



REQUEST FOR PROPOSAL (RFP) INFORMATION TECHNOLOGY (IT) MANAGED SERVICES

RFP RELEASE DATE: April 15, 2025

RFP RESPONSES DUE: May 14, 2025

DU-COMM

**DuPage Public Safety
Communications
420 N County Farm Road
Wheaton, IL 60187
(630) 260-7500**

**Executive Director
Jessica Robb, ENP**



TABLE OF CONTENTS

SECTION I – INTRODUCTION	1
1. About	1
2. Purpose	1
3. Confidentiality Statement.....	2
SECTION II – PROJECT/ENVIRONMENT OVERVIEW	2
1. Organization Background	2
2. Office Locations	2
3. Remote Locations.....	2
4. Number of Employees	2
5. Current Technical Environment	3
5.1. Core Hardware.....	3
5.2. Hardware, Software Systems, and Software-as-a-Service.....	3
5.3. Connectivity.....	7
5.4. Workstations and Other Devices (approximate quantities).....	7
SECTION III – TECHNICAL SERVICE REQUIREMENTS.....	8
1. Help Desk Support.....	8
2. Server and Network System Monitoring	8
3. Computer Aided Dispatch (CAD)	8
4. Patch Management Services and Preventative Maintenance.....	8
5. Business Continuity and Disaster Recovery	8
6. Remote Backup	8
7. Email System Management.....	8
8. Networking Support	9
9. Security Systems Monitoring	9
10. Vendor Management	9
11. Warranty and Asset Inventory Management.....	9
12. Software Licensing Control.....	9
13. Procurement Management	9
14. PC Deployment.....	9



15. Desktop and Laptop Support	9
16. Printers, Copiers and Scanners	9
17. Desktop Software Standardization and Software Licensing and Upgrades	9
18. Lifecycle Management of Hardware Units	9
19. Break Fixes and Installation	9
20. Move, Add, Change (MAC)	10
21. Mobile Device Support	10
22. Reporting	10
23. Technology Strategy Planning	10
24. Account Management	10
25. Project Management	10
26. System Information Technology (SIT) Policy Review and Maintenance	10
27. Onboarding and Offboarding Staff	10
28. Scalability	10
29. Remote Agency Support	10
30. Router	10
31. Firewall	11
32. Microwave	11
33. Time-division multiplexing (TDM) over IP (TDMoIP)	11
34. Simulcast over IP	11
35. Alarms	11
36. Application Support	11
SECTION IV – NON-TECHNICAL REQUIREMENTS	12
SECTION V – INSTRUCTIONS TO PROPOSERS	13
SECTION VI – PROPOSAL CONTENT	14
SECTION VII – VENDOR REQUIREMENTS	15
ATTACHMENT A – RESPONSE FORM – CORPORATE INFORMATION	18
ATTACHMENT B – APPLICATIONS AND HARDWARE SUPPORTED	19
ATTACHMENT C – JOB DESCRIPTIONS	23
ATTACHMENT D – TECHNICAL SERVICES REQUIREMENTS	31



INFORMATION TECHNOLOGY (IT) MANAGED SERVICES REQUEST FOR PROPOSAL (RFP)

SECTION I – INTRODUCTION

1. About

DuPage Public Safety Communications (DU-COMM) is an intergovernmental agency formed in 1975 by our member departments to provide emergency communications services to police, fire and emergency medical services (EMS). DU-COMM receives requests for service on 9-1-1 and other emergency lines and dispatches the appropriate services. DU-COMM performs these services while operating and maintaining a variety of critical systems, technologies, and infrastructures.

DU-COMM was voluntarily established by its members pursuant to Article VII, Section 10, of the Constitution of the State of Illinois (1970) and the Intergovernmental Cooperation Act, 5 ILCS, 220/1.

DU-COMM is governed by an Executive Director, who reports to the Board of Directors, Executive Committee, and Chiefs Operations Committee.

DU-COMM invites qualified companies to respond to this Request for Proposal (RFP) for Managed Information Technology (IT) Services. The intent of this RFP is to solicit responses and formal proposals from qualified IT managed services providers (MSPs) and select a single organization to support 9-1-1 emergency communications for DU-COMM. The current Management Information Systems (MIS) organization includes three full-time onsite resources Monday through Friday, with on-call critical issues support 24/7/365. Respondents may provide alternative models to achieve the work requirements and scope of service.

2. Purpose

With this RFP, DU-COMM requests information about your company and the IT products and solutions it provides; refer to Section III, Technical Service Requirements. DU-COMM will use the information gathered to evaluate provider options.

This RFP is issued solely for information and planning purposes. This document does not commit DU-COMM to contract any service or subscription. DU-COMM will not reimburse any information or administrative costs incurred during the preparation of any response to this RFP. All costs associated with a response will solely reside with the responding party. DU-COMM reserves the right to cancel the RFP at their convenience.

DU-COMM

DuPage Public Safety Communications
420 N. County Farm Road, Wheaton, IL 60187
(630) 260-7500 Main
www.ducomm.org



3. Confidentiality Statement

All information included in this RFP is confidential and intended only for use by responders. No information included in this document or in discussions related to DU-COMM Managed IT Services Provider selection may be disclosed to another party or used for any other purpose without express written consent.

SECTION II – PROJECT/ENVIRONMENT OVERVIEW

1. Organization Background

The information that follows outlines DU-COMM's general demographics and the current technical environment.

2. Office Locations

The primary location of the 9-1-1 center is 420 N. County Farm Road, Wheaton, Illinois 60187-3908.

3. Remote Locations

Additional support is required at 45 member departments, all law enforcement or fire, within DuPage County.

Currently, eight (8) communication towers and nine (9) water tanks also require support as they house links to the wide area network. (See Section VII for a list of all member agencies where remote locations require support.)

4. Number of Employees

DU-COMM currently has 104 employees, authorized for 133, at its Wheaton location. The IT Manager reports to the DU-COMM Executive Director.

Current MSP Onsite IT Support

IT Manager	Senior technical resource responsible for configuring and supporting the network, managing staff and work assignments, and supporting/planning the budget.
System Analyst	Responsible for computer-aided dispatch (CAD) system administration (50-60% of daily tasks) and network/application support. Backs up the IT Manager.
System Analyst	Responsible for help desk support, first point of contact for reported issues or requests, onboarding and offboarding staff, user access, and permissions updates.



