

**VILLAGE OF SAUK
VILLAGE, IL.
INVITATION FOR RFP FOR
INFORMATION TECHNOLOGY SUPPORT SERVICES– RFP #24 - 01**

**NOTICE TO
CONTRACTORS**

NOTICE IS HEREBY GIVEN by the Village of Sauk Village, Cook County, State of Illinois that proposals will be received for RFP No. 24 - 01, Information Technology Support Services.

Sealed proposals for RFP No. 24 - 01, Information Technology Support Services, will be accepted at the Village of Sauk Village, Village Hall, 21801 Torrence Ave. Sauk Village, Illinois 60411, until 12:00 pm, Friday, February 9, 2024. The Village will review proposals and notify all responders of the proposal results. Any proposals received later than the stipulated time will be returned unopened. The scope of work is to provide information technology support to the Village of Sauk Village.

Specifications, instructions, and proposal forms are available at the Village Hall at 21801 Torrence Ave. Sauk Village, Illinois 60411, during regular business hours (8:00 am – 5:00 pm) and will be available on the Village’s website.

The Village reserves the right to reject any proposals or waive any irregularities or informalities when such a waiver would not be detrimental to the best interest of the Village or prejudice the bidding process.

Notice of Intent to Submit

Interested companies should submit a Notice of Intent to Submit a Proposal. Once you have received and reviewed the RFP, please email twilliams@saukvillage.org indicating your intent to submit a proposal using the subject “NOTICE OF INTENT - IT.” By submitting a notice of intent, you will receive any updates or clarifications to the RFP throughout the process. Failure to submit the notice does not prevent a company from submitting a proposal before the deadline.

Submission of Proposal

Proposals will be accepted at Village Hall until 12:00 p.m. on Friday, February 9th, 2024. All proposals must be received by the time and date shown above. Please provide three (3) hard copies and one master copy on a USB thumb drive. All proposals must be submitted in a **sealed** envelope marked in the lower left-hand corner “**IT SERVICES RFP.**”

Mailed or Hand Delivered proposals should be directed to:

Marva Campbell- Pruitt, Clerk
Village of Sauk Village
21801 Torrence Avenue
Sauk Village, IL 60411

Proposals will be opened during the Regular Board of Trustee’s Meeting at the Village Hall on Tuesday, February 13th, 2024; the vendor’s name and annual not-to-exceed fee submitted will be read aloud.



**REQUEST FOR PROPOSALS: INFORMATION TECHNOLOGY
SUPPORT SERVICES**

REQUEST FOR PROPOSAL RESPONSE

Company Name: _____

Contact Name: _____

Address: _____

City, State, Zip Code: _____

PRICING: Information Technology Support Services, per the specifications herein:

Hourly Rate				Monthly Not-To-Exceed	Annual Not-To-Exceed
Normal business hours		After-hours Emergencies			
Desktop support services		Desktop support services			
Network administration services		Network administration services			

*Any and all exceptions to these specifications MUST be clearly and completely stated in writing on the proposal sheet. Attach additional pages if necessary. **NOTE TO VENDORS:** Please be advised that any exceptions that significantly alter these specifications may cause your proposal to be disqualified.*

SECTION 1: GENERAL TERMS AND CONDITIONS

1.1 Intent

It is the intent of the Village of Sauk Village (“Village”) to contract with a Vendor or Vendors (“Vendor”) for all necessary labor, expenses, and materials to provide information technology support services for the Village of Sauk Village as described herein.

1.2 Proposal Price

Vendors shall offer pricing on the Village’s pricing sheet (page 1 of this document). Vendors must note any items they cannot perform or intend to subcontract. The cost for services should consider on and off-site presence and additional after-hours/on-call support services. The Village intends to maintain a flexible work schedule based on the needs of the Village but generally adheres to normal business hours. As such, the Village reserves the right to request additional work hours as needed (if bid hourly). The vendor should submit a pricing schedule that outlines an hourly rate for desktop support services tasks and an hourly rate for network administration services during normal business hours and for after-hours emergencies, and an hourly rate for all technology support (desktop and network support as described in this document).

Vendors must also submit monthly and annual not-to-exceed prices for the entire scope of services. The Village’s normal business hours are between 8:00 a.m. and 5:00 p.m., Monday through Friday. However, the Village may require occasional adjustments of these hours to complete maintenance activities during off-peak business hours. After-hours emergencies shall include work of a critical, emergency nature to ensure the functionality of critical systems. Pricing shall include all travel and incidental fees for on-site and off-site services. The vendor should list any services not covered by the proposal price.

