

## Information Technology Services Addendum #1

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**TO:** Prospective Respondents and Other Interested Parties

**FROM:** Government Information Technology Consortium

**ISSUE DATE:** December 2, 2022

**SUBJECT:** ADDENDUM #1

**Note:** This Addendum is hereby declared a part of the original proposal documents and in case of conflict, the provisions in the following Addendum shall govern.

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The following changes and clarifications shall be made to the proposal documents for Information Technology Services

**Q1.** Will you extend the due date of this RFP?

**A1.** No

**Q2.** 4/6 locations need a small amount of custom SharePoint development and support. Is this a one-time development effort that should be quoted as a project or ongoing development work?

**Ongoing Development and Support**

SharePoint Development and Support in the pricing worksheet:

What are the SharePoint environments? On premise or cloud?

**Glenview is migrating to the cloud. Buffalo Grove and Lincolnshire are moving file shares to cloud**

Are expectations for out of box solutions or custom code solutions?

**Buffalo Grove, Lincolnshire & Yorkville out of the box Glenview both custom and out of box**

- Q3. Is it possible to get a fillable Word document or Excel document for the Schedule of Prices shown on pages 42-55?
- a. Buffalo Grove – Servers, LAN, and WAN do not match
  - b. Lake Bluff – Users counts are called out as both 60 and 69 and LAN counts do not match.  
60 Users
  - c. Lincolnshire – WAN counts do not match. **(Retired equipment is shown)**
  - d. Kenilworth – LAN and Server audit counts do not match the table provided.

**A3. The numbers shown in the Schedule of Prices are correct, See SOP2023.xlsx**

Q4. Will there be a vendor session to review these questions and answers?

**A4. No**

Q5. What alternative options are available to provide financial disclosure, income statement, and balance sheet representing financial condition for the last 3-5 years, with one page allotment for a large volume of data?

**A5. Please provide a profit and loss statement This should be no more than 3-5 pages**

Q6. Operations Support Model-

- a. Can the service provider utilize the shared service model or dedicated resources are required to support the operations?
  - a. A shared service model is preferred.**
- b. Is dedicated onsite support required? If so, please provide a list of locations by City in scope.
  - a. Due to the nature of public safety services (Police, Fire) onsite support of some nature is a necessity.**
- c. Can services be delivered in a hybrid onsite/remote model?
  - a. A hybrid model is acceptable.**
- d. Is offshoring permitted for any remote services?
  - a. Offshoring is not permitted.**
- e. How are the IT services currently being provided? Are there onsite support techs? Is another vendor providing these services remotely?
  - a. Yes, some communities have onsite support techs every day, No, only one vendor is providing support services.**

Q7. Does the Government Information Technology Consortium require the service provider to manage and monitor Microwave radio equipment?

**A7. Radio equipment should be monitored, and basic troubleshooting performed. The Vendor would then be responsible for contacting the third party radio company and managing the radio company until the radio link is back up.**

Q8. When equipment is maintained by a third party, what is the expectation of IT vendor in the support of these devices during and outside of normal business hours?

**A8. Yes, as it is likely the IT Vendor will be the first notified of an issue and also be best able to confirm an issue has been resolved.**

Q9. How many tickets on average does the Help Desk handle monthly by each municipality?  
Can you provide the average handling time?

**A9. Consortium wide the average number of tickets per month is 615, average time to resolution is 14.3 hours**

Q10. Please provide any SLA issues/ exceptions notes over the last 90 days, by municipality.

**A10. No**

Q11. Regarding city meetings in council chambers, will the awarded contractor be required to start/administer/monitor each meeting or has that process been automated?

**A.11 Glenview for start of meeting twice each month, and the occasional special request.**

Q12. Vulnerability Scans & Remediation- Does the GovITC wish to have the awarded contractor include the cost to administer vulnerability scans in their proposal?

**A12. Yes, once a year**

Q13. What versions of VMware are being used at each facility?

**A13. Majority of GovITC members are on 7.0 with a few systems 6.5 and 6.7 (under support)**

Q14. Is there a single managed print provider for all agencies?

**Q14. No**

Q15. Other than Yorkville, is there a single phone provider for all agencies?

**Q15. No**

Q16. When was the last penetration test performed at each of the GovITC Facilities?

**A16. Buffalo Grove is currently undergoing penetration testing, other communities 3+ years ago.**

Q17. Is there a uniform back up agent deployed across all the GovITC environments?

