

---

---

**THE VILLAGE OF TINLEY PARK**

**Cook County, Illinois**

**Will County, Illinois**

---

---

**RESOLUTION  
NO. 2023-R-121**

---

---

**A RESOLUTION APPROVING A CONTRACT BETWEEN THE VILLAGE OF TINLEY  
PARK AND SIERRA ITS FOR TECHNICIAN PROFESSIONAL SERVICES IN THE  
AMOUNT OF \$56,000**

---

---

**MICHAEL W. GLOTZ, PRESIDENT  
NANCY M. O'CONNOR, VILLAGE CLERK**

**WILLIAM P. BRADY  
WILLIAM A. BRENNAN  
DENNIS P. MAHONEY  
MICHAEL G. MUELLER  
KENNETH E. SHAW  
COLLEEN M. SULLIVAN  
Board of Trustees**

---

**RESOLUTION NO. 2023-R-121**

**A A RESOLUTION APPROVING A CONTRACT BETWEEN THE VILLAGE OF TINLEY PARK AND SIERRA ITS FOR TECHNICIAN PROFESSIONAL SERVICES IN THE AMOUNT OF \$56,000**

**WHEREAS,** the Village of Tinley Park, Cook and Will Counties, Illinois, is a Home Rule Unit pursuant to the Illinois Constitution of 1970; and

**WHEREAS,** the Corporate Authorities of the Village of Tinley Park, Cook and Will Counties, Illinois, have considered entering into a Contract with Sierra ITS, a true and correct copy of such Contract being attached hereto and made a part hereof as **EXHIBIT 1**; and

**WHEREAS,** the Corporate Authorities of the Village of Tinley Park, Cook and Will Counties, Illinois, have determined that it is in the best interests of said Village of Tinley Park that said Contract be entered into by the Village of Tinley Park;

**NOW, THEREFORE, Be It Resolved** by the President and Board of Trustees of the Village of Tinley Park, Cook and Will Counties, Illinois, as follows:

**Section 1:** The Preambles hereto are hereby made a part of, and operative provisions of, this Resolution as fully as if completely repeated at length herein.

**Section 2:** That this President and Board of Trustees of the Village of Tinley Park hereby find that it is in the best interests of the Village of Tinley Park and its residents that the aforesaid "Contract" be entered into and executed by said Village of Tinley Park, with said Contract to be substantially in the form attached hereto and made a part hereof as **EXHIBIT 1**.

**Section 3:** That the President and Clerk of the Village of Tinley Park, Cook and Will Counties, Illinois are hereby authorized to execute for and on behalf of said Village of Tinley Park the aforesaid Contract.

**Section 4:** That this Resolution shall take effect from and after its adoption and approval.

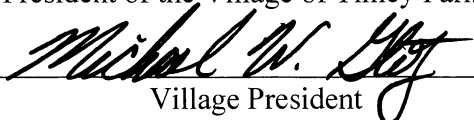
**ADOPTED** this 3<sup>rd</sup> day of October, 2023, by the Corporate Authorities of the Village of Tinley Park on a roll call vote as follows:

**AYES:** Brady, Brennan, Mahoney, mueller, Shaw, Sullivan

**NAYS:** None

**ABSENT:** None

**APPROVED** this 3<sup>rd</sup> day of October, 2023, by the President of the Village of Tinley Park.

  
\_\_\_\_\_  
Village President

**ATTEST:**  
  
\_\_\_\_\_  
Village Clerk

# **EXHIBIT 1**

**CONTRACT WITH SIERRA ITS FOR TECHNICIAN PROFESSIONAL SERVICES**



**VILLAGE OF TINLEY PARK, ILLINOIS**

**NOTICE OF REQUEST FOR QUALIFICATIONS (RFQ)**

**RFQ NUMBER: 2023-RFQ-002  
INFORMATION TECHNOLOGY PROFESSIONAL  
SERVICES – DESKTOP TECHNICIAN**

**RESPONSE DUE DATE: MARCH 16, 2023 10:30 AM**

**SUBMIT TO:**

**VILLAGE OF TINLEY PARK  
ATTN: CLERKS OFFICE RFQ 2023-RFQ-002  
16250 S. OAK PARK AVE.  
TINLEY PARK, IL 60477**

**QUESTIONS & CORRESPONDENCE: [clerksoffice@tinleypark.org](mailto:clerksoffice@tinleypark.org)**



## Contents

|  |    |
|--|----|
| INTENT:.....   | 2  |
| QUESTIONS & CORRESPONDENCE: .....                            | 2  |
| PROPOSAL SUBMITTAL: .....                                    | 3  |
| SCHEDULE OF EVENTS .....                                     | 3  |
| CURRENT SETUP: .....   | 3  |
| SCOPE OF WORK: .....   | 4  |
| SOLICITATION PROCESS & PROCEDURES: .....                     | 4  |
| EXPECTED DELIVERABLES: .....                                 | 5  |
| PROPOSAL SELECTION: .....                                    | 5  |
| SPECIAL REQUIREMENTS: .....                                  | 6  |
| PROPOSAL SHEET: .....  | 7  |
| COMPANY PROFILE WORKSHEET: .....                             | 8  |
| IT PROFESSIONAL SERVICES WORKSHEET:.....                     | 9  |
| COMPANY REFERENCE WORKSHEET: .....                           | 10 |
| APPENDIX A: GLOSSARY .....                                   | 11 |
| APPENDIX B: PROFESSIONAL SERVICES JOB DESCRIPTIONS .....     | 12 |
| APPENDIX C: EXAMPLE IT PROFESSIONAL SERVICES WORKSHEET ..... | 13 |

## **INTENT:**

The Village of Tinley Park (referred to hereafter as "the Village") is creating a "Qualified Vendor List" (QVL) for Information Technology (IT) Professional Services for the specific roles listed in the "Scope of Work" section. The QVL will be used to supplement and augment current Village staff in accordance with the provisions, specifications, and instructions provided in this document.

Firms who qualify and are placed on the QVL may be engaged by the Village without a further Request for Qualifications (RFQ) or Request for Proposal (RFP) process to provide IT professional services or staff augmentation.

When the use of the QVL is appropriate, the Director of Information Technology, or designee, will contact a firm(s) on the QVL whose service offerings closely match services needed. The firm(s) will be asked to provide specific qualifications (such as candidate resume) and price quotes for the project/request at hand in order for an appropriate decision to be made by the Village.

Qualifications and specific skills will be considered, along with cost, in determining the most responsive qualified firm in meeting the needs for an engagement with the Village. The QVL is further explained in Appendix A.

## **QUESTIONS & CORRESPONDENCE:**

If you wish to receive any correspondence regarding this request for qualification please register by sending an email to [clerksoffice@tinleypark.org](mailto:clerksoffice@tinleypark.org) and reference the name and number of this RFQ in the subject.

All questions concerning this RFQ are to be submitted no less than three (3) business days prior to the response due date via email to [clerksoffice@tinleypark.org](mailto:clerksoffice@tinleypark.org). All questions must clearly identify this RFQ by name and number in the subject, failure to format a question correspondence properly may result in no response from the Village. Answers and addendums will be provided in writing via email to all registered interested respondents in a timely manner. In order to avoid ambiguity related to definitions of words and phrases Appendix A contains a glossary of terms used within this RFQ.

**Communication regarding this RFQ with the IT Department prior to the due date is explicitly forbidden and may result in nullification of respondent proposal.**

## PROPOSAL SUBMITTAL:

Sealed proposals must be received at the address provided below no later than 10:30 AM on March 16, 2023. Respondents must submit one (1) original proposal and two (2) additional copies in a sealed envelope clearly marked with the name of this RFQ.

