METROPOLITAN PIER AND EXPOSITION AUTHORITY

REQUEST FOR PROPOSALS #2019-03-M
INFORMATION TECHNOLOGY CONSULTANT

ADDENDUM NO. (2)

March 21, 2019

This Addendum No. 2 consists of <u>four (4) pages</u> and has the following information to be incorporated into the Request for Proposals (RFP). Proposers must acknowledge receipt of this Addendum No. 2 in their RFP submittal in Required Form A, Form of Transmittal Letter.

Item #1: Proposers' questions and/or requests and the MPEA's responses are provided below.

Item # 2: Proposer's must use and submit the revised Required Form F as part of its price proposal.

Item # 3: Required Form C - Statement of Qualifications – Questions #5 and #6 are duplicate questions, answer only one (1)

Item # 4: The Proposal Due Date has been extended to 12:00 noon CST **<u>Thursday April 4, 2019.</u>**

Proposers' Question:	MPEA's Response:
Can you please provide us with incumbent details?	The scope of ongoing services covered in this RFP are currently administrated by SMG as part of the larger Corporate Center population. MPEA will be creating a separate secure server location for all functions. SMG is a private convention center manager that manages McCormick Place events—see Background and mccormickplace.com for more details.
What was the number of <u>onsite hours</u> services provided in last one year	Specific ticket count per year and other analytical data is unavailable. Since inception of Zendesk in March of 2013, there have been 2,327 tickets opened by or for MPEA. There have been 118 tickets marked solved in the last 120 days. All told, this equates to approximately 1 ticket per day.
What was the number of <u>offsite hours</u> services provided in last one year	Not applicable. Group is being split off from a larger group that is currently managed by SMG onsite.
Is any Travel Required?	None anticipated, other than to our facility.
How many person currently working on this requirement? **Related Question:** Who is currently managing IT services for MPEA?	Current SMG staff assigned to admin work for 250 users including the 50 MPEA users is 1 Network Engineer, 1 Business Analyst, 2 Help Desk Technicians. See answer above.
Do you require a person full-time or part-time?	Consultant to determine based on service level(s) proposed. For any physical issues that need addressing, an onsite technician would be required during business hours.

What technologies does the current IT infrastructure use for storage virtualization server administration and database management? **Related Question:** What kind of firewall and security infrastructure MPEA has?	All IT and security infrastructure, that is currently in a shared environment, is to be reviewed by the consultant and determined whether it can be relocated or purchased new. The existing shared SMG/SAVOR/MPEA network is a Compellent 55TB SSD/SAS Hybrid, Hyper-V, SQL Server MPEA currently resides behind McCormick Place facility WatchGuard XTM 850 Firewalls.
Is MPEA opposed to using cloud technology to manage administration and services?	Cloud technology should be considered. Most mission critical applications are remotely hosted at this time.
Does MPEA require servers to be onsite or virtualized through VMware or other virtualization methods?	To be determined. Potentially both. Currently virtualized on SMG-Managed Lenovo chassis/blade configuration, and reside within the McCormick Place LAN and domain forest.
What applications does MPEA require to be run on the servers?	MS Active Directory (including DNS - current domain is a child domain within larger McCormick Place forest), System Center Configuration Manager (currently MPEA utilizes the SMG domain SCCM Site), Print Services. File Share Services (Currently 2 clustered servers that reside on the McCormick Place forest), Folder Redirection file share servers (currently dual use MPEA/SMG on mccormickplace domain), MS Direct Access (currently dual use MPEA/SMG on mccormickplace domain), DHCP (currently utilizing mccormickplace domain DHCP services)
For user identity management, can the contractor utilize services such as Windows Server Active Directory or a simple implementation like office 365?	To be determined. SMG currently uses Windows Active Directory to manage use identity.
Is the contractor required to have MBE certificate issued from the City of Chicago to complete this project?	MPEA accepts MBE/WBE certification from the City, State, or Cook County. See the special conditions for further information.
Can you provide an inventory list of current computers, servers and networking equipment (model, OS and date of purchase)? **Related Question:** After office relocation, where will inventory be stored?	Inventory of end-use equipment included with addenda. Onsite.
How much data do you have?	2.5 TB is in use currently for all MPEA functions (Finance, Legal, CEO team, Development, Trades). Capacity for future should be determined by the consultant.
What do you currently use for email? (Exchange, Google, Office 365)	O365 is currently used for email
What is/are the most critical application/s that you use in your organization?	JDE, O365 both cloud. Ungerboeck is cloud and needs to stay SMG managed.

