

Park Employees' & Retirement Board Employees' Annuity & Benefit Fund of Chicago

REQUEST FOR PROPOSAL (RFP)

Managed Information Technology Service Provider

Background:

This Request for Proposal (“RFP”) is issued by the Park Employees’ and Retirement Board Employees’ Annuity and Benefit Fund of Chicago (the “PEABF” or the “Fund”) to solicit information from Respondents (“Respondent”), about your company and the IT products and solutions you provide as outlined in the Service Requirements section. This information will be gathered from several different organizations and used to evaluate provider options for PEABF.

The PEABF is a statutorily created public pension plan administered pursuant to Article XII of the Illinois Pension Code (40 ILCS 5/12-101, *et seq.*). The PEABF has nine full-time staff members and is governed by a seven-member Board of Trustees (the “Board”). More information about the Fund is available at www.chicagoparkpension.org.

PEABF Pension Administration Statistics: December 31, 2020

Item	Quantity
Number of Active Members	2,890
Number of Retirees and Beneficiaries receiving Monthly Payments	2,775
Number of Tiers	2
Number of Contributing Employers	1
Annual number of New Annuities (Employee, Spouse and Child)	103

Information about the Fund’s IT Systems:

Our users access network resources via workstations, mostly laptops, and while working remotely those laptops are connected to the network via a secure VPN connection.

Our servers are virtualized using VMware running on a server with redundant power supplies and disk drives. Our data is backed up to the local storage and to the cloud on a nightly basis. We use Docuware for a document imaging and management system, access-based database, and front end for tracking of benefits for annuitants and pension contributions for active employees, and we use Sage Peachtree for accounting. Email is hosted on the Office 365 platform and there is a firewall that provides VPN and security services for the office network.

Northern Trust is the vendor we use to process our members’ benefit payments.

The Fund’s website is hosted outside the office and is maintained by outside vendors.

The Fund also maintains and stores data regarding its participants and beneficiaries that contains personal information that is confidential pursuant to the Illinois Personal Information Protection Act (the “Privacy Act”) and the Health Insurance Portability and Accountability Act of 1996 (“HIPPA”).

Current Technical Environment:

- **Core Hardware** *[Servers, switches, firewalls, routers, etc.]*
 - Watchguard Firebox T35 security appliance/firewall
 - Dell PowerEdge T620 server – VMware host, raid 10 with hot spares
 - 2 Virtual servers, DC server and server that hosts DocuWare application.
 - 2 core switches, Cisco and Netgear
- **Software Systems** *[Email platform, security programs, other software used.]*
 - Email – Microsoft Office 365
 - DocuWare for document management
 - Microsoft Access for management for pension benefits
- **Connectivity** *[Internet information]*
 - Internet connectivity is provided by Fusion Connect (originally Birch)
 - SIP is provided by Fusion as well.
- **Remote Access / VPN**
 - Watchguard VPN client
- **Applications** *[Make note if they are on-premises or in the cloud, as well as if you have third-party support for them.]*
 - DocuWare for document management: on-premises
 - Sage 50 Accounting: on-premises
 - Email (office 365): cloud
- **Backups, Antivirus and Remote Support Software**
 - Bitdefender GravityZone managed antivirus
 - Pulseway RMM and LogMeIn for remote management and monitoring
 - Veeam Backup – local backup to Synology NAS with replication to Backblaze B2.
- **Workstations and other Devices**
 - Synology NAS appliance
 - Cisco Unified Communications phone appliance
 - Dell Latitude laptops - qty 8
 - Dell Vostro 5501 laptops – qty 8
 - Dell XPS 13 laptop – qty 1
 - Misc. printers, both network and local

Requested Information

The Fund seeks to gather the following information from qualified Respondents. Respondents may also provide the Fund with any information the Respondent deems relevant for the Fund to consider possible engagement with a Respondent able to provide Managed IT Services.

Respondent Overview

1. Provide background on the Respondent's capabilities to provide Managed IT Services.

Service Requirements

1. **Help Desk Support** - The Respondent should offer superior 24x7x365 Help Desk support from Tier One to Three services utilizing by industry best practice processes and procedures.
2. **Server & Network System Monitoring** - The Respondent must provide 24x7 monitoring of PEABF's server & network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.