1.3 Additional Information and Technical Questions

Should the vendor require additional information about this request for proposal, please submit questions to Timothy Williams, Village Administrator, via email **only** at twilliams@saukvillage.org. Questions are due no later than 12:00 p.m. on Wednesday, February 10, 2023. Changes to these specifications are valid only if included in a written addendum from the Village that will be distributed by e-mail to all responding vendors.

1.4 Silence of Specifications

The silence of specifications as to any detail or apparent omission from a detailed description concerning any portion of this document shall mean that only the best commercial, material or practice shall prevail.

1.5 Insurance, Hold Harmless, and Indemnification

In addition to other standard contractual terms the Village needs, the Village will require the selected Vendor to comply with indemnification, hold harmless, and insurance requirements as outlined below:

Vendor shall defend, indemnify, and hold the Village, its officers, officials, employees, and volunteers harmless from any and all claims, injuries, damages, losses, or suits, including attorney fees arising out of or resulting from the acts, errors or omissions of the Vendor in performance of this Agreement, except for injuries and damages caused by the sole negligence of the Village.

The Vendor shall procure and maintain, for the duration of this agreement, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Vendor, his agents, representatives, employees, or subcontractors. The Vendor shall pay the cost of such insurance. Insurance shall meet or exceed the following unless otherwise approved by the Village.

A. Minimum Levels of Insurance

1. Comprehensive or Commercial General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury, and property damage.
2. Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage.
3. Worker's Compensation coverage as required by the Industrial Insurance Laws of the State of Illinois.

B. Other Provisions

The policies are to contain, or be endorsed to contain, the following provisions:

1. General or Commercial Liability and Automobile Liability Coverages
 - a. The Village, its officials, employees, and volunteers are to be covered as additional insureds with respect to: liability arising out of activities performed by or on behalf of the contractor; products and completed operations of the contractor; premises owned, leased, or used by the contractor; or automobiles owned, leased, hired or borrowed by the contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officials, employees, or volunteers.
 - b. The contractor's insurance shall be primary insurance with respect to the Village, its officials, employees, and volunteers. Any insurance or self-insurance maintained by the Village, its employees, or volunteers shall be in excess of the contractor's insurance and shall not contribute to it.
 - c. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Village, its officials, employees, or volunteers.
 - d. Coverage shall state that the contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
2. All Coverages
 - a. Each insurance policy required by this clause shall state that coverage shall not be canceled by either party except after thirty (30) days prior written notice has been given to the Village.
3. Acceptability of Insurers
 - a. Insurance is to be placed with insurers with a current Bests' rating of A- or better, or with an insurer acceptable to the Village.
4. Verification of Coverage
 - a. Contractor shall furnish the Village with certificates of insurance and copies of actual insured endorsements affecting coverage required by this clause. The certificates and endorsements for each insurance

policy are to be signed by a person authorized by that insurer to bind coverage on its behalf and shall name the Village, its officials, employees, and agents as “additional insureds” except for coverages identified above. The certificates are to be received and approved by the Village before work commences. The Village reserves the right to require complete, certified copies of all required insurance policies at any time.

5. Subcontractors
 - a. Vendor shall include all subcontractors as insured under its policies or shall require subcontractors to provide their own coverage. All coverages for subcontractors shall be subject to all the requirements stated herein.
6. Background Investigation
 - a. The Vendor shall certify and provide documentation that personnel assigned to the Village have passed a comprehensive background investigation.
 - b. The vendor acknowledges that personnel working within the Village’s Police Department are subject to a fingerprint criminal history check that must be free of disqualifying criminal offenses.

1.6 Evaluation/Acceptance of Proposals

The Village intends to select a vendor that furnishes satisfactory evidence that it has the requisite experience, ability, resources, and staffing to perform the scope of work successfully. In determining whether to select a vendor, the Village will consider the following factors (listed in no order):

1. Prior experience performing similar work.
2. Ability, capacity, and skill to fulfill the services as specified.
3. References from prior or current clients.
4. Village's prior experience with Vendor, if applicable.
5. MBE/DBE Certification

The Village may accept the proposal that is, in its judgment, the best and most favorable to the interests of the Village and to the public; reject the low-price proposal; accept any item of any proposal; reject any and all proposals; or waive irregularities and informalities in any proposal submitted or in the request for proposals process. The waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Vendors should not rely on or anticipate any waivers in submitting their proposals.