5. Current Technical Environment

5.1. Core Hardware

- 50 routers
- 43 firewalls
- 12 switches
- 45 servers (35 virtual, 10 physical)
- 1 storage area network (SAN)
- 2 hypervisors
- 7 wireless access points

5.2. Hardware, Software Systems, and Software-as-a-Service

5.2.1. Administrative Hardware and Software

- **Hardware**
 - Crestron Microsoft Teams Room
 - Key Systems physical lock box
 - Sapling IP digital clocks
 - Printers
- **Software**
 - Digitalsignage.com
 - Guardian Tracking (Vector Solutions)
 - MIP Fund Accounting
 - Paycom
 - PowerDMS
 - Track-It! Help Desk System
 - UKG Telestaff Cloud

5.2.2. Backup Services, Hardware, and Software

- **Backup Service**
 - Wasabi Cloud Backup Storage
- **Backup Hardware**
 - Dell Tape Drive
 - Dell Unity SAN



- Disaster recovery Microsoft Hyper-V environment

- **Backup Software**

- Veeam Backup and Replication
- Veeam Backup for Microsoft 365
- GFI Archiver

5.2.3. Cyber Security Software

- Cisco Duo
- CrowdStrike Falcon Software
- Darktrace AI Security Platform (Detect, Respond, Heal)
- Fortinet FortiAnalyzer
- Fortinet FortiClient
- Fortinet FortiMail Cloud
- Nessus Professional Vulnerability Scanner
- Deep Freeze Enterprise Software

5.2.4. Desktop Software

- Adobe Acrobat
- Foxit PDF software
- Microsoft Office
- Slack
- Techsmith SnagIt
- Microsoft Windows 10/11

5.2.5. Network Solutions, Hardware and Software

- **Third-Party Solutions**

- AT&T fiber internet
- Comcast Ethernet dedicated internet
- Comcast Ethernet network services

- **Hardware**

- Aruba switches
- Cambium PTP microwave links
- Cisco switches



- Dell EMC switches
- Dell PowerEdge servers
- Fortinet FortiAPs
- Fortinet FortiGate firewalls
- Nokia MPR microwave links
- Nokia SAR routers
- Palo Alto firewalls
- Room Alert environment monitors

- **Software**

- Fortinet FortiManager
- Lansweeper network inventory software
- ManageEngine Patch Manager Plus
- Microsoft Active Directory
- Microsoft Exchange Server
- Microsoft Hyper-V
- Microsoft IIS (Service and Web Development)
- Microsoft Office 365
- Microsoft Server Reporting Services
- Microsoft SQL Server (Express, Standard)
- Microsoft Windows Server 2016/2019/2022/2025
- PDQ Software Deployment & Inventory
- PowerShell Universal Software
- SolarWinds monitoring platform (SAM, NTA, NPM and NCM)

5.2.6. Public Safety Solutions, Hardware, and Software

- **Third-Party Solutions**

- Verizon Enterprise Messaging Application Gateway (EMAG)

- **Hardware**

- Digi PortServer
- Leonardo Selex IP radio system
- Spectracom NetClock



- Fulton American Signal Corporation siren automation system
- Fulton Weather Siren server
- RAD TDMoIP IPMuxes (MP4100 and 1E)
- Watson dispatch consoles

- **Software**

- Active911 alerting system
- Agency360
- Baron ThreatNet
- Deccan LiveMUM (Live Move-Up Module)
- eDispatches alerting system
- Emergin text messaging software
- Frontline public safety solutions (Overnight parking, keyholder, quality assurance)
- GenWatch ASTRO® 25 monitoring and reporting software
- Grafana analytics and monitoring dashboarding software
- Hexagon iCAD 9.4
- LEADS 3.0
- Leonardo Selex IP radio monitoring software
- Priority Dispatch protocols and software
- PulsePoint AED Registry
- Purvis station alerting system
- Rackforms Web Form Builder
- SAP Business Intelligence
- SIS alarm automation center
- Smart911
- Two Tone logging system
- WinGate proxy server
- NotePage PageGate text message software

5.2.7. Remote Access Solutions

- Absolute Secure Access (Netmotion)
- Rustdesk local remote desktop



5.2.8. Facility Security Systems

- 3SI security systems
- Axis IP cameras
- C•CURE 9000 access control software
- HID Fargo ID printer
- Salient Systems CompleteView VMS

5.3. Connectivity

- 52 locations across the wide area network (WAN)
- 46 microwave links
- 5 Ethernet network service links
- 33 point-to-point VPN links

5.4. Workstations and Other Devices (approximate quantities)

- 153 desktops (86 in dispatch)
- 27 laptops
- 10 Chromebooks
- 3 iPads
- 15 mobile devices
- 20 Printers



SECTION III – TECHNICAL SERVICE REQUIREMENTS

DU-COMM requires the following services, which are provided by the current MSP today and will be transitioned to any new vendor awarded this RFP.

Please respond to each item indicating the firm's ability to fully support, partially support, or not support each item. Narrative explaining how it is supported or why it is only partially supported must be included. This will enable DU-COMM to verify a vendors' understanding of the responsibility. Please use Attachment D to respond to the questions below:

Any items not responded to or only partially explained in the narrative will be considered unsupported in the evaluation.

1. Help Desk Support: The MSP must offer 24/7/365 Help Desk support utilizing industry best practice processes and procedures.
2. Server and Network System Monitoring: The MSP will provide 24/7/365 monitoring of DU-COMM's servers and network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.
3. Computer Aided Dispatch (CAD): The MSP will be responsible for the management of the CAD system, including user, unit, and vehicle changes, response plan and run order management, and maintenance of the Deccan Live Move-Up Module. This includes ensuring database accuracy and efficiency, managing system security and access control, and providing CAD subject-matter expertise and technical support to users. The MSP will also manage CAD duties related to agency consolidation, support project planning and implementation, and maintain an understanding of dispatch processes.
4. Patch Management Services and Preventative Maintenance: The MSP will provide management of critical security and system patches to all servers and systems on the network to ensure DU-COMM's IT systems and resources are properly managed and maintained. Advanced scheduling and notice on any preventative maintenance that may impact operations or member agencies required.
5. Business Continuity and Disaster Recovery: The MSP will support DU-COMM's ability to recover based on the recovery time objectives (RTOs) and recovery point objectives (RPOs) agreed upon by organizational constituents. Backup and redundancy should be used to support this need.
6. Remote Backup: The MSP will execute a nightly backup plan for the critical servers, including a regularly tested recovery process.
7. Email System Management: The MSP will manage and administer DU-COMM's email system for all users.



