions due to City of Rockford |
| 6/27/11 | Responses distributed to vendors |
| 7/7/11 | Proposals due to the City of Rockford Purchasing Division |
| 7/15/11 | City staff select vendor for recommendation to Council |
| 7/25/11 | Approval by City Council |
| 8/1/11 | New contract begins |
- 1.7 Contract Length. The vendor that receives the award for IT support shall provide these services for a period of two (2) years from the date service provision began. The contract shall have three (3) one-year options to renew. Renewals are based upon the mutual consent of both parties, such consent being stated in writing thirty (30) days in advance of the renewal of the contract. Thus, the resulting contract can be valid for a total of five (5) years from the date service begins.
- 1.8 Contact. The contact for this RFP is Xavier Whitford, Financial Analyst, (815) 967-6938. xavier.whitford@rockfordil.gov .

2.0 Specific Requirements

2.1 Account Manager

Vendor will provide an on-site account manager to serve as liaison between the vendor and the City and will be responsible for contract compliance and problem resolutions. The Manager will also be responsible for managing on-site personnel, including scheduling and task assignments. Upon contract award, the vendor shall provide names and contact information of the manager and any other personnel that will oversee day-to-day activities and services provided to the City.

2.2 Hardware maintenance for desktops, laptops, workstations, and servers.

Vendor will provide support for City of Rockford's IT hardware, which will include desktops, laptops and workstations and servers. While the City of Rockford has standardized on Dell and Panasonic equipment, there are a limited number of computing devices that are not these brands (see attached equipment list).

The vendor requirements for desktop, laptop, and workstation hardware maintenance are as follows:

- Provide technicians to troubleshoot diagnose and repair IT hardware malfunctions.
- Provide the appropriate level of supervisory/management of resources and service level compliance.
- Provide warranty repair and/or replacement work for systems under OEM maintenance agreements.
- Provide replacement parts, unless required due to the negligence of City of Rockford personnel or acts of God.
- Escalate problems as necessary to repair IT hardware within SLA parameters.
- Perform preventive maintenance in accordance with OEM specifications.
- Install approved field-change orders provided by the OEM.
- Participate in IT hardware-maintenance meetings.
- Report performance monthly and suggest continuous-improvement initiatives.
- Prepare estimates for work requested outside the scope of this agreement.
- Notify City of Rockford promptly if any IT hardware is being used in violation of the original-equipment-manufacturer's (OEM's) operational specifications.

The vendor requirements for server hardware maintenance are as follows:

- The City shall provide parts through the manufacturer (except as noted in the hardware list below).
- Vendor will install parts in accordance with OEM specifications.
- Vendor will perform firmware upgrades as needed.

2.3 Printer hardware repair and consumable support.

- The vendor requirements for printers are as follows:
- Adhere to all requirements outlined above for desktop, laptop, and workstation repair.

- Extended warranty for all printers under contract.
- Parts, including OEM-quality fusers and maintenance kits.
- Cartridges (meets or exceeds OEM specifications). This excludes ribbon cartridges for Epson TM-U590 impact printers
- Labor.
- Unlimited service calls during normal business hours.
- Recycling program: Vendor will furnish a reverse-distribution program to recycle empty cartridges. This will allow City of Rockford to return the empties to Vendor and share in the advantages of recycling.
- City of Rockford is seeking an all-inclusive price for printer support and consumables. The vendor should use the following assumptions when pricing printer support:
 - The City has 126 printing devices (excluding Epson TM-U590).
 - The City purchased 714 cartridges in 2010, including black, color, and MICR cartridges
- The City of Rockford's responsibilities include:
 - Provide secure onsite storage space for all spare parts provided under this contract (if required).
 - Operate IT hardware in accordance with each OEM's environmental and usage specifications.
- The City of Rockford also utilizes Konica-Minolta Document Centers throughout the organization. The vendor is not responsible for maintaining or repairing these devices only coordinating delivery of new machines and networking. However, the vendor will triage printing issues related to these devices.

2.4 Install, move, change, add, uninstall services. The City of Rockford requires the selected vendor to perform hardware and software installs, moves, changes, adds, and uninstalls per the definitions provided below.