1.7 Other Terms

No Collusion

In submitting this proposal, the Vendor declares that the only person or party interested in the proposal as principals are those named and that the proposal is made without collusion with any other person, firm, or corporation.

Engagement

The proposer further understands and agrees that if their proposal is accepted, the Vendor will engage with the Village to provide the services within fifteen (15) days of receiving notice of the

selection and approval.

Payment

The Village will make all payments for the Services in conformance with the requirements of the Local Government Prompt Payment Act (50 ILCS 505).

SECTION 2: TECHNICAL SPECIFICATIONS

2.1 Background

The Village of Sauk Village was incorporated in 1957 is part of the southeastern sub-region within the greater Southland area. Sauk Village covers approximately 2,600 acres and is accessible by major thoroughfares, notably Illinois Route 30 and 394. As of year-end 2022, Sauk Village had a population of 9,578 persons. Sauk Village operates under the Trustee- Village form of government with a Village Administrator responsible for day-to-day operations.

2.2 Current Information Technology Infrastructure

QTY		QTY	
7	Depts: Admin, Finance, Police, Fire, Public Services, Parks and Recreation/Community Center, and Economic/Community Development, Building Department	12	Print Devices
64	Currently Full-Time Employees	4	Physical Servers
1	WAN Locations – Comcast Business – moving to AT&T	70	Telephones Yealink digital phone system
1	VPN Gateways		Microsoft Office Suite
40	Village Computers (running Windows platform)	15	switches, routers, firewalls
10	Laptops/Mobile Computers	26	Verizon Cell Phones
1	A Supervisory Control and Data Acquisition SCADA System		

2.3 Infrastructure

The Village’s infrastructure provides Internet connectivity and bandwidth management; data and video systems; wired and wireless solutions development; security management including firewalls, VPN, policies and intrusion detection and prevention; WAN/LAN security specifications; internal support and integration of departmental applications; network architecture, design and engineering; asset acquisition, management, and replacement.

2.4 Email

The Village uses Office365 for e-mail. Email infrastructure includes technical resources for maintaining and operating an enterprise email system of approximately 60 user accounts, including systems management resources, account administration, e-mail spam and content filtering, web access, and end-user support.

2.5 Enterprise Response Planning System (ERP)

The Village currently utilizes Civic software for general ledger, accounts payable, payroll, utility billing, cash receipting, and other accounting-related functions.

2.7 A Supervisory Control and Data Acquisition (SCADA) system

The Village owns a water distribution system that uses a SCADA system, a cellular program of hardware and software that collects, monitors, and analyzes system data in real-time.

SECTION 3: SCOPE OF WORK

3.1 Background

The Village seeks a vendor (hereinafter referred to as the “Vendor”) to provide comprehensive IT support services. The Village is working toward determining the most cost-effective methods to meet our IT needs, incorporating best practices and effective solutions. We will consider utilizing a part-time desktop support technician (as described below) supplemented with a network server administrator (as described below) used as needed. The Vendors may suggest alternative arrangements. The Vendor will work with the Village Administrator who is responsible for overseeing the IT function and will be responsible for, but not limited to, the following: servicing help desk ticket requests, maintaining and installing IT software and hardware, providing and/or organizing training for employees as needed, assisting Village personnel with IT needs during normal business hours working and providing after-hours and on-call support and is responsible for recommending and composing a strategic IT plan and budget.

The Vendor’s scope of work includes the following:

- Maintain the organization’s effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
- Manage information technology and systems by planning, organizing, controlling, and evaluating IT and electronic data operations.
- Design, develop, implement, and coordinate systems, policies, and procedures.
- Ensure data integrity, network access, and preserve assets by implementing disaster recovery and back-up procedures.
- Maintain information security and control structures of Village network systems.
- Identify problematic areas and implement strategic, timely solutions.
- Annually develop an IT budget and ensure cost-effectiveness.
- Provide 24x7 technical support for the Village IT infrastructure daily.
- Create, design, and implement plans for future IT resource needs and integrate new equipment into the existing infrastructure for the organization.
- Proactively monitor system operation and environment of IT Infrastructure to prevent failures.
- Develop custom applications to support the specific needs of departments.
- Oversee telecommunications services for the Village, including phone system programming/equipment and network alterations.
- Provide technical assistance to the Village website developer, including recommendation, procurement, and development software installation.
- Provide hosted application setup and support.
- Provide technical support/consulting to the police and fire departments on specialized technology – mobile computing, hosted applications, radio tone remote equipment,

- mobile video capture devices, and Emergency Operation Center.
- Provide expert advice/consultation to the Village Administrator on technology-related items. Cost-benefit analysis, impact on existing infrastructure, alternative solutions.
- Keep abreast of new technology through guided learning, trade publications, and networking.

