

Proposal for Microsoft 365 Hosting and Managed Services for DuPage Circuit Clerk RFP #23-101-CCC

Dupage Cty Clerk of the Cir Court
505 N County Farm Rd
Wheaton, IL 60187

Kevin Vaske
(630) 407-8647
Kevin.Vaske@18thjudicial.org

Jeff Davies
630 407-8611
Jeff.Davies@18thjudicial.org

Donna Weidman
(630) 407-6181
Donna.Weidman@dupageco.org

Samantha Houk
(630) 407-8583
Samantha.Houk@18thjudicial.org

September 25, 2023

Proposal_DUPA7095201

Submitted by:
Logicalis, Inc.
Sandy Shute, Account Executive
3500 Lacey Road, Suite 200
Downers Grove IL 60515



Section 2. Letter of Transmittal

2600 West Big Beaver Road
Suite 150
Troy, MI 48084
T: 248.957.5600
us.logicalis.com

September 25, 2023

Kevin Vaske, Chief Deputy
18th Judicial Circuit Court Clerk
505 N County Farm Rd
Wheaton, IL 60187

Dear Kevin and Team:

On behalf of Logicalis, I have enclosed our proposal for Microsoft 365 Hosting and Managed Services in response to your RFP# 23-101-CCC.

Companies like Dupage Cty Clerk of the Cir Court who are tasked with the internal management of IT environments struggle to meet business expectations. Too often, demands are not met because internal resources are preoccupied with attending to IT infrastructure instead of focusing on delivering the solutions needed to move business forward. A lack of dedicated internal resources, an unpredictable IT budget or overworked IT employees overwhelmed with everyday tasks are all common problems that create the need for a better option. Trusting Logicalis with your IT services can empower your team to shift priorities and cost-effectively focus IT resources on business directed initiatives, while continuing to provide essential services. Logicalis' Managed Services enable you to focus on your core business while our experts attend to your IT infrastructure and immediately provide you high levels of operational maturity. Our Managed Services model is a proven, cost-effective way to manage your IT operations and deliver higher service levels to your organization.

Logicalis has appreciated our partnership and is responding with 3 proposed options for the Circuit Court to consider:

Option 1 is similar to the solution and managed services you receive today.

Option 2 is our Digital Workplace Services with Identity and Collaboration Management

Option 3 is our Digital Workplace Services with Identity, Collaboration and Endpoint Management

We are presenting alternatives for your consideration in the event you would like extended services over time to meet DuPage's needs.

Logicalis is unable to adhere to all provisions described in the RFP without modification and cannot accept the sample terms and conditions as-is. Logicalis respectfully requests certain changes as reflected in the attached list of exceptions.

Indicate the intention of the Vendor to adhere to the provisions described in the RFP without modification; Vendor should include a signature line for Contract Compliance.

[Logicalis, Inc. has included a list of exceptions to this RFP. Please review Section 8 Logicalis' Appendices for Logicalis' list of Terms and Conditions and RFP Exceptions, page 36.](#)

Identify the submitting organization.

[Logicalis, Inc is the submitting organization.](#)



Identify the person, by name and title, authorized to contractually obligate the organization.

[John O'Neill, Area Sales Director, Chicago is authorized to contractually obligate the organization.](#)

Identify the contact person responsible for this response, specifying name, title, mailing address, phone, and email address

[Sandy Shute, Account Executive](#)

[3500 Lacey Road, Suite 200](#)

[Downers Grove, IL 60515](#)

[Tel: \(331\) 777-3708](#)

[Sandy.Shute@us.logicalis.com](#)

Explicitly indicate review and acceptance of the Clerk's sample terms and conditions and provide acknowledgement that the proposal submitted, including responses to the requirements will be included as part of the contract, and identify exceptions or "deal breakers".

[Please review Logicalis' Appendices for Logicalis' List of Exceptions.](#)

Acknowledge the proposal is considered firm for ninety (90) days after the due date for receipt of proposals or receipt of the last best and final offer submitted.

[Logicalis has read and acknowledges this statement.](#)

Acknowledge intended completion of Section 6 - Proposal Pricing and the pricing worksheets. Title this PDF as 'Financial Response to Proposal' and submit such to Samantha Houk and Donna Weidman at [Samantha.Houk@18thjudicial.org](#) and [Donna.Weidman@dupageco.org](#).

[Logicalis has read and acknowledges this statement.](#)

Provide the original signature of the person authorized to contractually obligate the organization.

[See Below](#)

I look forward to speaking with you regarding this proposal. Please feel free to contact me directly with any questions.

Sincerely,

Signature on File

Sandy Shute, Account Executive
3500 Lacey Road Suite 200 Downers Grove IL
60515
(630) 730-9520
[sandy.shute@us.logicalis.com](#)

Signature on File

John O'Neill, Dir Area Sales Chicago
3500 Lacey Rd. Suite 200, Downers Grove, IL
60515
3317773549
[John.Oneill@us.logicalis.com](#)

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Section 4. Executive Summary

Section 4.1. Executive Summary

Logicalis is delighted to have been invited to respond to DuPage County Circuit Clerk RFP for Microsoft 365 Hosting and Managed Services. We are committed to earning the position of trusted advisor and preferred managed services partner for DuPage County. Our commitment to DuPage will be based on a strong foundation of Logicalis' own core values, which are: Integrity; Advocacy; and Sustainability. The safest pair of hands – Logicalis Value Statement for Digital transformation can be challenging without close local relationships consolidated with central management and oversight. Our RFP response is based on our experience in providing Managed Services for the public sector. Logicalis has been a long standing Microsoft partner with some of the highest certifications and accreditations, spanning our pre-sales, Professional Services and Managed Services teams. We know that staying on top of the latest and greatest Microsoft solutions and services can be a challenge. We've included in our main response to address the services that are being delivered under the current agreement, which is about to expire. However, we've also included two additional service options for consideration, as the Microsoft 365 portfolio of services continues to evolve and expand. We believe that these additional options should be strongly considered and reviewed with our team.

