



**The Civic Federation  
REQUEST FOR PROPOSALS --  
Information Technology Services for Office Move**

**PROJECT OVERVIEW**

The Civic Federation is seeking a qualified provider of information technology services to assist in managing technology during and after the Federation's move to new office space. The provider will examine the Federation's current technology infrastructure; design a relevant technology infrastructure plan using current equipment and new equipment as needed; work with the Director of Finance & Operations to oversee accurate implementation of this plan's needs; and provide support, maintenance and upgrades for this infrastructure going forward.

The Civic Federation will be moving from 177 N. State St. to 10 N. Dearborn in late June 2015. The Federation will be moving from a 3,452 square foot space to a 5,636 square foot space that will include 16 workstations, a conference room and a copy area. The Federation currently has 11 full-time employees and three part-time employees.

**INFORMATION TECHNOLOGY INFRASTRUCTURE AT 177 N. STATE ST.**

The provider will develop and implement a plan for transitioning the Civic Federation from its existing information technology systems to new systems in the new office space. The Federation is in a unique position in that it shares certain equipment with other tenants at 177 N. State St., thus an office move will require investing in and transitioning to certain new equipment.

Current infrastructure includes but is not limited to the following:

*Shared infrastructure and systems:*

- Windows server network with domain controllers and a file server. File and folder security are provided by Active Directory. Daily backups of all files are stored on portable USB drives and rotated with off-site storage.
- Internet service is provided by Comcast into an enterprise level SonicWall firewall configured with VLANs for separate companies and phone systems.

*Independent infrastructure and systems:*

- 24-port Netgear switch provides gigabit access to users and file server over a VLAN.
- Remote server access through Hamachi.
- WiFi throughout office space with separate connections for staff and guests.
- Internet and data ports for 13 workstations, one conference room and one copy room.
- Five Dell desktop computers and ten Dell laptop computers with secondary monitors.
- One shared copier/printer (Canon Image Runner Advance).
- One shared printer (Dell Color Laser Printer).
- Two private printers (HP LaserJet).
- Organization email through Microsoft Office 365 E2 Plan for non-profits.
- Custom Drupal-based website at [www.civicfed.org](http://www.civicfed.org), backed up regularly to file server.

*Organization software:*

- Microsoft Office Suite 2013 (all workstations)
- Microsoft Security Essentials (all workstations)
- DonorPro CRM (all workstations)
- Adobe Acrobat (eight workstations)
- FileMaker Pro (two workstations)
- Quickbooks (one workstation)
- ArcGIS for Desktop Advanced (one workstation)
- Adobe Creative Cloud Master Collection (one workstation)
- Adobe Lightroom (one workstation)
- 3D Issue (one workstation)

## **SCOPE OF SERVICES**

The provider will design a technology infrastructure plan based on the Federation's current technology, using current equipment and new equipment as needed. The provider will work with the Director of Finance & Operations to ensure the plan's requirements are met. The plan will provide support, maintenance and future upgrades for the infrastructure going forward.

*This will include the following services in preparation for the June 2015 move:*

- Becoming familiar with the Civic Federation's current technology infrastructure, including identifying staff workflow and analyzing these practices for inefficiencies.
- Presenting file server options and alternatives as well as helping the Federation choose the right solution based on discussed criteria.
- Installation of the file server solution and overseeing the transfer of all Federation files.
- Designing and configuring a compatible, protected network for the new office space.
- Working with the Director of Finance & Operations to ensure any/all special building and energy considerations for certain pieces of equipment will be accommodated.
- Working with the Federation to select the right business-class internet service provider.

*The following services during the June 2015 move:*

- Aiding staff as needed with safe packaging of workstation equipment, other equipment.
- Installing all workstation equipment, other equipment, shared and private printers.
- Configuring all workstation equipment and shared copier/printers to network.
- Setting up office-wide WiFi.

*And the following ongoing services after the June 2015 move:*

- Server management, including procedure for daily backups, retention, disaster recovery; procedure for minimal interruption and backup access in the event of server downtime.
- Network management and security.
- Regular transfer of website backups from website host to Federation file server.
- Software administration, support and maintenance for all software.
- Equipment support, security, maintenance and inventory management for all equipment.
- Monitoring Microsoft Office 365 trends to keep staff abreast of relevant changes.
- Availability to troubleshoot software and equipment issues as problems arise.
- Availability to consult on website maintenance issues as problems arise.
- Availability to consult on new projects and equipment needs, make recommendations.

*Once move-in work is complete, the Civic Federation requests monthly discussions to review:*

*From the provider:*

- Monthly update on file server health, available storage space.
- Explanation of any network or server downtime; remedies for going forward.
- Observations of aging technology, organizational inefficiencies, suggested changes.
- Status of any ongoing technology projects.

*From the Federation:*

- Outline and timeline for any upcoming projects requiring new technology.
- Description of any upcoming software needs.
- Description of any upcoming equipment purchases.
- Non-critical technology issues recently experienced by staff members.

## **ABOUT THE CIVIC FEDERATION**

The Civic Federation is an independent, non-partisan government research organization founded in 1894. The Federation's membership includes business and professional leaders from a wide range of Chicago-area corporations, professional service firms and institutions.

## **PROPOSAL REQUIREMENTS AND HOW TO SUBMIT**

1. Introduction summarizing company background, resources and relevant experience.
2. Examples of past projects, preferably of a similar size and scope.
3. References from past projects. Please include references related to designing a new office technology infrastructure as well as those who can speak to ongoing technology support.
4. Company's standard service-level agreement for responding to and resolving downtimes.
5.
  - a. Proposed budget for the office move, including labor and equipment.
  - b. Proposed budget or explanation of fees for ongoing technology support.  
Pricing should be inclusive. If the price excludes certain fees or charges, please provide a detailed list of excluded fees with a complete explanation of those fees.
6. Current workload. If selected, how does this role fit into you/your company's other commitments and projects?

**Send all materials via electronic delivery or mail to the following address by March 27, 2015:**

Civic Federation  
Attention: Eleanor Blick, Communications Specialist  
177 N. State Street, Suite 400  
Chicago, IL 60601  
eblick@civicfed.org

Proposals received after **March 27, 2015** will not be considered. Questions may be submitted by email to Eleanor Blick through **March 26, 2015**: eblick@civicfed.org.

## **SELECTION PROCESS**

The Civic Federation will contact final candidates and set up meetings to discuss proposals. The Federation would like to have an outline of the technology transition prepared by April 6, 2015.