

The City of Belvidere is currently accepting proposals for the provision of Information Technology and SIP trunk phone services. The City currently maintains virtual servers hosted and managed pursuant to an intergovernmental agreement by another unit of government and is considering moving its file servers, email services and phone system to other platforms. The City maintains approximately 40 client users which will need support.

The City seeks an Information Technology partner to migrate its services and infrastructure and to provide ongoing network management, email hosting and management, telephone services and client support in the future.

Current Configuration:

The City's current provider hosts 3 domain controllers, 2 file servers, and 1 remote server. Three servers utilize hypervisor and 3 operate VMWare. The successful new provider will consolidate these operations, provide hosting with active network management, data and power redundancy and must meet all laws and regulations related to hosting of government data centers. Backup of servers is currently provided daily using VEEM.

Additionally, the City's current partner operates a Microsoft Exchange Server with approximately 130 current mailboxes. A searchable message archiver is essential to comply with the Illinois Local Records Retention Act and the Freedom of Information Act.

An aggressive spam filter and firewall are essential. Further, powerful End Point security will be required for all client users.

Ongoing client support is currently provided on site and, when appropriate, AnyDesk utilizing a help desk ticket system. Client support requests are typically resolved in 4-8 hours.

The current provider also provides all ISP services through Syndeo and Comcast as dual ISPs. This will need to be replicated to on a City contract.

The current provider also provides and manages a Mitel phone system utilizing 2 SIP trunks for redundancy. A similar phone solution is essential for approximately 40 DID lines.

The City operates six (6) stand alone facilities including City Hall, two fire stations, a waste water treatment plant, water department and street department. City Hall and the fire stations each have fiber to the building. The remaining structures utilize broadband. All facilities are on the same VOIP network. The fire department currently operates its own servers which are end of life. The City will seek to consolidate the fire department with the City Hall servers.

Proposals:

Proposals shall include a lump sum or "not to exceed" figure for the establishment of the City's own IT infrastructure and migration of existing services. This proposal shall separately identify all capital (software and hardware costs) and labor / support costs.

A separate line item shall include any annual costs of licenses or hosted solutions.

Proposals shall also include line items for future active network administration / support and client level support. Network administration shall also include strategic planning for budgeting future upgrades to

the infrastructure. The proposal shall indicate whether support is on site or only virtual and if necessary may include a separate fee structure for each type of client support. This additional proposal may be expressed as a flat annual fee or an hourly rate. On-going network and client support must be available during the City's regular business hours (Monday – Friday 8:00 am – 5:00 pm) as well as the ability to handle emergency situations outside of regular business hours.

Migration and hosting of a replacement phone system shall be separately quoted with similar line items for migration costs (capital and labor) annual hosting costs and costs of client support.

Proposers are encouraged to contact Mike Drella 815/677-7642 to discuss any questions or arrange a meeting prior to making their proposal. Proposals should be submitted by October 13, 2025.

General Terms and Conditions: In making its proposal, the Proposer agrees that it does and shall comply with each of the following terms and conditions. The Proposer shall include them in any proposal submitted as well as any agreement entered into between the City and the Proposer. The City reserves the right to waive all technicalities, reject any or all proposals and to award a contract to any person or entity it deems to be responsible and in its best interest regardless of the quoted sums.

Interest in Proposal and Collusion

By submitting this Proposal, the undersigned certifies that the only parties with an interest as principals are those named in the Proposal, and that the Proposal is made without collusion with any other individual, firm, or corporation.

Examination of Documents and Conditions

The undersigned affirms they have carefully examined the Request for Proposals, and are fully familiar with local conditions affecting the Proposal. Submission of this Proposal constitutes a waiver of any right to claim misunderstanding of the project or documents.

Commencement and Completion of Work

The undersigned agrees to commence work, or provide all contracted equipment or items, on the date specified in the City's Notice of Award, and will complete all contract obligations within the timeline specified in the contract documents or as agreed by the City, unless otherwise extended by written agreement.

City Rights: Rejection, Waivers, Withdrawal of Proposals

The City reserves the right to reject any and all proposals, and to waive technicalities or irregularities in the bidding process. No Proposal may be withdrawn for a period of forty-five (45) calendar days after the date of submission.

Civil Rights and Equal Opportunity Compliance

The undersigned certifies compliance with the Federal Civil Rights Act of 1964 (42 USC Section 2000e et seq.), Executive Order 11246, and the Illinois Human Rights Act (775 ILCS 5/1-101 et seq.).

Tax Status

The undersigned represents that it is not delinquent in the payment of any tax administered by the State of Illinois, Department of Revenue.

Sexual Harassment Policy

The undersigned certifies that it has adopted and enforces a written sexual harassment policy in accordance with 775 ILCS 5/2-105.

Bid Rigging and Bid Rotating

The undersigned certifies that it is not barred from contracting with the State of Illinois or any local unit of government as a result of violations of Sections 33E-3 or 33E-4 of the Illinois Criminal Code (720 ILCS 5/33E-1 et seq.).

Employment Discrimination

The undersigned agrees to comply with the Illinois Public Works Employment Discrimination Act (775 ILCS 10/0.01 et seq.).

Blacklist Trade Law

The undersigned agrees to comply with the Illinois Blacklist Trade Law (775 ILCS 15/1 et seq.).

Execution of Contract and Provision of Bonds

The successful bidder agrees to execute the proposed contract and to furnish all required services, equipment and materials at the prices submitted in the Proposal.

Minority, Women, and Labor Surplus Status

The Proposer shall indicate whether, under federal law, it is a minority-owned business, women's business enterprise, or whether the equipment supplied is manufactured or sourced from a labor surplus area.

Proposal Completeness and Pricing

Every Proposal shall include a copy of the Proposer's proposed contract, clearly state the price for all items and services described in the RFP, and clearly identify all warranty information. The Proposal and proposed contract must specify the proposed time of performance and identify all technical support included in the sale price. Any additional fees for technical support shall be separately identified.