



REQUEST FOR PROPOSALS IT INFRASTRUCTURE PROJECT

The Village of Campton Hills, Illinois is accepting proposals from qualified vendors for an Information Technology Infrastructure Project and ongoing maintenance.
All proposals must be submitted to the Village in a sealed envelope by 10:00 a.m. on Friday, April 22, 2016 to:

**Attention: Tracy Johnson
Village of Campton Hills
40W270 LaFox Road Suite B
Campton Hills, IL 60175**

Proposals that are not properly received by this date will not be accepted. In order to identify the best solutions for the Village, an on-site evaluation of current hardware, server and software may be requested and scheduled during normal Village business hours, with no cost to the Village.

This request for proposals includes the following components:

- I. Background
- II. Existing Network Assessment
- III. Scope of Services
- IV. Contents of Proposal
- V. Evaluation Criteria and Selection Process
- VI. Anticipated Schedule
- VII. Submittal

Attachment:

- A. Existing Network Assessment as of October 2014



I. Background

The goal of this Request for Proposal (RFP) is to select a qualified vendor for an information technology infrastructure project and the provision of ongoing services. The scope of services was primarily developed from an IT Network Assessment that was completed in October of 2014. Adequate substitutions for solutions presented will be accepted and considered by the Village. Proposals should include all labor, hardware, cabling, equipment, software, etc. This scope of service is subject to revision and is in no way a guarantee to purchase.

II. Existing Network Assessment

Attached to this RFP is a network assessment of the Village's existing IT infrastructure system as of October 2014.

III. Scope of Services

A. Server

The proposal should include a new Windows Server 2016 to be located on-site and the ability to utilize two Hyper-V guest servers. This server should act as the main repository for applications, file shares, antivirus administration, and all other recommended purposes.

B. UPS

The proposal should include a UPS back-up device for the server which allows for a minimum of 30 minutes of operation.

C. Rack and Switches

The server would be mounted to an existing data and telephone rack located in the basement of the Village Hall. The current connection to the server is wireless and the Village is seeking to transition this to a fully wired system. The building is currently wired but a 24 port switch that is a smart-managed, fixed configuration, Gigabit Ethernet, Layer 2 switch will need to be included in the proposal. The solution should eliminate the need for smaller switches positioned at various locations in the office and include additional wiring and cabling as necessary.

D. Backup

The proposal should include an on-site backup system for files and system data that is also backed up to the Cloud offsite. The system should include virtualization from the on-site system and from the Cloud and each option should be capable of serving as a virtual machine in the case of a server failure.

E. Firewall

The proposal should include a firewall that controls the incoming and outgoing network traffic based on an applied rule set.



F. Ongoing Maintenance and Support

The proposal should include the hourly billing rate for maintenance of the IT infrastructure for the years specified. The Village anticipates that a preventative maintenance program would be designed with the selected vendor and that this hourly rate would be used to perform such preventative maintenance program on an hourly basis. Furthermore, the hourly rate would apply to calls for service from the Village. An emergency billing rate for after hour calls should also be included in the proposal.

May 1, 2016 – April 30, 2017

May 1, 2017 – April 30, 2018

May 1, 2018 – April 30, 2019

G. Optional – Wireless Connection to the Server

As an option, the proposal should include a Wi-Fi solution with the necessary Wi-Fi router that allows the Village to access the server via wireless devices.

H. Optional – Email

As an option, the proposal should include an email solution that would allow for the archiving of email, mobile device integration, and anti-virus and anti-spam protection.

I. Optional – Remote Access

As an option, the proposal should include a solution that will provide for SSL-VPN access to the server for staff. The solution should not require a dedicated client to be installed on the remote computer.

IV. Contents of Proposal

In submitting a proposal, each vendor acknowledges that the Village shall not be liable to any person for any costs incurred therewith or in connection with costs incurred by any vendor in anticipation of the Village approving or disapproving any proposed agreement. The Village may accept or reject any proposal or proposed agreement without limitation. Nothing in this request for proposals or in subsequent negotiations creates any vested rights in any person or vendor. Proposals which do not address each item listed in this section will be considered incomplete and will be deemed non-responsive by the Village.

