

VILLAGE OF LOMBARD
REQUEST FOR BOARD OF TRUSTEES ACTION
For Inclusion on Board Agenda

_____ Resolution or Ordinance (Blue)
_____ Recommendations of Boards, Commissions & Committees (Green)
 X Other Business (Pink)

TO: PRESIDENT AND BOARD OF TRUSTEES

FROM: David A. Hulseberg, Village Manager

DATE: August 28, 2013 (COW)(B of T) Date September 5, 2013

TITLE: A Motion Authorizing Execution of an Addendum to the Contract with Prescient Development, Inc. for Technical Support Services.

SUBMITTED BY: Timothy Sexton, Director of Finance

BACKGROUND/POLICY IMPLICATIONS:

The Village's IT Manager will be retiring under the IMRF Early Retirement Incentive on October 11, 2013. Staff looked at the options for filling this position, and are recommending that the Village contract with our current outside provider of IT services, Prescient, for one additional person. As the volume of technology within the Village continues to increase (laptops, tablets, etc), filling this position is crucial to the operation of IT in the Village. Prescient would assume the role of IT Manager. At this point, staffing for IT would include one Village employee and three Prescient employees.

The increased annual cost to the Prescient contract will be \$105,306.60. However, this will be an annual savings of \$59,446 compared to the current position. Therefore, staff is requesting Village Board approval of the motion authorizing execution of an addendum to the contract with Prescient Development, Inc.

Review (as necessary):

Village Attorney X _____ Date _____
Finance Director X _____ Date _____
Village Manager X _____ Date _____

NOTE: All materials must be submitted to and approved by the Village Manager's Office by 12:00 noon, Wednesday, prior to the Agenda Distribution.

**ADDENDUM TO THE
CONTRACT FOR THE PROVISION OF SERVICES TO
THE VILLAGE OF LOMBARD
BY
PRESCIENT DEVELOPMENT, INC.
EFFECTIVE OCTOBER 5, 2013**

THIS ADDENDUM, made and entered into as of the date of the last signature hereto, supplements and amends the Services Agreement between The Village of Lombard ("Lombard") and Prescient Development, Inc. ("Prescient") dated April 5, 2007 (hereinafter the "Contract").

This addendum describes the core resources and new terms of the Services Agreement and "Attachment A" shall be replaced by "Attachment B" which is hereby made an integral part of the Services Agreement. The terms of this Addendum and the terms of the Contract as amended by this Addendum will also govern the provision of the new payment amounts. In connection with the original payment amounts described in the Contract, the Contract shall remain in full force and effect as stated in "Attachment B".

All of the capitalized terms not otherwise defined in the Addendum have the same meaning as contained in the Contract. The following sections or paragraphs replace or are in addition to the respective sections or paragraphs contained in the Contract. In the event of conflict between this Addendum and the Contract, the terms contained in this Addendum shall prevail. The sections or paragraphs of the Contract that are not expressly replaced by this Addendum shall remain in effect for this project pursuant to their terms.

IN WITNESS WHEREOF, the parties hereto have caused this Addendum to be executed by their duly authorized representatives.

THE VILLAGE OF LOMBARD
An Illinois municipality

By: _____

Its: _____

Date: _____

PRESCIENT DEVELOPMENT, INC.
An Illinois corporation

By: _____
James Lagattuta

Its: CEO

Date: _____

ATTACHMENT B

Attachment to Services Agreement

In accordance with the Services Agreement (the "Agreement"), effective April 5, 2007 and signed between **Prescient Development, Inc.**, doing business under the assumed name in Illinois, **Prescient Solutions**, ("Prescient) with its principal offices and business at 1025 Mountain Drive, Deerfield, IL 60015 and **The Village of Lombard**, an Illinois municipality ("Lombard"), with its principal place of business at 255 E. Wilson Avenue, Lombard, IL, 60148, this Attachment B is an integral part thereof.

Prescient Resources

Prescient will provide the following resources over the term of this Services Agreement.

- Minimum Core Resources

<u>Resource Type</u>	<u>Number of Resources</u>
IT Director/Server/Infrastructure Engineer	1
Server/Infrastructure Administrator/Helpdesk	1
Helpdesk	1

<u>Remote Resource Type</u>	<u>Number of Resources</u>
Prescient Strategic Services Professionals	Incl.
Prescient Account Relationship Manger	Incl.
Prescient Backend Core Engineer Support	Incl.
Prescient Emergency Service and Restoration Team	Incl.

- Unless otherwise agreed upon by Prescient and Lombard, all day to day support is to be accomplished Monday through Friday between 7:00 a.m. and 6:00 p.m. local time. Outsourcing on a fixed bid basis includes 24 x 7 emergency network support by the three (3) core resources defined above at no extra charge. All additional projects outside the scope of this contract and the contract specifications will continue to be bid to Lombard on a per project basis.

