

**Administrative-Finance Committee**  
**August 1, 2016**  
**6:00 p.m. – City Hall Conference Room**

- 1. Call to Order**
- 2. Public Comment**
- 3. New Business**
  - a. Ordinance - Amendment to Amusement Tax Ordinance**
  - b. Ordinance - Amendment to Hotel/Motel Tax Ordinance**
  - c. Resolution – Authorizing the City to accept a proposal from Gordon Glesch Company Inc. for computer consulting services**
  - d. Approval of Minutes – May 2, 2016**
- 4. Other Business**
- 5. Next Meeting – Tuesday, September 6, 2016**
- 6. Adjournment**

**AGENDA MEMO**  
**Administrative/Finance Committee**  
**August 1, 2016**

**ISSUE STATEMENT**

Approval of Ordinance:

- Amending Amusement Tax Ordinance section, 3-4-7.7 Penalty
- Amending Hotel/Motel Tax Ordinance section, 3-4-8.10 Penalty

**BACKGROUND/HISTORY**

The Amusement and Hotel/Motel Taxes are not consistent with the City's newly enacted Food and Beverage and Motor Vehicle Fuel taxes as it pertains to late filing penalties. The City's Food and Beverage and Motor Vehicle Fuel ordinances include the following late payment penalty language:

***LATE PAYMENT PENALTY:** If the tax imposed herein is not paid when due, a late payment penalty equal to three percent (3%) of the unpaid tax shall be added for each month, or portion thereof, that such tax remains unpaid or underpaid and the total of such late payment penalty shall be paid along with the tax imposed herein.*

There have been some late Amusement Tax payments and the staff is requesting the Council consider revising the Amusement and Hotel/Motel Tax ordinances to be consistent with the other locally collected taxes. Staff prepared revisions to the current Amusement and Hotel/Motel Tax ordinances adding the penalty language above.

**STAFF/COMMITTEE RECOMMENDATION**

Staff recommends approval of the ordinances:

- Amending Amusement Tax Ordinance section, 3-4-7.7 Penalty
- Amending Hotel/Motel Tax Ordinance section, 3-4-8.10 Penalty

**ALTERNATE CONSIDERATION**

As directed.

**DECISION MODE**

It will be placed on the August 15, 2016 City Council Agenda for approval.

**CITY OF DARIEN  
DU PAGE COUNTY, ILLINOIS**

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**ORDINANCE NO. \_\_\_\_\_**

**AN ORDINANCE AMENDING TITLE 3 OF THE DARIEN CITY CODE  
TO MODIFY PENALTY PROVISIONS**

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**ADOPTED BY THE  
MAYOR AND CITY COUNCIL  
OF THE  
CITY OF DARIEN**

**THIS \_\_\_ DAY OF \_\_\_, 2016**

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**Published in pamphlet form by authority  
of the Mayor and City Council of the City of  
Darien, DuPage County, Illinois, this \_\_\_  
day of \_\_\_\_\_, 2016.**

**ORDINANCE NO. \_\_\_\_\_**

**AN ORDINANCE AMENDING TITLE 3 OF THE DARIEN CITY CODE  
TO AMEND PENALTY SECTION:**

**WHEREAS**, Title 3-4-8.11 of the Darien City Code, "PENALTY" has established a general penalty for non-compliance with the Hotel/Motel Tax imposed; and

**WHEREAS**, the Mayor and City Council of the City of Darien have reviewed the provisions for penalty in the City Code; and

**WHEREAS**, the Mayor and City Code have further determined that there should be uniformity for the penalty provisions of the taxes imposed.

**NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, IN THE EXERCISE OF ITS HOME RULE POWERS**, as follows:

1. **SECTION 3-4-8.10(a):** Late Payment Penalty: (A) If the tax imposed herein is not paid when due, a late payment penalty equal to three percent (3%) of the unpaid tax shall be added for each month, or any portion thereof, that such tax remains unpaid or underpaid and the total of such late payment penalty shall be paid along with the tax imposed herein.

**SECTION 4: Home Rule Authority.** This ordinance and each of its terms shall be the effective legislative act of a home rule municipality without regard to whether such ordinance should (a) contain terms contrary to the provisions of current or subsequent non-preemptive state law, or (b) legislate in a manner or regarding a matter not delegated to municipalities by state law. It is the intent of the corporate authorities of the City of Darien that to the extent that the

ORDINANCE NO. \_\_\_\_\_

terms of this ordinance should be inconsistent with any non-preemptive state law, that this ordinance shall supersede state law in that regard within its jurisdiction.

**SECTION 5: Effective Date.** This Ordinance shall be in full force and effect from and after its passage and approval, and shall subsequently be published in pamphlet form as provided by law.

**PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this \_\_\_\_ day of \_\_\_\_\_, 2016.**

AYES: \_\_\_\_\_

NAYS: \_\_\_\_\_

ABSENT: \_\_\_\_\_

**APPROVED BY THE MAYOR OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this \_\_\_\_ day of \_\_\_\_\_, 2016.**

\_\_\_\_\_  
KATHLEEN MOESLE WEAVER, MAYOR

ATTEST:

\_\_\_\_\_  
JOANNE E. RAGONA, CITY CLERK

APPROVED AS TO FORM: \_\_\_\_\_  
CITY ATTORNEY

**CITY OF DARIEN  
DU PAGE COUNTY, ILLINOIS**

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**ORDINANCE NO. \_\_\_\_\_**

**AN ORDINANCE AMENDING TITLE 3 OF THE DARIEN CITY CODE  
TO MODIFY PENALTY PROVISIONS**

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**ADOPTED BY THE  
MAYOR AND CITY COUNCIL  
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day of \_\_\_\_\_, 2016.**

ORDINANCE NO. \_\_\_\_\_

**AN ORDINANCE AMENDING TITLE 3 OF THE DARIEN CITY CODE  
TO AMEND PENALTY SECTION:**

**WHEREAS**, Title 3-4-7.7 of the Darien City Code, "PENALTY" has established a general penalty for non-compliance with the Amusement Tax imposed; and

**WHEREAS**, the Mayor and City Council of the City of Darien have reviewed the provisions for penalty in the City Code; and

**WHEREAS**, the Mayor and City Code have further determined that there should be uniformity for the penalty provisions of the taxes imposed.

**NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, IN THE EXERCISE OF ITS HOME RULE POWERS**, as follows:

1. **SECTION 3-4-7.7(a)** Late Payment Penalty: (A) If the tax imposed herein is not paid when due, a late payment penalty equal to three percent (3%) of the unpaid tax shall be added for each month, or any portion thereof, that such tax remains un paid or underpaid and the total of such late payment penalty shall be paid along with the tax imposed herein.

**SECTION 4: Home Rule Authority.** This ordinance and each of its terms shall be the effective legislative act of a home rule municipality without regard to whether such ordinance should (a) contain terms contrary to the provisions of current or subsequent non-preemptive state law, or (b) legislate in a manner or regarding a matter not delegated to municipalities by state law. It is the intent of the corporate authorities of the City of Darien that to the extent that the

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**PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS,** this \_\_\_\_ day of \_\_\_\_\_, 2016.

**AYES:** \_\_\_\_\_

**NAYS:** \_\_\_\_\_

**ABSENT:** \_\_\_\_\_

**APPROVED BY THE MAYOR OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS,** this \_\_\_\_ day of \_\_\_\_\_, 2016.

\_\_\_\_\_  
KATHLEEN MOESLE WEAVER, MAYOR

**ATTEST:**

\_\_\_\_\_  
JOANNE E. RAGONA, CITY CLERK

**APPROVED AS TO FORM:**



**ORDINANCE NO.** \_\_\_\_\_

\_\_\_\_\_  
**CITY ATTORNEY**

**AGENDA MEMO**  
**Administrative/Finance Committee**  
**August 1, 2016**

**ISSUE STATEMENT**

Consideration of a Resolution approving a proposal from Gordon Flesch Company Inc. for computer consulting services.

**BACKGROUND/HISTORY**

The City of Darien utilizes an outside consultant to maintain its computer networks and systems including all in car police laptops, network servers and field laptops. The current vendor has been working with the City for the last 6 years and staff thought it would be appropriate to obtain quotes for similar services from other vendors. We received 4 proposals from IT firms. Each firm had access to our current network environment and several meetings were held to discuss the role they would play as the City of Darien's IT consultant. Listed below are the criteria as well as the results of the bids.

**A. Monthly service to include the following:**

1. Support on all City machines and networks.
2. Updates of software and patches of software currently used.
3. Proactive alerting and monitoring.

**B. Backup and Disaster Recovery Plan to include the following:**

1. Daily backups to our onsite device.
2. An option to replicate everything to the cloud as an additional backup.
3. Monthly testing of the systems for performance issues.
4. Quarterly testing of the system for a recovery situation.

**C. Initial Setup Costs**

1. Initial one-time set up fee to include updating to new disaster recovery system.

<b><u>Proposals</u></b>	<b><u>AIS</u></b>	<b><u>Andromeda</u></b>	<b><u>Gordon Flesch</u></b>	<b><u>Konica</u></b>
<b>A</b>	\$ 3,076	\$ 4,164	\$3,042	\$4,142
<b>B</b>	\$ 1,050	\$0	\$1,060	\$ 868
<b>C</b>	\$ 4,126	\$5,050	\$ -	\$ 4,992

Staff was able to verify references and were satisfied with research done on company profile and representations. Several reasons for the recommendation of Gordon Flesch were the fact that they were the lowest monthly bidder, unlimited hours were included in their monthly fee as opposed to Konica

**STAFF/COMMITTEE RECOMMENDATION**

Staff recommends consideration of a Resolution approving a proposal from Gordon

Flesch Company Inc. for computer consulting services

**ALTERNATE CONSIDERATION**

As directed.

**DECISION MODE**

This item will be placed on the August 15, 2016, City Council Agenda for formal consideration.



ALL  
INFORMATION  
SERVICES, INC.

*Integrating the World's Technology*

# All Information Services, Inc.

*Integrating the World's Technology*

**Budgetary Analysis Proposal For:**

**City of Darien  
1702 Plainfield Road  
Darien, IL 60561**

**Prepared By:  
John Licar  
01/29/16**



01/29/16

Paul Nosek  
City of Darien  
1702 Plainfield Road  
Darien, IL 60561

Dear Paul,

All Information Services, Inc. (AIS) appreciates the opportunity to provide your organization with the following budgetary analysis for the work you are considering. The purpose of this analysis is to provide a high-level understanding of the costs involved with the solution you desire so that specific decisions can be made to help guide us in the development of a Full-Solution Proposal, which will also serve as an RFQ by your organization if desired.

The nature and scope of the project you wish to engage in is complex, and will require significant effort and experience to detail out the available solution for your review and consideration so that you are able to make an educated and informed decision on how to proceed.

Upon your decision to move forward, we will provide you with the following:

- A detailed Scope-Of-Work (SOW) Proposal, including Phased Breakdown.
- A detailed breakdown of all equipment being spec'd along with line item costs for each.
- A detailed breakdown of all labor requirements for each phase.

As Technology Experts and Consultants, our focus and mission is to provide you with a comprehensive understanding of what is involved, what is required and what the expectations of your project are expected to be so that you are positioned to evaluate and make the best decisions relative to proceeding forward with the engagement for your business.

There is no obligation to purchase the Designed Solution from us. We use industry-standard best practices for infrastructure design by our Senior Solutions Architect, and we are happy to work with or coordinate with other vendors in the implementation of the solution.

We look forward to your review of this analysis, and your decision to proceed forward with a Proposed Solution to meets the needs and demands of your business.

Sincerely,



**John Licar**  
*IT Consultant*

**Integrating the World's Technology.**  
**Phone: 708-352-7050 x238**  
**Email: [jlicar@aislabs.com](mailto:jlicar@aislabs.com)**



01/29/16

For: City of Darien  
1702 Plainfield Road  
Darien, IL 60561

Attention: Paul Nosek

## Project Analysis – Block Hours and Remote Managed Services Plans

AIS offers numerous IT Service plans. Below are the options that we feel are of value to the City of Darien. These offerings superseded any previous discussed agreements.