- 2.4.1 Installations. The selected vendor will:
- Stage the PC.
 - Notify end user of new install and schedule time to perform service.
 - Load appropriate software for end user including 'core' and any additional software specified
 - Install/upgrade software using customer-provided media.
 - Set network addresses.
 - Deliver system to the end user per scheduled time.
 - Transfer licensed applications from the existing equipment to the new.
 - Transfer data from the old PC to the new PC, if instructed.
 - Remove and stage old equipment.
 - Running network or electric cables is outside the scope of Vendor installation services

- 2.4.2 Moves. The selected vendor will:
- Disconnect system components at its old location.

- Move the system to its new location at any City facility.
- Reconnect system components.
- Power-on the system to confirm that it is functional and proper connectivity has been established.
- Update asset-tracking information to City of Rockford database.
- Confirm and report compliance with the service-level agreement.
- Measure customer satisfaction.
- Backing up user data files from the existing system to a LAN prior to disconnecting the system.
- Vendor should use the following assumptions when pricing Move services: Vendor's standard price shall include up to 6 moves daily within a facility (intra-facility moves). Vendor shall provide rates for standard business hours and after-hours.

2.4.3 Adds and Changes. The selected vendor will:

- Install hardware pieces and loading the appropriate drivers.
- Install the approved software.
- Configure the software according to specifications, or using the default load.
- Test the configuration.

2.4.4 Cascades. The selected vendor will:

- Deploy desk-side support to implement the equipment cascade ("hot swap") in accordance with the service level agreement.
- Reformat / re-image the old equipment's hard disk.
- Re-configure the old equipment at different location or load standard software.
- Coordinate delivery within appropriate service levels and with City of Rockford contacts.
- Generate quality assurance documents regarding the installation process, communication process (user guide handoff), signoff/barcode procedures, and asset-tracking system updates.
- Deliver equipment to end-user location.
- Install equipment at user location.
- Transfer data to replacement machine.
- Address/repair technical issues.
- Document and communicate technical issues.
- Perform user setup training.
- Receive appropriate sign-off upon completion.
- Remove packing materials.
- Remove old equipment to staging area.
- Provide asset-tracking information to City of Rockford.
- Confirm Vendor's compliance with service level agreement.
- Report performance and SLA compliance.
- Measure customer satisfaction.

- 2.4.5 Disposals. The selected vendor will:
- Retire components from the desktop as new units are installed.
 - Repackage and deliver components to a staging area.
 - Remove tags and record the retired components into asset-tracking database.
 - Recover software license data for redeployment and adhere to software license retirement requirements.
 - Low level format hard drive to prevent any data recovery.
 - Issue a certificate of receipt or disposal/destruction in accordance with legal and environmental regulations.
 - Report on compliance with service-level agreements.

2.5 Help Desk Services. The City of Rockford is seeking Help Desk service end user support services consisting of Dispatch, Level I and Level II services.

- 2.5.1 Dispatch / Level I Support. Dispatch / Level I includes the following responsibilities:
- Provides dispatch for all Help Desk calls.
 - Take technical and non-technical requests for all end users.
 - Provide Help Desk technical and dispatching support responsibilities from the point of receiving the call until the call is closed, canceled, or assigned to the next available agent or other responsible parties.
 - Use designated City of Rockford Help Desk tools to log, track, and close calls and to document resolutions to user problems.
 - Utilize remote control tools to remote assist end users when required.
 - Vendor will provide primary support in answering and resolving basic to intermediate Help Desk calls and computer operations including:
 - Password Resets
 - Printer problems
 - Training calls (How do I...)
 - Software requests
 - Software installs
 - Provides support for all standard PC images and provides a best effort restore of most non-standard applications.
 - Troubleshoot software problems either over the phone or remotely.
 - Basic telephone Hardware troubleshooting support.
 - Provides system printer queue support.
 - Escalate all unresolved software and hardware calls to designated Level II support.
 - Maintain knowledge of the appropriate software packages or operating systems used by City of Rockford (e.g., Microsoft Office suite).
 - Provide accurate and timely solutions to basic to intermediate Help Desk problems to minimize loss of end user productivity.
 - Research and answer questions received at the Help Desk via phone calls, e-mail, etc., in accordance with predetermined standards.