8. Networking Support: The MSP will provide proactive management and monitor the switches, firewalls, routers, Wi-Fi systems, and other networking equipment identified by DU-COMM. This includes maintaining a WAN for the public safety radio network.
9. Security Systems Monitoring: The MSP will proactively monitor and manage DU-COMM's security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions or public safety specific security used in the future.
10. Vendor Management: The MSP may be required to manage other vendors that are contracted by DU-COMM and will serve as the key point of contact, unless escalated.
11. Warranty and Asset Inventory Management: The MSP will maintain a hardware and asset inventory that includes desktops, laptops, servers, printers/scanners, fax machines, and notify DU-COMM of any potential service or warranty issues. The MSP will also assist with budgeting and managing the lifecycle of DU-COMM devices and maintain an equipment inventory to ensure the systems are always current.
12. Software Licensing Control: The MSP will oversee the renewal of software applications and maintain appropriate documentation.
13. Procurement Management: The MSP will assist with the selection of equipment, order placement, order tracking, shipping, equipment returns, sourcing and ordering replacement parts, and follow all DU-COMM procurement policies and budget guidelines.
14. PC Deployment: The MSP will accept delivery and set up machines onsite.
15. Desktop and Laptop Support: The MSP must include its ability to support current and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning of new equipment as needed.
16. Printers, Copiers and Scanners: The MSP will support existing printers, copiers, and scanner-related network printing issues.
17. Desktop Software Standardization and Software Licensing and Upgrades: The MSP must have a process for identifying standardization, managing desktop images, and ensuring that staff are using current products as well as current operating system (OS) and browser versions.
18. Lifecycle Management of Hardware Units: The MSP must have processes for end-of-life notification, replacement, and asset decommissioning/disposal.
19. Break Fixes and Installation: The MSP must offer planned and on-call break/fix services, including emergency response to issues.



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20. Move, Add, Change (MAC): The MSP will help with any changes to the location or configuration of existing equipment or software, and with the installation of additional equipment or software as needed.
 21. Mobile Device Support: The MSP will support the secure provisioning (and ongoing support of that provisioning) of any mobile device into the network. In the event the device is lost, the corporate mail and contact data must be easily wiped from the device while preserving the individual's personal information. A mobile device management strategy and/or system recommendation should be considered and included in response to this RFP.
 22. Reporting: The MSP must provide relevant reporting based on its help desk performance, as well as the system's health and uptime, and assist in keeping an accurate hardware inventory to inform ongoing maintenance planning, warranties, and refresh schedules.
 23. Technology Strategy Planning: The MSP will work with DU-COMM staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables DU-COMM to fulfill its overall mandate in the community.
 24. Account Management: The MSP must offer an internal escalation process in tandem with DU-COMM to ensure the ability to have multiple points of contact available if needed depending on the item or issue encountered.
 25. Project Management: The MSP must offer project management and technical engineering resources to assist with technical projects identified by the MSP or DU-COMM.
 26. System Information Technology (SIT) Policy Review and Maintenance: The MSP will assist in the development and maintenance of customized policies related to technology use.
 27. Onboarding and Offboarding Staff: The MSP must have processes and procedures to onboard or offboard team members in a timely and efficient manner.
 28. Scalability: The MSP must have an agile staffing model for scaling up or down to meet critical project support needs.
 29. Remote Agency Support: The MSP must support network connections to each agency, and assist agencies, as needed, with issues associated with their connection, including routing, network address translation (NAT), troubleshooting, etc.
 30. Router: The MSP will monitor and maintain routers, including equipment replacement, firmware updates, and configuration changes.



31. Firewall: The MSP will monitor and maintain firewalls, including equipment replacement, firmware updates, and configuration changes used to create IP security (IPsec) VPN tunnels that serve as backup connections to primary microwave and fiber connections.
32. Microwave: The MSP will monitor and maintain Cambium and Nokia microwaves, and any equipment associated with radio frequency (RF), excluding any tower work.
33. Time-division multiplexing (TDM) over IP (TDMoIP): The MSP will monitor and maintain RAD 1E and Megaplex-4100 TDMoIP devices, which includes making new connections, adjusting existing connections, deleting old connections, and assisting with equipment failures.
34. Simulcast over IP: The MSP will provide simulcast over IP connections for the Selex IP radio systems.
35. Alarms: The MSP will be responsible for the monitoring and maintenance of the 16-location network utilized for the transport of fire, burglar, and other emergency alarms. This responsibility extends to providing support for network hardware, encompassing client/server systems, switches, firewalls, and serial over IP devices. Additionally, the MSP will manage the coordination of all maintenance activities pertinent to this network with the four alarm companies utilized by DU-COMM agencies.
36. Application Support: MSP will provide help desk application support for the applications listed in Attachment B. Response should identify any applications that the MSP does not have previous experience with.

Ad-hoc duties supported by the MSP include, but are not limited to, the following:

- Assist agencies with data compilation for annual reporting and accreditation
- Custom monitoring systems
- Custom scheduled and ad-hoc reporting
- Custom SQL-based applications
- Dispatch position patching
- Low voltage cabling and testing
- IT Manager or designee to attend agency meetings as subject-matter expert and create content for meeting packets.
- Server patching



SECTION IV – NON-TECHNICAL REQUIREMENTS

Proposers shall provide a narrative response as to how the following activities and requirements will be addressed.