Logicalis Value

Our customers have shared with us the value that we provide by partnering with their teams. These elements are included in the proposal that Logicalis is putting forward in our RFP response.

- Digital Services Platform – using AIOps and Machine Learning to reduce incident handling and mean time to resolution
- Offering Managed Services that scale up or down based on client's needs
- Able to meet regulatory requirements
- Ability to execute with urgency (speed to market)
- Willingness to support emerging technologies
- Flexibility in providing the solution in parallel with contract finalization
- Defined Continuous Improvement methodology
- Maturity of existing service catalog
- On Boarding Experience – Logicalis HyperCare Service

The Best Partnerships - All Key Vendors

Logicalis has relationships with technology leaders across the industry that enables us to use the best tools for Microsoft 365 Managed Services. We also hold the highest level of partner accreditations for many other Tier 1 partners such as Microsoft, IBM, HPE, Cisco, Arctic Wolf, Dell/EMC, NetApp, VMware, etc... Specific to Microsoft, Logicalis holds the prestigious certification Azure Expert Managed Service Provider (MSP), one of only 100 companies with this certification out of over 10,000 partners worldwide. This is a rare combination for these and other technologies, Logicalis represents the very best partner for DuPage County to access best practice innovation, vision and insight, world class skills, and unbeatable commercial leverage.

Summary

Logicalis is an international IT solution and managed services provider that has become the trusted IT advisor for the DuPage County Circuit Court and would like to extend our partnership and work County wide to assist you with Microsoft 365 management. We have earned the distinction of being our customers' trusted technology advisors because we are able to effectively align business goals with technology solutions that help provide excellent service to your constituents. DuPage County has made it clear that it is looking for a "Partner" for this project who has processes in place, the proven successful track record of implementing similar projects, and the experience to take the lead and make this a successful engagement. Our rich history implementing similar projects, combined with the aforementioned capabilities, differentiate Logicalis from traditional Microsoft 365 managed services providers and integrators. We continue to invest and evolve our offerings as part of our continuous improvement mantra. Dupage County has and will continue to benefit from these improvement efforts.

We look forward to continuing the partnership and expanding the new features and functionality to the end-user community.

Section 4.2. Vendor Qualifications, Financial Stability, and Litigation History

Logicalis Vendor Qualifications

Logicalis helps shape, support and implement our customers' digital transformation. We embrace change, help our customers adapt to change, and lead the change.

We are Architects of Change.

Our Mission

We strive to make technology a business asset, not a business problem, by simplifying solutions and driving business transformation that delivers extraordinary user experience and value.

Local Support

- Logicalis U.S. (Michigan Headquarters)
- \$400 million in revenue
- 830+ employees
- Offices in 21 cities
- 3 cloud data centers
- 3 managed service provider centers

Practices and Offerings

- Cloud-Data Center
- Security
- Networking
- Collaboration
- Private Cellular -P5GaaS

The Logicalis Approach

Logicalis designs, supports, and executes on our customers' digital transformation by blending their vision with our technological expertise and industry insights.

How We Engage with Customers

- Point of View – 1-hour cloud overview
- Executive Briefing – 1-day overview of Logicalis offerings
- Workshops – 1-day customized deep dive
- Planning & Road Mapping – Consultative strategy-building session
- Demonstrations – Deep dive into specific technologies
- Consulting – Project-based planning and implementation

Services for Business Growth

- Consulting – Alignment of technology with business goals
- Strategy – Results-driven strategy refinement and design
- Technology – Solution design with today's leading technologies
- Professional – Solution implementation via certified expert engineers
- Managed – Day-to-day operational support of hybrid cloud solutions
- End-User – Service desk, adoption, collaboration, and other support

Vertical Expertise

We serve all industries and have made significant investments in:

- Healthcare
- Education
- State & Local Government
- Industrial

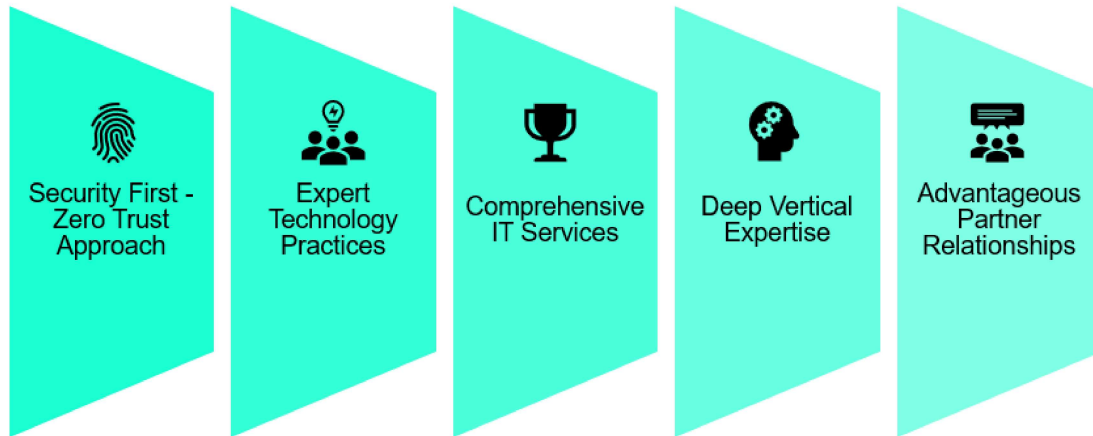
Committed to Customer Success

We improve the value that customers receive from our solutions and services and believe that our business will grow when we help their business grow.