- Dispatch calls to the appropriate resource if the Help Desk cannot resolve the call.
- Attend training sessions and assist in cross training in order to acquire and maintain knowledge of relevant software, hardware, product offerings, and support policies at the Help Desk.
- Participate in team projects that enhance efficiency of Help Desk services.

2.5.2 Level II Support. Level II includes the following responsibilities:

- Telephone software and hardware support and call escalations from Level I Support.
- Respond to, research, and resolve PC software and possibly hardware questions received via phone calls, callbacks, escalation, and other defined mechanisms (e.g., e-mail), all in accordance with approved standards.
- Utilize remote control tools to remote assist end users, and/or provide deskside support when required.
- Change operating system or application configurations as needed to resolve user problems.
- Troubleshoot customer specific software problems.
- Rebuild systems as necessary in accordance with approved standards (escalation for hardware maintenance hard drive failures).
- Assist in timely distribution of knowledge that affects resolving PC end-user support needs
- Keep supervisor, customer, and team members informed of problems and progress toward resolution.

2.5.3 Additional Requirements. Please provide a description of your firm's capabilities and practices regarding:

- Service Dispatching
- Changes to IT Hardware List
- Repair and Replacement Parts
- Obsolete IT Hardware
- Preventive Maintenance
- Escalation Procedures
- Service Record Management
- Compliance Reports and Customer Satisfaction Measurement
- Quality Processes/Registrations/Certifications (e.g., Six Sigma, ISO Registration, etc.)

2.6 Email / BES / eFAX Administration / Spam Filtering.

- The City utilizes Microsoft Exchange 2007 in a VMware virtualized environment. Data stores reside on a NetApp NAS/SAN device and are accessed via iSCSI.
- Exchange service to be provided include day-to-day account management, storage provisioning, backup and restore, data archiving, OS and Exchange patching and integration with other systems.

- The City utilizes a Blackberry Enterprise Server (BES) 5.x in a VMware virtualized environment, supporting approximately 80 devices.
- BES service to be provided include day-to-day account management, OS and BES patching. BES upgrades as requires.
- Device management includes provisioning new devices, retiring old devices, debugging device problems and providing end user support.
- eFax service is provided though an outsourced service provider. Administration includes account management and providing end user support.
- Spam Filtering and malware scanning is provided through an outsourced service provider. Administration includes account management, debugging interface problems and providing end user support.

2.7 Internet web filtering and anti-malware administration.

- The City utilizes St. Bernard's iPrism appliance for web filtering and virus scanning
- Services to be provided include day-to-day account management, filtering rule management, white list / black list management. Coordinating upgrades with St. Bernard staff.

2.8 Enterprise Anti-virus / anti-malware administration.

- The City utilizes Symantec Endpoint Protection (SEP) 11.0 in a VMware virtualized environment to protect endpoint computing devices, along with physical and virtual servers.
- Services to be provided include day-to-day server management, monitoring and managing SEP on endpoint devices and servers, managing virtual server updates to prevent update and scanning "storms".
- Upgrade SEP server and endpoints as required.

2.9 Print Server and WebJetAdmin administration.

- The City utilizes Microsoft Print services in a VMware virtualized environment for printer and print job management.
- Services to be provided include day-to-day printer and print driver management, debugging print problems, provide support to end users.
- Upgrades Print Server infrastructure as required

2.10 DNS / DHCP administration.

- The City utilizes Microsoft DNS and DHCP services in a VMware virtualized environment.
- City IT staff are responsible for provisioning and maintaining these services.
- Services to be provided include day-to-day address management for new and retired devices.
- Work with City IT Staff on any infrastructure upgrades for these services.

2.11 NetMotion Administration.

- The City utilizes NetMotion Wireless' Mobility XE product for mobile computer connection persistence and VPN services. These services run in a VMware virtualized environment.
- City IT staff are responsible for provisioning and maintaining these core services.
- Services to be provided include day-to-day address management for new and retired devices.
- Installing, upgrading, and patching Mobility XE client software on endpoint devices.
- Work with City IT Staff on any infrastructure upgrades for these services.