As part of the company profile worksheet respondents must provide an email address which the Village will use to request an electronic version of the proposal. The electronic version must be the same as the proposal submitted in the sealed envelope (the hardcopy). The Village will request the electronic copy within five (5) business days after the RFQ due date. Failure to provide, or absence of a Village request for the electronic copy will not void hardcopy responses. If there is any discrepancy between the electronic and hardcopy the Village will use the hardcopy as the authoritative source. **The required hardcopy submission is to be delivered to:**

Village of Tinley Park  
ATTN: Clerk's Office RFQ 2023-RFQ-XXX  
16250 S. Oak Park Ave.  
Tinley Park, IL 60477

## SCHEDULE OF EVENTS

| Activity                               | Date/Time          |
|--|--------------------|
| RFQ issuance                           | 3/2/2023           |
| Question cut-off                       | 3/13/2023 10:30 AM |
| RFQ deadline for submissions           | 3/16/2023 10:30 AM |
| Request for electronic copy cut-off    | 3/23/2023          |
| Notification to successful respondents | 3/24/2023          |

## CURRENT SETUP:

The Village of Tinley Park consists of approximately 500 employees spanning over 10 distinct departments including Police, Fire, 911 Dispatch and Public Works. The Village has a centralized Information Technology department consisting of four (4) full time employees and one (1) part time intern.

The central IT department provides enterprise support to all employees and departments via a mixture of effort from the staff employees, staff augmentation via contractors, and professional services from managed service providers.

### **SCOPE OF WORK:**

The Village is seeking professional services in the following roles

1. Desktop Technician

Appendix B “Professional Services Job Descriptions” describes the job functions, expectations of each professional service role and if the specific role can be performed remotely or requires an onsite presence.

### **SOLICITATION PROCESS & PROCEDURES:**

Respondents are to complete the professional services worksheet with the organization’s hourly rates. If your organization does not offer the professional service or does not offer the service at the respective tier, please leave that cell empty. The Village is seeking quotes on up to four (4) potential tiers for each service.

1. 40 hours per week with a 3 month commitment from the Village, with the option to renew at the proposed rate. Enter the rate for one (1) hour of this tier. This would be considered staff augmentation.
2. 20 hours per week with a 3 month commitment from the Village, with the option to renew at the proposed rate. Enter the rate for one (1) hour of this tier. This would be considered staff augmentation.
3. On demand hourly rate. The rate for one (1) hour of the professional service needed at the Village’s discretion with no commitment for continued service. Enter the rate for one (1) hour of this tier.
4. Purchasing a block of time at a discounted rate. Enter the number of hours that must be purchased to qualify for the discounted rate and the rate for one (1) hour of this tier. For example, if normally a service is \$80/hour but if purchased upfront as a block of 200 hours the Village would qualify for a discount of \$5 you would enter 200 in the “block hours for discount” column and \$75 in the “discounted hourly rate” column.

Please enter if the quoted rate is for an onsite resource that will be physically present at the Village of Tinley Park, or a remote resource that will be connecting into the Village’s network from a non-village owned facility. Fill in the “Onsite or Remote” column with the following words; “Onsite”, “Remote”, or “Both”. Please note, certain roles cannot be fulfilled remotely, this is specified in Appendix B “Professional Services Job Descriptions”.



If a resource will be onsite the Village will reimburse for travel expenses occurred per the current IRS standard mileage rates. The Village will reimburse for actual miles driven between Village owned facilities only.

The rates entered are an estimate, as explained in the Intent section, a firm will be contacted with detailed specifications of a project/engagement and the firm will be asked to provide a price quote for the request. If the Village feels the estimated rate response on the worksheet were not done in good faith (purposely significantly low) the Village may remove the firm from the QVL.

Appendix C provides a sample of a completed worksheet.

Respondents must fully complete the company profile worksheet entering their company name, address, contact person, telephone number, and email address. The respondent must complete at least two (2) of the reference sections in the company profile worksheet.

References must include the following information: Name of the organization, the type of services used by the reference, date(s) of engagement for the services, name of a contact, phone number of a contact, and email address of a contact. It is acceptable to use the Village of Tinley Park itself as a reference.

