

Request for Proposals

Monitoring and Maintenance Agreement for Village Computer Systems

Proposal Due Date: Tuesday, April 3, 2018

The Village of Fontana-on-Geneva Lake is requesting proposals from qualified computer companies for the monitoring and maintenance of all Village owned servers and networked computers. Proposals are due to the Village Administrator no later than Tuesday, April 3, 2018.

There is no expressed or implied obligation for the Village of Fontana-on-Geneva Lake to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

Proposals may be mailed, faxed, e-mailed, or hand-delivered to the Village of Fontana-on-Geneva Lake Administrator at:

Village of Fontana-on-Geneva Lake
Theresa Loomer
175 Valley View Drive
P.O. Box 200
Fontana, WI 53125
E-mail: theresa@villageoffontana.com Fax:
262-275-8088

In the event you are mailing or hand-delivering, please provide twelve (12) copies.

During the evaluation process, the Village of Fontana-on-Geneva Lake reserves the right to reject any or all proposals, waive technicalities or irregularities, and to accept any proposal if such action is believed to be in the best interest of the Village. The Village of Fontana-on-Geneva Lake also reserves the right to request additional information or clarifications from proposers or to allow corrections of errors or omissions. At the discretion of the Finance Committee, companies submitting proposals may be requested to make oral presentations as part of the evaluation process.

The Village of Fontana-on-Geneva Lake reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposal, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the Village of Fontana-on-Geneva Lake and the firm selected.

RFP Overview

For additional information about the Village of Fontana, visit www.villageoffontana.com.

The Village of Fontana-on-Geneva Lake is located on the western edge of Geneva Lake in Walworth County. With a year-round population of about 1,700 residents, Fontana offers the peace and serenity of small town life, but with easy accessibility from the Milwaukee, Chicago, and Rockford areas. It is a week-end destination for another 5,000 to 8,000 property owners and guests at any given time. Geneva Lake and the surrounding area offer a wide variety of services and recreational opportunities.

Services Provided to Servers

- Application of operating system service packs and patches, critical updates, and security updates
- Update and distribution of virus definitions for virus protection systems
- Apply systems driver updates
- Apply system updates to system ROM and BIOS firmware
- Examination of event logs
- Minor software upgrades
- Monitoring of
 - Active directory (many different functions including user authentication and authentication failures, domain controller health, domain connectivity, etc)
 - Number of computers utilizing the systems
 - Number of users on the network
 - Email systems (10 different functions including mailbox quotas, inactive mailboxes, utilization, transaction latency, size of mail queues, status of mail services)
 - Web server health (number of requests, errors, bytes transmitted, etc)
 - Remote access utilization and errors
 - Disk space utilization
 - CPU (Processor) utilization (including detection of runaway processes)
 - Hardware failures
 - Hardware operating temperature
 - Excessive logon failures or excessive failed logon attempts
 - User account locks
 - Memory utilization
 - Page file utilization
 - Memory faults
 - Printer health and queue length
 - Number of shared files
 - System uptime
 - DNS events and errors
 - DHCP events and errors, number of free addresses
 - Group Policy additions and changes
 - Software installations and removals
 - System backups
 - State of server services

- Network utilization

Services Provided to Network Equipment

- 24x7 monitoring to assure that all networks are up and running
- 24x7 gathering of network utilization data
- Notification and immediate opening of trouble tickets with appropriate 3rd party network providers in the event of an outage
- Application of operating system service packs and patches, critical updates, and security updates
- Examination of event logs for errors or signs of intrusion attempts

Services Provided to PCs

- Application of operating system service packs and patches, critical updates, and security updates
- Update and distribution of virus definitions for virus protection systems

General Services Provided

- Email notification of critical security updates and application
- Notification of extraordinary virus outbreaks and preventive action when possible
- Monitoring and notification of any network or systems outages
- Email based reporting of availability, downtime, response time, etc. generated on a daily, weekly, and monthly basis.

Services Provided Through Management Web Interface

- Utilization statistics (5 minute, daily, weekly, monthly, yearly)
 - WAN network segments
 - Critical network uplinks
 - Network connections to critical devices
 - Internet connections
 - Server disk space
 - CPU utilization
 - Number of open files on server
 - Number of open sessions on servers
 - Memory paging
- Up-to-the-second composite network status and overview of all servers and network equipment (red=down, yellow=in transition, green=up)
- Graphical depictions and statistics of several variables showing current readings as well as historical summaries (daily, weekly, monthly basis)
 - Availability
 - Downtime
 - Response time

Contract Term and Subcontracting

A three-year contract is contemplated, subject to an annual review, the satisfactory negotiation of terms (including a price acceptable to both the Village of Fontana-on-Geneva Lake and the selected firm), the concurrence of the Village Board of Trustees, and the annual availability of a budget appropriation.

If firms are considering subcontracting portions of the engagement to other firms, the name of the proposed firms must be clearly identified in the proposal. Following the award of the contract, no additional subcontracting shall be allowed without the express prior written consent of the Village of Fontana.

Insurance

Bidder shall maintain full insurance coverage to protect and hold harmless the Village of Fontana. An insurance certificate from the carrier attesting to coverage and naming the Village of Fontana as third party insured shall be provided to the Village prior to commencement of work. Coverage must include Worker's Compensation and General Liability. Bidder agrees to carry proper and sufficient insurance to cover loss of records withdrawn from the Village of Fontana by the bidder for its use as well as records created under this agreement.

Timeframe

The following is a list of key dates up to and including the date proposals are due for submission:

Due Date for Proposals:	Tuesday, April 3, 2018
Selected Firm Notified:	Tuesday, May 8, 2018
Contract Date:	Friday, June 1, 2018

Response

Firm Experience and Reference List:

- Provide a narrative description of the firm
- Describe the general experience of the firm
- Identify other clients
- Provide a Certificate of Insurance

Proposed Fee Structure

References

Evaluation and Selection

Evaluation Process

The Village reserves the right to award the contract to the proposal that best meets the needs and interest of the Village. The following steps are anticipated:

- Receipt and review RFP
- Initial reference and information review
- Finance recommendation to the Village Board
- Village Board confirmation