3.2 Desktop Support Technician

- General IT Support:
 - Manage the Village's Helpdesk System and perform basic IT support functions, including installing personal computers (PCs), laptops, tablets, cell phones, printers, and other office automation software;
 - Diagnose and correct desktop application problems, configure laptops and desktops with standard applications, identify and correct end-user hardware problems, and perform basic to advanced troubleshooting;
 - Maintain an up-to-date inventory of all Village computer-related hardware and software and;
 - Assist the Village Administrator in developing software/hardware policies and procedures.
- Email and System Security: The Vendor will:
 - Maintain the Microsoft Exchange email server and email accounts using standardized domain tools for adding, changing and/or deleting employee accounts as requested;
 - Maintain a secured environment for mobile devices with external access to the email system and;
 - Configure the firewall systems for internal and remote access in a secure environment, with provisions for remote access administration, as requested by the Village Administrator.
- Telephone and Voicemail Systems
 - Maintain end-user support and coordinate maintenance of the telephone and voicemail systems;
 - Add voicemail boxes and interface voice mail with Outlook;
 - Basic programming of desk phones and engage telephone providers as necessary.
- Village Website
 - Maintain, as directed, the Village website, including editing, adding, and removing content and users/workflow.
 - Maintain relationship with website vendor and back-end website support.
- Local Cable Channel, Broadcast Production, social media
 - Recorded, produced, and maintained broadcast production equipment used to record village meetings.
 - Maintain, as directed, the Village's cable access channel, including editing, adding, and removing content.
 - Train broadcast technicians as necessary, including uploading videos and posting online.
 - Manage and monitor Social Media platforms
- Village Issued Cell Phones
 - Basic cell phone programming, including interfacing smartphones with Village e-mail systems and troubleshooting basic telephone issues;
 - Works with Village cell phone Vendor to address technological issues, maintain, purchase, and replace phones as necessary and directed;

- Monitors cell phone plan and evaluates usage and available competitive plan pricing.
- Other Technology
 - Aid and support with technological projects as directed by the Village Administrator.

3.3 Network and Server Administrator

- Network Administration Services:
 - Manage server and network systems, including applications, databases, messaging systems, web, and other physical and Virtual servers and associated hardware;
 - Perform system maintenance, including regular analysis, routine configuration changes, and installation of patches and upgrades;
 - Setup new users and edit or remove existing users on servers as requested and perform standardized functions of the active directory;
 - Manage server performance and capacity management services;
 - Perform configuration management, including changes, upgrades, and patches to infrastructure equipment and maintain records of changes;
 - Provide support of software, including other specialized software products as noted in section II of this document, including all Village network equipment (switches, firewalls, routers, and other security devices);
 - Send primary alert notifications to the designated Village Staff in the event of failure;
 - Complete proactive monitoring of network equipment, including bandwidth utilization and other performance indicators, reporting when specified thresholds are reached;
 - Perform capacity management services and troubleshooting;
 - Maintain network documentation and procedures.

- Strategic Planning: The Vendor will work with the Village Administrator to:
 - Engineer, plan, and design services for system enhancements, including installations and upgrades to new or existing systems, such as server and storage system upgrades and redesigns of backup systems;
 - Provide technical leadership and make recommendations for future purchasing and technology needs.
 - Monitor budget and IT-related contracts for Vendor support.
 - Evaluate and recommend current and future technology needs and provide recommendations based on cost/benefit justifications.
 - Review and assess connectivity based on cost, redundancy, and efficiency related to IT systems and communications provider point-to-point systems.

3.4 Helpdesk Tickets and Service Requests

The Vendor's desktop support technician will maintain a help desk that fields individual help desk requests for service. The Village anticipates requests will be funneled through the help desk. Most (85%) of these help desk requests are for basic service needs such as connection issues and problems with computer program speed, connectivity, and functionality, amongst others. Approximately 10% of these service requests are for medium-priority level needs, including software updates, program installations, and other maintenance functions. Finally, critical issues account for 5% of the total service requests and include major network or system crashes,

outages, and other issues that disable critical functionalities of the Village's IT system. The Village's or Vendor's IT support technician(s) will develop a "dashboard" system to keep the Village Administrator informed as to the status of "help desk" requests daily.