#### **EXPECTED DELIVERABLES:**

Proposals must include the following clearly marked sections:

1. Proposal Sheet
2. Company Profile Worksheet
3. IT Professional Services Worksheet
4. Company Reference Worksheet

Do not include or attach additional materials, including but not limited to brochures, flyers, company background/history, or other marketing materials. Any additional provided information other than the three items listed above will NOT be considered, and will be promptly discarded.

#### **PROPOSAL SELECTION:**

Each properly submitted response (those received before due date and in accordance to requirements outlined within) to the RFQ will be reviewed and evaluated by an evaluation panel consisting of IT and various other disciplines within the Village. Responses will be

judged with a “pass” or “fail” score according to the three (3) criteria listed below. A fail score on any one (1) of the three (3) criteria will be sufficient to eliminate the respondent from inclusion in the QVL.

1. Complete response – The response is completed in accordance to the requirements listed throughout this RFQ, specifically the sections solicitation process & procedures and expected deliverables.
2. Qualifications – The extent to which the respondent has adequate personnel or resources to perform the services and roles completed in the professional services worksheet.
3. Professional competence – The extent to which the respondent has demonstrated capability and competence in performing the work completed in the professional services worksheet. Corporate stability, appropriate supporting staff, and former client satisfaction are some elements taken into consideration.

The Village will validate respondent claims by any means it deems necessary. Validation may include but is not limited to, review of information supplied in the response, feedback from provided references in company profile worksheet, respondent presentations, previous Village experience with respondent, or feedback from former or current clients.

#### **SPECIAL REQUIREMENTS:**

The following special requirements are necessary for a complete proposal specification. Unless noted otherwise, all special requirements are to be included in the price for each section bid on.

Delivery: The successful respondent will coordinate delivery with the Village’s Information Technology department. The equipment will be delivered FOB destination to the Village Hall Building, 16250 S. Oak Park Ave., IL 60477, as directed by the Village Information Technology department.

Invoicing: The vendor shall invoice the Village for the total units delivered. Invoices shall include the purchase order number. Payment shall be made following Village approval of the invoice.

Additions or Removals: The Village has the right to add or remove quantity from this bid. Respondents are advised that although the Village does plan to purchase the full stated amount this is not a promise to purchase. The Village retains the right to increase or decrease the actual quantity purchased based on the fiscal year budget.

## PROPOSAL SHEET:

Note: The Proposer must complete all portions of the Proposal Sheet.

The undersigned, having examined the specifications and all conditions affecting the specified project, offer to furnish all services, labor, and incidentals specified for the price below. The undersigned bidder certifies that they are 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 and is not delinquent in any taxes to the Illinois Department of Revenue.

It is understood that the Village reserves the right to reject any and all bids and to waive any irregularities and that the prices contained herein will remain valid for a period of not less than ninety (90) days.

I (We) propose to complete the following project as more fully described in the specifications for the following:

Proposing Company Name: \_\_\_\_\_

| RFQ IT Professional Services |                    |          |                      |
|------------------------------|--------------------|----------|----------------------|
| Item #                       | Item Description   | Quantity | Price                |
| 1                            | Desktop Technician | N/A      | Enter into Worksheet |

INDEMNIFICATION: The bidder hereby agrees to protect, defend, indemnify, and save harmless the Village against loss, damage, or expense from any suit, claim, demand, judgment, cause of action, or shortage initiated by any person whatsoever, arising or alleged to have arisen out of work described herein, except that in no instance shall the Bidder be held responsible for any liability, claim, demand, or cause of action attributable solely to the negligence of the Village.

I hereby certify that the item(s) proposed is/are in accordance with the specifications as noted and that the prices quoted are not subject to change; and that

\_\_\_\_\_ (Company Name) is not barred by law from submitting a bid to the Village for the project contemplated herein and is not delinquent in payment of any taxes to the Illinois Department of Revenue.