1. Minimum requirement of on-site support Monday through Friday, 7 am to 6 pm, provide your proposed on-site staffing model to meet the requirements of the scope of work.
2. Provide your escalation process and the roles of individuals within your organization for service issues impacting DU-COMM.
3. Describe how your organization addresses staffing issues such as staff performance, planned and unplanned absences, resignations, extended time out of office, etc., including the expected lead time and process to replace staff if needed.
4. Describe the technical training and certification maintenance provided to your staff supporting DU-COMM.
5. Provide your approach and plan for the transition of responsibilities, including a schedule, staff assignments, and DU-COMM's requirements.
6. Identify Service Level Agreements (SLAs) and your ability to meet these agreements or objectives.
7. Describe how you will support rules and regulations provided by relevant governing organizations as identified by regulatory or grant-based requirements.
8. Criminal Justice Information Services (CJIS) certification and federal background checks are required for all staff. Are CJIS certifications and federal background checks on file? If not, confirm your organization is prepared to meet this requirement for the staff assigned to DU-COMM.

Qualifications & References

1. Proposer Corporate Overview and Qualifications
 - a. Provide a description of your organization, including the number of technical staff in total and within 20 miles of DuPage County, Illinois.
 - b. Describe your organization's experience supporting public safety organizations and the roles your company has filled.
2. Include the proposed staff's resumes that would be assigned if awarded this RFP.



3. Provide the company's experience in supporting public safety networks and systems, including the size of those organizations and the responsibilities and roles supported.
4. Provide three references for similar organizations that are being supported by your organization. At least one public safety reference is required, more are preferred.

SECTION V – INSTRUCTIONS TO PROPOSERS

DU-COMM is using this RFP process to identify and select an IT MSP.

1. RFP Schedule and Selection Process

The RFP schedule is shown below. DU-COMM wants to provide the Proposers with ample time to review the RFP and respond.

Interested Proposers must register their intent, by completing Attachment A, and emailing to Angela Athitakis at aathitakis@ducomm.org by April 25, 2025.

Any questions or requests for clarification must be submitted via email to Angela Athitakis, aathitakis@ducomm.org prior to April 25, 2025. Responses to any questions/clarifications will be provided to all registered Proposers.

The schedule is as follows:

RFP Release	04/15/2025
Registration Due	04/25/2025
Questions Due	04/25/2025
Completed Proposals Due	05/14/2025
Proposer Interviews*	05/22/2025 – 05/30/2025
Proposer Selection*	07/23/2025

*indicates dates are tentative

2. RFP Contact

Angela Athitakis, Finance Manager
DU-COMM
420 N. County Farm Rd
Wheaton, IL 60187

Office: 630-260-7505
Fax: 630-221-1591
Email: aathitakis@ducomm.org

3. Proposal Copies

Proposers must submit a single PDF electronic copy to Angela Athitakis, aathitakis@ducomm.org.

DU-COMM

DuPage Public Safety Communications
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(630) 260-7500 Main
www.ducomm.org



4. Submission Deadline and Guidelines

RFP responses are due on May 14, 2025. DU-COMM must receive responses no later than 4:00 p.m. CST. No late entries will be accepted.

5. Proposal Evaluation and Award

The DU-COMM Finance Subcommittee and staff will evaluate responses based on the following criteria:

Firm Experience, References and Proposed Resources	45%
Technical Response	25%
Cost proposal / rates	20%
Transition Plan and cost	10%

DU-COMM reserves the right to reject any proposal and to not award a contract to any Proposer.

SECTION VI – PROPOSAL CONTENT

Response submissions must include the information described below. Failure to provide all requested content can lead to a response being disqualified.

1. Corporate background, history, service portfolio, and staff profile; maximum 5 pages.
2. Three (3) references available for contact for which you have provided similar services as requested in this RFP; at least one (1) public safety reference is required, more preferred.
3. Responses to technical and non-technical requirements (Sections III and IV); maximum 10 pages.
4. List all applications on Attachment B that your company does not have a working knowledge or experience with.
5. A corporate official, legally authorized to bind your company, must sign the proposal.
6. Price Quote
 - a. Provide annual fixed costs for first, second, and third year of agreement for the dedicated onsite team proposed to support the scope of this RFP.
 - b. Provide any transition costs. Include the scope of the tasks to be completed, and the duration of the transition.



c. Provide standard hourly rates for as-needed resources, if requested; include:

- i. Project Manager
- ii. Network Technician
- iii. System administrator (Unix, Windows, and Cloud applications)

d. Rates should be for three years from the initiation of services.

7. DU-COMM does not require software or tools as part of this solicitation. As a provider, if you have specific software requirements that DU-COMM will need to license, provide a list of those tools/applications and the associated cost.

SECTION VII – VENDOR REQUIREMENTS

1. Insurance

The MSP shall provide and maintain at its own expense during the term of this contract the following insurance policies covering its operations hereunder, which are minimum requirements.

Such insurance shall be provided on a primary basis by insurer(s) financially solvent and authorized to conduct business in the State of Illinois. The insurance policy shall include the following limits as minimum amounts:

Worker's Compensation Insurance State Statutory Workers' compensation limits including Occupational Disease Coverage and Employers Liability:

- \$500,000 each person;
- \$500,000 each accident;
- \$500,000 each disease

Comprehensive General Liability Insurance:

- \$2,000,000 each occurrence

Comprehensive Automobile

- \$1,000,000 each person

The MSP agrees that the Comprehensive General Liability and Comprehensive Automobile insurance policies shall be endorsed to name DU-COMM as an additional insured with respect to: liability arising out of activities performed by or on behalf of the MSP; products and completed operations of the MSP; premises owned, occupied or used by the MSP; automobiles owned, leased, hired or borrowed by the MSP or their employees.



2. Conflicts of Interest

DU-COMM will not engage an individual or company that has a conflict of interest or potential conflict of interest and may not engage an individual or company that has the appearance of a conflict of interest.

