



Finance Department  
Central Services Division

**REQUEST FOR PROPOSALS  
IT SERVICES  
RFP NO.: 816-IT-094**

8/10/16

Name of Proposing Firm: \_\_\_\_\_  
Address \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

**RFP Opening Time and Date 11:00 a.m., Local Time, Tuesday, September 6, 2016**

*Proposals will be accepted until the specified opening time and date. Any bidder attempting to deliver after the opening time and date will be refused.*

Bid Deposit/Bid Bond: NO  
Prevailing Wage NO  
Performance Bond: NO

**PLEASE MARK THE RETURN SEALED ENVELOPE:**

1. RFP Opening Date and Time
2. Title of Job
3. RFP Number

**RETURN PROPOSALS TO:**

City of Rockford  
Central Services Manager  
425 East State Street, 4<sup>th</sup> Floor  
Rockford, Illinois 61104

***PROPOSALS SUBMITTED BY FASCIMILE OR E-MAIL WILL NOT BE ACCEPTED***

**PROPOSAL RESULTS:**

Bid results may be obtained by telephone at (779) 348-7164, by fax at (800) 380-7174. or at [www.rockfordil.gov](http://www.rockfordil.gov)

## CITY OF ROCKFORD, ILLINOIS—BIDDING GENERAL CONDITIONS

1. Pricing. The bidder shall insert price for all bid items and all other information requested in these specifications. The price shall be the *full, delivered cost* to the City of Rockford with no additions.
2. Total versus "Per Item" Awards. The City generally awards contracts based on a lump sum basis to the lowest responsible and responsive bidder. However, the City may choose to award on a per item basis. Therefore, each bidder must submit pricing for each item indicated on the bid forms. Bidders must clearly indicate which items are bid and which are not.
3. Delivery of Merchandise. Delivery terms will always be Freight On Board (FOB)—Destination. The City of Rockford accepts no responsibility for the condition of any merchandise purchased prior to acceptance by City Personnel. Failure to comply with this requirement may constitute rejection of the bid.
4. Acceptance of Merchandise at Delivery. The City of Rockford reserves the right to refuse acceptance of delivered merchandise that differs substantially from the specifications in this invitation to bid or as otherwise permitted by Illinois law.
5. Prompt Payment Act. The City of Rockford intends to comply with the governmental prompt payment act. The awarded vendor will be paid upon submission of invoices to: City of Rockford Accounts Payable, 425 East State Street, Rockford, IL 61104.
6. W-9 Request for Taxpayer Identification Number. Prior to issuance of a purchase order, the successful bidder will be required to supply the City of Rockford with a federal W-9 Request for Taxpayer Identification Number and Certification. Failure to comply with this requirement will be considered a violation of contract terms, for which the City may bar the vendor from bidding for a period of up to three years.
7. Legal Compliance. The vendor awarded this contract will comply with all Federal, State, County, and City laws, ordinances, rules and regulations, which in any manner affect the product or service placed for bid herein. Lack of knowledge on the part of the awarded vendor of applicable law will in no way be cause for release of this obligation. If the City becomes aware of violation of any laws, ordinances, rules and regulations on the part of the awarded vendor, it reserves the right to reject any bid, cancel any contract, and pursue any other legal remedies deemed necessary.
8. Legal Requirements. This contract sets forth the entire final agreement between the City of Rockford and the bidder and shall govern the respective duties and obligations of the parties. The validity of this contract, and any disputes arising from the contract, shall be governed by the laws of the State of Illinois. Any litigation under this agreement shall be resolved in the trial courts of Winnebago County, State of Illinois. Should a provision of this contract be declared invalid by a court of competent jurisdiction, it shall not affect the validity of the remaining provisions of the contract.
9. Safety. Prevention of accidents at any project is the sole responsibility of the awarded vendor and its subcontractors, agents, and employees. The awarded vendor, its subcontractors, agents, and employees shall be fully and solely responsible for the safety of this project. The awarded vendor shall retain exclusive and direct control over the acts or omissions of its subcontractors, agents and employees, and any other persons performing portions of the work and not directly employed by the awarded vendor.

10. Criminal Background Check. When necessary for the protection of citizens and/or City staff, the City may require an awarded vendor to conduct a criminal background check on all of its personnel who will have direct contact with City facilities or residents/businesses served under this contract. Personnel are defined as representatives, agents, employees, subcontractors, or anyone else who will be utilized to fulfill obligations under this contract. Criminal background checks, at a minimum, shall consist of a county level felony and misdemeanor check for each county in which the personnel resided in the last 10 years. The awarded vendor shall notify the City of any of its personnel who have been convicted of a felony or misdemeanor prior to commencing any work under this contract. At the City's discretion, personnel with any felony or misdemeanor convictions which raise a concern about the safety of building, property, or City staff/resident's personal security, or is otherwise job related (as determined by the City) shall not perform work under this contract. Once given notice that a background check(s) will be required, it must be completed within 14 calendar days so as to not delay work to be completed.

11. Control of the Work. With respect to the awarded vendor's own work, the City shall not have contractual, operational, and/or supervisory control over and/or charge of the work and shall not be responsible for construction means, methods, techniques, sequences, procedures, and programs in connection with the awarded vendor's work, since these are solely the vendor's responsibility under the agreement. The City shall not be responsible for the awarded vendor's failure to carry out the work in accordance with the agreement's terms and conditions. The City shall not have control over and/or charge of acts or omissions of the awarded vendor, its subcontractors, and/or their agents or employees, or any other person performing portions of the work not directly employed by the awarded vendor. The awarded vendor shall be considered to be an "independent contractor" pursuant to Illinois law.

12. Bid Bond. When required on the cover sheet, a bid bond for not less than 5 percent of the bid amount must accompany all bids as a guarantee that if the bid is accepted, the bidder will execute and file the proper contract. A bank cashier's check, bank draft, or certified check equal to the amount specified is acceptable in lieu of a bid bond. Bid bonds of the two lowest firms will be retained until the contract is awarded.

13. Performance Bond. When required by the specifications herein, the awarded vendor shall furnish a performance bond equal to the amount of the contract, acceptable to the City, within 14 calendar days after notification of contract award. Failure to furnish the required bond within the time specified may be cause for rejection of the bid and any bid deposit may be retained by the City as liquidated damages and not as a penalty.

14. Taxes. No charge will be allowed for taxes from which the City of Rockford, Illinois is exempt. The City of Rockford, Illinois is not liable for the Illinois Retailers' Occupation Tax, the Service Occupation Tax or the Service Use Tax. The City is exempt from the Federal Excise and Transportation Tax.

15. Withdrawal of Bids. Firms may withdraw or cancel their bids at any time prior to the advertised invitation to bid opening. After the opening time, no bid shall be withdrawn or cancelled. All bids shall be firm and valid for a period of sixty (60) calendar days. If a bidder to whom a contract is awarded refuses to accept the award, the City may, at its discretion, suspend the bidder for a period of time up to three (3) years.

16. Subcontracting. The bidder shall provide information for all subcontractors, leased operators/equipment, and suppliers and all other information requested in the Subcontractor and Supplier Detail Forms attached. Requests for deviations from the completed detail forms submitted must be made in writing, and reviewed and approved by the City's Diversity Procurement Officer and the Central Services Manager or designee. The awarded vendor may not subcontract any portion of the contract after award without written consent of the City of Rockford

Central Services Manager. When subcontractors are used, the awarded vendor is required to pay subcontractors promptly after completion of work. Delay of payment is prohibited.

17. Termination of Contract. The City of Rockford reserves the right to terminate the contract in its entirety or in portions, upon written notice to the awarded vendor, if the Rockford City Council does not appropriate sufficient funds to complete the contract or in the event of default by the awarded vendor. Default is defined as failure of the awarded vendor to perform any of the provisions of this contract or failure to make sufficient progress so as to endanger performance of this contract in accordance with its terms. In the event of default, the City may purchase the product(s) and/or service(s) from other sources and hold the defaulting company responsible for any excess costs occasioned thereby. The City may require payment of liquidated damages for non-performance. Should default be due to failure to perform or because of a request for a price increase, the City reserves the right to remove the firm from the City's bidder list for a period of up to three years.