Our Solutions & Services

Logicalis offers a range of extensible services, from helping you define and design a cloud strategy to assisting with server and storage selection for your current environment. Below is an overview of our focus areas. All of our focus solutions provide a full range of assessments and health checks, perfect for those who need help determining what the next steps are.



Security | Deliver strategic, end-to-end enterprise security services

Network | Connect technology, clouds and people with speed and agility

Collaboration | Engage employees to collaborate, create, and share information

Cloud | Deliver cloud services that bridge cloud needs via ITSM and automation

Data Center | Build a modern software-defined data center that brings agility to hybrid cloud

Alliances & Partnerships

Our focus on emerging and innovative technologies and our breadth of integration expertise encourages close cooperation with our key technology partners. Our close partner relationships mean we are often first to market and to deploy new technologies. From mission-critical servers and complex wired and wireless networks to high-end storage and operating systems and much more, Logicalis maintains the highest certifications with industry-leading business partners to provide quality technology to serve all your business needs.

Microsoft is one of Logicalis's top partners globally and will continue to be a strategic partner for Logicalis going forward. The M365 productivity suite has over 50% market share globally and continues to expand the solutions and services as part of the portfolio. In October of 2022, Microsoft released the "New Commerce Experience", which effectively replaced the previous Cloud Solution Provider (CSP) licensing model that Dupage had been leveraging. Logicalis continues to invest in the M365 services and have released our new Microsoft Licensing Portal to provide our clients self-service for their licensing and a new response tree for M365 and Azure New Commerce licensing requests. We've also invested in a new Customer Experience Team, who will be adding monthly reporting and discussions about your current and future Microsoft services. Understanding where you are moving as a company and providing insights into additional M365 and Azure capabilities and optimizations for your organization.

In addition to the M365 suite, Logicalis has been recognized as one of just a few Microsoft Azure Expert Managed Services Providers (MSPs) worldwide, Logicalis underwent Microsoft's rigorous and extensive process to become an Azure Expert MSP, which includes:

- Both a pre-audit assessment and an onsite audit of our company-wide processes
- Partnership as a Cloud Solution Provider (CSP), along with Logicalis-created intellectual property
- A minimum of 15 Microsoft-certified engineers to support your needs

As a result, Logicalis has proven that it can manage your IT systems and maximize IT productivity, while your team focuses on delivering long-term, sustainable business growth. We plan to leverage resources from our Customer Experience team, Professional Services and Managed Services teams to offer a complete solution and best experience for Dupage County.





Public Sector Background

For over 20 years, Logicalis has been a leader in public sector sales and solutions. Our experienced government and education specialists know the issues you're facing, understand how your procurement process works, and can help guide you to the IT solution that best fits your needs and budget.

Through our GovEd practice, we offer technology evaluations, advice, solution sales and implementation as well as the professional services that tie it all together. In short, through the strategic use of technology, we help you deliver better services.

Logicalis Financial Stability

Logicalis, Inc.'s financial statements are considered confidential information. Upon the parties executing a mutual Non-Disclosure Agreement, Logicalis will provide the independently audited financial statements. However, we are providing the following information in hopes it is sufficient to demonstrate Logicalis' financial stability:

Fiscal Year Ending	Net Revenue
February 2022	\$ 355 million
February 2021	\$ 343 million
February 2020	\$ 424 million
February 2019	\$ 410 million
February 2018	\$ 389 million
February 2017	\$ 452 million
February 2016	\$ 465 million
February 2015	\$ 386 million

Logicalis Litigation History

Logicalis is involved in legal proceedings and litigation in the ordinary course of business. In the opinion of management based upon facts known at this time, the outcomes of such matters are not expected to have a material adverse effect on Logicalis' financial position or results of operations.

Section 4.3 Vendor References

Logicalis recognizes and respects your need to contact our references relative to this important project. Indeed, we want you to contact our references... and they would be pleased to speak with you. Nevertheless, given the public nature of bid responses, we prefer to protect the privacy of our customers - our most valued asset.

We can provide contact names and information upon further request. In this manner, we can advise our customers that you will be contacting them and prevent their name from being shared beyond the bounds of Dupage Cty Clerk of the Cir Court and Logicalis. Below is a list of institutions that we work closely with. Please advise us if you would prefer to speak to an executive, technologist, or both. We greatly look forward to hearing from you.

DuPage County Circuit Court Clerk

505 North County Farm Road
Wheaton, IL 60187

Alloya Corporate FCU

184 Shuman Boulevard, Suite 400
Naperville, IL 60563

Conn Appliances, Inc

2445 Technology Forest Blvd, Suite 800
The Woodlands, TX 77381-5259

Agree Realty

32301 Woodward Ave
Royal Oak, MI 48073-0946

Legend Valve & Fitting, Inc.

300 N Opdyke Rd
Auburn Hills, MI 48326-2974

Section 5. Proposal Narrative

Section 5.1 Project Design, Staffing and Organization

Logicalis plans to utilize our highly trained and skilled employees. In the event additional staff and/or specialized staff are needed which cannot be fulfilled with current Logicalis employees, we may utilize individuals on a subcontractor basis. Logicalis will work with Dupage Cty Clerk of the Cir Court for approval to ensure staff assigned to the project are suitable. Staff assignments can be shared, once the Statement of Work has been executed and our Resource Management Office allocates the resources.