A. Transmittal Letter

Letter of Transmittal stating the intent of the firm to submit a proposal.

B. Narrative

Brief resumes on the principals-in-charge and the key technical personnel to be assigned to the project. Discuss the experience of the company and persons listed in relation to this project.



C. Work Plan

A work plan that is designed to satisfy the elements listed in the Section III – Scope of Services. Include a proposed timeline that is broken down by discrete tasks that you intend to follow.

D. Cost

A complete list of itemized and total costs for the project that matches Section III – Scope of Services of this RFP.

E. Prior Work

An explanation of two similar projects that have been completed by your firm.

F. References

Provide names and telephone numbers of three references who will attest to your firm’s ability to complete this project on time and within budget. At least one government reference is preferred.

V. Evaluation Criteria and Selection Process

The Village will select a proposal based on the following criteria. The vendor receiving the highest percentage will be selected to complete this project.

Qualifications of firm and key personnel	20%
Work plan and proposed timeline	10%
Experience with similar type of projects and references	20%
Cost	25%
Proposal suits needs of the Village	25%

Interviews with short listed vendors will be conducted in May 2016 as necessary.

VI. Anticipated Schedule

RFP Distributed	March 18, 2016
Proposal Due Date	April 22, 2016
RFP Review/Interviews	May 2016
Bid Award	June 2016
Installation	July 2016

VII. Submittal

Each proposal must include one (1) original, two (2) copies, and one (1) electronic copy of the proposal that may be emailed to tracy.johnson@villageofcamptonhills.org.

Minority businesses will be afforded full opportunity to submit proposals in response to this invitation and will not be discriminated against on the grounds of race, color, sex, religion, or national origin in consideration for an award.



Proposals may be hand-delivered, mailed or delivered by courier. No facsimile or email will be accepted (except for the required electronic copy that may be sent via email). Proposals shall be delivered in a sealed manner and clearly marked on the outside of the envelope:

“Village of Campton Hills IT Infrastructure Project”

Submittal Address: Attention: Tracy Johnson
 Village of Campton Hills
 40W270 LaFox Road Suite B
 Campton Hills, IL 60175

Inquiries regarding this request for proposals (RFP) shall be directed towards Jennifer Johnsen, Village Administrator at (630) 584-5700, jennifer.johnsen@villageofcamptonhills.org or at the address above. Interpretations considered necessary by the Village Administrator in response to such questions will be issued by Addenda mailed, emailed, faxed or otherwise delivered to all parties recorded by the Village Hall as having received the RFP documents. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarifications will be without legal effect. Addenda may also be issued to modify the RFP as deemed advisable by the Village.

Network Assessment

Client: Village of Campton Hills

Network Consultant: Travis Ksiazek

Review Date: October 17, 2014

Company Geography	
<i>This section describes a high level topology view of the network including office locations, user disposition, server disposition, and WAN connection points.</i>	
	<p>The Village of Campton Hills currently has a single location in which the network resides: 40W270 LaFox Road, Suite B, Campton Hills, IL 60175. The primary contact for network administration is Village Administrator Jennifer Johnson. The main goal for Patsy Smith, the Village President, is to see what options they have to put their software in the cloud.</p> <p>The Village of Campton Hills is connected to the Internet via an AT&T DSL connection.</p>

Network Topography	
<i>This section will describe the actual layout of network including switches, routers, firewalls, and protocols.</i>	
	<p>Perimeter switch and router The AT&T DSL connection terminates at a Linksys E3200 wireless router. AT&T network speed is currently 5 Mbps down and .5 Mbps up.</p> <p>Firewalls No current Firewall</p> <p>Local Area Network There is one subnet for the office that uses the IP subnet 192.168.112.0/24 (255.255.255.0). DHCP is set to use 192.168.112.100 - 192.168.112.200.</p> <p>Switches There is a Linksys E3200 that is located on top of the server.</p>