18. Late Bids and Proposals. Regardless of cause, late bids and proposals will not be accepted and will automatically be disqualified from further consideration. It shall be solely the vendor's risk to ensure delivery at the designated office by the designated time. Late bids and proposals will not be opened and may be returned to the awarded vendor at their request and expense.

19. EEO Forms. Each firm shall be required to submit with its bid information all EEO forms included in the invitation to bid package. Any bid which fails to include the properly completed compliance items will not be read and will not be considered. All subcontractors shall also be required to comply with the same EEO forms as the firm.

20. Restrictive or Ambiguous Specifications. It is the responsibility of the bidding firm to review the invitation to bid specifications and to notify the Central Services Manager if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications or invitation to bid procedures must be received by the Central Services Division not less than seventy-two hours prior to the time set for the opening. In the event a contract term is not defined within the contract document, the term will be given its ordinary dictionary definition.

21. Bid Protest. Firms wishing to protest bids or awards shall notify the Central Services Manager in writing within 7 days after the invitation to bid opening. The notification should include the bid number, the name of the firm protesting, and the reason why the firm is protesting the bid. The Central Services Manager will respond to the protest within seven (7) calendar days. A successful protest may result in the reversal of a previously awarded contract.

22. Disputes. In case of disputes as to whether or not an item or service quoted or delivered meets specifications, the decision of the Central Services Manager, or authorized representative shall be final and binding to all parties. The Central Services Manager has the right to waive technicalities as they see fit. The Central Services Manager may request a written recommendation from the head of the department using the equipment or service being procured.

23. Exceptions. Any deviations from these specifications shall be noted and submitted with the bid. Failure to address deviations from specifications may result in bid rejection.

24. Acceptance/Rejection of Bids. The City of Rockford reserves the right to accept or reject any or all bids or proposals at any time, for any reason, including but not limited to the Rockford City Council not appropriating

sufficient funds to purchase equipment or complete the contract. The City may make awards in any manner deemed in the best interest of the City.

25. Prevailing Wage. When indicated on the cover page of this document, this contract calls for the construction of a "public work," within the meaning of the Illinois Prevailing Wage Act, 820 ILCS 130/.01 *et seq.* ("the Act"). The Act requires awarded vendors and subcontractors to pay laborers, workers, and mechanics performing services on public works projects no less than the "prevailing rate of wages" (hourly cash wages plus fringe benefits) in the county where the work is performed. When required, awarded vendors are responsible for paying current prevailing wage rates, as posted on the Illinois Department of Labor's website at: <http://www.state.il.us/agency/idol/rates/rates.HTM>. It is the awarded vendor's responsibility to verify current wage rates, as they are updated monthly. All awarded vendors and subcontractors rendering services under this contract must comply with all requirements of the Act, including but not limited to, all wage, notice, and record keeping duties.

26. Certified Payroll. All Certified Payroll reports required to be submitted under the Prevailing Wage Act, 820 ILCS 130, must be submitted monthly via the City's current Certified Payroll reporting system. No paper copies or non-conforming Certified Payroll reports will be accepted. The City reserves the right to withhold payment due to the awarded vendor until the vendor displays compliance with this provision.

27. Substance Abuse Prevention. When required by Illinois State Statutes, awarded vendors must have in place and file with the City a written program for prevention of substance abuse among its employees. This program must include pre-hire, random, reasonable suspicion, and post-accident drug and alcohol testing, as required by the Substance Abuse Prevention on Public Works Projects Act.

28. Apprenticeship Requirement. For construction contracts over \$50,000, awarded vendors must participate in apprenticeship and training programs approved and registered with the United States Department of Labor's Bureau of Apprenticeship and Training for all Trades that will be in the awarded vendor's (or his subcontractor's) employment, with each worker receiving the required apprenticeship/training appropriate to his trade. Owners or work performed by owners is not exempt from the apprenticeship and training requirement.

29. Indemnification. To the fullest extent permitted by law, the awarded vendor shall indemnify and hold harmless the City, its officers, representatives, elected and appointed officials, agents, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from the awarded vendor's performance of work under this agreement, and indemnifies and agrees to defend and hold harmless the City against any and all losses, claims, damages, and expenses arising from the work performed hereunder of the erection, construction, placement, or operation of any scaffold, hoist, crane, stay, ladder, support, or other mechanical contrivance in connection with such work including but not limited to losses, claims, damages, and expenses arising pursuant to claims asserted against the City pursuant to theories premised upon section 414 of the Restatement (Second) of Torts and section 343 of the Restatement (Second) of Torts.

This indemnification agreement shall not be limited in any way by any limitations on the amount or type of damages, compensation, or benefits payable by or for the awarded vendor under Worker's Compensation Acts, disability benefit acts, or other employee benefit acts, and serves as an express agreement to waive the protection of *Kotecki v. Cyclops Welding Corp.*, 146 Ill.2d 155, 585 N.E.2d 1023 (1991) in Illinois.

Further, the awarded vendor agrees that it is solely responsible for compliance with all safety laws applicable to the work performed hereunder, including but not limited to the Occupational Safety and Health Act of 1970 and

the Construction Safety Act of 1960 and all standards and regulations which have been or shall be promulgated by the agencies which administer the Acts.

Under no circumstances shall the awarded vendor, its subcontractors, agents, and employees be required to indemnify the City for its own negligence.

30. Officers. Each bidder affirms, by submission of a response to this bid or request for proposals, that no officer of the City of Rockford, Illinois, is directly or indirectly interested in the proposal for any reason of personal gain.

31. Non-Waiver. The failure by the City to require performance of any provision shall not affect the City's right to require performance at any time thereafter, nor shall a waiver of any breach or default of this contract constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

32. Professional Services Selection Act. The City of Rockford intends to comply with 50 ILCS 510/5 governing the selection of professional services. Any reference in these terms and conditions to supplying pricing or price as a determining factor in selection do not apply for services covered by said act.

33. Compliance with Stormwater Management Ordinance and Environmental Consent Decree. Contractor must comply with the City's Stormwater Management Ordinance. For work performed on the stormwater system, including projects only requiring erosion and sediment control measures, acknowledgement of receipt of the USEPA issued Environmental Consent Decree is required. It is also required that the vendor retain all invoices, work orders and/or other records of work performed in drainage areas for three (3) years beyond the end of the consent decree, estimated to be 12/31/2022. These records are subject to audit and are to be made available immediately upon request by the City or the Federal and State Environmental Protection Agency (EPA). Additionally, there may be other records provided that the vendor will be required to keep on file upon request of the City. Violation of this section and with the City's Stormwater Management Ordinance may result in a fine.

34. The City of Rockford reserves the right to accept or reject any and all proposals and to waive technicalities in submitted bids.

**Acknowledgement of Addenda**

By indicating below, we acknowledge receipt of the addenda listed.

Addendum	_____	Date	_____
Addendum	_____	Date	_____
Addendum	_____	Date	_____
Addendum	_____	Date	_____
Addendum	_____	Date	_____

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Person, Firm or Corporation

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Authorized Signature and Title

**Acknowledgement of Stormwater Management Ordinance and Environmental Consent Decree**

By indicating below, we acknowledge receipt of the Stormwater Management Ordinance and Environmental Consent Decree. Both documents can be found on the City of Rockford website at <http://rockfordil.gov/public-works/engineering-cip/stormwater.aspx>

I have been provided access to the City of Rockford Stormwater Management Ordinance and the Environmental Consent Decree and agree to comply with the terms outlined therein.