### OPTION 1:

- Block Hours:
  - 35 hours a week (hours negotiable)
  - 8x5 remote or onsite support
  - Labor rate: \$90/hr (all tiers)
  - 1 year agreement
  - Reserves/guarantees weekly tech time
- Estimated Initial Cost: \$0
- Monthly Reoccurring Costs: \$3,150

\*\* See included/attached document: "City of Darien Monthly Hours"

### OPTION 2:

- Security Monitoring w/Antivirus:
  - AIS will install antivirus and software agents to proactively monitor the health and security of computers and servers at the City.
  - 1 year agreement
  - Easy remote access for helping staff
  - Software patch management, for Microsoft products and other popular titles
  - Proactive alerting/monitoring
  - The ability to research recent system changes and staff usage
  - Workstations: \$9/mo
  - Servers: \$99/mo
- Estimated Initial Cost: \$1,000
- Monthly Reoccurring Costs: \$909

\*\* Option 2 does not include remote or onsite support labor and is usually combined with Option 1, but is not required.



**\*\* Estimate based on 4 Servers and 57 Workstations. This can be adjusted if Darien approves the recommend Server Upgrade Proposal.**

**OPTION 3:**

- Remote Managed Services
  - Includes Option 2 and a half-hour labor per device included/mo
  - 8x5 remote support
  - 1 year agreement
  - Reserves/guarantees weekly tech time for the City
  - Workstations: \$40/mo
  - Servers: \$199/mo
  
- Estimated Initial Cost: \$3,076
- Monthly Reoccurring Costs: \$3,076
- Includes 30 hours a month remote support

**\*\* Estimate based on 4 Servers and 57 Workstations. This can be adjusted if Darien approves the recommend Server Upgrade Proposal.**

**Estimated Time to Design: 1 Hours at \$125/hr.**



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INFORMATION  
SERVICES, INC.

*Integrating the World's Technology*

# All Information Services, Inc.

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**Budgetary Analysis Proposal For:**

**City of Darien  
1702 Plainfield Road  
Darien, IL 60561**

**Prepared By:  
John Licar  
01/27/16**





01/27/16

Paul Nosek  
City of Darien  
1702 Plainfield Road  
Darien, IL 60561

Dear Paul,

All Information Services, Inc. (AIS) appreciates the opportunity to provide your organization with the following budgetary analysis for the work you are considering. The purpose of this analysis is to provide a high-level understanding of the costs involved with the solution you desire so that specific decisions can be made to help guide us in the development of a Full-Solution Proposal, which will also serve as an RFQ by your organization if desired.

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There is no obligation to purchase the Designed Solution from us. We use industry-standard best practices for infrastructure design by our Senior Solutions Architect, and we are happy to work with or coordinate with other vendors in the implementation of the solution.

We look forward to your review of this analysis, and your decision to proceed forward with a Proposed Solution to meet the needs and demands of your business.

Sincerely,



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**Phone: 708-352-7050 x238**  
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01/27/16

For: City of Darien  
1702 Plainfield Road  
Darien, IL 60561

Attention: Paul Nosek

## Project Analysis – Upgrading the City’s Backup and Disaster Recovery System

**Objective:** To design and execute the upgrading of the old City’s backup server and software. The new system has the ability to startup a virtual server from a backup image. Example: If CoD’s main server is unusable for some reason, this backup solution will allow the City to create a virtual server from the backup appliance itself and configure for use by staff, within hours.

### OPTION 1:

- Current system’s hardware is old and the backup software being utilized is end of life.
- Configuration:
  - Managed Service Appliance
    - Data Continuity and Disaster Recovery software for 3 Servers
- Estimated One Time Costs: \$3,100
- Estimated Monthly Reoccurring Costs: \$400

### OPTION 2:

- Option 1 above, including offsite data replication
- Estimated One Time Costs: \$3,100
- Estimated Monthly Reoccurring Costs: \$1,050

Estimated Time to Design: 1 Hours at \$125/hr.

**\*\* This solution has the hardware capacity to support backing up additional servers, should the City approve the “Server Upgrade” Budgetary Analysis Proposal. The only additional cost would be software licensing and a couple hours labor to configure.**

## Managed IT Service Proposal

This Statement of Work dated 7-5-2016 supplements the Master Customer Agreement between **Andromeda Technology Solutions (ATS)** and City of Darien (Client) at 1702 Plainfield Road Darien IL (Client Address). This Statement of Work (SOW) consists of the terms below, the signature page, and any unique attachments to this SOW, which are all incorporated into the Agreement by this reference and are made a part of the Agreement for all intents and purposes.

### Service Description:

ATS Service is designed to provide pro-active support services that anticipate and prevent IT problems before they occur. The Service is built upon the successful installation and configuration of technologies that the ATS Helpdesk Team, Field Service Team (FST), and Monitoring Team utilize to monitor and maintain critical technology systems.

### 5-star Concierge Deliverables Description:



#### Implementation and Onboarding Process

Once this Agreement is signed and legally executed, ATS will begin the On-Boarding process of assigning a client services implementation team and will notify the Client of schedule for Service Kick-Off. A transition period may be required during the cancellation period with current provider. Below is the standard process for On-Boarding and will be delivered in the first month of service (first month Invoice is generated when the Analysis portion begins):

- **Analysis:** This consists of both remote and on-site work to analyze current Client data network environment. Information will be compiled into our client Runbook and shared with the various other teams within ATS.
- **Service Kick-Off:** Installation of ATS Monitoring and Patching Agents and distribution of ATS new client Welcome Page, including a dedicated phone number to ATS Help Desk.
- **Go Live:** ATS will begin providing services to Client.



#### Help Desk Support and Monitoring

This service of ATS is designed to provide both reactive and proactive support services. This includes the following services:

- End-user Helpdesk Support
- Workstation Maintenance and Support
- Network and Infrastructure Management
- 24x7 Monitoring Services
- Server and Workstation MS Patching
- Server Management, Maintenance and Support
- Backup Management and Support
- Peripheral Basic Support (e.g., iPhone, Android and other PDAs, Printers, Scanner and other)

ATS Help Desk is available to Client from 7am to 6pm CST, Monday through Friday exclusive of designated ATS holidays. ATS After-hours emergency service is provided by On-Call technicians. ATS will schedule periodic Proactive Maintenance of Client system and provide a summary report to designated Client contact.