**A17 Yes, Veeam**

Q18. On page 26 GovITC discusses Data Center Services. For clarification: Is GovITC seeking support services for their own data center, or are you looking for a vendor-owned data center to meet these expectations for data backup?

**A18. GovITC members are asking the provider to manage their current storage and back up needs on premise or in the cloud.**

Q19. Is there an established Disaster Recovery Plan for each GovITC member?

**A19. No**

Q20. Is there management software that the consortium owns? Or is all IT management software to be provided by the provider?

**A20. No, this is to be provided by the provider**

Q21. Please confirm that financials submitted as part of the proposals will be marked confidential, not subject to FOIA or distribution outside of the review group.

**A21. Please mark these items as private and confidential, the GovITC will request a redacted version once all RFPs have been reviewed.**

Q22. Is there an incumbent(s) for this project? If so, who is the incumbent(s)?

**A22. InterDev**

Q23. How many awards/contractors does GovITC intend to award for this project?

**A23. Historically the GovITC has only awarded this contract to a single service provider.**

Q24. On page 2 of the solicitation, GovITC states "Each City's or Village's municipal manager/administrator or board of trustees/city council, as the case may be, will have the right to review and independently take action on the proposals submitted." Does this mean that the individual municipalities will have the choice to select different vendors to provide their services?

**A24. The GovITC will select a service provider, if a municipality elects to no longer be a member of the GovITC they would then be allowed to award to another service provider.**

Q25. When does the awarded vendor have to have resources ready to begin work?

**A25. June 2023**

Q26. Emergency after hours support 24x7- For the base services, we consider this to be only for P1 issues. Please confirm

**A26. Emergency Services operate 24/7 – the Service provider shall respond to requests for support in a timely manner.**

Q27. Operating systems- Are most Desktop and server OS images are in OEM support and not End of Life/End of support

**A27. Yes**

Q28. Acquisition & procurement- We consider that all the required procurement requests will be fulfilled by GovITC and the service provider will be consulting it during the procurement process. Please confirm.

**A28. The Service provider will work within each municipalities procurement guidelines to fulfil**

Q29. Config, Image management- Does any standard tool exists across all sites to execute config & image management.

**A29. PDQ Deploy**

Q30. Patch management- Does any standard tool exists to patch all the end-user devices and DC devices? If not, do you want the service provider to bring his own tool?  
Planned Projects- We understand the planned projects scoping and pricing will be separate based on the project size and efforts as and when required. Please confirm.

**A30. Service provider has a tool that manages this function.**

Q31. Asset management- Is there any standard asset management tool across all the sites? If not, do you want the service provider to bring its own?

**A31. Ninja, and the Service provider is responsible for providing this tool.**

Q32. Monitoring & Alert management- Does standard monitoring and alert management tool exist in the environment?

**A32. Auvik.**

Q33. Operations management- The expectation from the service provider is to provide all the remote services through a service providers facility and consolidate the operation across municipalities, please confirm.

**A33. As previously noted, a fully remote solution is not a viable option.**

Q34. Hardware/Spare Management- Are the hardware spares managed today for the break-fix support?

**A34. Each municipality manages its own inventory of spare equipment.**

Q35. Application Management- Are the applications in scope are custom build or COTS?

**A35. COTS**

Q36. Locations: Please provide the end user devices breakup with the location address.

**A36. Most equipment is located at the major facilities of each GovITC member**

Q37. End user Asset: Please provide the inventory details for printers and IP phones in scope for support.

**A37. Most communities have managed print services. Most communities rely on a Telecommunications firm for significant phone support issues.**

Q38. Can you provide associated network, telecom, and data center diagrams with demarcs?

**A38. Due to the sensitive nature of this information it will not be released at this time.**

Q39. Service Level Penalties – Can you explain the thought process It appears the provider is penalized by one miss in the cycle yet only has the ability to earn back 1/3 of the penalty after hitting the SLA for 3 months on the 4th month.

**A39. The service provider can earn back 1/3 each month for 3 months.**

Q40. Service Level Penalty – We assume there will be a provision that if the SLA is missed through no fault of ours, the penalty will be discussed and waived? As an example if a delay was caused by the OEM or end user.

**A40. Yes, this language is already noted in the RFP for SLA#1. Identical language will be added to SLA#2 *“The SLA clock can be suspended when waiting for a user response, waiting for equipment to be delivered, or other items that are outside the control of the Service Provider.”***

Q41. Page 34 of the RFP – What is meant by meant by Single “Priority Level” in column 2 of the table?