Requests for service will be handled utilizing through the Village's help desk system. When a request is sent to the helpdesk, an automatic reply confirming the receipt of the request will be sent to the requestor. The Vendor will then update the ticket's status, indicating the priority level it has been assigned, the estimated time for its resolution, and any other instructions. Expectations for response times during normal business hours are as follows:

- Low Priority Issues: Vendor shall acknowledge receipt of requests within 60 minutes and respond within eight (8) hours of receiving the service request. If the issue cannot be resolved over the phone, Internet, or other medium, the Vendor shall respond in person within 24 – 48 hours.
- Medium Priority Issues: Vendor shall acknowledge requests within 30 minutes and respond within four (4) hours of receiving the service request. If the issue cannot be resolved over the phone, Internet, or other medium, the Vendor shall respond in person within 24 hours.
- High Priority Issues: The vendor shall acknowledge receipt within 30 minutes and respond within the hour of receiving the service request submittal. If the issue cannot be resolved over the phone, Internet, or other program, the Vendor shall respond in person no later than four (4) hours.

3.5 Network and System Administration

The Vendor's network and server administrator will be responsible for assisting the Village with different network and system administration tasks, including, but not limited to, system installation and upgrade, network consolidation, and regular system maintenance.

3.6 Strategic Planning and Other Projects

The Vendor's network and server administrator will also assist the Village Administrator in developing and implementing IT strategic plan projects and generating new ideas and processes that will allow the Village to:

- Increase the efficiency of the services it provides to the community
- Leverage technology to position the Village to be sustainable in the future
- Address the ever-evolving needs and desires of residents and the level of services the Village provides

3.7 Requirements and Expectations

Desktop Support Technician

The Vendor is to supply a desktop support technician to perform the functions described above in Section 3.2. Desktop support technicians shall work onsite during normal business hours a minimum of three (3) days per week. This may be reevaluated as the IT environment is proven stable and remote operations are deemed sufficient by the Village Administrator. Work done during normal business hours shall be completed between 8 a.m. and 5 p.m., Monday through Friday (as scheduled by the Village). Basic support technician services shall be provided onsite during normal business hours, unless specifically authorized by the Village.

The desktop support technician must respond to occasional after-hours emergency calls related to public safety matters. The desktop support technician will be on-call in the evenings, weekends (Saturday and Sunday), and holidays. After-hours emergency work may be provided onsite or offsite, depending on the nature of the emergency and the appropriate solution to diagnose and restore critical system functionality. Village-observes holidays (10 days in total). Please note that if these holidays fall on a Saturday, the Village observes them on the Friday before, and if these holidays fall on a Sunday, the Village observes them on the Monday following them.

The following experience and certifications are necessary for handling basic, medium, and critical helpdesk tickets and service requests:

- Microsoft Certified Solutions Associate (MCSA) or equivalent documented Microsoft technology knowledge and experience.
- Qualified candidates must possess a bachelor's degree in information technology or related field.
- Minimum of 3-5 years of proven work experience providing first-line help desk support or relevant experience.
- Ability to manage workload personnel; supervisory/leadership experience is required.
- Ability to integrate & troubleshoot various types of equipment – standard office equipment, servers, workstations, IP Telephony, network infrastructure, WAN/LAN, email/network security, security cameras, DVRs, cloud solutions.
- Knowledge of Microsoft Office Suite, Office 365/Exchange Server, SQL Server, Network Firewalls, and Intrusion Prevention.
- Effectively communicate complex systems-related principles and problems to basic end-users in an understandable format free of technical jargon.
- Must be a self-starter with skills in organizing resources and establishing priorities.
- Possess the ability to communicate effectively, both orally and in writing, with various stakeholders (e.g. employees, senior management, and elected/appointed officials).
- Proven ability to think quickly on his/her feet and use good judgment in effectively defining and solving problems.
- Must possess a valid driver's license and must also be able to provide his/her own reliable transportation to perform the job's essential functions.

3.7 Security

The Vendor will have access to sensitive or restricted information and materials. The Vendor to whom an agreement is awarded shall conduct a criminal and employment background check on all personnel before those employees are allowed access to Village facilities or information technology systems.

A criminal background fingerprint check will be completed by the Police Department.

The Vendor is required to conduct a background check for all staff assigned to the Village's account and provide proof of a successful background check to the Village. The Village may concurrently conduct its own background check. The Village reserves the right to disallow any employee from performing services for the Village. The Village also reserves the right to disallow any employee from performing services if the employee has been convicted of a felony

or any misdemeanor involving, but not limited to, money, fraud, or deceit. The Vendor to whom an agreement is awarded shall submit a list of all personnel providing services to the Village. Changes in the employment list shall be reported to the Village Administrator or designee within one week before implementing a change in the absence of emergency circumstances.