#### Annual Business Review (ABR):

Once a year, ATS will perform an analysis of Client network's trends, security, and performance, and meet with Client to review Client company goals and technology issues. This review will allow ATS to make recommendations to improve Client network performance, office productivity, and help Client plan and budget for future IT needs.



#### Monitoring Services

ATS 24x7 Network Monitoring Service will allow ATS to watch every aspect of Client network to detect and report problems before they escalate into downtime, data loss, or expensive repair issues. Some of the items ATS will monitor include:

- Network and Server uptime
- Hardware integrity and reliability
- Exchange storage and availability
- Server traffic and load
- Storage space and availability
- Firewall and Internet performance

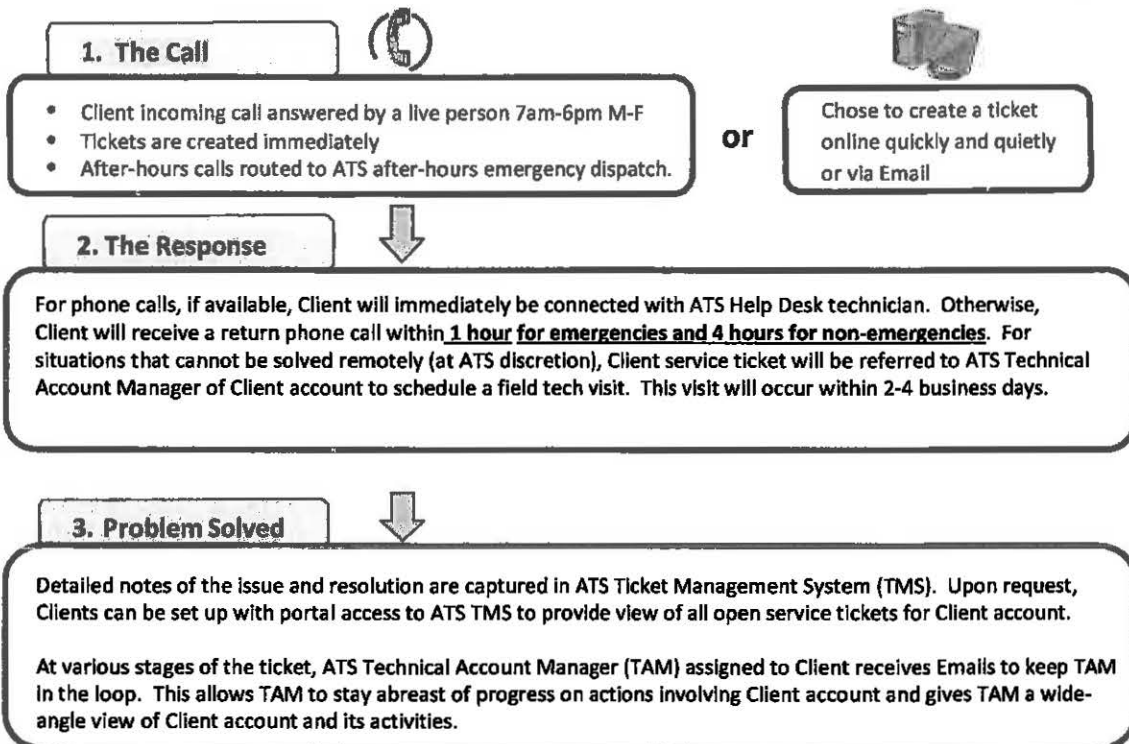
ATS will provide on-going monitoring and security services of all critical devices on Client network. Network Monitoring Services will be provided 24x7x365. ATS will provide monthly reports as well as document critical alerts, scans and event resolutions to Client. Should a problem be discovered during monitoring, ATS shall make every attempt to rectify the condition in a timely manner through remote means.



#### Project & Consulting Services

ATS shall provide planning, design and implementation services for Project work on existing equipment or migration of existing equipment. **Project work is not covered by this Agreement and will be arranged through a Quotation of Work as requested or required.**

### Client Experience: Support Tickets and Escalation





**Included Services:**

ATS Service rendered under this Agreement includes the following:

<b>Description:</b>	<b>Included</b>
Helpdesk & Onsite Support Services	✓
24/7 Network Monitoring	✓
Layered Security Software (anti-malware) and Updates	✓
Microsoft Patch Management	✓
Unlimited break/fix reactive support both remote and on-site	✓
On-Site and Off-site Backup Monitoring, including monitoring	✓
Unlimited Website Hosting (not including high-availability or specialty hosting)	✓
On-site Hybrid Backup device and offsite cloud storage	✓
Add and Remove Users from Server (Servers and Complete Desktops Only)	✓
Email Spam Protection	✓
Annual On-Site/Call Strategy Meeting – Professional Services	✓

<b>Managed Units:</b>	<b>Per Device Cost</b>	<b>Device Count</b>	<b>Monthly Cost</b>
Desktop or Laptop - Total Managed	56	69	3864
Managed Server	150	2	300
CCTV Security Cameras and System	5		0
Telephone System hand-sets	10		0
Access Control System	10		0
Burglar Alarm system	5		0
Amount of raw data to be backed up (GB)		n/a	0

**Total Monthly Managed IT Services Cost:** \$ 4,164.00 per month  
**Total One-Time Setup and Installation Charge:** \$ 1500

**Terms of Service:**

The Service will begin on the date signed and the term of the Service will be month-to-month from this date. The service chosen will be billed for its service at the beginning of each month. The agreement will renew on a monthly basis unless written notification is received by either party at least 30 days before end of term.

**Minimum Compliance Standards:**

In order for Client's existing environment to qualify for ATS Service under this Agreement, the following requirements must be met:

- All Servers with Microsoft Windows Operating Systems must be running Windows 2008 Server or later.
- All Desktop PC's and Notebooks/Laptops with Microsoft Windows Operating Systems must be running Windows 7 Pro or later and have all of the latest Microsoft Service Packs and Critical Updates installed. Home versions of Windows OS are not supported.



- All Server and Desktop Software must be Genuine, Licensed and Vendor-Supported.
- Valid Hardware warranty on network and server equipment. Without warranty, response time on equipment will no longer be guaranteed.
- Any Wireless data traffic in the environment must be secured with a minimum of 256-bit (WPA) data encryption.