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Person, Firm or Corporation

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Authorized Signature and Title

**BID REQUIREMENTS FOR  
EQUAL EMPLOYMENT OPPORTUNITY**

All bidders seeking to do business with the City of Rockford are **REQUIRED** to submit with any formal, sealed bid all of the following documents and information, attached herewith, completed and signed:

1. Equal Employment Opportunity Affirmative Action Plan Statement of Policy.
2. The Statement of Non-Compliance and Certificate of Non-Segregated Facilities.
3. The Contractor or Vendor Workforce Data Form listing all current employees, by classification, directly employed by the bidder. All categories of information requested must be supplied.  
*Note: The number of employees must be entered under each category (no check marks)*

Below are the Federal definitions of the following racial groups accepted as minorities by the City of Rockford:

Black: A person having origins in any of the Black racial groups of Africa, not of Hispanic origin.

Hispanic: A person of Spanish or Portuguese culture with origins in Mexico, South or Central America, or the Caribbean Islands, regardless of race.

Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes for example, China, Japan, Korea, the Philippine Republic and Samoa.

American Indian or Alaskan Native: A person having origins in any of the original peoples of North America.

4. Your State of Illinois Pre-Qualification Certification Number, issued by the Illinois Department of Human Rights for the Illinois Department of Human Rights Act, must provide expiration date entered in the place provided therefore.
5. Certificate of Non-Barred Bidding
6. All executed Subcontractor/Leased Operator and Supplier forms.

**If you have not obtained your State of Illinois Pre-Qualification Number (item #4), by signing these documents you agree to make application for this number within 30 days from the date of bid opening.**

***ANY BID WHICH FAILS TO INCLUDE THE CITY OF ROCKFORD EEO PAGES 2, 4, AND 5, COMPLETED AND SIGNED WITH YOUR SEALED BID WILL NOT BE READ AND WILL NOT BE CONSIDERED – NO EXCEPTIONS.***

Falsification of any required Equal Employment Opportunity or Affirmative Action information on the part of the bidder could result in rejection of the bid submitted or in the case where a contract has already been awarded, in the cancellation of said contract.

**EQUAL EMPLOYMENT OPPORTUNITY**  
**AFFIRMATIVE ACTION PLAN**  
**STATEMENT OF POLICY**

It is the policy of this company, \_\_\_\_\_  
to provide equal employment opportunity without regard to race, religion, color, national origin, handicap, age or sex through a program of positive action affecting all employees. In this program, our company carries out the requirements of Federal Executive orders 11246 and 11375, Civil Rights Act of 1964, Equal Employment Act of 1972, and all other applicable laws, and indicates its active support of the principle of equal opportunity in employment.

At present, \_\_\_\_\_ % of our work force are minorities and \_\_\_\_\_ % of our work force are females, and we will attempt to utilize minorities and females through a positive, continuing program in all jobs for which we contract in the future. Our company will utilize referrals from the City of Rockford's Diversity Procurement Officer for use of minorities and females regarding any future job vacancies.

It is also our intent to make efforts to purchase supplies or equipment from small business concerns located in the City of Rockford or counties of Winnebago or Boone and owned in substantial part (at least 51 per cent) by minorities or females.

\_\_\_\_\_ is the official who will be responsible for implementing this policy statement.

\_\_\_\_\_ will be designated as the Equal Opportunity Officer in our company, responsible for submission of all required equal employment opportunity documents.

In addition, \_\_\_\_\_ is hereby authorized to sign payroll as well as this company's officers. (NOTE: If only officers will be authorized to sign payrolls, please fill in "No One" in this space.)

## **STATEMENT OF NONCOMPLIANCE**

If the equal employment opportunity hearing committee determines that a contractor, subcontractor/leased operator of equipment or bidder is not in compliance with this chapter, (also known as Chapter 11, Article III the City of Rockford Equal Opportunity Employment Ordinance), the hearing committee shall issue and serve upon such person a written statement of noncompliance setting forth the manner in which it finds such person has violated this chapter, and imposing and/or requiring appropriate sanctions, including, but not limited to any and/or all of the following:

- a. Denying, suspending or revoking qualifications, or declaring the contractor or subcontractor irresponsible and ineligible for future contracts or subcontracts until such time as the contractor or subcontractor shall demonstrate to the equal employment opportunity hearing committee that it is in compliance;
- b. Withholding or delaying payment on the contractor or;
- c. Suspending, avoiding or canceling contract work.

## **CERTIFICATION OF NON-SEGREGATED FACILITIES**

The bidder certifies that he/she does not maintain or provide for his/her employees any segregated facilities at any of his/her establishments, and that he/she does not permit his/her employees to perform their services at any location, under his/her control, where segregated facilities are maintained. The bidder agrees that a breach of this certification will be a violation of the Equal Opportunity clause in any contract resulting from acceptance of this bid.

The bidder agrees that (except where he/she has obtained identical certification from proposed subcontractors/leased operators of equipment for specific time periods) he/she will obtain identical certification from proposed subcontractors/leased operators of equipment from the provisions of the Equal Opportunity clause, and that he/she will retain such certification in his/her files.



**CERTIFICATE OF NON-BARRED BIDDING**

The undersigned certifies that it is not barred from bidding on this contract as a result of a conviction for the violation of State laws prohibiting bid rigging or bid rotating. The undersigned also certifies that current or prospective employees, contractors, and subcontractors/leased operators of equipment are not listed as Excluded Individuals/Entities with the US Government, as maintained by the US General Services Administration.

By signing below, the firm agrees that all information provided in the previous pages is accurate, and that if the firm below does not currently have a Department of Human Rights number they will apply for one within thirty days with the State of Illinois.

Authorized Signature

Title

Firm

Our firm is a:

Minority Business Enterprise \_\_\_\_\_

Women Business Enterprise \_\_\_\_\_

Neither \_\_\_\_\_

City-Certified? Yes \_\_\_\_\_ No \_\_\_\_\_

City Certified? Yes \_\_\_\_\_ No \_\_\_\_\_

(Revised 12/21/09)



**Note.** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

In the cases below, the following person must give Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States:

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the entity;
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the trust; and
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

**Foreign person.** If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person, do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

**Nonresident alien who becomes a resident alien.** Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

**Example.** Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

## Backup Withholding

**What is backup withholding?** Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

**Payments you receive will be subject to backup withholding if:**

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),

3. The IRS tells the requester that you furnished an incorrect TIN,

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code* on page 3 and the separate Instructions for the Requester of Form W-9 for more information.

Also see *Special rules for partnerships* above.

## What is FATCA reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all United States account holders that are specified United States persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code* on page 3 and the Instructions for the Requester of Form W-9 for more information.

## Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account; for example, if the grantor of a grantor trust dies.

## Penalties

**Failure to furnish TIN.** If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

**Civil penalty for false information with respect to withholding.** If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

**Criminal penalty for falsifying information.** Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

**Misuse of TINs.** If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

## Specific Instructions

### Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account, list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9.

**a. Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

**Note. ITIN applicant:** Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040/1040A/1040EZ you filed with your application.

**b. Sole proprietor or single-member LLC.** Enter your individual name as shown on your 1040/1040A/1040EZ on line 1. You may enter your business, trade, or "doing business as" (DBA) name on line 2.

**c. Partnership, LLC that is not a single-member LLC, C Corporation, or S Corporation.** Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.

**d. Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on line 2.

**e. Disregarded entity.** For U.S. federal tax purposes, an entity that is disregarded as an entity separate from its owner is treated as a "disregarded entity." See Regulations section 301.7701-2(c)(2)(iii). Enter the owner's name on line 1. The name of the entity entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2, "Business name/disregarded entity name." If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

**Line 2**

If you have a business name, trade name, DBA name, or disregarded entity name, you may enter it on line 2.

**Line 3**

Check the appropriate box in line 3 for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box in line 3.

**Limited Liability Company (LLC).** If the name on line 1 is an LLC treated as a partnership for U.S. federal tax purposes, check the "Limited Liability Company" box and enter "P" in the space provided. If the LLC has filed Form 8832 or 2553 to be taxed as a corporation, check the "Limited Liability Company" box and in the space provided enter "C" for C corporation or "S" for S corporation. If it is a single-member LLC that is a disregarded entity, do not check the "Limited Liability Company" box; instead check the first box in line 3 "Individual/sole proprietor or single-member LLC."

**Line 4, Exemptions**

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space in line 4 any code(s) that may apply to you.

**Exempt payee code.**

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys' fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space in line 4.