Additional Resource Rate Structure

At the request of Lombard, Prescient may provide additional resources outside the scope of this Services Agreement to Lombard for non-project based short-term tasks. Prescient will provide these tasks to Lombard based on the following Time and Material rates.

<u>Resource Type</u>	<u>Time and Material Rate</u>
Network Administrator	\$112.40/Hour
Senior Network/Server Engineer	\$141.00/Hour

WAN/Firewall/Security Engineer

\$167.85/Hour

Prescient will review long term services and tasks or specific projects and propose them on a per project basis.

Services Agreement Reviews

Lombard and Prescient will schedule and perform the following contract reviews:

- Strategic Plan Review
- Quarterly Task List Review
 - List all Current Tasks and their status
 - Define New Tasks and Priorities
- Annual Contract Performance Review

Contract Dates and Payment Schedule

The Term of the agreement is for 3 years (36 months), with the contract start date of April 5, 2012 and an ending date of April 4, 2015.

The contract is to perform the Day to Day Services Scope of Work as defined below. Monthly payments will be made to Prescient at the beginning of each month for services to be provided during the current month. The original contract start date was April 5, 2012 and the contract end date will be April 4, 2015. Payments for the remainder of the 2nd contract year will be paid as follows:

April 5, 2013	\$ 29,974.45
May 5, 2013	\$ 29,974.45
June 5, 2013	\$ 29,974.45
July 5, 2013	\$ 29,974.45
August 5, 2013	\$ 29,974.45
September 5, 2013	\$ 29,974.45
October 5, 2013	\$ 38,750.00
November 5, 2013	\$ 38,750.00
December 5, 2013	\$ 38,750.00
January 5, 2014	\$ 38,750.00
February 5, 2014	\$ 38,750.00
March 5, 2014	\$ 38,750.00
2nd Year Total	\$ 412,346.70

Payment for 3rd Year will be paid as follows:

April 5, 2014	\$ 38,750.00
May 5, 2014	\$ 38,750.00
June 5, 2014	\$ 38,750.00
July 5, 2014	\$ 38,750.00
August 5, 2014	\$ 38,750.00

September 5, 2014	\$ 38,750.00
October 5, 2014	\$ 38,750.00
November 5, 2014	\$ 38,750.00
December 5, 2014	\$ 38,750.00
January 5, 2015	\$ 38,750.00
February 5, 2015	\$ 38,750.00
March 5, 2015	\$ <u>38,750.00</u>
 3rd Year Total	 \$ 465,000.00

However, the contract provides for an annual increase based on a cost of living adjustment (COLA) as defined by a mutually agreed upon authority for the Chicago Metropolitan area. However, by agreement of the parties the annual amount may be increased or decreased at the Annual Contract Review based on a reassessment of resources, changing market conditions, cost of living (COLA), or addition of new projects. An Annual Contract Review shall take place on a date that is no less than 90 days prior to the Agreement Anniversary Date. The Agreement Anniversary Date means the anniversary of the Effective Date of the Agreement.

Lombard shall have the option to extend the Support Services Agreement for an additional three (3) year period. The additional Support Services term shall be on the same terms and conditions as the original Support Services Term. In the event Lombard elects to exercise its option for the Additional Term, it shall provide written notice to Prescient no less than one hundred eighty (180) days before the expiration of the Support Services Term.

Scope of Work (Changes to Scope of Work will be mutually agreed upon)

A. Professional Services

- CIO/COO Service
 - Strategic Planning and Collaboration
 - Information sharing of existing clients' technologies and processes
 - Industry Best Practice Oversight
 - Regulatory and Compliance Planning
 - Business Needs Development
 - Specific to Upcoming Projects or Business initiative
 - Industry Specific Technologies
 - 1-3 Year IT Budgeting Process Oversight
- Account/Project Management
 - Status Reporting - Automated Weekly, Quarterly, Monthly, etc. reporting
 - Monthly On-Site Customer Communications
 - Quality/Customer Satisfaction Review
 - Project/Milestone Timeline Management
 - Staffing/Personnel Review
 - Site Engineer Management

- Personnel/HR Management
 - Schedule Management
 - Emergency/Project Service Remediation Team Management
 - Communications
- Strategic Planning
- Emergency Service Restoration and Audit/Project Team
 - Annual Audit of IT Processes by an Independent Prescient Team
 - Prescient Process Compliance Management
 - Quarterly IT reviews of all major systems
 - Infrastructure
 - Servers
 - Workstation
 - Helpdesk
 - Industry Alerts of major systems
 - Virus, Patches, Updates
 - Level 3 Senior Systems Engineer Support
 - High End Support for all IT Services
 - Architecture and Design
 - HW/SW configuration and Implementation design
 - HW/SW costing review
 - Documentation of design
 - Vendor Certification of design
 - 24/7/365 Emergency Service Restoration