All Proposers shall disclose any potential conflicts of interest or relationships between themselves and DU-COMM, its agents, or its agencies, listed below:



DU-COMM AGENCIES

Village of Bartlett

City of Warrenville

Village of Burr Ridge

City of West Chicago

Village of Carol Stream

City of Wheaton

Village of Clarendon Hills

Village of Willowbrook

City of Darien

Village of Winfield

Village of Downers Grove

Village of Woodridge

DuPage County

Bartlett Fire Protection District

City of Elmhurst

Bloomington Fire Protection District

Village of Glen Ellyn

Carol Stream Fire Protection District

Village of Hanover Park

Darien-Woodridge Fire Protection District

Village of Hinsdale

Glenside Fire Protection District

Village of Lisle

Lisle-Woodridge Fire District

Village of Lombard

Oakbrook Terrace Fire Protection District

Village of Oak Brook

Warrenville Fire Protection District

Village of Oakbrook Terrace

West Chicago Fire Protection District

Village of Roselle

Winfield Fire Protection District

Village of Villa Park

York Center Fire Protection District



ATTACHMENT A – RESPONSE FORM – CORPORATE INFORMATION

Full Legal Name:	
DBA (If applicable)	
Physical Business Address	
Telephone Number:	
Federal EIN #	
State of Incorporation/ Formation	

Primary Point of Contact:	
Name:	
Title:	
Phone:	
Email	

Individual Authorized to Sign and Negotiate Contracts	
Name:	
Title:	
Phone:	
Email:	



ATTACHMENT B – APPLICATIONS AND HARDWARE SUPPORTED

The following applications are currently utilized across DU-COMM member agencies and are supported by the dedicated MIS team for user access, configuration, operations, deployment, troubleshooting and general help desk support.

Provide a list of any applications on this attachment that your company does not have a working knowledge or experience with. Only list exceptions to your knowledge.

APPLICATIONS AND HARDWARE SUPPORTED

3SI Security Systems
Absolute Secure Access (Netmotion)
Active911 Alerting System
Adobe Acrobat
Agency Consolidation
Android and iOS Phones
Aruba Switches
Assist Agencies with Data Compilation for Annual Reporting and Accreditation
AT&T Fiber Internet
Axis IP Cameras
C•CURE 9000 Access Control Software
Cambium PTP Microwave Links
Cisco Duo
Cisco Switches
Comcast Ethernet Dedicated Internet
Comcast Ethernet Network Services
Computer Deployment
Crestron AV Management System
Crestron Microsoft Teams Room
CrowdStrike Falcon Software
Custom Monitoring Systems
Custom Scheduled and Ad Hoc Reporting
Custom SQL Based Applications
Darktrace AI Security Platform (Detect, Respond, Heal)
Deccan LiveMUM (Live Move-Up Module)



APPLICATIONS AND HARDWARE SUPPORTED

Deep Freeze Enterprise Software
Dell EMC Switch
Dell PowerEdge Server
Dell Tape Drive
Dell Unity SAN
Digi PortServer
Digitalsignage.com
Disaster Recovery Environment
Dispatch Position Patching
eDispatches Alerting System
Emergin Text Messaging Software
FOIA Evidence Recovery/Preservation
Fortinet FortiAnalyzer
Fortinet FortiAP
Fortinet FortiClient
Fortinet FortiGate Firewall
Fortinet FortiMail Cloud
Fortinet FortiManager
Foxit PDF Software
Frontline Public Safety Solutions
Fulton American Signal Corporation Siren Automation System
Fulton Weather Siren Server
Genwatch Astro 25 Monitor and Reporting Software
GFI Archiver
Grafana Analytics and Monitoring Dashboarding Software
Guardian Tracking
Hexagon iCAD 9.4
HID Fargo ID Printer
Key Systems Physical Lock Box
Lansweeper Network Inventory Software
LEADS 3.0
Leonardo Selex IP Radio Monitoring Software
Leonardo Selex IP Radio System



APPLICATIONS AND HARDWARE SUPPORTED

Low Voltage Cabling and Testing
ManageEngine Patch Manager Plus
Meetings, Content Creation, SME
Microsoft Active Directory
Microsoft Exchange Server
Microsoft Hyper-V
Microsoft IIS (Service and Web Development)
Microsoft Office 365
Microsoft Server Reporting Services
Microsoft SQL Server (Express, Standard)
Microsoft Windows 10/11
Microsoft Windows Server 2016/2019/2022/2025
MIP Fund Accounting
Nessus Professional Vulnerability Scanner
Nokia MPR Microwave Links
Nokia SAR Routers
NotePage PageGate Text Message Software
Onboard/Offboard
Operational/Capital Budgeting
Palo Alto Firewall
Paycom
PDQ Software Deployment & Inventory
PowerDMS
PowerShell Universal Software
Priority Dispatch Protocols and Software
PulsePoint AED Registry
Purvis Station Alerting System
Rackforms Web Form Builder
RAD TDMoIP IPMux (MP4100 and 1E)
Room Alert Environment Monitors
Rustdesk Local Remote Desktop
Salient Systems CompleteView VMS
SAP Business Intelligence



APPLICATIONS AND HARDWARE SUPPORTED

Sapling IP Digital Clocks
Server Patching
SIS Alarm Automation Center
Slack
Smart911
SolarWinds Monitoring Platform (SAM, NTA, NPM and NCM)
Spectracom NetClock
Techsmith SnagIt
Toshiba Printers
Track-It! Help Desk System
Two Tone Logging System
UKG Telestaff Cloud
Veeam Backup and Replication
Veeam Backup for Microsoft 365
Verizon Enterprise Messaging Application Gateway (EMAG)
Wasabi Cloud Backup Storage
Watson Dispatch Console
WinGate Proxy Server



ATTACHMENT C – JOB DESCRIPTIONS

Job descriptions are provided on the following pages.



DUPAGE PUBLIC SAFETY COMMUNICATIONS

JOB DESCRIPTION

TITLE: Technology Services Manager
REPORTS TO: DU-COMM Executive Director

CORE VALUES:

Position Summary:

The Technology Services Manager oversees all aspects of Management Information Systems (MIS), leading and developing a team of professionals who deliver business intelligence and technology support to DU-COMM. This is a hands-on management role, requiring the development, planning, and implementation of a technology strategy that ensures the optimal performance of public safety technology systems, core applications, databases, and network hardware. Key responsibilities include directing daily operations, executing complex IT projects, managing the department budget, and establishing technology guidelines, policies, and standards.