- 1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2)
- 2—The United States or any of its agencies or instrumentalities
- 3—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities
- 4—A foreign government or any of its political subdivisions, agencies, or instrumentalities
- 5—A corporation
- 6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or possession
- 7—A futures commission merchant registered with the Commodity Futures Trading Commission
- 8—A real estate investment trust
- 9—An entity registered at all times during the tax year under the Investment Company Act of 1940
- 10—A common trust fund operated by a bank under section 584(a)
- 11—A financial institution
- 12—A middleman known in the investment community as a nominee or custodian
- 13—A trust exempt from tax under section 664 or described in section 4947

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 7
Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 4
Payments over \$600 required to be reported and direct sales over \$5,000 <sup>1</sup>	Generally, exempt payees 1 through 5 <sup>2</sup>
Payments made in settlement of payment card or third party network transactions	Exempt payees 1 through 4

<sup>1</sup> See Form 1099-MISC, Miscellaneous Income, and its instructions.

<sup>2</sup> However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

**Exemption from FATCA reporting code.** The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) written or printed on the line for a FATCA exemption code.

- A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37)
- B—The United States or any of its agencies or instrumentalities
- C—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities
- D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i)
- E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i)
- F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state
- G—A real estate investment trust
- H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940
- I—A common trust fund as defined in section 584(a)
- J—A bank as defined in section 581
- K—A broker
- L—A trust exempt from tax under section 664 or described in section 4947(a)(1)
- M—A tax exempt trust under a section 403(b) plan or section 457(g) plan

**Note.** You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

**Line 5**

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns.

**Line 6**

Enter your city, state, and ZIP code.

**Part I. Taxpayer Identification Number (TIN)**

**Enter your TIN in the appropriate box.** If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited Liability Company (LLC)* on this page), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

**Note.** See the chart on page 4 for further clarification of name and TIN combinations.

**How to get a TIN.** If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at [www.ssa.gov](http://www.ssa.gov). You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at [www.irs.gov/businesses](http://www.irs.gov/businesses) and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting [IRS.gov](http://IRS.gov) or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

**Note.** Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

**Caution:** A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.

## Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, or 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code* earlier.

**Signature requirements.** Complete the certification as indicated in items 1 through 5 below.

1. **Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983.** You must give your correct TIN, but you do not have to sign the certification.
2. **Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983.** You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.
3. **Real estate transactions.** You must sign the certification. You may cross out item 2 of the certification.
4. **Other payments.** You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).
5. **Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions.** You must give your correct TIN, but you do not have to sign the certification.

## What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account <sup>1</sup>
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor <sup>2</sup>
4. a. The usual revocable savings trust (grantor is also trustee) b. So-called trust account that is not a legal or valid trust under state law	The grantor-trustee <sup>1</sup>  The actual owner <sup>1</sup>
5. Sole proprietorship or disregarded entity owned by an individual	The owner <sup>3</sup>
6. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulations section 1.671-4(b)(2)(i)(A))	The grantor <sup>4</sup>
For this type of account:	Give name and EIN of:
7. Disregarded entity not owned by an individual	The owner
8. A valid trust, estate, or pension trust	Legal entity <sup>4</sup>
9. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
10. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
11. Partnership or multi-member LLC	The partnership
12. A broker or registered nominee	The broker or nominee
13. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
14. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulations section 1.671-4(b)(2)(i)(B))	The trust

<sup>1</sup> List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

<sup>2</sup> Circle the minor's name and furnish the minor's SSN.

<sup>3</sup> You must show your individual name and you may also enter your business or DBA name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

<sup>4</sup> List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 2.

\*Note. Grantor also must provide a Form W-9 to trustee of trust.

**Note.** If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

## Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, SSN, or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Publication 4535, Identity Theft Prevention and Victim Assistance.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

**Protect yourself from suspicious emails or phishing schemes.** Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to [phishing@irs.gov](mailto:phishing@irs.gov). You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: [spam@uce.gov](mailto:spam@uce.gov) or contact them at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or 1-877-IDTHEFT (1-877-438-4338).

Visit [IRS.gov](http://IRS.gov) to learn more about identity theft and how to reduce your risk.

## Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

## 1.0 General Information

1.1 Scope. The City of Rockford is soliciting bids for providing a variety of IT services in support of approximately 1,100 employees, approximately 1,100 computing devices, 80 printers, and 450 VoIP phones at its facilities throughout Rockford, Illinois. These services include:

- Onsite Account Manager to oversee day-to-day activities and services provided to the City.
- Hardware maintenance for desktops, laptops, workstations, and servers
- Printer hardware repair and consumable support.
- Install, move, change, add, and uninstall services
- Help Desk services, including Dispatch, Level I and Level II services.
- Email / BES / eFAX Administration / Spam Filtering
- Internet web filtering and anti-malware administration
- Enterprise Anti-virus / anti-malware administration
- Print Server and WebJetAdmin administration
- DNS / DHCP administration
- Active Directory Domain administration
- SharePoint administration
- NetMotion administration
- Help Desk / Asset Tracking System Administration
- Infor Hansen application development and administration
- Tyler Technologies Munis Financial System Administration
- NovaTime System Administration and time clock support
- GIS development, support, project management
- Business Analyst services
- Cisco Unified Communications Solutions, support, administration
- Enterprise Patch Management administration

The goal of this Request for Proposal is to identify and evaluate potential IT service providers regarding their experience, capabilities, service offerings and pricing structures. The City's plan is to develop a relationship with a vendor in order to reduce the total cost of IT services, and improve service levels and efficiency of the IT Department. The City is seeking a single vendor to support all of the services outlined within this RFP.

1.2 Firm Qualifications. No contract shall be awarded except to responsible firms capable of performing the class of work contemplated. The City of Rockford will not consider any vendor that has been providing this service for a period of less than five (5) years.

1.3 Proof of Qualifications. Before being considered for the award of contract, firms may be required to show evidence of the necessary experience, facilities, equipment, ability, and financial resources to perform the work in a satisfactory manner and within the time stipulated. The City of Rockford shall make the final determination as to the firm's ability to provide the desired services.

1.4 Evaluation of Firms. The City's evaluation team will assess the qualifications of firms based on their proposals. The City also reserves the right to interview representatives of firms and review the quality of IT support provided to other clients in order to determine award. While IT maintenance, service delivery, pricing, and support are central to this RFP, additional service-related criteria will also be material to the evaluation of the Proposals.

1.4.1 Evaluation Team. An evaluation team will be used to evaluate the proposal submitted by each firm. This evaluation team will consist of the following City employees: Information Technology Director, Financial Analyst, and a member of the Police Department IT staff.

1.4.2 Evaluation Criteria. There will be four criteria used to assess each firm's proposal. Each of the criteria will be worth a total of 25 points, making for a total score for each proposal of 100 points. The following criteria will be used to evaluate the proposals:

- Ability of vendor to provide services according to specifications, based on proposal responses.
- Qualifications of the firm to provide IT support based on past experience providing similar services to public sector and private sector clients.
- Qualifications and work experience of key personnel responsible for providing the service.
- Reasonableness of the proposed cost of the program.

1.5 Basis of Award. Each member of the evaluation team (see 1.4.1) shall independently evaluate each proposal and the results of any other methods used to evaluate the firm's ability to provide quality services to the City. Once these individual evaluations have been completed, the scores will be averaged and the overall average will be the final score of each proposal. The contract will be recommended for award to the firm with the highest average score.

1.6 Proposal Timeline.

8/12/16	Proposal distributed to vendors
8/26/16	Questions due to City of Rockford
8/31/16	Responses distributed to vendors
9/9/16	Proposals due to the City of Rockford Purchasing Division
9/16/16	City staff select vendor for recommendation to Council
10/3/16	Approval by City Council
10/4/16	New contract begins

1.7 Contract Length. The vendor that receives the award for IT support shall provide these services for a period of two (2) years from the date service provision began. The contract shall have three (3) one-year options to renew. Renewals are based upon the mutual consent of both parties, such consent being stated in writing

thirty (30) days in advance of the renewal of the contract. Thus, the resulting contract can be valid for a total of five (5) years from the date service begins.