B. Run and Maintain Services

- On-Site IT Director
 - Supervises the activities of technical personnel; recommends new hires; provides instruction and training; plans, coordinates, assigns and reviews work; maintains standards; approves leave and overtime; and evaluates performance.
 - Prepares and manages the annual budget expenses for the IT Division, IT Operations and Maintenance Fund and Technology Fund; manages Technology Reserve Fund.
 - Develops and implements short- and long-range forecasting.
 - Provides internal technical consulting; coordinates computer technology for all Village departments; works with department heads to analyze and review technology and budget preparation; assesses impact on Village policies and Tech Plan; makes recommendations to department heads and Village officials. Makes presentations as needed.
 - Conducts research on technology issues, systems, application methods and equipment; evaluates and recommends to purchase of application software and technology hardware; researches, evaluates, recommends, develops implementation

- plans and maintains Information Systems; prepares bid documents/specifications; procures data services.
 - Maintains and ensures the security of all IT operations; reviews back-up procedures; creates user profiles and evaluates application menu authorizations; ensures the proper installation, licensing and registration of all software packages; acts as primary security officer for the Village.
 - Designs, manages and evaluates data communication networks; supports outside agencies with connections to the Village; writes technical and user documentation and updates IT operations and procedures manual.
 - Provides technical research, training and support to end-users.
 - Ensures compliance with state and federal laws; attends seminars and conferences to obtain knowledge of current applications/methods within the field; reviews and analyzes technical publications and communicates with other IT/IS managers.
 - Performs other functions as assigned or required.
- On-Site Systems Engineers
 - Day-to-day Support
 - Implementation and maintenance of automated and reoccurring processes
 - IT HW/SW Inventory Management
 - IT Purchasing/Procurement Management
 - Specifications development
 - Recommendations
 - Developing RFP's/Obtaining Proposals
 - Purchasing
 - IT Support Contract Management – HW/SW
 - IT Vendor Management
 - Project Implementation
 - Definition of new projects
 - Project Task definitions
 - Coordination of additional engineers
 - Level 1 and 2 Helpdesk
 - Status Reporting
 - Time Reporting
 - Implementation of Prescient, Client and Industry Best Practices/Policies
 - 24/7/365 On-Call and Emergency Service Support

C. Day to Day Support Services

Prescient provides Ongoing Support of all IT services from the onset of the services contract. These Ongoing Support services will be performed concurrently with the Remediation Project defined above.

- **Maintenance of Servers**
 - Monitor System Resources on each server
 - Monitor Daily Backup Operations on each server
 - Monitor and Correct Operating System Errors on each server
 - Review, Download and Install Microsoft Service Packs as necessary for each server
 - Review, Download and Install Microsoft Security Updates as necessary for each server
 - Review, Download and Install Antivirus Updates Daily for each server
- **User Administration**
 - Add, Change and Delete Users to Corporate Servers
 - Maintain Security and Authentication standards for Server Users
 - Add, Change and Delete File and Share Permissions for Server Users
 - Monitor Security Log for user violations
- **Manage SQL Databases**
 - Oversee Database Maintenance Jobs
 - Move/Adjust SQL Tables
 - Monitor Queries
 - Monitor Database Response Time
- **Manage Switches and Internet Routers**
 - Monitor Routers and Switch for Performance
 - Maintain Cisco IOS and Configurations
- **Manage Firewalls**
 - Use SNMP for monitoring of all network utilizations and system uptime. Monitor SNMP Traps
 - Monitor Firewall for Port Attacks, Virus Attacks and questionable activity
 - Modify Firewall configurations as required by system reports
 - Update Firewall IOS Quarterly
- **Helpdesk Management**
 - Management of TrackIT Database
 - Level 1-3 Helpdesk tasks
- **Physical Environment**
 - Monitor Environment controls
 - Review physical security measures

D. Systems Documentation and Knowledge Management

- **Account Services Manual**
 - Escalation Processes and Contacts
 - Onsite Engineers, Account Relationship Manager, CIO/COO
 - Client escalation priorities
 - Problem Management
 - Service Management

- Client Services Definitions/Categories
 - Quality of Service Assurance
 - IT Reference Information
 - Diagrams
 - Inventory
 - Defined configurations of all devices (infrastructure, servers, workstations, etc.)
- Status Reporting – Weekly, Monthly, Quarterly, etc.
- Time Reporting – Weekly hours and tasks descriptions
- Helpdesk Management Database
 - Via implementation of a Helpdesk management solution, Prescient will create and manage all helpdesk items and projects providing a complete documentation of all IT services performed
- Annual Reviews

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates set forth below, to be effective as of the date first set forth above.

THE VILLAGE OF LOMBARD
 an Illinois municipality

PRESCIENT DEVELOPMENT, INC.
 an Illinois corporation

By: _____

By: _____

Its: _____

Its: CEO

Date: _____

Date: _____