**COMPANY PROFILE WORKSHEET:**

Company Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Name (Printed): \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date: \_\_\_\_\_

**IT PROFESSIONAL SERVICES WORKSHEET:**

|                     |                         |                         |                       |                          |                        |                  |
|---------------------|-------------------------|-------------------------|-----------------------|--------------------------|------------------------|------------------|
| Organization Name:  |                         |                         |                       |                          | Date:                  |                  |
| Position or Service | Full time 40 hours\week | Part Time 20 hours\week | On demand hourly rate | Block hours for discount | Discounted hourly rate | Onsite or Remote |
| Desktop Technician  |                         |                         |                       | N/A                      | N/A                    | Onsite           |

**COMPANY REFERENCE WORKSHEET:**

**Reference 1**

Name of Organization: \_\_\_\_\_

Service(s) Provided: \_\_\_\_\_

Date(s) of Engagement: \_\_\_\_\_

Name of Contact \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Reference 2**

Name of Organization: \_\_\_\_\_

Service(s) Provided: \_\_\_\_\_

Date(s) of Engagement: \_\_\_\_\_

Name of Contact \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Reference 3**

Name of Organization: \_\_\_\_\_

Service(s) Provided: \_\_\_\_\_

Date(s) of Engagement: \_\_\_\_\_

Name of Contact \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_



## **APPENDIX A: GLOSSARY**

*Electronic version* – A copy of the proposal in common office format (docx, pdf, odt, etc...). The Village will reach out to the respondent via email and ask for this copy to be sent back to the village via email. For security reasons, the Village will not accept electronic copies on physical media. Respondents cannot submit an electronic version as their proposal, the Village will only accept a hardcopy proposal, no exceptions. Questions inquiring if the Village will accept proposals electronically will not warrant a response.

*Fiscal Year*– The Village's fiscal year begins on 5/1 and ends on 4/30

*Hardcopy* – A physical, tangible submission printed on paper. This is a requirement for the proposal.

*Qualified vendor list (QVL)* – A list of qualified vendors to provide IT professional services or staff augmentation. The qualified vendor list may be used by the IT department in cases where a relatively minor engagement of services is needed, a quick selection of a firm is needed, the scope of work is not sufficiently defined to permit an RFP process, a type of service is routinely used, or other such reasons. The Village, however, reserves the right to waive use of the QVL on any IT project where, in the Village's judgment, competitive bids through an RFP process or other forms of solicitations may be more appropriate, such as in major or complex procurement of services. The Village will solicit via an RFQ for firms to qualify for the QVL on a periodic basis as determined by Village staff.

*Respondent* - The vendor participating in the RFP process.

*Staff augmentation* – A scenario where a single, individual person is identified through a selective process and this individual is assigned a regular schedule where they are dedicated exclusively to the Village. The individual is not an employee of the Village. The individual will be subject to a background check. No positions (unless explicitly stated otherwise) are contract to hire and are by nature temporary.

## **APPENDIX B: PROFESSIONAL SERVICES JOB DESCRIPTIONS**

### **Desktop Technician – Onsite presence required**

Candidates for the desktop technician position should have extensive experience with PC hardware, software applications, operating systems and network connectivity. They must be customer service oriented and proactive in anticipating and resolving problems while maximizing efficient use of computing resources. Minimum three years of experience installing and supporting PC and laptop hardware and software. Professional certifications from entities such as HDI (Desktop Support Technician), CompTIA (A+) or Microsoft (Microsoft Certified IT Professional) are required.

Typical duties include:

- Maintaining an inventory of installed software, managing software licensing, and creating policies/procedures for upgrades
- Working with hardware and software vendors to verify timely product delivery and ensuring that new equipment is installed and ready to operate on schedule
- Analyzing and making recommendations for hardware and software standardization
- Installing, configuring and maintaining desktop and laptop PCs and peripherals
- Installing and configuring application and operating system software and upgrades
- Troubleshooting and repairing hardware and network connectivity issues
- Removing old equipment and performing data migration to new machines
- Familiarity with modern smart phone technology and usage