- 1.8 Contact. The contact for this RFP is Xavier Whitford, Senior Financial Analyst, (779) 348-7472. [xavier.whitford@rockfordil.gov](mailto:xavier.whitford@rockfordil.gov) .

## 2.0 **Specific Requirements**

### 2.1 Account Manager

Vendor will provide an on-site account manager to serve as liaison between the vendor and the City and will be responsible for contract compliance and problem resolutions. The Manager will also be responsible for managing on-site personnel, including scheduling and task assignments. Upon contract award, the vendor shall provide names and contact information of the manager and any other personnel that will oversee day-to-day activities and services provided to the City.

### 2.1 Training Certifications for all Staff

- In addition to specific technical certifications as outline in this RFP, at a minimum all onsite staff shall have the following training certificates within six months:
  - LEADS Security Awareness
  - FEMA IS-700.a, IS-800.b, IS-100.b, IS-200.b
- Additional training certificates may be needed as required by law or in support of the City of Rockford's mission.

### 2.2 Hardware maintenance for desktops, laptops, workstations, and servers.

Vendor will provide support for City of Rockford's IT hardware, which will include desktops, laptops and workstations and servers. While the City of Rockford has standardized on Dell and Panasonic equipment, there are a limited number of computing devices that are not these brands (see attached equipment list).

The vendor shall be certified to provide on-site warrantee service for Dell desktops, laptops, workstations, and servers.

The vendor shall be certified to provide on-site warrantee service for Panasonic rugged laptops and tablets.

The vendor requirements for desktop, laptop, and workstation hardware maintenance are as follows:

- Provide technicians to troubleshoot diagnose and repair IT hardware malfunctions.
- Provide the appropriate level of supervisory/management of resources and service level compliance.
- Provide warranty repair and/or replacement work for systems under OEM maintenance agreements.

- Provide replacement parts, unless required due to the negligence of City of Rockford personnel or acts of God.
- Escalate problems as necessary to repair IT hardware within SLA parameters.
- Perform preventive maintenance in accordance with OEM specifications.
- Install approved field-change orders provided by the OEM.
- Participate in IT hardware-maintenance meetings.
- Report performance monthly and suggest continuous-improvement initiatives.
- Prepare estimates for work requested outside the scope of this agreement.
- Notify City of Rockford promptly if any IT hardware is being used in violation of the original-equipment-manufacturer's (OEM's) operational specifications.

The vendor requirements for server hardware maintenance are as follows:

- The City shall provide parts through the manufacturer (except as noted in the hardware list below).
- Vendor will install parts in accordance with OEM specifications.
- Vendor will perform firmware upgrades as needed.

### 2.3 Printer hardware repair and consumable support.

The vendor shall be certified to provide service for HP Printers.

- The vendor requirements for printers are as follows:
- Adhere to all requirements outlined above for desktop, laptop, and workstation repair.
- Extended warranty for all printers under contract.
- Parts, including OEM-quality fusers and maintenance kits.
- Cartridges (meets or exceeds OEM specifications). This excludes cartridges for Brother Model 4030 printers.
- Labor.
- Unlimited service calls during normal business hours.
- Recycling program: Vendor will furnish a reverse-distribution program to recycle empty cartridges. This will allow City of Rockford to return the empties to Vendor and share in the advantages of recycling.
- City of Rockford is seeking an all-inclusive price for printer support and consumables. The vendor should use the following assumptions when pricing printer support:
  - The City approximately 80 printing devices (excluding Brother Model 4030 printers).
  - The City purchased 236 cartridges in 2015, including black, color, and MICR cartridges
- The City of Rockford's responsibilities include:
  - Provide secure onsite storage space for all spare parts provided under this contract (if required).

- Operate IT hardware in accordance with each OEM's environmental and usage specifications.
- The City of Rockford also utilizes Canon Document Centers throughout the organization. The vendor is not responsible for maintaining or repairing these devices, only coordinating delivery of new machines and networking. However, the vendor will triage printing issues related to these devices.
- The City of Rockford also utilizes approximately 100 Brother Model 4030 printers in Police squad cars. The vendor is not responsible for maintaining or repairing these devices, only installing, removing and setup. However, the vendor will triage printing issues related to these devices.

2.4 Install, move, change, add, uninstall services. The City of Rockford requires the selected vendor to perform hardware and software installs, moves, changes, adds, and uninstalls per the definitions provided below.

2.4.1 Installations. The selected vendor will:

- Stage the PC.
- Notify end user of new install and schedule time to perform service.
- Load appropriate software for end user.
- Install/upgrade software using customer-provided media.
- Set network addresses.
- Deliver system to the end user per scheduled time.
- Transfer licensed applications from the existing equipment to the new.
- Transfer data from the old PC to the new PC, if instructed.
- Remove and stage old equipment.
- Running network or electric cables is outside the scope of Vendor installation services

2.4.2 Moves. The selected vendor will:

- Disconnect system components at its old location.
- Move the system to its new location at any City facility.
- Reconnect system components.
- Power-on the system to confirm that it is functional and proper connectivity has been established.
- Update asset-tracking information to City of Rockford database.
- Confirm and report compliance with the service-level agreement.
- Measure customer satisfaction.
- Backing up user data files from the existing system to a LAN prior to disconnecting the system.
- Vendor should use the following assumptions when pricing Move services: Vendor's standard price shall include up to 6 moves daily within a facility (intra-facility moves). Vendor shall provide rates for standard business hours and after-hours.

2.4.3 Adds and Changes. The selected vendor will:

- Install hardware pieces and loading the appropriate drivers.

- Install the approved software.
- Configure the software according to specifications, or using the default load.
- Test the configuration.

2.4.4 Cascades. The selected vendor will:

- Deploy desk-side support to implement the equipment cascade (“hot swap”) in accordance with the service level agreement.
- Reformat / re-image the old equipment’s hard disk.
- Re-configure the old equipment at different location or load standard software.
- Coordinate delivery within appropriate service levels and with City of Rockford contacts.
- Deliver equipment to end-user location.
- Install equipment at user location.
- Transfer data to replacement machine.
- Address/repair technical issues.
- Document and communicate technical issues.
- Perform user setup training.
- Remove packing materials.
- Remove old equipment to staging area.
- Provide asset-tracking information to City of Rockford.
- Confirm Vendor’s compliance with service level agreement.
- Report performance and SLA compliance.
- Measure customer satisfaction.

2.4.5 Disposals. The selected vendor will:

- Retire components from the desktop as new units are installed.
- Repackage and deliver components to a staging area.
- Remove tags and record the retired components into asset-tracking database.
- Recover software license data for redeployment and adhere to software license retirement requirements.
- Coordinate with City staff for the destruction and disposal of hard drives.
- Report on compliance with service-level agreements.

2.5 Help Desk Services. The City of Rockford is seeking Help Desk service end user support services consisting of Dispatch, Level I and Level II services.

2.5.1 Dispatch / Level I Support. Dispatch / Level I includes the following responsibilities:

- Provides dispatch for all Help Desk calls.
- Take technical and non-technical requests for all end users.
- Provide Help Desk technical and dispatching support responsibilities from the point of receiving the call until the call is closed, canceled, or assigned to the next available agent or other responsible parties.

- Use designated City of Rockford Help Desk tools to log, track, and close calls and to document resolutions to user problems.
- Utilize remote control tools to remote assist end users when required.
- Vendor will provide primary support in answering and resolving basic to intermediate Help Desk calls and computer operations including:
  - Password Resets
  - Printer problems
  - Training calls (How do I...)
  - Software requests
  - Software installs
- Provides support for all standard PC images and provides a best effort restore of most non-standard applications.
- Troubleshoot software problems either over the phone or remotely.
- Basic telephone Hardware troubleshooting support.
- Provides system printer queue support.
- Escalate all unresolved software and hardware calls to designated Level II support.
- Maintain knowledge of the appropriate software packages or operating systems used by City of Rockford (e.g., Microsoft Office suite).
- Provide accurate and timely solutions to basic to intermediate Help Desk problems to minimize loss of end user productivity.
- Research and answer questions received at the Help Desk via phone calls, e-mail, etc., in accordance with predetermined standards.
- Dispatch calls to the appropriate resource if the Help Desk cannot resolve the call.
- Attend training sessions and assist in cross training in order to acquire and maintain knowledge of relevant software, hardware, product offerings, and support policies at the Help Desk.
- Participate in team projects that enhance efficiency of Help Desk services.