3. **Patch Management Services & Preventative Maintenance** - The Respondent must provide management of critical security and system patches to all servers and systems on the network to ensure PEABF IT systems and resources are properly managed and maintained.
4. **Business Continuity and Disaster Recovery** - The Respondent must be able to support PEABF ability to recover based on the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) agreed upon by organizational constituents. In addition, backup and redundancy should be used to support this need.
5. **Remote Backup** - The Respondent must execute a nightly backup plan for the critical servers, including a regularly-tested recovery process.
6. **Email System Management** - PEABF requires the management and administration of PEABF email system for all users.
7. **Antivirus, AntiSpam & Antispyware Protection** - PEABF is looking for solutions to defend against security threats including phishing, malware, spam, viruses.
8. **On-Site Support** - When needed, the Respondent should have the ability to deploy onsite resources to assist in issues which cannot be resolved through remote access to in-house systems.
9. **Networking Support** - PEABF requires proactive management and monitoring of our switches, firewalls, routers and Wi-Fi systems, and other networking equipment as identified by PEABF.
10. **Security Systems Monitoring** - Respondent must provide proactive monitoring and management of PEABF security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions PEABF may utilize.
11. **Vendor Management** - The Respondent should be able to manage other vendors which may be contracted for by PEABF and serve as the key point of contact unless escalated.
12. **Warranty and Asset Inventory Management** - PEABF expects the Respondent to maintain a hardware and asset inventory that includes Desktops, Laptops, Servers, Printers/Scanners, Fax Machines, and notify PEABF of any potential service or warranty issues. The RESPONDENT must also assist with managing the lifecycle of PEABF devices and maintain an equipment inventory to ensure our systems are always current.
13. **Software Licensing Control** - Oversight of automatic renewal of software applications and maintenance of appropriate documentation.
14. **Procurement Management** - The Respondent must assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, and sourcing and ordering of replacement parts.
15. **PC Deployment** - Delivery and setup of machines on-site.
16. **Desktop and Laptop Support** - Respondents must include their ability to support existing and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning for new equipment as needed.
17. **Printers, Copiers and Scanners** -The Respondent must be able to support existing printers, copiers, and scanner related network-printing issues.
18. **Desktop Software Standardization and Software Licensing and Upgrades** - Respondent must have a process for identifying standardization and management of desktop images and ensuring that staff are using current products as well as current OS and browser versions.
19. **Lifecycle Management of Hardware Units** - The Respondent should have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
20. **Break Fixes and Installation** - The Respondent should offer planned and on-call break/fix services, including emergency response to server issues.

21. **Move, Add, Change (MAC)** - PEABF is looking for the Respondent to help with any changes to the location, configuration of existing equipment or software, and installation of additional equipment or software as needed.
22. **Mobile Device Support** - In addition to laptops and desktops, some staff use mobile phones and tablets. The Respondent will need to support secure provisioning (and ongoing support of that provisioning) of any mobile device into the company network. In the event the device is lost, the corporate mail and contact data should be able to be easily wiped from the device while preserving individual's personal information. A Mobile Device Management strategy / system recommendation should be considered and included in response to this RFP.
23. **Managed VoIP Services** - The Respondent must offer Managed VoIP Services.
24. **Reporting** – The Respondent should provide relevant reporting not only based on their performance from a help desk perspective but also regarding system health, uptime, and assist in keeping an accurate hardware inventory to inform ongoing planning of maintenance, warranties, and refresh schedules.
25. **Technology Strategy Planning** - The Respondent will work with current IT staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables the organization to fulfill its overall mandate in the community.
26. **Account Management** - The Respondent must offer an internal escalation process in tandem with PEABF to ensure the ability to have multiple points of contact available if needed depending on the items or issue encountered.
27. **Project Management** - The Respondent should be able to offer project management and technical engineering resources to assist with technical projects as identified by the Respondent or PEABF.
28. **Solution Design** - The Respondent must provide solution packages (e.g., hardware, software, licensing) and associated consolidation of data.
29. **Service Levels** - The Respondent should identify service level agreements or objectives and report back on a regular basis to PEABF on their ability to meet these agreements or objectives.
30. **IT Policy Review and Development** - The Respondent should be able to assist in the development of customized policies related to the use of technology.
31. **Hosting** - The Respondent should offer services relative to hosting or co-location of equipment, either directly or through partners.
32. **Onboarding and Offboarding Staff** - The Respondent must have process and procedure in place to onboard or offboard team members in a timely and efficient manner.
33. **Compliance** - The Respondent should support rules and regulations as provided by relevant governing organizations as identified by regulatory based requirements.
34. **Scalability** - The Respondent must be able to offer a model whether scaling up or down from a systems and cost perspective is simple and nimble.
35. **Multi-Factor Authentication (MFA)** - Respondent must be able to provide and manage a Multi-Factor Authentication (MFA) solution to provide an easy-to-use method to verify user identities at login and to protect logins with multi-factor authentication.
36. **Cybersecurity** - Describe your approach to managing and reducing cybersecurity risk and protecting networks and data, including complying with the National Institute of Standards and Technology framework and industry best practices. Describe the insurance coverage that you carry and the processes that you have in place to handle data breaches.