Below are a list of roles who will be part of the project and service:

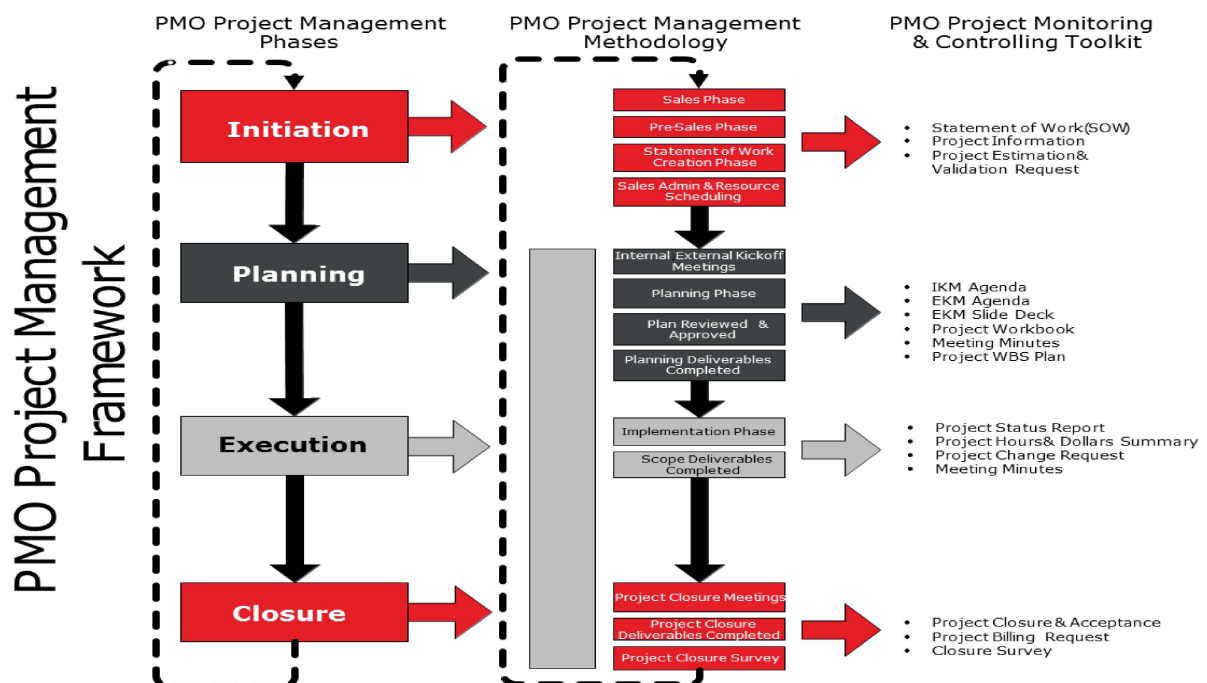
- **Sandy Shute, Account Executive**: Your primary contact. Responsibilities include, but are not limited to, overall account management, delivering quotes and proposed solutions, and scheduling review meetings.
- **Business Solution Architects**: Your technical sales contacts, responsible for solution development and consulting.
- **Project Manager**: PMP certified, responsible for the managing the delivery implementation services.
- **John O'Neill, Area Sales Director**: Responsible for working with your account executive to manage Dupage Cty Clerk of the Cir Court and is authorized to bind Logicalis commitments to Dupage Cty Clerk of the Cir Court.
- **Sales Support Representative**: Responsible to work with your account executive and solutions architects to develop quotes for Dupage Cty Clerk of the Cir Court.
- **Sales Associate**: Responsible for assisting your account executive in managing Dupage Cty Clerk of the Cir Court account.
- **Implementation Engineer**: Responsible for providing the technical expertise and certifications required to successfully implement the chosen solution.
- **Dane Duncan, Service Delivery Manager**: Responsible for the overall service delivery excellence of the Managed Service.
- **Customer Service Manager**: Responsible for providing license guidance and advice, based on your requirements matched to the New Commerce Experience offered by Microsoft.
- **Tier 1-4 Engineers**: Responsible for Incident, Problem & Change Management activities as part of the Managed Service.

Section 5.2 Proposal Narrative

Project Management

Logicalis leverages a Project Management methodology, the Logicalis Solutions Framework (LSF), designed to encompass the diverse services that we perform for our customers. This framework was developed to focus on technology requirement gathering, design, implementation and support services. These principles provide the baseline by which project are executed, reported and documented. LSF follows a four-phased approach for managing projects: Scope Definition, Project Planning, Execution, and Closure. Each phase focuses business and technology expertise on the services provided during each stage of the project.

The following graphic provides a representation of the interrelationship between project phases, guiding activities within our framework. We understand the fluid nature of projects and have developed this framework to support and control the complexity of technology services.



As depicted in the graphic, the LSF focus is primarily on quality and planning, which helps verify that:

- Project objectives are understood by all stakeholders and goals are attained
- Project timeframes and commitments are maintained
- Project financial constraints are taken into consideration
- Project changes are minimized, documented and approved in line with project objectives to support overall change management activities
- Project status reporting is consistent and effective
- Risks are understood and mitigated

Logicalis understands the complex trade-offs required to apply technology services to the enterprise. Under LSF, deliverables are defined, prior to each project phase. This provides tangible outputs, which can be measured throughout the life of the project. We strive for partner relationship with our Customers; therefore communication of project progress and expectations is key to overall project success.

Project Management tasks that facilitate meeting the stated business objectives, have been included in this response. We strive through the performance of these Project Management processes to manage the project's scope to the primary constraints of time, quality and cost. This permits both organizations to realize the benefits of successful project completion.

Solution Profile

Logicalis is proposing a comprehensive solution for the Dupage County's Microsoft 365 tenant. Combining the Microsoft New Commerce Experience (NCE) licensing and Logicalis traditional Managed Services offerings and the new Logicalis Digital Workplace (DWP) service, we believe we have a solution and service offering to continue to support the Dupage County end-users today and well into the future.

Logicalis has responded with a few different options for consideration. These options vary in solution scope and service pricing:

1. New Commerce Experience Licensing (M365 Licenses) + Traditional Managed Services – This provides a comparable solution and service to what Dupage has been receiving from Logicalis over the last 5 years.
2. New Commerce Experience Licensing (M365 Licenses) + Traditional Managed Services + Digital Workplace – Identity & Collaboration
3. New Commerce Experience Licensing (M365 Licenses) + Traditional Managed Services + Digital Workplace – Identity & Collaboration + EndPoint Management

We broke each of these options out as a separate section and explained them in greater detail. Each option builds upon the previous option and option 3 is by far the most comprehensive service that will help DuPage County support and manage the M365 tenant.