**A41. This should be labeled “Priority Level Medium” Response Times/Resolution remain unchanged.**

Q42. In the required pricing sheets, what is the Data Center Services Quantities based on (Page 43 for example)?

**A42. This is based upon Backup Storage in use. Please see individual member information.**

Q43. Are projects defined as work requiring effort greater than 40 hours, only noted on Page 41? Please confirm? If so, What are the delivery expectations for projects under 40 hours? To be handled by existing staff?

**A43. The form on page 41 is used to define and price projects in excess of 40 hours. Delivery expectations shall be clearly stated on the form on page 41. Staffing requirements are the purview of the service provider.**

Q44. If day to day staff will be handling projects under 40 hours, is the expectation that all SLAs will continue to be met?

**A44. SLAs shall continue to be met.**

Q45. Will projects be scheduled concurrently or sequentially among GovITC members?

**A45. Whenever possible GovITC members are happy to work with the service provider to schedule projects sequentially.**

Q46. The pricing tables call out "Security Response" as a line item, but this is not defined anywhere in the RFP. Please provide an explanation for this line item as to what the consortium expects the vendor to provide?

**A46. In the event of a breach of systems or an exposure, this a representative cost of 200 hours of staffing costs required to respond to an event.**

Q47. Are there any Audio/Visual support requirements - TVs, cameras, etc. for conference rooms and/or security cameras?

**A47. The service provider is expected to provide network support and coordination with a third party A/V or security system vendor.**

Q48. What is the schedule expectation for PC/laptop deployment? Will deployments be concurrent by more than one village at a time?

**A48. Individual deployment of a single replacement PC/laptop should align with the appropriate SLA after receipt of equipment. Deployment of PC/laptop in conjunction with a replacement program shall take no more than 6-8 weeks after receipt of equipment and approval of images.**

Q49. Are there onsite support minimum staffing requirements by community?

**A49. The municipalities are open to discussing a hybrid staffing model.**

Q50. Do SLAs apply to emergency after hours calls?

**A50. Yes**

Q51. Are there any known upcoming cloud migration projects? For example, cloud storage or application migration.

**A51. GovITC members are reviewing a project to create a cloud back up for each member.**

Q52. What is the primary (enterprise or multi department used) and secondary (individual departments) applications used in the communities that IT will be supporting?

**A52. Munis, Laserfiche, and BS&A represent the primary ERPs in use by the GovITC members.**

Q53. What telecom systems are currently in place at each client?

**A53. Buffalo Grove: Mitel on premise  
Glenview: Out for RFP cloud hosted  
Lincolnshire: Out for RFP cloud hosted  
Yorkville: Goto Connect cloud hosted  
Lake Bluff: Mitel on Premise**

Q54. Will each village within GovITC provide a disaster recovery testing environment as well as a recovery site with adequate hardware?

**A54. Those GovITC members that request disaster recovery testing, shall provide adequate hardware.**

Q55. What are the expectations of when the limit of services is met for the month? E.G., over 20 hours of application support a month or 36 hours of SharePoint? Will a change order or approval request need to be submitted to work over the hours list on the pricing sheets if it's need?

**A55. Prior Authorization will be required for hours spent in excess of those agreed to and documented in each GovITC members individual contract.**

Q56. What non-business hours IT support is required on site? E.G. Board and council meetings.

**A56. Maintenance windows for patching software and firmware, as well as any necessary server or network maintenance, to minimize disruptions to normal municipal operations.**

Q57. In the description of Network and Telecommunication (P. 26, para. D), a reference is made to "Network and Endpoint Security". As this is a very broad reference to a category of security services, can you please define the expectation of what the consortium considers this to be?

- a. What cyber security products are you currently using for EDR, MFA  
**Sentinel One and Duo**
- b. Any other security applications being used – e.g., Web Application Firewall, Dark Web Monitoring, Security Awareness Training, Data Loss Prevention.  
**Imperva, Knowbe4, O365 for the communities that use it.**

Q58. Are Mobile Devices Management applications being used? If so, which products?

**A58 Glenview – IBM MaaS, Buffalo Grove and Lincolnshire – AirWatch**

Q59. Is the expectation that the provider will not only do strategic planning for the Consortium, but also for the individual member communities?

**A59. Yes**

Q60. What does IT executive leadership look like or is provider bringing both leadership and execution to the tech department?

**A60. The provider shall provide expertise, advise the GovITC Board and individual members, and provide and manage staff**

Q61. GIS, SCADA, and 911 are not included specifically in several villages. Are they not included in the rest of the smaller locations that do not identify one way or another?