<p>Wireless There is a Linksys E3200 that is currently providing wireless access. This router is connected to the LAN and provides access to the 192.168.112.0 subnet.</p> <p>A wireless site survey was not undertaken but according to Jennifer, there is good coverage throughout the building with a small number of locations in which the signal is weaker.</p> <p>There is not guest wireless network present.</p> <p>Other Network Infrastructure Devices None</p>		
<p>Network Equipment Summary</p>		
	1	Linksys Wifi Router E3200
	1	Small switch located in the Police Equipment Room

Servers		
<p><i>Each server on the network is described, including Server Roles, Hardware Make/Model, Hardware Components, Operating System, Pertinent Patches, Hard Drive Usage, Server Applications, Protocols and IP Addressing and Backup Status.</i></p>		
<p>CAMPTONHILLSPD.CAMPTONHILLSPD.LOCAL</p>		
Roles	Domain controller, holder of all FSMO roles, DHCP, DNS, Group Policy Management, file server (16 shared folders)	
Hardware	Dell PowerEdge 700 Intel Pentium 4 CPU 2.80GHz 4 GB RAM Array: Two 500GB drives in a Raid 1 array 10/100/1000 NIC, connected at 1000 Mbps Single power supply	
Operating System	Microsoft Windows Server 2003, Service Pack 2	
Drive Usage	Drive C (Disk 0): 164 GB, 112 GB free OS System Partition, page file (4 GB) Drive E (Disk 0): 285 GB, 41 GB free Apps: includes shared and user folders, Carbonite Backup, Crimestar Records Management System, and QuickBooks.	
Applications	<ul style="list-style-type: none"> • DHCP server for LAN: 192.168.112.0/24 (255.255.255.0) 192.168.112.100 – 192.168.112.200 Router 192.168.112.1 DNS Server 192.168.112.32 • DNS server • Carbonite Backup • Crimestar Records Management System • QuickBooks 	
	IP Address:	192.168.112.32

Network Assessment

		Integrated Lights Out (iLO) interface: No
	Subnet Mask:	255.255.255.0
	Default Gateway:	192.168.112.1
	DNS	192.168.112.32
Backup	<p>Backed up with Carbonite Backup – Carbonite Pro – Software version 4.1.1 build 406</p> <p>Backup is scheduled for Automatic backup. Carbonite detects changes and runs backups when files have changed.</p> <p>Backup target is in Carbonite's Cloud.</p> <p>Jobs are consistently successful; approximately 233 GB have been backed up.</p> <p>Looks like it is only backing up documents and not getting any system state information.</p>	
Notes	<ul style="list-style-type: none"> • Shipped from Dell January 2005. Received from another company in 2007 when incorporated. • Primary domain controller for camptonhillspd.local (NetBIOS name: camptonhillspd) • Global catalog • Holder of all FSMO roles • Domain functional level: Windows Server 2003 • Forest functional level: Windows Server 2003 • As of 10/17/14, 1 high priority update is available from Windows Update. • Password policy are quite permissive: no complexity requirements, length requirement is 0 characters, no password expiration date. 	

Applications	
<i>Mission Critical Applications are listed and described.</i>	
QuickBooks	Accounting and Payroll
CrimeStar	Crimestar Records Management System (Police)
Banyon	Building and Zoning Permits (Chris, Front Desk)
Carbonite Backup	Off-site backup (Server)
Office Suite 2007 & 2013	Office applications all 2007 except for Jennifer (2013), Patsy (2011 Mac)

