To: Tracey Crawford, Executive Director
From: Brian Selders, Superintendent of Communications & IT
Re: Summary of Memo regarding RFP for IT Services Recommendation
Date: October 19, 2017

Attached for your review is the recommendation regarding the RFP for IT Services. NWSRA has worked with Excalibur Technology for 6 years. Throughout the working relationship, it has become evident that the engineers are knowledgeable and that overall support is sufficient to maintain and upgrade NWSRA systems as needed.

After review of the proposals, staff are recommending to move forward with Excalibur Technology as the IT support vendor from January 1, 2018 to January 1, 2021.

Motion to accept the recommendation of the staff to proceed with Excalibur Technology as the vendor selected within the RFP for IT Services.

To: Tracey Crawford, Executive Director
From: Brian Selders, Superintendent of Communications & IT
Re: RFP for IT Services Recommendation
Date: October 19, 2017

In September, staff sent the Request for Proposal (RFP) for IT services to be contracted from January 1, 2018 through January 1, 2021. NWSRA requires support for two locations, 62 computers and three servers running on the Microsoft Windows platform. The RFP outlined the need for workstation, network and server management to maintain these systems and provide support as necessary. The RFP also outlines the need for services including:

- Workstation management
- Network management
- Server management
- Spam filtering
- On-site support
- Unlimited phone and live remote support
- 24x7x365 emergency support
- Automated reporting
- Procurement assistance with technology related purchases
- And more

Attached for your review are the full specifications included in the RFP for necessary support. The growth of utilization of technology by the agency has resulted in decreased administrative costs throughout the agency over the years. At the same time, the growth has also resulted in an increased need of expert technical support to maintain these systems. In reviewing the proposals, the following points were considered:

- Proven track record of the vendor
- Ability to meet criteria stated within the proposal
- Pricing of the bid response

Attached for your review is the pricing for the RFP submitted by the vendors. NWSRA has worked with Excalibur Technology for 6 years. Throughout the working relationship, it has become evident that the engineers are knowledgeable and that overall support is sufficient to maintain and upgrade NWSRA systems as needed.

After review of the proposals, staff are recommending to move forward with Excalibur Technology as the IT support vendor from January 1, 2018 to January 1, 2021.

NWSRA Request for Proposal: IT Services

RFP Results- IT Bid

Vendor	Cost/month	Total for 36 month Period	After hours/Emergency support	Other
ACT Network Solutions	$5,845.00	$210,420.00	$187.50	
Advanced Intelligence Engineering	$5,230.00	$188,280.00	$120.00	4343.90- Barracuda appliance + 3 year EU + IR
All Covered/Konica Minolta	$5,261.00	$189,396.00	$230.00	$5,261 onboarding fee
Excalibur Technology	$4,122.45	$148,408.20	$262.50	
Higher Ground Managed Services	$4,455.00	$160,380.00	$165.00	
Ideal Tech 247	$3,968.00	$142,848.00	N/A	
Level 4 IT	$4,795.00	$230,160.00	Included	
Midco	$6,041.93	$217,509.48	$255.00	

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