**A61. The provider does not need to provide GIS, SCADA or 911 expertise unless it is specified by the individual member.**

### **Buffalo Grove Specific Questions**

It appears Village of Buffalo Grove is in the process of upgrading firewalls, switches and routers. What manufactures/models are they upgrading to? And will they be 1 for 1 device swaps?  
**Cisco 9300 series. Buffalo Grove is attempting to consolidate equipment where possible.**

### **Kenilworth Specific Questions**

Based on the information listed below, have these goals been completed?

- Deploying a new physical server at Village Hall (main IT environment) - **Complete**
- Updating two remaining virtual servers from 2008 to Windows Server 2022 – **Not Started**
- Deploying a new police in-car camera system with remote downloading at Village Hall - **Complete**
- Explore record digitization options for building & planning division files - **Digitization and Laserfische expected to be complete by January 31, 2023.**

### **Yorkville Specific Questions**

On page 20, the section About the City of Yorkville states that “In the next few years, the City is planning ... to replace ~30 computers per year.”

- Is the City looking to purchase these computers?

**Yes**

- Do they have specific computer brands/types in mind as replacements, or are they looking for vendor suggestions?

**The Vendor shall provide recommendations on Hardware specifications**

- Since this is a goal for the “next free years,” is the City/GovITC looking for interested vendors to include pricing for the replacement of 30 computers in the bid they submit?  
**Deployment and Image management are part of the Base services (pg24)**



**Lincolnshire Specific Questions**

File Server Migration to SharePoint.

**Glenview Specific Questions**

What are the 2023 upcoming projects for Glenview, Kenilworth, and Lincolnshire?

- **Phone Implementation – village wide**
- **Wifi upgrade Village facilities**
- **Network Penetration testing**

Information is missing from the Glenview SharePoint Environment. Can this be provided?

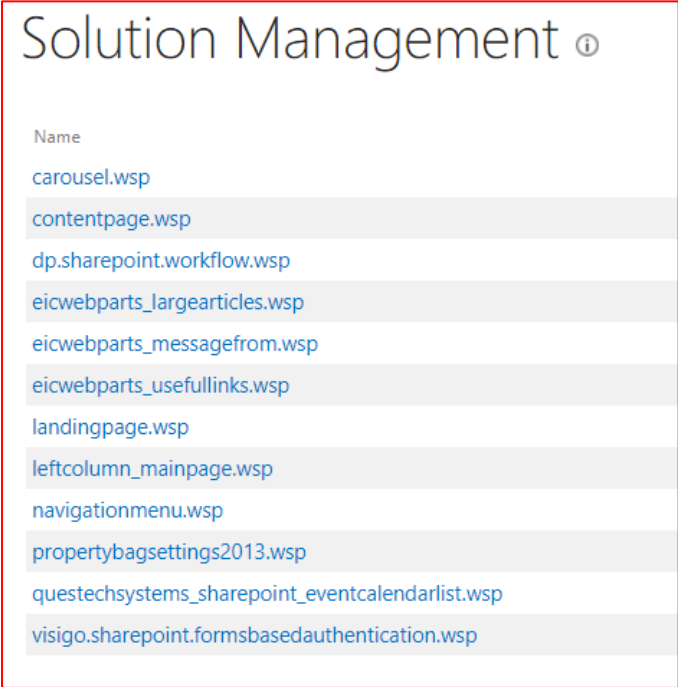
Please provide the following numbers for Glenview SharePoint Environment:

- a. Users  
**406 internal 100 external**
- b. Database Content Size

VOGSP_Content_AppCatalog	11/4/2022 12:58 PM	SQL Server Databa...	1,048,576 KB
VOGSP_Content_CentralAdmin	11/4/2022 12:58 PM	SQL Server Databa...	1,048,576 KB
VOGSP_Content_EIC_Apps	11/4/2022 12:58 PM	SQL Server Databa...	83,543,680 KB
VOGSP_Content_EIC_CSC	11/4/2022 12:58 PM	SQL Server Databa...	1,048,576 KB
VOGSP_Content_EIC_EmpServ	11/4/2022 12:58 PM	SQL Server Databa...	7,332,672 KB
VOGSP_Content_EIC_Help	11/4/2022 12:58 PM	SQL Server Databa...	9,437,184 KB
VOGSP_Content_EIC_InTheLoop	11/4/2022 12:58 PM	SQL Server Databa...	1,048,576 KB
VOGSP_Content_EIC_Search	11/4/2022 12:58 PM	SQL Server Databa...	1,048,576 KB
VOGSP_Content_EIC_Sites	11/4/2022 12:58 PM	SQL Server Databa...	1,048,576 KB
VOGSP_Content_EIC_Teams	11/4/2022 12:58 PM	SQL Server Databa...	124,421,056 KB
VOGSP_Content_Employees	11/4/2022 12:58 PM	SQL Server Databa...	4,194,304 KB
VOGSP_Content_GPSDC	11/4/2022 12:58 PM	SQL Server Databa...	66,022,144 KB
VOGSP_Content_JointETSB	11/4/2022 12:58 PM	SQL Server Databa...	1,073,152 KB
VOGSP_Content_MySites	11/4/2022 12:58 PM	SQL Server Databa...	1,048,576 KB
VOGSP_Content_Packets	11/4/2022 12:58 PM	SQL Server Databa...	1,048,576 KB
VOGSP_Content_PublicWebSite	11/4/2022 12:58 PM	SQL Server Databa...	14,192,384 KB
VOGSP_Content_Testing	11/4/2022 12:58 PM	SQL Server Databa...	12,575,168 KB

- c. Version  
**2019**

- d. Third Party Tools
  - Custom solutions for public website and intranet (source code available for most in through Visual studio)**
  - ShareGate**
  - Visigo FBA Pack**
  - Plus below



e. Service Applications

Name
App Management Service
App Management Service
Application Discovery and Load Balancer Service Application
Application Discovery and Load Balancer Service Application Proxy_49691d25-e338-42a4-b1f4-53ed44fb1797
Business Data Connectivity Service Application 2
Business Data Connectivity Service Application Proxy
Machine Translation Service
Machine Translation Service
Managed Metadata Service
Managed Metadata Service
PerformancePoint Service
PerformancePoint Service
PowerPoint Conversion Service Application
PowerPoint Conversion Service Application
Search Administration Web Service for Search Service Application
Search Service Application
Search Service Application
Secure Store Service
Secure Store Service
Security Token Service Application
State Service
State Service
Subscription Settings Service
Microsoft SharePoint Foundation Subscription Settings Service Application Proxy
Usage and Health Data Collection
Usage and Health Data Collection
User Profile Service Application
User Profile Service Application
Visio Graphics Service
Connection to Visio Graphics Service
Word Automation Services
Word Automation Services
Workflow Service Application Proxy

At Village of Glenview, it is mentioned that the proposer will support hardware for CAD, Can you please specify details of CAD hardware

**PCs (mini towers – approximately 20 total) Monitors (about 45), peripherals such as printers, mouse, keyboards**

At times the proposer will need to participate in projects involving the dispatch center and member communities- What Kind of scope of work is expected by proposer

**Network collaboration – Firewalls, switches, other network equipment to allow Dispatch network to connect to other Village’s networks.**

The Public Safety Dispatch Center has a goal of moving all possible programs to Cloud or SaaS.- Is the service provider expected to also perform/support these migrations?

**Yes**

Dispatch Center Support- The pricing template mentions that 160 hours of support is required, What scope of work activities are expected from the service provider under this service?

**Network security, PC troubleshooting/replacement, Monitor replacements (all hardware paid for by the Village), Phone system support (communicating with Peerless or other provider to resolve PRI or other issues), Expert advice on all matters related to the technology we use**

PUBLIC SAFETY DISPATCH CENTER SUPPORT - What on-prem solution will require management and what are expectations? Is this simply stating that proposer is required to manage servers and storage until which time they are migrated? What is the duration of this scope? Is this managed up to the application layer or just from an availability of network/compute/storage resource perspective?)

**Management of On Prem solutions are primarily support of servers and network equipment**

**We have vendors who provide support of 911 phone system, radio systems, and voice logger/recorder**

Under community specific support, Glenview, page 43 – the 160 hours for Dispatch Center Support – is the request for a dedicated engineer for dispatch only? If so, what level of engineer is required?

**Not necessarily – We have a number of point-to-point microwave solutions, fiber, and internet that need to be kept up and running – often need to coordinate with other vendors or community’s IT to ensure connections**

PROSPECTIVE RESPONDENTS ARE TO ACKNOWLEDGE RECEIPT OF ADDENDUM #1.  
PLEASE INCLUDE AND NOTE THIS ADDENDUM IN YOUR RESPONSE.

RESPONDENT: \_\_\_\_\_

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

TITLE : \_\_\_\_\_