Essential Duties:

- Strategic Planning and Leadership:
 - Manage strategic lifecycle of hardware and software systems.
 - Lead development and operations of network systems, data processing, and backups.
 - Direct WAN/LAN operations, ensuring optimal performance and resource utilization.
 - Analyze departmental technology needs.
 - Present technology strategies to stakeholders.
 - Develop training, documentation, and policy recommendations.
- Operational Management and Support:
 - Oversee system, network, and information security.
 - Implement programs for system integrity and availability.
 - Coordinate network activities with internal and external entities.
 - Manage 24/7 public safety support.
 - Manage hardware/software acquisition and vendor contracts.
 - Maintain and test disaster recovery.
 - Improve operational efficiency.
 - Provide advanced technical support.
 - Serve as primary administrator for WAN/LAN, servers, security systems, Microsoft environments, alarms, reporting, radio backhaul, and weather sirens.
 - Serve as backup administrator for CAD and LiveMUM.
 - Manage emergency response and system outages.
- Personnel and Budget Management:
 - Manage MIS staff performance.
 - Manage departmental budget.
- Professional Conduct, Development, and Documentation:
 - Manage multiple tasks and prioritize activities.
 - Maintain professional communication.
 - Collaborate with stakeholders.
 - Handle confidential information professionally.
 - Maintain regular attendance.



- Provide after-hours support.
- Participate in 24x7x365 on-call rotation.
- Perform assigned technology duties.
- Document system activities, operations, and maintenance.
- Stay current with industry technologies and trends.
- Complete required training and continuing education.

Minimum Qualifications and Experience:

- Bachelor's degree in Computer Science or related field.
- Five (5) years or more of staff management experience.
- Ten (10) years of experience in supporting 9-1-1 systems.
- Availability for on-call rotational support that includes 24/7/365 coverage in excess of 40 hours per week as needed.
- Comprehensive knowledge of network and infrastructure planning, configuration, maintenance, and troubleshooting (i.e., ability to configure routers, firewalls, and switches to support Layer 2 and Layer 3 networks).
- Ability to apply time management and organizational skills to consistently meet deadlines.
- Ability to work independently and as part of a team.
- Demonstrated ability to work with a diverse audience of staff, customers, vendors, and the public, utilizing effective interpersonal, negotiation, and conflict resolution skills, always acting with integrity and professionalism.
- Skilled in communication and building relationships and trust with co-workers, 9-1-1 telecommunicators, management, and Board members, sufficient to exchange or convey complex technical information to the average person.
- Ability to exercise independent judgement and initiative, manage interpersonal and organizational conflicts, and establish and maintain effective working relationships with system users, management, and other technical teams supporting DU-COMM.
- Ability to speak, read, and write professionally, as well as compile, analyze, and present information in English.
- Proficiency with Microsoft Office suite of programs.
- Critical thinking and functioning under extreme stress
- Valid Illinois driver license.
- Ability to pass drug screening, fingerprint, and criminal background check.

Working Conditions:

- Onsite is required: Monday through Friday, eight hours per day.
- 24/7/365 rotational on-call:
 - MIS team rotates weekly.
 - Must remain in local area and available onsite within one hour if needed.
 - Must answer phone whenever called 24/7/365.
 - Must respond immediately (virtual private network [VPN] or onsite).
- Extended periods of sitting, typing, and computer work; regular standing and walking; and occasional lifting of up to 40 pounds in an office environment.



DUPAGE PUBLIC SAFETY COMMUNICATIONS

JOB DESCRIPTION

TITLE: Technical Systems Analyst – Help Desk Specialist
REPORTS TO: Technology Services Manager

CORE VALUES:

Position Summary:

This position ensures the availability and reliability of DU-COMM's mission-critical systems. Primary responsibilities include providing end-user technical support for computers, phones, and applications. This involves installing and activating hardware and software and resolving a wide range of technical issues. This role requires direct interaction with communications personnel, public safety agencies, and stakeholders, emphasizing exceptional customer service.

Essential Duties:

- End-User Technical Support & Help Desk Management:
 - Provide end-user technical support for PCs, phones, and applications.
 - Manage help desk tickets, ensuring timely resolution and documentation.
 - Manage end-user access to low- and medium-security systems.
 - Install and test software releases.
 - Install, repair, and maintain computer hardware and software.
 - Manage client VPN solution.
 - Manage employee onboarding, offboarding, and security access.
 - Provide excellent customer service.
 - Troubleshoot and maintain complex dispatch positions.
- Systems Administration & Maintenance:
 - Coordinate and execute mission-critical system patching of dispatch systems.
 - Manage automated operating system and application software patching.
 - Participate in system maintenance, upgrades, and activations.
 - Provide backup Microsoft 365 administration.
 - Manage CCTV and AV systems.
 - Manage internal and external websites.
 - Install low voltage cabling.
 - Provide tertiary support for network, server, and backup systems.
- Problem Resolution & System Monitoring:
 - Identify, evaluate, and resolve technical hardware and software issues.
 - Monitor and escalate critical system problems and outages.
 - Analyze data and draw accurate conclusions.
 - Prioritize emergent and non-emergent situations.
- Professional Conduct, Development, and Documentation:
 - Manage multiple tasks and prioritize activities.
 - Maintain professional communication.
 - Collaborate with stakeholders.
 - Handle confidential information professionally.
 - Maintain regular attendance.
 - Provide after-hours support.



- Participate in 24x7x365 on-call rotation.
- Perform assigned technology duties.
- Document system activities, operations, and maintenance.
- Stay current with industry technologies and trends.
- Complete required training and continuing education.

Minimum Qualifications and Experience:

- Associate's degree or equivalent experience in an information technology-related field.
- Five (5) years of IT Help Desk experience; prior experience in a public safety operations environment preferred.
- Availability for on-call rotational support that includes 24/7/365 coverage in excess of 40 hours per week as needed.
- Ability to apply time management and organizational skills to consistently meet deadlines.
- Ability to work independently and as part of a team.
- Demonstrated ability to work with a diverse audience of staff, customers, vendors, and the public utilizing effective interpersonal, negotiation, and conflict resolution skills, always acting with integrity and professionalism.
- Ability to speak, read, and write professionally, as well as compile, analyze, and present information in English.
- Knowledge in the following:
 - Microsoft Windows, Windows Server, and Microsoft Office (Outlook, Word, Excel, PowerPoint).
 - Microsoft IIS (Service and Web Development).
 - Administration of virtual private network (VPN) solutions.
 - Android and iOS mobile device management.
 - Video camera administration.
 - Virtual meeting room administration.
 - Classroom/public access computer maintenance and security.
 - Manual and remote patching of workstations.
 - IT asset inventories.
 - Low voltage cabling and testing.
 - Administration and monitoring of environmental monitors.
 - Set up, administration, and maintenance of printers.
- Excellent knowledge of methods and techniques used in troubleshooting desktop computer systems.
- Good working knowledge of methods and techniques used in systems analysis and related maintenance procedures.
- Working knowledge of computer networking and SQL databases.
- Skilled in following complex verbal and written instructions, policies, and procedures.
- Critical thinking and functioning under extreme stress.
- Valid Illinois driver license.
- Ability to pass drug screening, fingerprint, and criminal background check.