2.5.2 Level II Support. Level II includes the following responsibilities:

- Telephone software and hardware support and call escalations from Level I Support.
- Respond to, research, and resolve PC software and possibly hardware questions received via phone calls, callbacks, escalation, and other defined mechanisms (e.g., e-mail), all in accordance with approved standards.
- Utilize remote control tools to remote assist end users, and/or provide deskside support when required.
- Create disk images and deployment packages for computer imaging.
- Change operating system or application configurations as needed to resolve user problems.
- Troubleshoot customer specific software problems.
- Rebuild systems as necessary in accordance with approved standards (escalation for hardware maintenance hard drive failures).
- Assist in timely distribution of knowledge that affects resolving PC end-user support needs

- Keep supervisor, customer, and team members informed of problems and progress toward resolution.

2.5.3 Additional Requirements. Please provide a description of your firm's capabilities and practices regarding:

- Service Dispatching
- Changes to IT Hardware List
- Repair and Replacement Parts
- Obsolete IT Hardware
- Preventive Maintenance
- Escalation Procedures
- Service Record Management
- Compliance Reports and Customer Satisfaction Measurement
- Quality Processes/Registrations/Certifications (e.g., Six Sigma, ISO Registration, etc.)

2.6 Email / BES / eFAX Administration / Spam Filtering.

- The City utilizes Microsoft Exchange 2010 in a VMware virtualized environment. Data stores reside on a NetApp NAS/SAN device and are accessed via iSCSI.
- Exchange services to be provided include day-to-day account management, storage provisioning, backup and restore, data archiving, OS and Exchange patching and integration with other systems.
- The City utilizes a Blackberry Enterprise Server (BES) 10.x in a VMware virtualized environment, supporting approximately 20 devices.
- BES services to be provided include day-to-day account management, OS and BES patching. BES upgrades as required.
- The City utilizes Microsoft ActiveSync services to support 175 devices which are a combination of iPhones, iPads, and Android devices.
- The City utilizes Microsoft Outlook Anywhere in a VMware virtualized environment, integrated with RSA two-factor authentication.
- Maintain and Support Microsoft TMG (Threat Management Gateway) Server.
- Device management includes provisioning new devices, retiring old devices, debugging device problems and providing end user support.
- eFax service is provided though an outsourced service provider. Administration includes account management and providing end user support.
- Spam Filtering and malware scanning is provided through an outsourced service provider. Administration includes account management, debugging interface problems and providing end user support.
- OS and application patching and upgrades as needed.

2.7 Enterprise Anti-virus / anti-malware administration.

- The City utilizes Symantec Endpoint Protection (SEP) 12.x in a VMware virtualized environment to protect endpoint computing devices, along with physical and virtual servers.

- Services to be provided include day-to-day server management, monitoring and managing SEP on endpoint devices and servers, managing virtual server updates to prevent update and scanning “storms”.
- Upgrade SEP server and endpoints as required.
- Provide Monthly compliance Reports.
- OS and application patching and upgrades as needed.

## 2.8 Print Server and WebJetAdmin Administration.

- The City utilizes Microsoft Print services in a VMware virtualized environment for printer and print job management.
- Services to be provided include day-to-day printer and print driver management, debugging print problems, provide support to end users.
- OS and application patching and upgrades as needed.

## 2.9 DNS / DHCP Administration.

- The City utilizes Microsoft DNS and DHCP services in a VMware virtualized environment.
- City IT staff are responsible for provisioning and maintaining these services.
- Services to be provided include day-to-day address management for new and retired devices.
- Work with City IT Staff on any infrastructure upgrades for these services.
- OS and application patching and upgrades as needed.

## 2.10 Active Directory Domain Administration.

- The City utilizes Microsoft Active Directory infrastructure (three Domain Controllers), operating at 2012 R2 Forest Functional Level in a VMware virtualized environment.
- Services to be provided include day-to-day account management, logon script creation and maintenance, GPO creation and maintenance, AD backup.
- Coordinate with City IT Staff on any infrastructure upgrades for these services.
- OS patching and upgrades as needed.

## 2.11 Desktop Patch Management

- The City utilizes HEAT Software’s PatchLink for OS and 3<sup>rd</sup> party application patching of endpoints.
- Windows and application security patching for all City end user computers
- Patch management maintenance and organization
- Schedule deployments and updates
- Communicate with end-users
- Provide Monthly compliance Reports.

- OS and application patching and upgrades as needed.

#### 2.12 NetMotion Administration.

- The City utilizes NetMotion Wireless' Mobility XE product for mobile computer connection persistence and VPN services. These services run in a VMware virtualized environment.
- City IT staff are responsible for provisioning and maintaining these core services.
- Services to be provided include day-to-day address management for new and retired devices.
- Installing, upgrading, and patching Mobility XE client software on endpoint devices.
- Work with City IT Staff on any infrastructure upgrades for these services.

#### 2.13 SharePoint Administration.

- The City utilizes Microsoft SharePoint 2010 in a VMware virtualized environment for intranet and Extranet applications.
- The supporting SQL server infrastructure is managed and maintained by City IT staff.
- Services to be provided include the management of the SharePoint infrastructure including: site collection management, site provisioning, configuration, testing, monitoring, Server OS patching, and SharePoint application patching and upgrades.
- SharePoint is protected by NetApp technology, specifically the "SnapManager for SharePoint" technology. Proficiency with this tool and supporting technologies is required to protect the SharePoint infrastructure.
- Working knowledge installing and managing SSL certificates is required.
- Coordination with other City department "site administrators" on standards, policies, and training related to the SharePoint implementation.
- Identify, recommend, and help prioritize new SharePoint features and applications in conjunction with business leaders and department managers.
- Coordination with SQL Server and Exchange Administrators related to SharePoint interfaces.
- OS and application patching and upgrades as needed.

#### 2.14 Help Desk / Inventory System Administration.

- The City utilizes Numara Software's Track-It! for IT Help Desk ticket tracking and asset tracking in a VMware virtualized environment.
- The supporting SQL server infrastructure is managed and maintained by City IT staff.
- Services to be provided include administration, management, and resolving issues with this application.
- Coordination with SQL Server Administrator.

- Provide guidance and training to other IT staff.
- Maintain accurate inventory management and control
- OS and application patching and upgrades as needed.

#### 2.15 Infor/Hansen Application Administration.

- The City utilizes Infor's IPS product suite in VMware virtualized environment. Modules currently supported include: Citizen Service Requests, Planning, Permitting, Code Enforcement, Online Permitting, GIS interface, online payment interface.
- The supporting SQL server infrastructure is managed and maintained by City IT staff.
- Services to be provided include configuration, debugging, testing, monitoring, end user support.
- OS and application upgrades and patching of multiple servers that support the IPS suite.
- Coordination with application end users regarding standard practices, business process workflows, troubleshooting, and training.
- Working with end users and management, identify, recommend, and help prioritize new features and applications in conjunction with end users and department managers.
- Produce application documentation for system maintenance activities and end users.
- Knowledge of the Hansen application suite, IIS and VB.Net programming skills required.

#### 2.16 Cisco Unified Communications VoIP System Administration.

- The City utilizes Cisco Call Manager 10.5, Unity 10.5, and CCX 10.6 applications in a fully redundant virtualized configuration.
- Services to be provided include configuration, debugging, testing, monitoring, end user support.
- Administration of Voice-over-IP Telephone System using Cisco CallManager
- Administration of Voice Mail System using Cisco Unity Application
- Administration of CCX Call Center application
- Administration of SingleWire InformaCast application
- Configuration of new and existing Phones
- Coordinate OS and application upgrades and patches with Cisco Certified VoIP provider.
- Perform day-to-day VoIP administrative tasks, including:
  - Adds and deletes of users and phones
  - Editing and creating call flows and rules
  - Manage voicemail accounts
  - Implement and support 3<sup>rd</sup> party devices such as overhead paging, intercom and multi-cast devices.