**Excluded Services:**

- Adding new, system-wide, hardware or software technologies or functionality, is not covered by this contract.
  - This includes any new or replacement servers.
- Adding additional network wiring to existing structures or any new structures.
- Moving any office building to a new location. Computer systems / Network / Telephones, etc.
- Data recovery from a computer hard drive that requires a 3<sup>rd</sup> party recovery service.
- The cost of any parts, hardware, or software.
- Any troubleshooting, configuration, or installation at an employee’s or owner’s home which is not part of the previously designated Client Device Count specified above.
- Any work performed on an employee’s or owner’s home PC, even if the work is done at the Client address specified above.
- Any initial design or redesign of a web site, including Search Engine Optimization work
- Any work related to a natural disaster (tornado, flood, lightning, etc.) or fire. This includes, but is not limited to system recovery, data recovery, system restoration or new system setup.
- Any work caused by a virus or hacker attack, besides simple virus cleanup on no more than 2 PCs. System-wide virus attacks are not covered. Any data loss or data recovery efforts related to a virus or hacker attack is not covered.
- Any custom software development.

***CLIENT***

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

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

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

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

**ANDROMEDA COMPUTING SYSTEMS, INC.:**

Name: Jeffrey L. Borello

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

Title: President

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

**Andromeda Technology Solutions**  
 Phone: (815) 836-0030  
 Fax: (888) 389-9870  
 16624 West 159th Street, Suite 600  
 Lockport, IL 60441



**Quote**  
 No.: **20314**  
 Date: **07/07/2016**

Prepared for:  
 City of Darien  
 1702 Plainfield Road  
 Darien, IL 60561 U.S.A.

Prepared by: Carl J. Utz  
 Account No.: 508  
 Phone: (630) 852-5000  
 Fax: (630) 852-4709

Qty.	Part Number	Description	UOM	Sell	Total
<b>Quotation for Backup, Archiving, Offsite-Storage and Disaster Recovery System - with Virtualization Server</b>					
<b>ONE-TIME, UPFRONT COST</b>					
1		Backup and DR continuity Siris 3 P6000 device, Rackmount 6TB	EA	\$3,500.00	\$3,500.00

**MONTHLY COST (determined by BADR model chosen above)**

**Backup Licenses (if required) for devices beyond the included #. This is a monthly cost per additional device**

**Before Backup services can begin, we also require a signed copy of our Data Backup and Offsite Replication Agreement**

**From time-to-time, there may be troubleshooting and/or adjustments made to this backup device (just like any backup device). This labor is not included in the monthly costs and will be billed accordingly. This work may be on-site or remote.**

**In the event of a disaster that affects both your server and the BADR device, a new BADR will be loaded with your data and sent overnight. There will be a one-time cost for the new BADR device and the labor to get things recovered and set back up.**

<b>Your Price:</b>	<b>\$3,500.00</b>
Freight:	\$50.00
<b>SubTotal:</b>	<b>\$3,550.00</b>
<b>Total:</b>	<b>\$3,550.00</b>

Prices are firm until 8/5/2016      Terms: Net 15

**Quoted by:** Carl J. Utz, carlu@wenetwork.com

**Date:** 7/7/2016

**Accepted by:** \_\_\_\_\_

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

**Disclaimer**

PRICES SUBJECT TO CHANGE - PRICES BASED UPON TOTAL PURCHASE - ANY ADDITIONAL DELIVERY, TRAINING OR CONSULTING SERVICES TO BE BILLED AT PUBLISHED RATES FOR EACH ACTIVITY INVOLVED. Andromeda Technology Solutions does not provide a warranty on purchased hardware (parts or entire systems) or software. The original manufacturer's warranty applies to parts or warranty service. Any work done by Andromeda is billable, even if the unit is still covered under the original manufacturer's warranty. This billable work may include, but is not limited to, debugging of hardware or software problems and removing/replacing a piece of hardware supplied by the manufacturer. (The replacement part may be provided free of charge by the manufacturer.) This holds true even if the hardware is covered under an on-site replacement warranty.

**Quote**No.: **20314**Date: **07/07/2016**

For any new devices (telephones, access points, computers etc) that require additional wiring (including network and telephone patch cables, surge protectors, etc), the work will be billed Time & Materials at our standard rates (unless that wiring is specifically covered in a line item above.) For any existing building wiring that is not station-to-station, does not follow standard color coding, or is below needed specifications, any additional work that is incurred will be billed Time & Materials at our standard rates.

Please Sign above and fax back to (888) 389-9870 (or Email to your account manager) to accept this quotation. For new customers, or existing customers with quotations over \$2,000, a 75% payment will be required before any hardware is ordered. The final balance will be due upon completion of the job.

Please note, any parking/taxi charges incurred during any visits to your facility will be added on to your service invoice. Also, a travel surcharge fee may be added on a per invoice basis as well. Any permit, license, and drawing submittal fees are not included and will be billed in addition to this quotation. Pricing is based on non-union job-site and within normal business hours of Monday-Friday, 8am-5pm.

Andromeda's final acceptance and pricing is subject to approval after initial design review/meeting between Andromeda and end-user.

**IMPORTANT:** You agree that you have reviewed the terms and conditions of the Services Agreement located at [www.WeNetwork.com/agree.pdf](http://www.WeNetwork.com/agree.pdf) and that your purchase is subject to these terms and conditions. By signing this quotation you are subject to the terms of the agreement.



**GFC** Consulting Group

A division of the Gordon Flesch Company

# **MANAGED IT SERVICES PROPOSAL**

**Prepared for:  
City of Darien**

**February 8, 2016**





# Letter of Transmittal

On behalf of the entire Gordon Flesch Company, Inc. (GFC), we thank you for the opportunity to discuss a Managed IT Services solution. It is our sincere hope to begin a successful partnership with the City of Darien to provide a technology solution that provides a reliable support plan for your information technology systems.

Based on your scope of services and your expectation of exceptional customer service, we have outlined our findings from our network assessment process.

- Proactive maintenance, system monitoring and critical patch management
- Remote telephone support assistance
- Fixed monthly expense
- vCIO strategic planning

As the Gordon Flesch Company has grown over the past 60 years, our focus has been on providing best-in-breed equipment, solutions, and subject matter expertise to help our clients align strategic vision with the right technology to achieve your goals. GFC has remained solution-agnostic while determining the needs of our clients in order to deliver the most effective software solutions that meet the global needs of an organization while remaining flexible enough to be uniquely configured for individual departments or groups of users. The core-components of the proposed solution have been designed to deliver on the promise of the GFC "Technology That Works, People Who Perform" credo.