37. **End-User Security Awareness Training** - The Respondent should offer Security Awareness Training to teach PEABF staff and employees about current threats, terms, standards, and compliance to help them avoid a security incident.
38. **Vulnerability Testing** - The Respondent should offer vulnerability tests, both internally and externally, to determine what flaws and potential threats exist from the outside, or perimeter, of PEABF business network.
39. **Managed SOC-as-a-Service** - The Respondent should offer Managed SOC-as-a-Service to monitor PEABF environment and ensure proactive detection and response to threats, intrusions, and attacks.
40. **Website Management**- The Respondent must be able to manage the updating of the PEABF website.
41. **Data Uploads** - Upload participant data to the State Universities Retirement System reciprocal website.
42. **Special Projects** - The PEABF will be moving to a new office by May 1, 2022 and the selected vendor will need to fully support the office relocation. Additionally, the PEABF has contracted with a vendor to provide an assessment of the Fund's IT systems and infrastructure. The selected vendor will need to assist the PEABF in instituting the recommendations.

Project Team

1. Provide an organizational chart of the proposed team, primary point of contact, and the roles and responsibilities of the team members.

Relevant Experience

1. Describe the Respondent's experience for similar Managed IT Services. assignments, specifically defined benefit pension fund plan assignments.
2. Provide three references of clients for whom the Respondent has performed work similar to that discussed in this RFP. Include the reference name, title, company, address, telephone number, and a description of the services provided.
3. Provide information regarding the Respondent's experience and track record of providing Managed IT Services for governmental and/or corporate clients.

Conflicts of Interest & Due Diligence

1. Please lists any potential conflicts of interest the Respondent may encounter, including but not limited to any business or personal relationship with and of the Fund's Trustees or staff.
2. Has the Respondent, its principals, or any of the project team members ever been involved in any threatened or actual lawsuit, regulatory proceeding, or investigation in the last ten (10) years involving any services provided by the Respondent? If so, please explain.

Compensation

1. Describe the Respondent's compensation structure for the proposed services discussed in this RFP. State any special considerations with respect to billing or payment of fees and expenses that the Respondent offers and that you believe would differentiate the Respondent and make the Respondent's services more cost effective to the PEABF.

2. Contingent and placement fees are prohibited, and the Respondent must certify that no fees, commissions, or payments of any type have been or will be paid to any third party in connection with any services provided to the PEABF.

TERM OF ENGAGEMENT

The term of the engagement shall be for up to five years and will be governed by the negotiated contract or agreement.

Agreement

1. Provide a sample of the Respondent's standard service agreement and any other documentation that would have to be executed by the Fund.