Can you describe in more detail what AV features and capabilities do you envision?	Described in RFP and being installed as part of new office construction.
Depending on the complexity of this component is it acceptable to subcontract this out to a specialist?	Possibly.
What is your ideal budget for a new workstation?	To be determined. Some existing workstations may be relocated if it is determined by the consultant that they do not need to be replaced at this time. Existing equipment budgets for reference are - Surface Book w/dock, HDMI and network adapters = $2500 Surface tablet w/dock, HDMI and network adapters = $1400 NUC (desktop PC) = $600 monitors = $125 keyboard/mouse = $25
What is your budget for AV set up and features?	A/V budget is included in new office construction. Consultant will be responsible for training and trouble shooting.
What are your hours of operation?	Hours vary between the trades and the administrative staff, so can range from 7:00 am to 6:00 pm, Monday to Friday. The energy center is 24 hours, 7 days a week.
What is your expectation around 24/7 remote support?	Please present options for levels of service and associated cost.
What is acceptable response time during the day, afterhours and weekend?	Please present options for levels of service and associated cost.
Is chat support critical? If, yes, please explain why.	Not if support can be addressed in another way.
Do you have a group of users that are an exception and require special support?	Possibly. Please present options for levels of service and associated cost.
Do you require onsite support? **Related Question:** Does MPEA looking for consultant to be available on-site? Is there any location preference for consultant?	Yes, during working hours, within our new office.
Do you need mobile device management? Are there any special requirements? (i.e. remote wipe, encryption, etc.)	Yes. Currently phones automatically take on security options enforced by O365.
Can you provide an example of system training that you may need?	System training would include any MS product updates or any transition from existing systems.
Is downtime acceptable during the relocation? **Related Question:** How much downtime will be provided to consultant for moving the system?	Business hour downtime should be minimized. Move should occur over a weekend if possible or on a Friday afternoon if not. non-physical requirements should be set up in parallel and transitioned in advance of the physical move.
Who is responsible for the physical move of equipment? (computers, servers, networking equipment, etc.)	The IT consultant will be responsible for the move and set up of existing or the installation of new end user gear, in coordination with the new server location.
Do you need to meet any specific compliances?	Recent audit to be shared with selected consultant.
What security policies/practices do you currently have in place?	To be reviewed by the consultant and upgraded as determined with input from MPEA Security. Recent audit to be shared with selected consultant.

We are assuming that we are not providing equipment pricing at this time. Please confirm.	Correct. Selected consultant will advise and specify equipment required for office move and in the future.
Do you have a print services provider? If not, are you expecting the MSP to manage all printers? Do you have current service contracts?	To be determined. Provide pricing for options. Current contract with Canon expires this year.
What kind of backup system MPEA has?	To be reviewed by the consultant and upgraded as determined with input from MPEA. The existing shared SMG/SAVOR/MPEA network is Veeam for Vmware/Hyper-v with Dell DR4100 Targets, and currently being upgraded to Veeam for Vmware/Hyper-v, and Dell Servers + Quest QORESTOR Deduplication software.
What kind of server and OS MPEA has?	To be reviewed by the consultant and upgraded as determined with input from MPEA. The shared SMG/SAVOR/MPEA network is Windows 2012 R2, Windows 2016, Windows 10 Enterprise for workstations. Servers run on Hyper-v hypervisor.
How many Server MPEA has?	To be reviewed by the consultant and upgraded as determined with input from MPEA. MPEA Server VM's (including mixed service) total 18. These are hosted in a much larger virtual server farm.
What kind of virus and spam protection MPEA uses?	To be reviewed by the consultant and upgraded as determined with input from MPEA. Current Spam Protection is the Spam Protection embedded into MS Office 365. For Antivirus, Microsoft Defender Controlled by MS SCCM is utilized.
What kind of Microsoft Office version MPEA uses?	Currently using Office 2016.

REVISEDREQUIRED FORM PPRICING FORM

NAME OF PROJECT: IT CONSULTANT

PROJECT NUMBER: 2019-03-M

PROPOSER: _____

	Lump Sum Fee
Consultation and specification of equipment to allow MPEA to create a separate server system from SMG, not including equipment cost	$
Consultation and activation of MPEA office relocation, including moving/installing end user gear, but not including equipment cost	$
Sub-Total	
One year support services – phones – land lines – Approx. 50	$
One year support services – cell phones – Approx. 30	$
One year support services – all other support services for Approx. 40	$
Sub-Total	$
Total	$
Provide hourly rates for additional services	
MPEA reserves the right to terminate the contract at the end of any one year term	

After the initial relocation of ~40 MPEA employees, additional users, tradespeople located in various offices around the campus, may be added to the scope of the contract. Provide pricing for additional services.

Additional Services	Lump Sum Fee
Annual cost for support for an additional 55 desktop/laptop users	$
Annual cost for support for an additional 60 cell phone users	$