2.12 SharePoint Development and Administration.

- The City utilizes Microsoft SharePoint 2007 in a VMware virtualized environment for intranet and Extranet applications.
- The supporting SQL server infrastructure is managed and maintained by City IT staff.
- Services to be provided include the management of the SharePoint infrastructure including: site collection management, site provisioning, configuration, testing, monitoring, Server OS patching, and SharePoint application patching and upgrades.
- SharePoint solution development, including custom workflows and functionality to support business process requirements.
- SharePoint is protected by NetApp technology, specifically the "SnapManager for SharePoint" technology. Proficiency with this tool and supporting technologies is required to protect the SharePoint infrastructure.
- Working knowledge installing and managing SSL certificates is required.
- Coordination with other City department "site administrators" on standards, policies, and training related to the SharePoint implementation.
- Identify, recommend, and help prioritize new SharePoint features and applications in conjunction with business leaders and department managers.
- Coordination with SQL Server and Exchange Administrators related to SharePoint interfaces.

2.13 Website Development and Administration.

- The City utilizes Microsoft IIS and the Umbraco CMS product as the supporting platform for its public-facing website.
- The City's website is hosted by a web hosting provider in a Microsoft virtualized environment.
- Services to be provided include the management of the IIS/Umbraco infrastructure including: site provisioning, configuration, testing, monitoring, Umbraco CMS patches and upgrades.

- Website development, including custom functionality to support business process requirements.
- Knowledge of ASP.NET, WCF, FTP, C#, and AJAX .
- Coordination with other City department web authors regarding standards, policies, and training related to website content management.
- Identify, recommend, and help prioritize new Umbraco features and applications in conjunction with business leaders and department managers.

2.14 Help Desk System Administration.

- The City utilizes Numara Software's Track-It! for IT Help Desk ticket tracking and asset tracking in a VMware virtualized environment.
- The supporting SQL server infrastructure is managed and maintained by City IT staff.
- Services to be provided include administration, management, and resolving issues with this application.
- OS upgrades and application upgrades.
- Coordination with SQL Server Administrator.
- Provide guidance and training to other IT staff.

2.15 Infor Hansen Application Administration.

- The City utilizes Infor's Hansen product suite in VMware virtualized environment. Modules currently supported include: Citizen Service Requests, Planning, Permitting, Code Enforcement, Online Permitting, GIS interface, online payment interface.
- The supporting SQL server infrastructure is managed and maintained by City IT staff.
- Services to be provided include configuration, debugging, testing, monitoring, end user support.
- OS and application upgrades and patching of multiple servers that support the Hansen Application.
- Coordination with application end users regarding standard practices, business process workflows, troubleshooting, and training.
- Working with end users and management, identify, recommend, and help prioritize new features and applications in conjunction with end users and department managers.
- Produce application documentation for system maintenance activities and end users.
- Knowledge of the Hansen application suite, IIS and VB.Net programming skills required.

3.0 Service Level Agreements

The City of Rockford's end-user environment is approximately 1,100 employees and 740 computing devices. The City currently receives 300 calls per month for IT support.

- 3.1 Hardware Maintenance Service Levels. The following parameters should be used for determining hardware maintenance per unit support pricing for desktops, laptops, workstations, and printers, including consumables outlined.
Coverage: 8 a.m. to 5 p.m. (excluding City holidays)
Response to Calls: 4 hours on-site
Restore of Equipment: continuous effort
Compliance: 95% for response

3.2 Install, Move, Change, Add, Uninstall Service Levels.

Installation

Definition: Time required to install new desktop system per service request.
Performance Measurement: Within three (3) business days from time system arrives at installation site.
Compliance: 90%

Move, Add, Change

Definition: Time required to move, add, or change a desktop system per service request.
Service Level: More than 6 moves per day will be considered a project and priced separately.
Performance Measurement: Within five (5) business days from time of notification.
Compliance: 95%

- 3.3 Help Desk Service Levels. The following service levels define the key performance measurements that the vendor will be required to measure and support.

Hours of operation 8 a.m. to 5 p.m. Monday through Friday (excluding City holidays)

First-call resolution 70% (if remote control software is available)

Percent of calls logged 99%

Customer satisfaction 95% of customers rate resolution satisfactory

4.0 Information to be Submitted.

- 4.1 Vendors shall submit proposals in the format outlined below. The City shall receive 1 (one) original and 4 (four) copies of the complete proposal.