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Working Conditions:

- Onsite is required: Monday through Friday, eight hours per day.
- 24/7/365 rotational on-call:
 - MIS team rotates weekly.
 - Must remain in local area and available onsite within one hour if needed.
 - Must answer phone whenever called 24/7/365.
 - Must respond immediately (VPN or onsite).
- Extended periods of sitting, typing, and computer work; regular standing and walking; and occasional lifting of up to 40 pounds in an office environment.



DUPAGE PUBLIC SAFETY COMMUNICATIONS

JOB DESCRIPTION

TITLE: Technology Systems Analyst – Computer-Aided Dispatch System Specialist
REPORTS TO: Technology Services Manager

CORE VALUES:

Position Summary:

This highly technical role is critical to the operation and maintenance of public safety systems. This position serves as the primary administrator for the Computer-Aided Dispatch (CAD) system, ensuring optimal performance, reliability, and accuracy. Responsibilities include emergency incident response configuration, troubleshooting, user access management, and regular collaboration with internal and external stakeholders. Additionally, this role will provide essential support for Management Information Systems (MIS) projects, including network, server, and application changes, and provide backup support for help desk inquiries, ensuring the seamless continuity and optimal efficiency of our critical infrastructure.

Essential Duties:

- Computer-Aided Dispatch (CAD) System Administration & Support:
 - Manage CAD system changes (users, units, vehicles).
 - Manage response plans, run orders, and unit information.
 - Maintain and update the Deccan Live Move-Up Module.
 - Ensure database accuracy and efficiency.
 - Manage system security and access control.
 - Provide CAD subject-matter expertise.
 - Deliver technical support to CAD users.
 - Manage CAD duties for agency consolidation.
 - Support CAD project planning and implementation.
 - Administer the call handling protocol software and alerting systems.
 - Maintain understanding of dispatch processes.
 - Generate statistical reports for CAD, radio, and help desk.
- Management Information Systems (MIS) Support & Infrastructure Management:
 - Administer help desk system and ticket management.
 - Manage vendor service tickets and communicate status and/or resolution to staff.
 - Provide backup server administration.
 - Provide backup network administration.
 - Perform monthly server patching.
 - Manage data backup and replication.
 - Maintain Exchange Server and email archiving.
 - Administer building access control.
 - Assist other MIS staff as needed.



- Professional Conduct, Development, and Documentation:
 - Manage multiple tasks and prioritize activities.
 - Maintain professional communication.
 - Collaborate with stakeholders.
 - Handle confidential information professionally.
 - Maintain regular attendance.
 - Provide after-hours support.
 - Participate in 24x7x365 on-call rotation.
 - Perform assigned technology duties.
 - Document system activities, operations, and maintenance.
 - Stay current with industry technologies and trends.
 - Complete required training and continuing education.

Minimum Qualifications and Experience:

- Associate's degree or equivalent experience in an information technology-related field.
- Seven (7) years of experience supporting public safety or 9-1-1 systems.
- Availability for on-call rotational support that includes 24/7/365 coverage in excess of 40 hours per week as needed.
- Knowledge of data processing, data entry, and programming processes.
- Knowledge of database programs and related systems.
- Ability to apply time management and organizational skills to consistently meet deadlines.
- Ability to work independently and as part of a team.
- Demonstrated ability to work with a diverse audience of staff, customers, vendors, and the public utilizing effective interpersonal, negotiation, and conflict resolution skills, always acting with integrity and professionalism.
- Ability to speak, read, and write professionally, as well as compile, analyze, and present information in English.
- Proficiency with Microsoft Office suite of programs.
- Critical thinking and functioning under extreme stress.
- Valid Illinois driver license.
- Ability to pass drug screening, fingerprint, and criminal background check.

Working Conditions:

- Onsite is required: Monday through Friday, eight hours per day
- 24/7/365 rotational on-call
 - MIS team rotates weekly
 - Must remain in local area and available onsite within one hour if needed
 - Must answer phone whenever called 24/7/365
 - Must respond immediately (virtual private network [VPN] or onsite)
- Extended periods of sitting, typing, and computer work; regular standing and walking; and occasional lifting of up to 40 pounds in an office environment



ATTACHMENT D – TECHNICAL SERVICES REQUIREMENTS

SECTION III – TECHNICAL SERVICES REQUIREMENTS				
Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
1. Help Desk Support: MSP must offer 24/7/365 Help Desk support utilizing industry best practice processes and procedures.				
2. Server and Network System Monitoring: The MSP will provide 24/7/365 monitoring of DU-COMM's servers and network system with proactive communication and escalation protocols based on the severity of any unscheduled outages.				



SECTION III – TECHNICAL SERVICES REQUIREMENTS

Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
3. Computer-Aided Dispatch The MSP will be responsible for the management of the CAD system, including user, unit, and vehicle changes, response plan and run order management, and maintenance of the Deccan Live Move-Up Module. This includes ensuring database accuracy and efficiency, managing system security and access control, and providing CAD subject-matter expertise and technical support to users. The MSP will also manage CAD duties related to agency consolidation, support project planning and implementation, and maintain an understanding of dispatch processes.				
4. Patch Management Services and Preventative Maintenance: The MSP will provide management of critical security and system patches to all servers and systems on the network to ensure DU-COMM's IT systems and resources are properly managed and maintained.				
5. Business Continuity and Disaster Recovery: The MSP will support DU-COMM's ability to recover based on the recovery time objectives (RTOs) and recovery point objectives (RPOs) agreed upon by organizational constituents. Backup and redundancy should be used to support this need.				