Below is a high-level comparison of the three Managed Services Offerings:

Workloads	Current Managed Services Offering	Identity & Collaboration	Identity, Collaboration, & Endpoint Management
Proactive Maintenance	X*	X	X
Request Fulfillment	X	X	X
Entra ID (Azure AD)	X	X	X
Exchange Online	X	X	X
OneDrive for Business		X	X
SharePoint Online		X	X
Teams		X	X
Mobile Device Management			X
Mobile Application Management			X
Device Policy Management			X
Device Configuration Management			X
Application Packaging			X
Digital Fabric Platform		X	X
*Limited to Exchange Online and Entra ID (Azure AD)			

Option 1 - Current Offering

In this option, Logicalis is proposing the Microsoft New Commerce Experience (NCE) licensing and Logicalis Managed Services that most closely resemble what Dupage County has under contract today with Logicalis.

We know that today's IT organizations continue to face IT skills and talent shortages. In fact, many IT decision-makers believe that they cannot meet their organization's demand for IT expertise with internal resources alone. In addition, most organizations operate in multiple computing environments, such as on-premises, cloud, and edge computing—environments that are often managed separately. Though they are connected through the network, it is difficult to see the entire environment, share data, and take advantage of insights.

Logicalis Managed Services overcomes IT skills and talent shortages and unifies management of disparate environments by changing the focus from remediation to prediction and insight and delivering unparalleled levels of business uptime through our AIOps-powered Digital Service Platform (DSP).

More than just a portal, DSP is rigorously structured and defined and services are connected, automated and managed in a standardized way to ensure consistent high quality. AI and machine learning (M/L) add the ability to predict and prevent potential failures and, where appropriate, automatically deliver a self-healing resolution. The result is unrivaled service levels, clarity and confidence by reducing risk and increasing system performance.

The platform provides services composed of applications, methodologies, frameworks, service definitions and processes. It is built and maintained by a global virtual team, agile methodologies and a global governance structure. It delivers a well-orchestrated set of best-practice processes and integrated systems to optimize business outcomes throughout services fulfillment and management.

More specifically, the DSP platform is comprised of the following features -

- AIOps – Platforms that include automation and machine learning for contextualizing large volumes of varied and volatile data.
- M/L Clustering – Use of machine learning to group related events.
- AI Automation – Use of scripts and workflows to automate routine resolutions, fulfillments, queries, etc.
- Cockpit – Dashboard where engineers have a single pane of glass to view all relevant information for an incident (e.g. ticket information, related events, monitoring, analytics).
- Analytics – Graphical representation that provides insights into large volumes of underlying data.
- M/L Anomaly – Use of machine learning to detect unusual behavior in a device or environment.
- M/L Prediction – Use of machine learning to detect behavioral patterns and statistically predict the next event in a behavioral pattern. It provides a high-probability prediction about something that will occur in the future.

Logicalis Managed Services combines multiple technologies required to provide real-time monitoring integrated with our Service Management/Workflow system to drive efficient proactive and reactive support.

Monitoring and management details for the technologies included in this RFP are found in the appendices for each specific technology.

Next-Generation Managed Services

Most organizations operate in on-premises, cloud, and edge environments. While often connected to the same network, many of these environments are managed separately, making it difficult to predict issues or prevent them from taking operations down. Logicalis takes the management of your computing environments to the next level using our Digital Service Platform (DSP). Powered by Artificial Intelligence Operations (AIOps), DSP focuses on prediction and prevention instead of remediation after the fact. This breakthrough Digital Service Platform powers digital transformation with services that deliver unparalleled levels of business uptime through sophisticated design and artificial intelligence.

The Key to Next-Generation Managed Services

According to Gartner, AIOps platforms are "software systems that combine big data and AI or machine learning functionality to enhance and partially replace a broad range of IT operations processes and tasks, including availability and performance monitoring, event correlation and analysis, IT service management, and automation." But AIOps is more than tools and algorithms. For the most trusted, accurate results from AIOps, organizations should consider addressing these three pillars of data science:

Compute - We use robust compute and data lake technologies to ingest and analyze massive data sets.

Algorithmic Skills – We work with a team of PhD-level data scientists to tune, contrast, and compare algorithm results based on accuracy and speed.

Business Knowledge – We have deeply knowledgeable business and process people working with the data scientists, who understand the full spectrum of data involved and how to achieve the desired impacts and outcomes.

An Unprecedented, AIOps-Powered Technical Foundation

The Logicalis Digital Service Platform uses machine learning and automation to enhance the Managed Services experience we deliver to customers and alter it with richer insights and visibility, unprecedented prediction and prevention, and automated resolutions and responses.

Logicalis DSP Benefits:

Significant reduction in outage cost – Delivers greater levels of business continuity—and drives down costs—through early incident detection, automated remediation, and predictive incident prevention.

Maximum business productivity – Prevents business disruption by intelligently correlating events and systems and detecting anomalies and behavioral patterns for advanced warning of system issues.

Optimized system productivity – Improves system performance through early detection and remediation of performance issues and resource constraints before they become issues.

Maximum user productivity – Enhances the user experience and productivity through optimized service activation, operational excellence, and service level coordination.

Accelerated business value – Speeds time to value as your service goes live and all relevant service components are auto-activated.

Consistent global services – Delivers a consistent service experience, no matter where in the world you are, with a platform used by Logicalis operations centers and engineers.