- 4.1.1 Executive Summary
- 4.1.2 Technical Proposal
 - A. Hardware Maintenance
 - 1. Any additions, deletions, or clarifications to the proposed requirements.
 - 2. Outline of how the vendor will perform the following tasks:
 - a. Service dispatching
 - b. Changes to hardware list
 - c. Repair and replacement parts
 - d. Obsolete hardware process
 - e. Preventative maintenance
 - f. Escalation procedures
 - B. Printer Support-outline how hardware and consumables will be supported.
 - C. Install, Move, Change, Add, Uninstall-any additions, deletions, or clarifications to the proposed requirements.
 - D. Help Desk
 - 1. Any additions, deletions, or clarifications to the proposed requirements.
 - 2. Provide sample job descriptions/certifications for Level I and Level II Help Desk staff.
 - 3. Optional additional information as the vendor sees fit.
 - E. Service Level Agreements-any additions, deletions, or clarifications to the proposed requirements.
 - F. Staffing
 - 1. Staffing plan including account management.
 - 2. Identify if subcontractors will be utilized.
 - 3. Qualifications and certifications of staff.
 - G. Start-Up Plan
 - H. Performance Measurement
 - 1. Provide sample performance reports for services within this RFP.
 - 2. Provide sample customer satisfaction measurement.
 - 3. Optional additional information as the vendor sees fit.
 - I. Pricing-please use appendix B as the form for pricing
 - 1. Outline all assumptions.
 - 2. Include transition fees if applicable.
- 4.1.3 Company Information
 - A. Include a brief company history.
 - B. Size and geographic coverage.
 - C. Services offered.
 - D. Experience
 - 1. Similar clients (size, scope of work, and geography)
 - 2. Customers and industries served.
 - E. List three (3) references, including company name, contact information, services provided and years providing service.

**Appendix A
City of Rockford
Cost Proposal**

Please prepare the following cost proposal. Pricing for Hardware Maintenance and Printer Hardware Support and Consumables should be priced per unit and entered into the hardware listing below. Monthly totals from that list should be entered into the Hardware Maintenance and Printer Hardware Support and Consumables fields below.

<u>SERVICE</u>	<u>PRICE PER MONTH</u>	<u>COMMENTS</u>
All Services listed in RFP	\$ _____	_____
Transition/Start Up Fee	\$ _____	_____

Time and Material Rates

Weekdays (PPM defined within contract based on service offered)	\$ _____	Per hour
Weekday Overtime, Saturdays, Holidays	\$ _____	Per hour

HARDWARE LISTING

Enter price per month for maintenance for each hardware type. Multiply that price by the quantity to generate a total price for that hardware. The grand total for hardware should be incorporated into the price per month for all services above.

Computers	Qty	Price Each	Price Total
ACER Extensa 4220	1		
Dell Inspiron 545s	1		
Dell Inspiron 8600	2		
Dell Latitude C610	2		
Dell Latitude C800	1		
Dell Latitude D520	2		
Dell Latitude D600	31		
Dell Latitude D610	24		
Dell Latitude D620	2		
Dell Latitude D630	7		
Dell Latitude D810	1		
Dell Latitude D820	3		
Dell Latitude D830	14		
Dell Latitude E6400	1		
Dell Latitude E6500	5		
Dell Latitude E6510	5		
Dell MP061	2		
Dell OptiPlex 320	60		