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SECTION III – TECHNICAL SERVICES REQUIREMENTS

Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
6. Remote Backup: The MSP will execute a nightly backup plan for the critical servers, including a regularly tested recovery process.				
7. Email System Management: The MSP will manage and administer DU-COMM's email system for all users.				
8. Networking Support: The MSP will provide proactive management and monitor the switches, firewalls, routers, Wi-Fi systems, and other networking equipment identified by DU-COMM. This includes maintaining a WAN for the public safety radio network.				

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SECTION III – TECHNICAL SERVICES REQUIREMENTS

Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
9. Security Systems Monitoring: The MSP will proactively monitor and manage DU-COMM's security systems, including firewalls, intrusion prevention, secure remote access, and any implementations of advanced security solutions used in the future.				
10. Vendor Management: The MSP may be required to manage other vendors that are contracted by DU-COMM and will serve as the key point of contact, unless escalated.				
11. Warranty and Asset Inventory Management: The MSP will maintain a hardware and asset inventory that includes desktops, laptops, servers, printers/scanners, fax machines, and notify DU-COMM of any potential service or warranty issues. The MSP will also assist with managing the lifecycle of DU-COMM devices and maintain an equipment inventory to ensure the systems are always current.				



SECTION III – TECHNICAL SERVICES REQUIREMENTS

Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
12. Software Licensing Control: The MSP will oversee the automatic renewal of software applications and maintain appropriate documentation.				
13. Procurement Management: The MSP will assist with the selection of commercially rated equipment, order placement, order tracking, shipping, equipment returns, sourcing and ordering replacement parts.				
14. PC Deployment: The MSP will accept delivery and set up machines onsite.				



SECTION III – TECHNICAL SERVICES REQUIREMENTS

Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
15. Desktop and Laptop Support: The MSP must include its ability to support current and future desktop and laptop hardware. This includes maintenance and repair, replacement for failed equipment, and the acquisition and provisioning of new equipment as needed.				
16. Printers, Copiers and Scanners: The MSP will support existing printers, copiers, and scanner-related network printing issues.				
17. Desktop Software Standardization and Software Licensing and Upgrades: The MSP must have a process for identifying standardization, managing desktop images, and ensuring that staff are using current products as well as current operating system (OS) and browser versions.				



SECTION III – TECHNICAL SERVICES REQUIREMENTS

Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
18. Lifecycle Management of Hardware Units: The MSP must have processes for end-of-life notification, replacement, and asset decommissioning/disposal.				
19. Break Fixes and Installation: The MSP must offer planned and on-call break/fix services, including emergency response to server issues.				
20. Move, Add, Change (MAC): The MSP will help with any changes to the location or configuration of existing equipment or software, and with the installation of additional equipment or software as needed.				



SECTION III – TECHNICAL SERVICES REQUIREMENTS

Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
21. Mobile Device Support: The MSP will support the secure provisioning (and ongoing support of that provisioning) of any mobile device into the network. In the event the device is lost, the corporate mail and contact data must be easily wiped from the device while preserving the individual's personal information. A mobile device management strategy and/or system recommendation should be considered and included in response to this RFP.				
22. Reporting: The MSP must provide relevant reporting based on its help desk performance, as well as the system's health and uptime, and assist in keeping an accurate hardware inventory to inform ongoing maintenance planning, warranties, and refresh schedules.				
23. Technology Strategy Planning: The MSP will work with County staff to develop a long-term strategic technology plan. The plan will take advantage of new and existing technologies to produce a pragmatic and effective future roadmap that enables DU-COMM to fulfill its overall mandate in the community.				

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SECTION III – TECHNICAL SERVICES REQUIREMENTS

Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
24. Account Management: The MSP must offer an internal escalation process in tandem with DU-COMM to ensure the ability to have multiple points of contact available if needed depending on the item or issue encountered.				
25. Project Management: The MSP must offer project management and technical engineering resources to assist with technical projects identified by the MSP or DU-COMM.				
26. SIT Policy Review and Maintenance: The MSP will assist in the development and maintenance of customized policies related to technology use.				



SECTION III – TECHNICAL SERVICES REQUIREMENTS

Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
27. Onboarding and Offboarding Staff: The MSP must have processes and procedures to onboard or offboard team members in a timely and efficient manner.				
28. Scalability: The MSP must have an agile staffing model for scaling up or down to meet critical project support needs.				
29. Remote Agency Support: The MSP must support network connections to each agency, and assist agencies, as needed, with issues associated with their connection, including routing, network address translation (NAT), troubleshooting, etc.				

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SECTION III – TECHNICAL SERVICES REQUIREMENTS

Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
30. Router: The MSP will monitor and maintain routers, including equipment replacement, firmware updates, and configuration changes.				
31. Firewall: The MSP will monitor and maintain firewalls, including equipment replacement, firmware updates, and configuration changes, used to create IP security (IPsec) VPN tunnels that serve as backup connections to primary microwave and fiber connections.				
32. Microwave: The MSP will monitor and maintain Cambium and Nokia microwaves, excluding any tower work and any equipment associated with radio frequency (RF).				

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SECTION III – TECHNICAL SERVICES REQUIREMENTS

Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
33. Time-division multiplexing (TDM) over IP (TDMoIP): The MSP will monitor and maintain RAD 1E and Megaplex-4100 TDMoIP devices, which includes making new connections, adjusting existing connections, deleting old connections, and assisting with equipment failures.				
34. Simulcast over IP: The MSP will provide simulcast over IP connections for the Selex IP radio systems.				
35. Alarms: The MSP will be responsible for the monitoring and maintenance of the 16-location network utilized for the transport of fire, burglar, and other emergency alarms. This responsibility extends to providing support for network hardware, encompassing client/server systems, switches, firewalls, and serial over IP devices. Additionally, the MSP will manage the coordination of all maintenance activities pertinent to this network with the four alarm companies utilized by DU-COMM agencies.				



SECTION III – TECHNICAL SERVICES REQUIREMENTS				
Technical Requirement	Support	Partially Support	Do Not Support	Narrative/Description
36. Application Support: MSP will provide help desk application support for the applications listed in Attachment B. Response should identify any applications that the MSP does not have previous experience with.				