GFC is excited about this project. We feel strongly that our ability to offer a world-class technology solution by utilizing a fixed cost strategy with expertise in long term technology planning makes GFC especially well-suited to meet your organizational needs.

Sincerely,

Steven Freitag  
vCIO – Managed IT Services



# Solution Review

Service	Qty	Description	Total
Support	54 Computers	24x7 Proactive Monitoring, Maintenance, Security Updates including Anti-virus and Anti-malware Protection	INCLUDED
Support	54 Computers	24x7 Telephone Support to Remediate Computer Issues	INCLUDED
Support	1 Server	24x7 Monitoring, Maintenance and Remediation of Monitored Services	INCLUDED
Support	Quarterly	Network Health Report & Summary of Remediated Issues	INCLUDED
Professional Services	N/A	vCIO Strategic Consulting	INCLUDED
Recurring Monthly Total			\$3,042.00

\*\*\*Based on a 36 month agreement. Pricing expires on 3/9/16. Quantities are subject to review after GFC and the City of Darien have completed a detailed infrastructure review.

## Paul Nosek

---

**From:** Zea, Larry <lzea@gflesch.com>  
**Sent:** Wednesday, July 13, 2016 5:38 PM  
**To:** Paul Nosek  
**Subject:** RE: Quote

Hi Paul, see below. Let me know if you have any further questions at all.

Regards,

Larry Zea



---

Larry Zea |  
Solutions Consultant  
National Account Manager  
t: 630.845.7653



Are you wired for success? Watch our ["Why GFC?"](#) video.

**From:** Paul Nosek [mailto:pnosek@darienil.gov]  
**Sent:** Wednesday, July 13, 2016 4:24 PM  
**To:** Zea, Larry <lzea@gflesch.com>  
**Subject:** Quote

Good afternoon Larry,

While going over the proposals, I had a couple of questions:

1. Is there any initial costs for a transition  
There are no initial costs for a transition. Our onboarding process is very methodical and there is a process we follow to ensure seamless support. This also includes documenting the environment with current documentation and local knowledge of the environment to pass along to our helpdesk team.
2. The monthly fee for support of \$3,042, how many hours does that include and is there a breakdown of onsite or remote hours?  
There are no limits to the hours of support. As we discussed, we try to complete all support remotely because we can offer faster response times remotely rather than traveling there. Therefore, all of the support is remote unless it is deemed necessary to be on-site. In the case local support is needed, there are no fees for this either. The only time the monthly fee for support would change is for project

work that is out of scope of what we are supporting on this proposal. This is also something that is discussed before completing, so there is never a charge you would not be aware of. An example would be if you migrated 10 PC's from Windows XP to Windows 7 like you had previously done.

3. i'm estimating monthly fees of approx.. \$4,100 is that correct?

The monthly fees for support and business continuity (backup and disaster recovery) comes to \$4,102.

Thanks

Paul S. Nosek, CPA  
Assistant City Administrator  
City of Darien  
(630) 353-8104  
(708) 609-5441 cell

To receive important information from the City of Darien sign up for our electronic newsletter:

DARIEN DIRECT CONNECT

Follow the link below and subscribing is simple! <http://www.darien.il.us/Reference-Desk/DirectConnect.aspx>

## Paul Nosek

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**From:** Zea, Larry <izea@gflesch.com>  
**Sent:** Tuesday, June 28, 2016 1:24 PM  
**To:** Paul Nosek  
**Subject:** Re: Darien proposal

Hi Paul,

Per our discussion during the last meeting and network assessment, there are 3 servers. 1 is maintained by the company supporting the dash cameras. The other is one that needs to be decommissioned based on the user's experience. We did not want to add a server if the goal was to get rid of it, which was something we had discussed. In regards to support, there are no set hours on our contract. All hours are included in the monthly cost. If it were ever out of scope, that would be something we would discuss with you before doing the work and charging you for it. An example would be the XP to Windows 7 migration. That is something out of scope that might have been a professional services 1 time engagement. If you were to have an issue where we had to be on-site for 40 hours due to a virus, that is part of the monthly services. We try to prevent these obviously, but want customers to know that when we provide fixed costs they are truly fixed.

I hope that answers your question. Please, let me know if you have any other questions.



---

Larry Zea |  
Solutions Consultant  
National Account Manager  
t: [630.845.7653](tel:630.845.7653)



Are you wired for success? Watch our ["Why GFC?"](#) video.

On Jun 28, 2016, at 12:05 PM, Paul Nosek <[pnosek@darienil.gov](mailto:pnosek@darienil.gov)> wrote:

Hi Larry,

I'm working on the proposal and had a quick question, in the monthly fee for computer support I know we discussed that the proposal only showed 1 server and 54 computers, also, how many hours of support are included in the monthly fee and what is the per hour charge after that. If you can let me know that would be great.

Thanks

Paul S. Nosek, CPA  
Assistant City Administrator  
City of Darien  
(630) 353-8104  
(708) 609-5441 cell

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## Solution Review (Cont.)

Service	Qty	Description	Total
Data Protection	1 Appliance	<b>Bare Metal Backup Server Appliance</b> 3TB On Premise Storage, 3TB Cloud Storage <ul style="list-style-type: none"><li>• Backup and Disaster Recovery</li><li>• Data stored on-site and in the cloud</li><li>• Server can be started from the appliance or in the cloud if there is hardware failure.</li></ul>	INCLUDED
Recurring Monthly Total			\$1,060.00

\*\*\*Based on a 36 month agreement. Pricing expires on 3/9/16. Quantities are subject to review after GFC and the City of Darien have completed a detailed infrastructure review.

Service	Qty	Description	Total
Hosted Exchange	100 Mailboxes	<b>100 Mailboxes with 10GB Cloud Storage</b> <ul style="list-style-type: none"><li>• Not dependent on local internet or power</li><li>• Cloud based mail filtering</li><li>• 24x7 Support</li><li>• No patching downtime</li></ul>	INCLUDED
Recurring Monthly Total			\$1,260.00

\*\*\*Based on a 36 month agreement. Pricing expires on 3/9/16. Quantities are subject to review after GFC and the City of Darien have completed a detailed infrastructure review.