Dell OptiPlex 330	188		
Dell OptiPlex 360	56		
Dell OptiPlex 380	36		
Dell OptiPlex 745	2		
Dell OptiPlex 755	1		
Dell OptiPlex 960	1		
Dell OptiPlex GX110	1		
Dell OptiPlex GX150	53		
Dell OptiPlex GX270	19		
Dell OptiPlex GX280	38		
Dell OptiPlex GX520	43		
Dell OptiPlex GX60	1		
Dell OptiPlex GX620	1		
Dell PCG-GRS700K(UC)	1		
Dell Precision M4300	1		
Dell Precision M4400	1		
Dell Precision M90	1		
Dell Precision WorkStation 340	1		
Dell Precision WorkStation 370	4		
Dell Precision WorkStation 380	8		
Dell Precision Workstation 390	6		
Dell Precision WorkStation 490	3		
Dell Precision WorkStation 690	2		
Dell Precision WorkStation T5400	22		
Dell Precision WorkStation T5500	1		
Dell Precision WorkStation T7500	2		
Dell Vostro 1500	2		
Gateway M275	3		
HP Compaq DC7100	1		
IBM 18663RU	1		
IBM 1869CSU	3		
OEM AWRDACPI	22		
Panasonic CF-18DDAZXMM	1		
Panasonic CF-19CDBAXUM	1		
Panasonic CF-19CDBAXVM	1		
Panasonic CF-19KDRAG6M	3		
Panasonic CF-19KDRAX6M	1		
Panasonic CF28	1		
Panasonic CF29-2	3		

Panasonic CF-29E3KGZKM	2		
Panasonic CF-29EWKGZKM	58		
Panasonic CF-29EWPGZKM	2		
Panasonic CF-29L3LGZBM	2		
Panasonic CF-29N3LGZBM	2		
Panasonic CF-29NAQGZBM	30		
Panasonic CF-29NT4GZBM	1		
Panasonic CF-30C3PAZBM	9		
Panasonic CF-30CAQAZBM	4		
Panasonic CF-30CASAZBM	32		
Panasonic CF-30F3SAXAM	4		
Panasonic CF-30FASAXAM	5		
Panasonic CF-30FTSAAAM	1		
Panasonic CF-30K3PAQ2M	1		
Panasonic CF-30K3PAX2M	2		
Panasonic CF-30KBPAQ2B	1		
Panasonic CF-30KCP542M	3		
Panasonic CF-30KTPAX2M	1		
Panasonic CF-31AAAAA2M	5		
Panasonic CF-74GCDALBM	1		
Grand Total *	866		
*Enter the sum of all hardware maintenance prices into the total price per month for all services listed above.			

Printer	Qty	Price Each	Price Total
Brother DCP-8065DN	1		
HP LaserJet 1022n	1		
HP LaserJet 4100	1		
HP Color LaserJet 2550	5		
HP Color LaserJet 2550Ln	1		
HP Color LaserJet 2600dn	2		
HP Color LaserJet 2600n	10		
HP Color LaserJet 2605dn	1		
HP Color LaserJet 3500	1		
HP Color LaserJet 3600	5		
HP Color LaserJet 3700	1		
HP Color LaserJet 3800	2		
HP Color LaserJet 4005	1		
HP Color LaserJet 4550	2		
HP Color LaserJet 4550n	1		
HP Color LaserJet 4600	1		
HP Color LaserJet 4610	4		
HP Color LaserJet 4700	3		
HP Color LaserJet 9500	1		
HP Color LaserJet CP2025dn	1		
HP Color LaserJet CP3505	4		
HP Color LaserJet CP3525	2		
HP Color LaserJet CP4005	1		
HP DesignJet 1055CM	2		
HP DesignJet 500PS	1		
HP DesignJet 750C Plus	1		
HP DesignJet 800	1		
HP DesignJet 800PS	1		
HP LaserJet 1022n	2		
HP LaserJet 1320	13		
HP LaserJet 1922n	1		
HP LaserJet 2100tn	1		
HP LaserJet 2200	6		
HP LaserJet 2300	7		
HP LaserJet 2300dtn	2		
HP LaserJet 4000	2		
HP LaserJet 4000n	1		
HP LaserJet 4000tn	1		

HP LaserJet 4050	12		
HP LaserJet 4050tn	2		
HP LaserJet 4100	3		
HP LaserJet 4200	1		
HP LaserJet 4250	2		
HP LaserJet 4300	1		
HP LaserJet 8000	2		
HP LaserJet 8150	2		
HP LaserJet P1505n	1		
HP LaserJet P2015	1		
HP LaserJet P2015dn	1		
HP LaserJet P2055dn	1		
Lanier Lanier LD122	2		
Xerox Phaser 6350DP	1		
Epson TM-U590	96		
Grand Total *	222		
*Enter the sum of all printer maintenance and consumables prices into the total price per month for all services listed above.			