Additionally, the Vendor may have access to confidential materials. It is expected that private/confidential materials remain as such. Any breach in confidential materials, including but not limited to unauthorized access or dissemination, will be grounds for the Village to demand termination and/or dismissal of the Vendor's representative and/or termination of this agreement.

The Vendor shall maintain and provide access to the Mayor and Village Administrator a listing of all usernames and passwords of all systems necessary to lock and secure the Village's IT systems immediately.

The Vendor will ensure data protection practices are in place to ensure the security of sensitive electronic information and will report to the Village Administrator/designee within 48 hours any violation of the (815 ILCS 530/) Personal Information Protection Act.

SECTION 4: TERM OF AGREEMENT AND TERMINATION

4.1 Term and Termination

The term of the agreement shall be for a one-year period, with an extension of up to two additional two-year periods by mutual agreement between the Village and the Vendor. If the Village and Vendor agree to enter an extension, the Vendor's price may increase by no more than 3% per year or the percent change in the Consumer's Price Index whichever is less. The Village shall, at its sole discretion, maintain the ability to terminate the contract at any time during the agreement without penalty by providing 90 days' written notice or payment of 90 days of the contract fees, per the final pricing arrangement. The Vendor may terminate the contract at any time during the agreement without penalty by providing at least 90 days written notice.

SECTION 5: FORMAT AND SUBMISSION REQUIREMENTS

5.1 Submission Requirements

- Cover Letter: The cover letter should include the name of the proposing company, the address of the office, and contact persons who are authorized to represent the firm and to whom correspondence should be directed, including telephone numbers, e-mail addresses, and mailing addresses. An individual authorized to bind the company to its proposal and cost schedule must sign the cover letter.
- Executive Summary: The executive summary should provide a brief, concise overview of the proposal and the Vendor's commitment to provide the services as specified. Vendors should identify points that make them uniquely qualified to provide these services. The summary should also indicate that the proposal and cost schedule shall be valid and binding for at least 90 days following the proposal due date.
- Table of Contents: Vendors should clearly identify the proposal's material by section and by page number.

- **Qualification, Approach and Methodology:** The Vendor should provide details on fulfilling the scope of work as described within the RFP including details of how the Vendor will provide the services. This should also include a description of the Vendor's approach to providing these services, including a methodology for providing ongoing support. Finally, the vendor should include a minimum number of recommended work hours to meet the scope of work.
- **Company Profile and Assigned Staff:** The Vendor should state whether it is a local, national or international company and list the location of its headquarters and any field offices that would service this account. The vendor should also include the following:
 - Length of time in business providing similar services
 - Total number and list of all public sector clients.
 - Firm's number of full-time personnel in:
 - i. Consulting
 - ii. Installation and training
 - iii. Technical and administrative support
 - Staff Resources
 - i. Identification of key personnel who will provide the information technology support services
 - ii. Summaries of the experience and technological expertise of personnel, including the levels of certifications and/or degrees attained and how the individuals will be able to fulfill the needs of the Village
 - iii. Descriptions of the roles and responsibilities that each of these individuals will have
 - iv. Identify the account manager
- **References:** A list of at least three references for local government clients for which the proposer has or is performing similar work, including client names, telephone numbers, and brief statements describing the scope of work performed
- **Statement of Material Litigation:** Provide a statement on whether the company is currently involved with any litigation material to provide IT services, arbitration, or bankruptcy proceedings or has been within the past three years, directly or indirectly.
- **Statement of Conflicts of Interest:** Provide a statement describing any existing or potential conflicts of interest that might affect the individual or firm's ability to perform the work as listed in the RFP
- **Statement of Exceptions:** Provide a statement of any exceptions to this RFP

5.2 Meetings with Staff

The Vendor chosen for this project shall conduct at least one project kick-off meeting at the start of the project to meet with representatives from the Village regarding the project scope, goals, expectations, and questions.

The Village anticipates following the schedule described below to issue the request for issuing and reviewing this request for proposals, and completing the project:

Phase	Anticipated Date
Issue request for proposals	January 22, 2024
Deadline for written questions	February 7, 2024 12:00 pm
Proposals due	February 9, 2024 12:00 pm
Interviews	TBD
Award	TBD