Contact:  
Connie Dettman  
Director of Marketing  
Gordon Flesch Company  
[cdettman@gflesch.com](mailto:cdettman@gflesch.com)  
(608) 441-6336

### **Gordon Flesch Company in Top 12 for Managed Service Providers, according to Penton Technology's MSPmentor**

MADISON, WI (June 2, 2016) - The Gordon Flesch Company (GFC), ranked twelfth out of 501 of the world's most progressive Managed Service Providers (MSPs) in Penton Technology's 9th-annual MSP 501 list.

The top MSP 501 companies ranked this year include organizations from diverse technology and business backgrounds. Collectively, these companies amassed \$9.82 billion in sales in 2015 and increased their oversight of technology devices to more than 5.6 million.

"Since GFCConsulting began four years ago, we have worked hard to provide our customers with best-in-class managed services in order to optimize their business processes," said Jeff Dotzler, Director of GFCConsulting.

"On behalf of Penton and MSPmentor, I would like to congratulate Gordon Flesch Company for its recognition as an MSP 501 honoree," said Aldrin Brown, Editor in Chief, MSPmentor. "The managed service provider market is evolving at a rapid pace and the companies showcased on the 2016 MSP 501 list represent the most agile, flexible and innovative organizations in the industry."

The 2016 MSP 501 list is based on data collected by MSPmentor and its partner, Clarity Channel Advisors. Data was collected online from March through April 2016.

The MSP 501 list recognizes top managed service providers based on metrics including recurring revenue, growth and other factors.

In addition to a ranking on the MSP 501 list, every company has been assigned a score reflecting its intrinsic value. The measure, known as the Total Service Provider (TSP) score, evaluates an MSP's mix of revenue from various activities, including consulting, cloud, reselling and managed services.

The complete 2016 MSP 501 list is available at [MSPmentor](#).

###



**GORDON FLESCH®**  
C O M P A N Y , I N C .

60 YEARS ★ 1956-2016

gflesch.com

### **About The Gordon Flesch Company**

The Gordon Flesch Company is one of the largest independent providers of office technology solutions in the nation. Family-owned since 1956, the Gordon Flesch Company employs more than 600 people throughout 23 offices in the Midwest, with their corporate office in Madison, Wisconsin. GFC delivers unique business process expertise to solve challenging problems and help achieve organizational goals. This includes integrating industry-leading software and hardware to build custom solutions that are supported by technical expertise, customer service and flexible, in-house financial services. Follow us on Twitter at [@GordonFlesch](https://twitter.com/GordonFlesch).

### **About Penton Technology and MSPmentor**

Headquartered in New York, Penton is an innovative information services company that empowers nearly 20 million business decision makers in markets that drive more than \$12 trillion in purchases each year. MSPmentor ([www.MSPmentor.net](http://www.MSPmentor.net)) is one of several of the brand's channel-centric online communities.



**60** YEARS

BUSINESS TECHNOLOGY.  
MANAGED.™

**All Covered** 

IT SERVICES FROM KONICA MINOLTA

**All Covered Care  
Proposal  
and  
Schedule of Services  
for**

**City of Darien**

May 25, 2016



**KONICA MINOLTA**

Pricing is valid for 15 days from the date of this document  
Confidential and not to be distributed to third parties

# **SCHEDULE OF SERVICES FOR ALL COVERED CARE**

**Effective Date: July 1st, 2016**

**Supported Locations: 2**

With: Network Remote Monitoring and Network Incident Remediation

**Unified Management for the following environment**

Computers: 82, including:

- Asset inventory
- Virus Protection\*
- Online Threat Protection\*
- Hosted Email Protection\*
- OpenDNS On Net and Off Net
- Windows Patching

Client Owned Servers: 2

including:

- Asset inventory
- Virus Protection\*
- Windows Patching
- Remote 24 x 7 server monitoring
- Server incident remote remediation

**Help Desk and Remote Support**

86 Users

Standard Hours are Monday through Friday 7 a.m. to 7 p.m., in the time zones of supported locations, excluding public holidays

- Included during Standard Hours

**On-site Support**

Standard Hours for On-Site Support are Monday through Friday, 8 a.m. to 6 p.m., in the time zones of supported locations, excluding public holidays

See [www.allcovered.com/holidays](http://www.allcovered.com/holidays) for a list of public holidays for the purposes of this Statement of Work

During Standard On-Site Support Hours

- Included up to four hours per month, as deemed necessary by All Covered Engineering for problem resolution. Thereafter, \$150 per hour between 8 a.m. and 6 p.m. local time Mon-Fri, plus one-way travel time, minimum 1/2 hour; \$225 outside of these hours & on public holidays, plus round trip travel time, minimum 1/2 hour

**Included Services**

- Guidebook documentation; Itemized monthly billing; Secure Client Portal
  - Management of escalations to telecommunications and software providers
  - Procurement Services; Assistance with hardware & software purchasing
- Leasing and Finance Programs available

**Monthly Fee of: \$4,142**

All prices are exclusive of any applicable sales or use taxes, and shipping costs.

Fee assumes that Client equipment is under manufacturer warranty or maintenance contract.

See [www.allcovered.com/terms](http://www.allcovered.com/terms) for additional terms of service.

See [www.allcovered.com/holidays](http://www.allcovered.com/holidays) for a list of public holidays for the purposes of this Schedule.

**Additional Fee Details:**

- Monthly support fee for each additional computer: \$50
- Monthly support fee for each shared computer user: \$30
- Monthly support fee for each additional server: \$150
- On-site visits requested by client: \$150 per hour between 8 a.m. and 6 p.m. local time Mon-Fri, plus one-way travel time, minimum 1/2 hour, \$225 outside of these hours & on public holidays, plus round trip travel time, minimum 1/2 hour.
- Remote work beyond scope of this Schedule: \$150 per hour between 7 a.m. and 7 p.m., local time Mon-Fri, \$225 outside of these hours & on public holidays.
- Labor rates for project work may differ from these rates based on the nature of the work.