## 2.17 GIS (Geographic information System) Administration and Support

- The City utilizes ArcGIS 10.3 for creating, maintaining, and managing its GIS datasets.
- Provide enterprise-wide leadership and coordination of the City's GIS datasets, infrastructure, methods, and standards
- Technical training and support of City Staff
- Provide GIS data mapping, cartography, and analysis services for other City Departments
- Provide support Data Analysts at Police and Fire Departments.
- Provide support to other IT staff related to data aggregation and analysis.
- Maintenance, administration and enhancement of AIMS (Address and Intersection Management System).
- Maintenance and administration of Hansen Geo-Administrator toolset and Infor GIS
- Develop training materials and documentation
- Code data maintenance automation scripts using Python and ArcPy module
- Design and develop GIS applications
- Provide geolocation services for all City Departments
- Data and layer development, maintenance and map/report production
- Represent the City and coordinate efforts with county-wide GIS organization, WinGIS.
- OS and application patching and upgrades as needed.

## 2.18 Business Analyst Services

- Prepares business models relating to data collected and analyzed.
- Write and debug T-SQL code.
- Develop reports using SQL Server Reporting Services (SSRS) and Crystal Reports based on user-defined and business case requirements.
- Initiates and participates in process improvement efforts.
- Support of ad hoc data collection and analysis.
- Identification and tracking of key metrics.
- Assist Database Administrators with database maintenance and support tasks.
- Filter and clean data, review reports and performance indicators to locate and correct code problems.
- Serve as backup to City's Database Administrator.

## 2.19 Tyler Technologies Munis Financial System Administration and Support

- The City utilizes Tyler Technologies Munis version 11.1 for GL, AR, AP, Purchasing, HR, Payroll, Utility Billing and employee self-service.
- The supporting SQL server infrastructure is managed and maintained by City IT staff.
- Provide user application training and support.
- Provide Munis server administration
- Provide server and application patching
- Provide project management for the implementation of new modules.
- Work with City Staff to resolve application problems
- Provide application configuration and testing
- Provide application documentation
- Coordinate application upgrades with Tyler Technologies.
- OS and application patching and upgrades as needed.

## 2.20 NovaTime Technology's NovaTime Anywhere Time Keeping system Administration and Support

- The City utilizes NovaTime Technology's Novatime Anywhere product for time keeping.
- The supporting SQL server infrastructure is managed and maintained by City IT staff.
- Provide application support
- Provide server administration
- Coordinate application upgrades with vendor.
- Configure, support, and debug timeclocks.
- OS and application patching and upgrades as needed.

## 2.21 AssetWorks FleetFocus Administration and Support

- The City utilizes AssetWorks' FleetFocus application for Fleet management.
- The supporting SQL server infrastructure is managed and maintained by City IT staff.
- Provide application support
- Provide server administration
- Coordinate application upgrades with vendor.
- OS and application patching and upgrades as needed.

## 2.22 False Alarm Billing Interface

- Maintain custom interface to the City's False Alarm Billing vendor.

- Ensure data integrity
- Manage data transfers to vendor.

2.23 Ad Hoc Staffing of the City’s Emergency Operations Center (EoC)

- Provide Level I Support at the EoC when an emergency is declared and the EoC is activated.
- Depending on the duration of the EoC activation, this may require 24x7 onsite coverage for multiple days.
- Because of the highly variable nature of an EoC activation, any additional staff charges will be based per event.
- No extra charges will be incurred for EoC operational periods during normal business hours.

**3.0 Service Level Agreements**

The City of Rockford’s environment has approximately 1,100 employees, approximately 1,050 computing devices, 95 printers, and 450 VoIP phones distributed at more than 30 sites. The City currently receives approximately 700 calls per month for IT support.

3.1 Hardware Maintenance Service Levels. The following parameters should be used for determining hardware maintenance per unit support pricing for desktops, laptops, workstations, and printers, including consumables outlined.

Coverage: 8 a.m. to 5 p.m. (excluding City holidays)  
 Response to Calls: 4 hours on-site  
 Restore of Equipment: continuous effort  
 Compliance: 95% for response

3.2 Install, Move, Change, Add, Uninstall Service Levels

**Installation**

Definition: Time required to install new desktop system per service request.  
 Performance Measurement: Within three (3) business days from time system arrives at installation site.  
 Compliance: 90%

**Move, Add, Change**

Definition: Time required to move, add, or change a desktop system per service request.  
 Service Level: More than 6 moves per day will be considered a project and priced separately.  
 Performance Measurement: Within five (5) business days from time of notification.  
 Compliance: 95%

- 3.3 Help Desk Service Levels. The following service levels define the key performance measurements that the vendor will be required to measure and support.

Hours of operation 8 a.m. to 5 p.m. Monday through Friday (excluding City holidays)

First-call resolution 70% (if remote control software is available)

Customer satisfaction 95% of customers rate resolution satisfactory

#### **4.0 Information to be Submitted.**

- 4.1 Vendors shall submit proposals in the format outlined below. The City shall receive 1 (one) original and 4 (four) copies of the complete proposal.

4.1.1 Executive Summary

4.1.2 Technical Proposal

A. Hardware Maintenance

1. Any additions, deletions, or clarifications to the proposed requirements.
2. Outline of how the vendor will perform the following tasks:
  - a. Service dispatching
  - b. Changes to hardware list
  - c. Repair and replacement parts
  - d. Obsolete hardware process
  - e. Preventative maintenance
  - f. Escalation procedures

B. Printer Support-outline how hardware and consumables will be supported.

C. Install, Move, Change, Add, Uninstall-any additions, deletions, or clarifications to the proposed requirements.

D. Help Desk

1. Any additions, deletions, or clarifications to the proposed requirements.
2. Provide sample job descriptions/certifications for Level I and Level II Help Desk staff.
3. Optional additional information as the vendor sees fit.

E. Service Level Agreements-any additions, deletions, or clarifications to the proposed requirements.

F. Staffing

1. Staffing plan including account management.
2. Identify if subcontractors will be utilized.
3. Qualifications and certifications of staff.

G. Start-Up Plan

H. Performance Measurement

1. Provide sample performance reports for services within this RFP.
  2. Provide sample customer satisfaction measurement.
  3. Optional additional information as the vendor sees fit.
- I. Pricing-please use Appendix C as the form for pricing
1. Outline all assumptions.
  2. Include transition fees if applicable.
- 4.1.3 Company Information
- A. Include a brief company history.
  - B. Size and geographic coverage.
  - C. Services offered.
  - D. Experience
    1. Similar clients (size, scope of work, and geography)
    2. Customers and industries served.
  - E. List three (3) references, including company name, contact information, services provided and years providing service.