PEABF Disclosures

1. Identify any subcontractors you would use to provide the requested services and describe in detail what services the subcontractors would provide.
2. It is the policy of the Fund to encourage vendor participation involving Minority Business Enterprises, Women-owned Business Enterprises, or a Business Owned by a Person with a Disability, as such terms are defined in the Illinois Business Enterprise for Minorities, Females and Persons with Disabilities Act. Respondents should disclose the following numerical data as part of the information provided to the Fund pursuant to this RFP:

(a) The number of the Respondent's staff who are (i) minority person, (ii) female, or (iii) persons with a disability;

(b) The number of contracts, oral or written, that the Respondent has in place for consulting services and professional and artistic services that constitute a (i) minority owned business, (ii) female owned business, or (iii) business owned by a person with a disability; and

(c) The number of contracts, oral or written, that the Respondent has in place for consulting services and professional and artistic services where more than 50% of services performed pursuant to a contract are performed by a (i) minority person, (ii) female, or (iii) persons with a disability but do not constitute a business owned by a minority, female, or persons with a disability.

Selection Criteria & Process

Selection Criteria

PEABF will evaluate the responses based on multiple criteria and will select the best overall solution to fit its needs. PEABF is not obligated to select the lowest price bidder. All responses will be evaluated in the following areas:

- Completeness of solution
- Expertise and experience

- Demonstrated customer service quality and support.
- Previous relevant experience
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations

Selection Process

All responses will be evaluated as received and included in the following process:

- Review and scoring of the responses, as well as clarification of information as deemed necessary by the evaluation team.
- Identification of 2-3 final candidates to conduct in-depth review of capabilities, including possible on-site interviews and presentations.
- Conducting of site visits and/or reference calls as deemed appropriate by the evaluation team.

Finalist Presentations

The PEABF may hold presentations with one or more Respondents as indicated in the *Key Dates* table. The presentations will likely be held at the PEABF offices at 55 East Monroe Street, Suite 2720, Chicago, Illinois 60603 and we will try to provide the finalist Respondents with as much advance notice as possible.

Task	Completion Date
RFP Distributed	May 21, 2021
Questions Due	June 4, 2021
Questions & Answers Posted	June 9, 2021
RFP Responses Due	June 16, 2021
Response Analysis / Finalists Selection	June 28, 2021
Finalist Presentations	July 15, 2021
MSP Selection / Award Contract	July 31, 2021
MSP "Go Live"	August 2021

Conclusion

This RFP does not constitute an offer, should not be considered a contract with the PEABF, and the PEABF may amend or terminate this RFP at any time without prior notice. This RFP is solely a request for proposal from qualified Respondents capable of providing Managed IT Services.

The term of any future engagement will be governed by the negotiated contract or agreement with the PEABF. The Respondent's response to this RFP is to be prepared at the Respondent's sole cost and expense.

The information that a Respondent submits will be subject to the Illinois Freedom of Information Act (5 ILCS 140/1 *et seq.*) ("FOIA"). FOIA provides generally that all records in the custody or possession of a public body are presumed to be open to inspection or copying. The PEABF will determine, in its sole discretion, whether the materials prepared in connection with this RFP are subject to public disclosure pursuant to FOIA. By submitting information pursuant to this RFP, the Respondent agrees to indemnify, save, and hold the PEABF harmless from and against any and all claims arising from or relating to PEABF's complete or partial disclosure of the Respondent's information if the PEABF determines, in its sole discretion, that such disclosure is required by law.

If a Respondent is interested in providing any information to the Fund related to this RFP, please email the Respondent's information to services@chicagoparkpension.org. The submission should include a cover letter on letterhead signed by an individual authorized to bind the Respondent and should include a statement that the Respondent can perform the Services described in this RFP and that the offer and the compensation structure will remain in full force and effect for six months from the date of the submission. Note that, under 40 ILCS 5/1-135, any person who knowingly makes any false statement or falsifies or permits to be falsified any record in an attempt to defraud the Fund is guilty of a Class 3 felony.

Responses will be accepted until 4pm on June 16, 2021. Any questions regarding the RFP should be submitted by 4pm on June 4, 2021, to services@chicagoparkpension.org. Questions and answers will be posted on June 9, 2021 as additional information on the Fund's website.