Workstations	
VCH-PC	OS: Windows Vista Home Antivirus: Trend Micro On the Domain: Yes CPU / RAM: AMD Athlon x64 Dual Core / 3GB 64 bit Applications: Office 2007, Quick Books Premier 2012
JenniferJohnsen	OS: Windows 7 Antivirus: Microsoft Security Essentials On the Domain: No CPU / RAM: Intel i5 / 8 GB 64 bit Applications: Office 365 small business premium Model: HP ProBook 4540s
VOCH-PC	OS: Windows 7 Antivirus: Microsoft Security Essentials On the Domain: Yes CPU / RAM: Intel i3 / 3 GB 64 bit Applications: Office 2007, CrimeStar Model: HP G42 Notebook PC
CHPD-2	OS: Windows 7 Antivirus: Microsoft Security Essentials On the Domain: No CPU / RAM: Intel i3 / 8 GB 64 bit Applications: CrimeStar, Video Manager Model: HP Prodesk 400 G1 MT
4 X Getec Laptops for the Patrol Cars CAH204,205,206,207	OS: Windows 7 Antivirus: Microsoft Security Essentials On the Domain: No CPU / RAM: Intel i5 Applications: CrimeStar Model: Getec
Julietteadmin	OS: Windows 7 Antivirus: Trend Micro On the Domain: Yes CPU / RAM: Intel Core 2 Quard Core / 6GB 64 bit Applications: Office 2007, BDS, CrimeStar Model: Hp 4000 Pro
MaryReception-PC	OS: Windows 7 Antivirus: Trend Micro On the Domain: Yes CPU / RAM: Intel Core 2 Quard Core / 6GB 64 bit Applications: Office 2007, BDS, CrimeStar Model: HP p6380t
VCHPD-04	OS: Windows 7 Antivirus: Microsoft Security Essentials On the Domain: Yes CPU / RAM: Intel Core 2 Quad / 6 GB 64 bit Applications: Office 2007, BDS Model: HP p6280t

CamptonHills-PC	OS: Windows 7 Antivirus: Microsoft Security Essentials. On the Domain: No CPU / RAM: i5 / 2GB / 32 Bit. Applications: Office 2007, Banyon, Model:Latitude E6410ATG
CamptonClerk	OS: Windows xp Antivirus:Trend Micro On the Domain: No CPU / RAM: Intel Core 2 Duo / 1 GB / 32 bit Applications: Used to record meeting audibly, Sony Digital Voice Editor, Office 2007 Model:Latitude ATG D630
Treasurer	OS: Windows 7 Antivirus: Microsoft Security Essentials. On the Domain: No CPU / RAM: Intel Pentium / 4 GB 64 bit Applications: No applications yet this is a new computer Model: HP Pro One 400
MacBook Pro	OS: 10.9.5 Antivirus: N/A CPU / RAM: Intel i5 / 4 GB Applications: Office 2001 Mac Model: MacBook Pro
CHPD	OS: Windows xp Antivirus: AVG On the Domain: No CPU / RAM: Intel Core 2 Quad / 3 GB / 32 bit Applications: Video Manager, Office 2007 Model:Latitude ATG D630

Network Printers
LANIER MP C3300/LD533c – 192.168.112.6 Brother MFC-9440CN – 192.168.112.5

Internet Connectivity	
<i>ISP Information and Firewall Make/Model and general configuration.</i>	
ISP	AT&T
Connection	AT&T DSL
ISP Given IP Range	DHCP
ISP Router	DHCP
Firewall	None
Network NAT mappings	None
General firewall configuration	None

Wide Area Network	
<i>If applicable will describe any Point to Point T1 links, wireless, Frame Relay, or VPN connections between office locations or users.</i>	
	None

Disaster Recovery and Security	
<i>This section will describe data backups (including tape or offsite storage), antivirus and antispyware protection and power conditioning and backup.</i>	
Data Backups	CAMPTONHILLSPD is backing up user files to Carbonite Backup. Only files and no System state. Users do not have any backups running on their workstations.
Antivirus / AntiSpyware	Most computers have Microsoft Security Essentials however four workstations and a server have Trend Micro. No enterprise-class antispyware applications were observed.
Workstation Security	For the most part workstations are set up using workgroup. Five are joined to the domain.
Power/Battery Backup	No battery backup, but there is a surge protector connected.
Security Cameras	They have security cameras in the interrogation room that are set up to record to a separate DVR appliance.

Miscellaneous	
<i>This section intended to cover any area of the network not documented above.</i>	
Active Directory	Password policies are very permissive: minimal length requirements, no complexity requirements, etc. All former employees are disabled in AD.
Hosting	Email is hosted with 1&1. Domain Registered with 1&1.
Network Connectivity	DSL
Windows Updates / Patch Management	There does not look to be any centralized patch management system in place.