## APPENDIX C: EXAMPLE IT PROFESSIONAL SERVICES WORKSHEET

|                     |                         |                         |                       |                          |                        |                  |
|---------------------|-------------------------|-------------------------|-----------------------|--------------------------|------------------------|------------------|
| Organization Name:  | Digital Airlines        |                         |                       |                          | Date:                  | 12/25/2023       |
| Position or Service | Full time 40 hours\week | Part Time 20 hours\week | On demand hourly rate | Block hours for discount | Discounted hourly rate | Onsite or Remote |
| Desktop Technician  | \$41                    | 45                      |                       | N/A                      | N/A                    | Onsite           |

## COMPANY PROFILE WORKSHEET:

Company Name: \_\_\_\_\_

Street Address: 14315 W. Lyle Court

City, State, Zip: Libertyville IL, 60048

Name (Printed): Richard Doran

Signature: *Richard O. Doran*

Title: President

Phone Number: 312-734-1983

Email Address: rdoran@sierrait.com

Date: 3.13.2023

**IT PROFESSIONAL SERVICES WORKSHEET:**

|                     |                         |                         |                       |                          |                        |       |                  |
|---------------------|-------------------------|-------------------------|-----------------------|--------------------------|------------------------|-------|------------------|
| Organization Name:  |                         |                         |                       |                          |                        | Date: | 3.13.23          |
| Position or Service | Full time 40 hours\week | Part Time 20 hours\week | On demand hourly rate | Block hours for discount | Discounted hourly rate |       | Onsite or Remote |
| Desktop Technician  | 50.00                   | 50.00                   | NA                    | N/A                      | N/A                    |       | Onsite           |

## COMPANY REFERENCE WORKSHEET:

### Reference 1

Name of Organization: \_\_\_\_\_

Service(s) Provided: \_\_\_\_\_  
Technical Support Specialists, Networking Admin/Engineer, Web Developers, Administrative Support

Date(s) of Engagement: \_\_\_\_\_  
9/2012 to present

Name of Contact \_\_\_\_\_  
Peter Schaak

Phone Number: \_\_\_\_\_  
847-923-3825

Email Address: \_\_\_\_\_  
pschaak@schaumburg.com

### Reference 2

Name of Organization: \_\_\_\_\_  
The City of Joliet

Service(s) Provided: \_\_\_\_\_  
Technical Support Specialists, Networking Admin/Engineer, Web Developers, Administrative Support ,Application Support Specialists

Date(s) of Engagement: \_\_\_\_\_  
8.2015 to present

Name of Contact \_\_\_\_\_  
Chris Sternal

Phone Number: \_\_\_\_\_  
815-724-4117

Email Address: \_\_\_\_\_  
csternal@joliet.gov

### Reference 3

Name of Organization: \_\_\_\_\_  
Dacra

Service(s) Provided: \_\_\_\_\_  
Technical Support Specialists, Networking Admin/Engineer, Web Developers, Administrative Support ,Application Support Specialists

Date(s) of Engagement: \_\_\_\_\_  
8.2015 to present

Name of Contact \_\_\_\_\_  
David Braner - Former CIO of Joliet

Phone Number: \_\_\_\_\_  
630-508-4032

Email Address: \_\_\_\_\_  
davebraner@gmail.com



STATE OF ILLINOIS       )  
COUNTY OF COOK       )     SS  
COUNTY OF WILL       )

CERTIFICATE

I, NANCY M. O’CONNOR, Village Clerk of the Village of Tinley Park, Counties of Cook and Will and State of Illinois, DO HEREBY CERTIFY that the foregoing is a true and correct copy of Resolution No. 2023-R-121, “**A RESOLUTION APPROVING A CONTRACT BETWEEN THE VILLAGE OF TINLEY PARK AND SIERRA ITS FOR TECHNICIAN PROFESSIONAL SERVICES IN THE AMOUNT OF \$56,000,**” which was adopted by the President and Board of Trustees of the Village of Tinley Park on October 3, 2023.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal of the Village of Tinley Park this 3<sup>rd</sup> day of October, 2023.

  
\_\_\_\_\_  
VILLAGE CLERK