Optimal Services Program

Partnering with an organization like Logicalis, which has the people, processes, and technological platforms to deliver operational efficiencies, is the best way to stay ahead of your business's changing demands. At Logicalis, our array of solution design and consulting services, provisioned consumption-based offerings, managed services, and lifecycle services are all built on a best-practices framework backed by world-class ITIL processes designed to help you manage your technology infrastructure more efficiently and cost-effectively while responding proactively to your organization's transformation goals.

Using an array of leading service management tools and finely tuned processes, our Optimal Services platform enables our Managed Services operations to:

- Professionally manage your IT infrastructure
- Deliver consistency in your IT services and the user experience you provide
- Reduce operational costs
- Achieve fast IT infrastructure maturity

In short, Optimal Services is an incredible framework that has been painstakingly designed to deliver repeatable, consistent services across all participating geographies while still giving us the ability to remain flexible and agile in meeting your unique regional needs.

ITIL processes are used to provide a framework to measure what your provider is doing. ITSM tools make it possible to apply all of the ITIL best practices built into the tools and DSP, linking to systems Logicalis manages for our clients - essentially delivering state-of-the-art service management efficiencies right out of the box. Service Definitions are used to define the tasks Logicalis will execute to keep the client's systems in good working order. The Logicalis Digital Service Platform builds on traditional ITSM, and layers of machine learning and applied algorithms designed and maintained by our data scientists to move from reactive to predictive support.

Monitoring & Event Management Summary

Logicalis Monitoring & Event Management includes proactive monitoring for the identification of events and alerts. Logicalis monitors and identifies events or thresholds that have been exceeded in accordance with the parameters in the Service Definition.

Incident Management Summary

Procedural resolution of issues with escalations and SLAs, leveraging AIOps to continually reduce MTTR and shift to Incident Avoidance via predictive Change Management. The primary aim of Logicalis' Incident Management process, based upon ITIL, is to restore service operation as quickly as possible and maintain the best possible service quality and availability for the customer's business operations.

Deliverables include:

- Incident management services, including identification, logging, processing, escalation, and resolution management, including third-party vendors as required.
- Incidents will be automatically generated by our monitoring tools or created via agreed customer contact methods.
- Escalation procedures based on formal, pre-defined criteria and processes.
- Customer notification when an incident occurs and during resolution updates.
- Incident resolution activity tracking, including updates from engineers as applicable.
- Incident reporting via Logicalis' IT Service Management Portal, including these standard reports:
 - In Progress
 - Opened Last Month
 - Closed Last Month
 - All Incidents – 12 Months
- Assignment of incident priority using pre-defined algorithms, as defined below.
- Integration with Logicalis' "Crisis Management" process where applicable.
- In cases where a permanent resolution is not yet available, a workaround will be established to resolve the Incident.

Incident Priority is a function of both:

- Impact - the assigned impact (importance) of the affected Configuration Item (CI) / Device, or the affected Business Service (if the CI is not provided or known).
- Urgency - the urgency is either assigned by the associated monitoring alarm or the data collected from the user reporting the issue.

Incident priority is determined by the table below. For example, a High Urgency Service Impacting Event on a High Impact device is a Priority 1 Incident, whereas a Medium Urgency Service Impacting Event on a Medium Impact device is a Priority 3 Incident.

Incident Priority Matrix

	Device Impact		
Event URGENCY	High	Medium	Low
High	Priority 1	Priority 2	Priority 3
Medium	Priority 2	Priority 3	Priority 4
Low	Priority 3	Priority 4	Priority 5

Standard Target Resolution Times for Managed Devices by Priority

Priority	Incident		
	Email Notification	TRT*	Phone Call (24x7)
Priority 1	15 min	4 <u>hr</u>	15 min
Priority 2	15 min	8 <u>hr</u>	N/A
Priority 3	Upon Request**	16 <u>hr</u>	N/A
Priority 4	Upon Request**	32 <u>hr</u>	N/A
Priority 5	Upon Request**	48 <u>hr</u>	N/A

Problem Management Summary

Logicalis' Problem Management, based upon ITIL, identifies root causes of relevant Incidents as well as recommended resolutions to the root causes. The resolutions may require Logicalis' Change Management to implement recommended changes. The core objective is to find the root cause and remedy, prevent or reduce the impact of future Incidents and Problems, and minimize recurring issues and Incidents that cannot be prevented.

Deliverables include:

- Create Problem records where there is no known error, for:
 - "Critical" or "High" priority Incidents
 - Repetitive issues / recurring Incidents
 - Problem analysis report with recommendations
 - Generate workaround and known error documentation in the Knowledge Base
 - Review, and approval, by both Logicalis and the customer, of the root cause analysis & resolution recommendations

Change Management Summary

Logicalis' Change Management, based upon ITIL, has the objective of providing standardized methods and procedures used to handle changes efficiently, with minimum disruption to IT Services. Changes include additions, modifications, or removal of Configuration Items (CI's) initiated and managed by Logicalis.

Change Types are defined by Logicalis and include:

- Routine – low risk, low impact, pre-defined changes. Some routine changes are classified as pre-approved.
- Comprehensive - a planned change in response to a request, planned activities, or to implement a non-urgent correction.
- Emergency – an expedited change where urgent service correction is required to prevent an imminent service outage or respond to an urgent legislative directive.

The customer is involved in the approval process of all change types except for pre-approved Routine Changes as defined by Logicalis.

Deliverables include:

- Change processing including:
 - Technical planning documentation, including back out planning
 - Schedule planning
 - Risk assessment, including conflict and impact evaluation
 - Change evaluation
 - Defined approval process
 - Configuration Management
 - Controlled planning and execution
 - Success measures against target execution window and planned results
- Pre-defined processing rules based on impact, risk, priority, and Change Type
- Formal, work-flowed, approval processes involving:
 - Customer designated approvers
 - Logicalis Change Advisory Board (CAB)
 - Logicalis Emergency Change Advisory Board (ECAB)
- Emergency Change processing with expedited processing and approvals
- Activity and status tracking

Request Fulfillment Summary

Logicalis' Request Fulfillment, based upon ITIL, provides the ability for customers to request additions, removals, or changes to existing services and technologies managed by Logicalis. The Request catalog is defined in each Logicalis service. Requests can be made via Logicalis' Self-Service Portal or via phone calls to Logicalis. Requests may be subject to customer approval. Certain Requests will be fulfilled via Logicalis' Change Management process.

