September 15, 2017

Dear Vendor:

Northwest Special Recreation Association is interested in securing bids for information technology support services for a time period of January 1, 2018 through January 1, 2021.

We are sending our information technology bid information to you because you have either submitted a bid in the past, have expressed interest in doing so or were recommended to us. If you would like to be removed from our mailing list, please contact me at 847/392-2848 ext. 264 or via e-mail at bselders@nwsra.org.

The enclosed Specifications for NWSRA Information Technology Support Services sheet provides details on the support services we are requesting.

If interested in submitting a bid, please have the proper officer of your firm enter the proposed bid on the attached "Bid Proposal Form." This form should be signed in ink, placed in sealed envelope marked "Information Technology Support Services Bid Quote" and submitted no later than Wednesday, October 18 at 3:00 p.m. at the Park Central Building, 3000 W. Central Rd., Rolling Meadows, IL 60008 at which time the bids will be opened. You are welcome to, but are not required to, attend the bid opening. References will be checked and a decision as to who will receive the bid will be made at our bi-monthly Board Meeting, on Wednesday, November 15 at 10:30 a.m. All companies will be notified of bid status by Friday, November 17.

All bidders must have Errors and Omissions Insurance

Thank you for your consideration.

Sincerely,

Brian Selders, CPRP
Superintendent of Communications & IT

All bidders must have Errors and Omissions Insurance

NWSRA has three locations
- Main location: 3000 W. Central Rd., Rolling Meadows, IL 60008
- Remote location: 3705 Pheasant Drive, Rolling Meadows, IL 60008
- Remote location: 1919 Walnut Ave., Hanover Park, IL 60133

Workstation Management
NWSRA has 62 computer workstations along with four backup computers. NWSRA requires that its Information Technology support company provide the following services for each workstation:
- 2 Hour Guaranteed Response Time
- 24x7x356 Monitoring & Automated Reporting
- Microsoft® Application Support
- Unlimited Phone Support for Microsoft® Applications
- Unlimited Remote Control Support for Microsoft®
- Online Asset Management
- Online Ticket Support System
- Online Software License Management
- Advanced Desktop Optimization & Management
- Anti-Virus & Anti-Spyware Management
- Software Patch Management for Microsoft Applications

All workstations run on Windows 7 and above

Network Management
NWSRA requires that its Information Technology support company provide the following services for Network management - All switches, firewalls, routers, wireless access points, printers, VPN management, ISP management, and Web Hosting:
- 1 Hour Guaranteed Response Time
- 24x7x356 Monitoring & Automated Reporting
- Purchasing Assistance for Replacement Equipment
- Router Management
- Firewall Management
- VPN Management
- 24x7 Remote Emergency Support
- Assigned Engineer
- Assigned Chief Technology Officer
- ISP Management
- Web Hosting Support
    - NWSRA currently uses GoDaddy for its web hosting. Would need IT company engineers to problem solve with GoDaddy in case of technical issues.
- 3rd Party Vendor Management / Notify Vendor of Issue
- Disaster Recovery Review
- Annual Technology Plans
- Web Hosting Services (IIS + MySQL)
- E-mail Spam and Virus Filtering
- Unlimited On-Site Support for Covered Events
- Asset Lifecycle Management
- Asset Reporting
- All maintenance and updates to the servers and network needs to be included (Both on-site and remote)
- DNS, Registrar, Web Hosting Management (3rd Party)

Server Management
NWSRA has four (4) total servers currently in use. One (1) Physical VMware Server that hosts two (2) Virtual Servers (SBS 2011 and Oracle). One (1) Physical Management Server and one (1) Physical Replication Server. SBS server does use Microsoft Exchange. NWSRA requires that its Information Technology support company provide the following services for all servers:
- 1 Hour Guaranteed Response Time
- 24x7x356 Monitoring & Automated Reporting
- Service Availability Monitoring

- Event Log Monitoring
- Log File Maintenance
- Drive Space Monitoring
- Backup Monitoring
- Printer Queue & Availability Monitoring
- Server Patch Management
- Unlimited Phone Support
- Unlimited Remote Control Support
- 24x7 Remote Emergency Support
- User Account Administration
- File Sharing Permission Administration
- Anti-Virus & Anti-Spyware Management
- All maintenance and updates to the servers and network needs to be included (Both on-site and remote)
- Hard Drive Imaging Included
    - NWSRA owns a NAS and backups occur through Veeam
    - On the main server (NWSRA-DC01), backup is approximately 1.1 TB
    - On the virtual server (NWSRA-ORC01), backup is approximately 260GB

All hardware is owned by NWSRA.

Additional Supports Required
- Extended hardware and parts warranty coverage on all servers
- Must provide spam filtering for all mailboxes
- Data center owned and operated by IT company. It cannot be outsourced.
- Spam filtering using Barracuda hardware
- 12 additional on-site hours per month dedicated to our task list items
- Procurement assistance with any technology related purchase

Software NWSRA uses and Bidder must be proficient with:
- Adobe Creative Suite
- Adobe Premier Elements
- Microsoft Exchange
- Boardmaker
- iCloud
- Dropbox
- Mozilla Firefox
- Google Chrome
- Internet Explorer
- Quickbooks
- SQL Developer
- Oracle
- VMware
- Veeam

BID PROPOSAL FORM

The undersigned declares that he/she has carefully examined the documents including the specifications and all pertinent instructions and statements of requirements, and that he/she is thoroughly familiar therewith, and has made such investigations that are deemed necessary to determine the nature of the materials to be encountered therein, and he/she agrees that should this proposal be accepted he/she will execute and enter into a contract with the Board of Trustees of Northwest Special Recreation Association for the amounts set forth as follows:

Total cost per month including all services outlined throughout Specifications for NWSRA Information Technology Support Services:

Total Cost Per Month for IT Service for contract spanning time period of January 1, 2018-January 1, 2021	$
Total Cost for contract spanning time period of January 1, 2018-January 1, 2021	**$**

Please indicate additional charges*:

After Hours or Emergency Support (in addition to contracted hours)

   @ $_____ per __Hour_____

Other: _____

_____

*Any additional charges/fees not listed in the Bid Proposal will not be accepted by NWSRA.

_____   _____   _____
Authorized By   Date   Phone

Print Name:_____

_____   _____
Company Name   Company Address

Please attach sheet of references.