## Transition Process

Transition Fee of: \$4,142

All Covered will provide additional support through the early phases of contract, as the Client's environment is documented, monitoring systems are deployed and Client specific support procedures are put in the place

The transition process includes the following:

- **Presentation of All Covered support procedures including Client Portal training**
- **Preparation of Guidebook**
  - Gaining access to the environment
  - Network, computer and device inventory
  - Agreement and expectations around escalation paths and processes
  - Documenting support windows
  - Establishing and programming of remote monitoring thresholds
- **Infrastructure Inspection**
  - Information technology assets
  - Network Security
- **Set-up**
  - Email spam control and antivirus as required
  - Installation of any backup devices and remote monitoring agents

\* No anti-virus solutions are foolproof. In tandem with All Covered's anti-virus services, Client should implement its own set of best practices, including safe browsing and email procedures. Additional charges may apply for the recovery of devices from virus infections if the need is significantly higher than anticipated in these Contract Documents.

### TERMS AND CONDITIONS OF SERVICE

1. **Term and Termination:** (a) The initial term of this Schedule of Services shall commence on the Effective Date and terminate after one (1) year. This Schedule shall automatically renew for successive terms of one (1) year unless either party gives notice of its intent not to renew at least thirty (30) days prior to the expiration of the then-current term. If the Schedule is terminated early due to non-payment of fees or Client's cancellation of services for any reason other than for cause, Client agrees to pay a lump sum termination fee equal to the monthly fee multiplied by the number of months remaining for the term. As used herein, 'cause' shall mean a material breach of any obligation in this Schedule, which remains uncured thirty (30) days after written notice thereof.

(b) Either party may terminate this Schedule for cause if the other party fails to cure a material breach of any obligation set forth therein within thirty (30) days after written notice of such breach. Termination is not an exclusive remedy and the exercise by either party of such remedy shall be without prejudice to any other available legal or equitable remedies. Sections 3(b) (Warranty

# All Covered

IT SERVICES FROM KONICA MINOLTA

## Schedule of Services for City of Darien

June 30, 2016



Pricing is valid for 15 days from the date of this document.  
Confidential. Not to be distributed to third parties.

## Schedule of Services for All Covered Care

**Effective Date: September 1<sup>st</sup>, 2016**

The following services will be added

### All Covered Backup

- All Covered Business Continuity for Servers - Hybrid: 2, with 1TB of storage to be protected
- Total cloud backup space contracted: 1.5TB
- Rental of 6TB Devices with 11 concurrent recovery spin ups: 1
  - Additional fees may apply for major data restores
  - Additional terms of use for All Covered Server Backup can be found at: [www.allcovered.com/terms](http://www.allcovered.com/terms)
  - If contract is terminated all data is removed from storage

**Additional Monthly Fee of: \$868**

**Total One-Time Setup Fee of: \$850**

All prices are exclusive of any applicable sales or use taxes, and shipping costs.

See [www.allcovered.com/terms](http://www.allcovered.com/terms) for additional terms of service.

See [www.allcovered.com/holidays](http://www.allcovered.com/holidays) for a list of public holidays for the purposes of this Schedule.

### Additional Fee Details:

- Remote work beyond scope of this Schedule: \$155 per hour between 7 a.m. and 7 p.m., local time Mon-Fri, \$230 outside of these hours & on public holidays.
- \$83 monthly for every additional 0.5TB of Server Backup - Hybrid storage capacity. Additional backup devices may be required.
- \$50 monthly for additional servers to be protected with Server Backup - Hybrid

Client agrees to purchase the additional services designated above subject to the terms and conditions of the existing Schedule of Services

---

**Client:**  
Signature:

Name:  
Title:  
Date:

---

**All Covered**  
Signature:

Name:  
Title:  
Date:

---

RESOLUTION NO. \_\_\_\_\_

**A RESOLUTION AUTHORIZING THE CITY TO ACCEPT A PROPOSAL FROM GORDON FLESCH COMPANY INC. FOR COMPUTER CONSULTING SERVICES**

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, as follows:**

**SECTION 1:** The City Council of the City of Darien hereby authorizes the City to accept a proposal from Gordon Flesch Company Inc. for computer consulting services, attached here to as Exhibit A

**SECTION 2:** This Resolution shall be in full force and effect from and after its passage and approval as provided by law.

**PASSED BY THE CITY COUNCIL OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this 15<sup>th</sup> day of August, 2016.**

AYES: \_\_\_\_\_

NAYS: \_\_\_\_\_

ABSENT: \_\_\_\_\_

**APPROVED BY THE MAYOR OF THE CITY OF DARIEN, DU PAGE COUNTY, ILLINOIS, this 15<sup>th</sup> day of August, 2016.**

\_\_\_\_\_  
KATHLEEN MOESLE WEAVER, MAYOR

ATTEST:

\_\_\_\_\_  
JOANNE E. RAGONA, CITY CLERK

APPROVED AS TO FORM:

\_\_\_\_\_  
CITY ATTORNEY



**City of Darien**  
**Minutes of the Administrative/Finance Committee**  
**May 2, 2016**

---

The Meeting was called to order by Chairman/Alderman Ted Schauer at 6:00 p.m. Committee members Aldermen Kenny and Alderman Chlystek were present. Staff members present included City Administrator Bryon Vana, and Assistant City Administrator Paul Nosek.

**Resolution to participate with the Village of Woodridge and the Village of Downers Grove to provide a fireworks display at Zigfield Troy Golf Course on the Fourth of July by contributing an amount not to exceed \$5,000.**

Staff advised that the FYE 17 budget included \$5,000 to participate with the Village of Woodridge and Village of Downers Grove to provide a fireworks display at Zigfield Troy Golf Course on the Fourth of July. Traditionally, The Village of Woodridge leads this show, as the firing area is within their jurisdiction. The total expense for the Fireworks this year was \$29,000.00, with Downers Grove and Woodridge each contributing \$12,000. Woodridge received 2 proposals, with the best proposal from Mad Bomber. Their proposal was reviewed by the Committee. The Committee unanimously recommended approval of the resolution.

**Minutes – April 4, 2016**

Minutes were approved.

**Adjournment** - The meeting adjourned at 6:17 p.m.

Approved:

Ted Schauer, Chairman \_\_\_\_\_

Joseph Kenny, Member \_\_\_\_\_

Thomas Chlystek, Member \_\_\_\_\_