Deliverables include:

- Request catalog items available for selection via Logicalis' Self-Service Portal
- Request recording and work-flow processing
- Request fulfillment activity and status tracking
- Request Reporting
 - In Progress
 - Opened Last Month
 - Closed Last Month

Service Level Definitions

- Managed - Server - MS Windows
- Managed - Enterprise Systems - MS Office365 Exchange
- Managed - Enterprise Systems - Azure AD Connect
- Managed - Enterprise Systems - Azure Active Directory

Option 2 - DWP - Identity and Collaboration

New Commerce Experience + Traditional Managed Services + DWP (Identity and Collaboration)

In this option, Logicalis is adding the Digital Workplace (DWP) Identity and Collaboration service on top of our traditional Managed Services that were outlined in Option 1. The M365 suite has continued to evolve with new software and services being launched all the time. In order to keep up with the pace of change coming from Microsoft, Logicalis has expanded our offerings to include the Digital Workspace managed service, which incorporates additional support services related to the M365 licensed features and functionality. We've summarized the additional services that are included with this option:

Identity and Collaboration Services

Logicalis Identity and Collaboration service, (part of the Digital Workplace Employee Collaboration services) provides ongoing maintenance, configuration and administration of supported identity providers and collaboration platform. This includes proactive and continuous monitoring of usage analytics, security and policy management, to ensure they are in line with Logicalis and vendor best practices. The service aims to improve collaboration and teamwork, enhance meeting experience, ultimately driving increased adoption of collaboration suite.

Identity Management

Summary: Ongoing maintenance and management of customers enterprise identity platform to deliver directory access, SSO and multi-factor authentication services.

Responsibilities include:

- Provide cloud-based policy management and administration
- Active Directory synchronization monitoring
- Single Sign On, conditional access and MFA configuration and management

Deliverables include:

- Fulfillment of approved requests
- Enhance and improve identity score
- Compliance on MFA enabled account

Exclusions from service:

- Management of on-premises infrastructure and services, including Active Directory services
- Management of any networking infrastructure
- Unsupported identity providers
- Set up of AD Sync from on-premises directory
- End-user device support

Managed M365

Summary: Ongoing support and maintenance of customers M365 collaboration suite to drive collaboration and productivity improvement. The service includes administration and configuration of all M365 apps and excludes SharePoint development and Teams Voice calling services.

Responsibilities include:

- License management
- Support services across the M365 platform
- Manage supported and approved devices using pre-configured policies and templates
- Administer policy and configure changes using agreed Change management processes.
- Monitoring and administration of certificates and work with customer to procure certificates
- Assign applications to authorized users
- Manage E-Discover Messages for Compliance or Deleted Items Restoration
- Configuration management across email– DNS MX, mailbox limits, storage sizes, attachment limit, transport rules, connectors, and domains.
- Configuration management across other Teams and SharePoint (Excludes development)
- Security management

Deliverables include

- Fulfilment of approved requests
- Enhance and optimise device M365 collaboration experience
- Increase adoption across all M365 services

Security Management

Summary: Ongoing maintenance of M365 security.

Deliverables: Ongoing delivery of monthly patches and security definitions and maintain a security score of >90% secure score and complete activities required to sustain and increase this score.

Deliverables include:

- Maintain 5 open recommendations for security optimization based on the highest importance to improve secure
- Weekly review of recommendations until a score of > 90% is maintained, resulting in < 5 monthly security recommendations
- Review and assess security recommendations and complete remediations to improve overall security score
- Maintain security baseline across M365 tenant and configure for increased security

Note: Microsoft Compliance Manager is not in the scope of base service.

Exclusions from service:

- Continuous security event monitoring
- Configuration of security playbooks for Automated Investigation and response (AIR)
- Professional or managed services relating to the uplift of identified opportunities to increase Microsoft Secure Score.

User Adoption Recommendations

Summary: Ongoing assessment and review of M365 usage to improve collaboration and productivity

Deliverables include:

- Review and analyse usage analytics and spend to help investigate trends, and recommend strategies to implement to help increase collaboration
- License optimization recommendations
- Contribute to overall proactive maintenance actions
- Presentation of roadmaps and upcoming future releases to assist your organization stay ahead with innovation
- Reporting of month on month returning, usage and activation of users and technology to assist with measuring adoption (where applicable)
- Optional training and change management packages to improve adoption of new services with staff (price on application)

Proactive Maintenance

Summary: Proactive and ongoing improvement of collaboration, identity and security scores

Deliverables include:

- Draw preventative maintenance plans via outputs from PIR, Service Improvement Plans and Monitoring events.
- Execute “maintenance plan” for all categories of maintenance services
- Ongoing assessment of M365 analytics to improve collaboration, identity and security score
- Maintain up to 5 open recommendations for score optimization based on the highest importance
- Proactively Implement remediation items (where additional licenses or service enablement is required, this is conducted as a project)
- Weekly review of recommendations until a score of > 90%
- Recommend the use of these best practices in your organization to help you see where you are on your digital transformation journey in monthly reports.
- Provide proactive recommendations prior to licence or certificate expiry (including an assessment of implications); and / or licence breaches (e.g., excess users).
- Contribute to Availability Management, Capacity Management and Cost Optimization processes (where applicable)
- Provide proactive alerts where hardware failure has occurred on in-scope items (where applicable)
- A baseline will be established during onboarding and improvements over the baseline is represented in monthly reports.