**Appendix A  
City of Rockford Sites**

Site	Address
City Yards Admin	523 S Central Ave
City Yards Shop	523 S Central Ave
City Yards Traffic	523 S Central Ave
Water Division	1111 Cedar St
City Hall	425 E State St
Fire Administration/911	201 S 1st St
Fire Station 1	528 Woodlawn Ave
Fire Station 2	1004 7th St
Fire Station 3	1520 S. Main St
Fire Station 4	2959 Shaw Woods Dr
Fire Station 5	391 Trainer Rd
Fire Station 6	3329 W State St
Fire Station 7	4979 Falcon Rd
Fire Station 8	505 Sherman St
Fire Station 9	2416 Halstead Rd
Fire Station 10	3407 Rural St
Fire Station 11	2117 Calgary Ct
Fire Repair Shop	2323 Sawyer Rd
Human Services	625 N Church St
Human Services	555 N Court St
Public Safety Building	420 W State St
Head Start School - Fairgrounds	910 Acorn St
Head Start School - Orton Keyes	653 Ranger St
Head Start School – Dennis School	730 Lincoln Park Blvd
Rockford Day Nursery	2323 S 6 <sup>th</sup> St
Rockford Memorial Hospital	2400 N. Rockton Ave
Swedish American Hospital	1401 E State St
St. Anthony's Hospital	5666 E State St
Criminal Justice Building	650 W State St
RMAP	313 N Main St
PD Strong House #1	312 Irving Ave
PD Strong House #2	1233 Revell St
PD Strong House #3	908 8th Ave
PD District #1 (2017 occupancy)	W State St & N Avon St
PD District #2 (2017 occupancy)	1410 Broadway
PD District #3 (2017 occupancy)	557 S New Towne Dr
City Wellness Center	120 N 3rd St

**Appendix B**  
**City of Rockford**  
**Reference 2015 Toner Usage**

Cartridge	Quantity
C3909X	3
C4096A	4
C4127X	6
C4871A	2
C4872A	1
C4873A	1
C4874A	1
C8061X	5
CB400A	1
CB402A	1
CB403A	1
CE250A	3
CE254A	1
CE390A-MICR	2
CE410A	30
CE411A	12
CE412A	12
CE413A	13
CF280A	6
CF280X	8
CN267AM	1
CN625AM	4
CN626AM	1
CN627AM	1

Cartridge	Quantity
CN628AM	1
MCR90AM	1
Q1338A	1
Q2610A	10
Q2612A	2
Q2670A	1
Q2681A	1
Q5942A	2
Q5949X	14
Q5951A	1
Q5952A	2
Q5953A	2
Q6000A	3
Q6001A	2
Q6002A	1
Q6003A	3
Q6470A	12
Q6471A	2
Q6472A	1
Q6473A	1
Q7553A	1
Q7581A	5
Q7582A	1
Q7583A	3

**Appendix C  
City of Rockford  
Cost Proposal**

Please prepare the following cost proposal. Pricing for Hardware Maintenance and Printer Hardware Support and Consumables should be priced per unit and entered into the hardware listing below. Monthly totals from that list should be entered into the Hardware Maintenance and Printer Hardware Support and Consumables fields below.

<u>SERVICE</u>	<u>PRICE PER MONTH</u>	<u>COMMENTS</u>
All Services listed in RFP	\$ _____	_____
Transition/Start Up Fee	\$ _____	_____

**Time and Material Rates**

Weekdays (PPM defined within contract based on service offered)	\$ _____	Per hour
Weekday Overtime, Saturdays, Holidays	\$ _____	Per hour

**HARDWARE LISTING**

Enter price per month for maintenance for each hardware type. Multiply that price by the quantity to generate a total price for that hardware. The grand total for hardware should be incorporated into the price per month for all services above.

Computers	Qty	Price Each	Price Total
Dell Latitude D600	1		
Dell Latitude D620	2		
Dell Latitude D630	6		
Dell Latitude D810	1		
Dell Latitude D820	1		
Dell Latitude D830	15		
Dell Latitude 3540	3		
Dell Latitude E5440	7		
Dell Latitude E5500	25		
Dell Latitude E6330	4		
Dell Latitude E6400	1		
Dell Latitude E6420	1		
Dell Latitude E6430U	1		
Dell Latitude E6440	3		
Dell Latitude E6500	8		

Dell Latitude E6510	5		
Dell Latitude E6520	7		
Dell Latitude E6530	11		
Dell Latitude E6540	12		
Dell Latitude E7240	2		
Latitude 10-ST2	1		
Dell XPS L321X	9		
Dell XPS 13 9333	12		
Dell XPS 9343	2		
Dell Optiplex 320	6		
Dell OptiPlex 330	65		
Dell OptiPlex 360	61		
Dell OptiPlex 380	38		
Dell OptiPlex 390	92		
Dell OptiPlex 745	2		
Dell OptiPlex 960	1		
Dell OptiPlex GX520	14		
Dell OptiPlex GX620	1		
Dell OptiPlex 3010	166		
Dell OptiPlex 3020	54		
Dell Optiplex 3030 AIO	4		
Dell OptiPlex 5040	37		
Dell OptiPlex 7010	32		
Dell OptiPlex 7020	50		
Dell Precision M2800	1		
Dell Precision M4300	1		
Dell Precision M4400	1		
Dell Precision M6800	2		
Dell Precision T1600	7		
Dell Precision T1650	4		
Dell Precision T1700	8		
Dell Precision M90	1		
Dell Precision WorkStation 380	4		
Dell Precision Workstation 390	5		
Dell Precision WorkStation 490	2		
Dell Precision WorkStation T5400	19		
Dell Precision WorkStation T5500	2		
Dell Precision WorkStation T7500	2		

Surface 3	4		
Dell Venue 8 pro	1		
Dell Venue 11 pro	23		
Dell Vostro 1500	2		
HP Touchsmart 320-1030	1		
HP Z400 Workstation	1		
Panasonic CF-18DDAZXMM	1		
Panasonic CF-19CDBAXUM	1		
Panasonic CF-19KDRAG6M	3		
Panasonic CF-19KDRAX6M	1		
Panasonic CF29-2	1		
Panasonic CF-29EWKGZKM	1		
Panasonic CF-29EWPGZKM	1		
Panasonic CF-29L3LGZBM	1		
Panasonic CF-29N3LGZBM	1		
Panasonic CF-29NAQGZBM	1		
Panasonic CF-30C3PAZBM	9		
Panasonic CF-30CAQAZBM	4		
Panasonic CF-30CASAZBM	27		
Panasonic CF-30F3SAXAM	2		
Panasonic CF-30FASAXAM	2		
Panasonic CF-30FTSAAAM	1		
Panasonic CF-30K3PAQ2M	1		
Panasonic CF-30KBPAQ2B	1		
Panasonic CF-30KCP542M	3		
Panasonic CF-30KTPAX2M	2		
Panasonic CF-31AAAAA2M	21		
Panasonic CF-31WBLEHLM	63		
Panasonic CF-31SBLEX1m	66		
Panasonic CF-31-5	3		
Panasonic CF-74GCDALBM	1		
Panasonic FZ-G1AABAB1M	8		
Panasonic FZG!-2	4		
LENOVO	1		
MP061	1		
<b>Total Devices</b>	<b>1086</b>		

<b>Printer</b>	<b>Qty</b>	<b>Price Each</b>	<b>Price Total</b>
HP LaserJet 1022n	1		
HP Color LaserJet 2600dn	2		
HP Color LaserJet 2600n	1		
HP Color LaserJet 3800	2		
HP Color LaserJet 4600	2		
HP Color Laserjet 4610	1		
HP Color LaserJet 4700	1		
HP Color LaserJet 9500	1		
HP Color LaserJet CP2025dn	1		
HP Color LaserJet CP3505	4		
HP Color LaserJet 400	1		
HP Laserjet CM1415fnw	1		
HP DesignJet 1055CM	2		
HP DesignJet 800	1		
HP DesignJet 800PS	1		
HP Laserjet 1020	1		
HP LaserJet 1022n	1		
HP LaserJet 1320	14		
HP LaserJet 2200	1		
HP LaserJet 2300	4		
HP Laserjet 3600	1		
HP LaserJet 4050	4		
HP LaserJet 4100	1		
HP LaserJet 4200	1		
HP LaserJet 4250	1		
HP LaserJet 8000	2		
HP LaserJet 8150	2		
HP LaserJet P1505n	1		
HP LaserJet P2055dn	1		
HP Officejet Pro X476dn	7		
HP Officejet Pro X476dw	1		
Xerox Phaser 6350DP	1		
HP Laserjet M402DN	1		
HP Laserjet M402DW	2		
HP Laserjet 400 m401	10		
HP Laserjet M402	1		
HP Laserjet 400 M402DN	1		
HP Laserjet pro MFP M426	1		

Brother RJ-4030 - squads	100		
<b>Grand Total *</b>	<b>82</b>		
*Enter the sum of all printer maintenance and consumables prices into the total price per month for all services listed above.			