As part of the Digital Workplace service, Dupage County will also get access to the Logicalis Digital Fabric Dashboard. The Dashboard is a foundation for change, as organisations continue to advance digital transformation initiatives, the layers of digital infrastructure is becoming more complex.

With so many competing priorities, pressure to reduce costs and carbon emissions, disparate technology and tools, and an advancing IT skills gap, both problems and opportunities can become hard to see, and even harder to address.

So how do you really know if you’re making progress? To truly optimise, you must simplify and combine the layers of digital infrastructure to form a solid foundation.

At Logicalis we harness our collective expertise to help you build a **blueprint for success in a digital-first world**. So, you can create a sustainable business, with outcomes that matter. We recognise that you’re advancing your digital business, fast. Through our managed services, we ensure that your business can evolve as you evolve by helping you to create a **digital fabric** that weaves throughout your entire technology suite – unifying and elevating your IT infrastructure – to give you greater control, visibility and a clear path forward.

Gain economies of scale in interoperability performance

When you break down what you need to transform your organisation, there’s often overlap between priorities and it’s hard to know where to begin. Our Digital Fabric ties together your transformation initiatives efficiently, uncovering synergies and capturing savings as you go.

Get a real time view of your entire technology suite

Disparate systems don’t build a solid foundation – they create gaps and inefficiencies. By bringing the layers of digital infrastructure together into a central Digital Fabric Dashboard, you can get a real time view that spans your technology suite, ensuring you stay on top of performance and ahead of surprises.

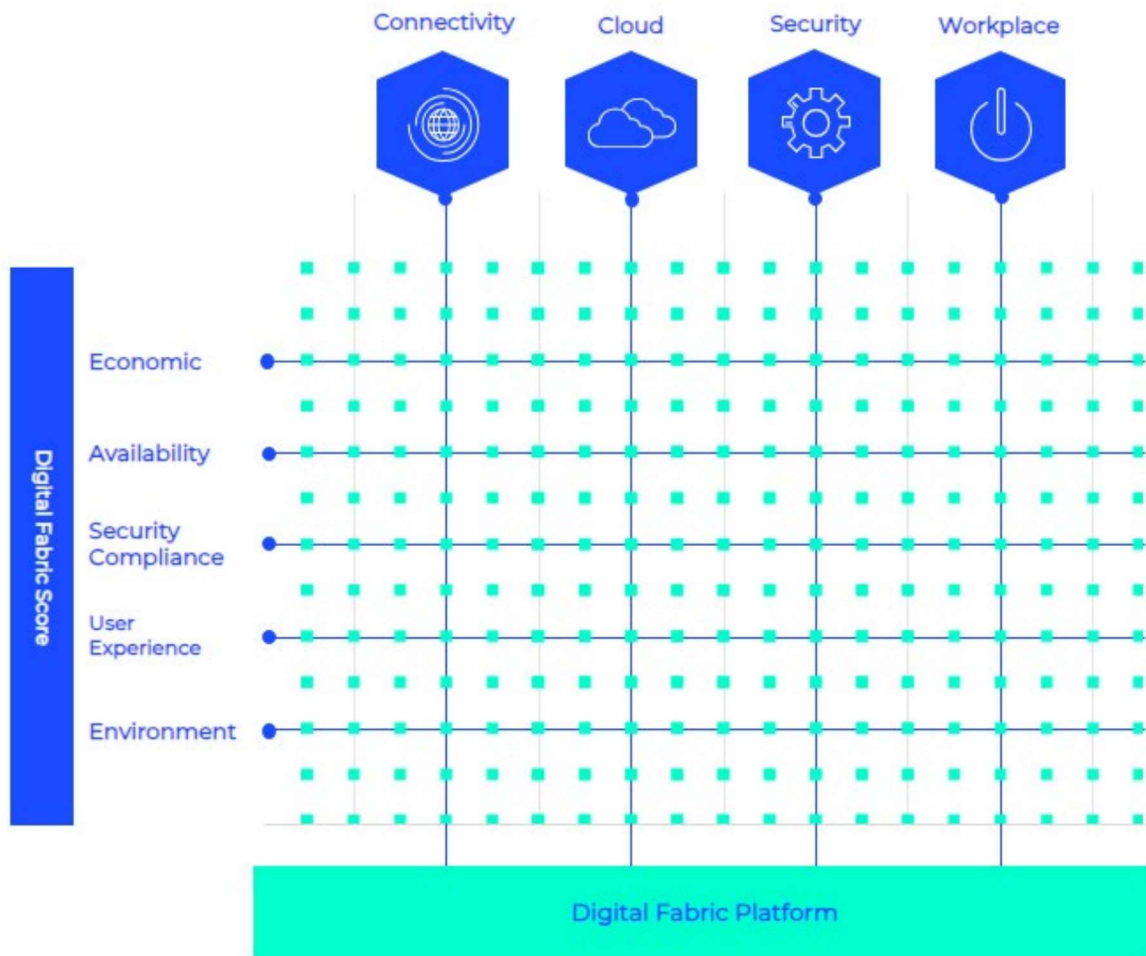
Harness actionable leadership benchmarks

Forget guesswork – through our **Digital Fabric Scoring system** you can gain access to industry benchmarks across environment, economics and user experience, showing you exactly how your organisation measures up against the competition.

How does it work?

Our Digital Fabric encompasses our global solutions which are designed to help you **reduce risk, optimise operations** and **empower employees**. We use our objective scoring system – the **Digital Fabric Score** – to benchmark you in each solution area against competitors in your industry so you can see how you measure up.

This data is combined into the **Digital Fabric Platform** – to ensure insights are shared, resources are evenly spread, costs are optimised, and emissions and security are controlled across your entire digital fabric.



The Digital Fabric Score

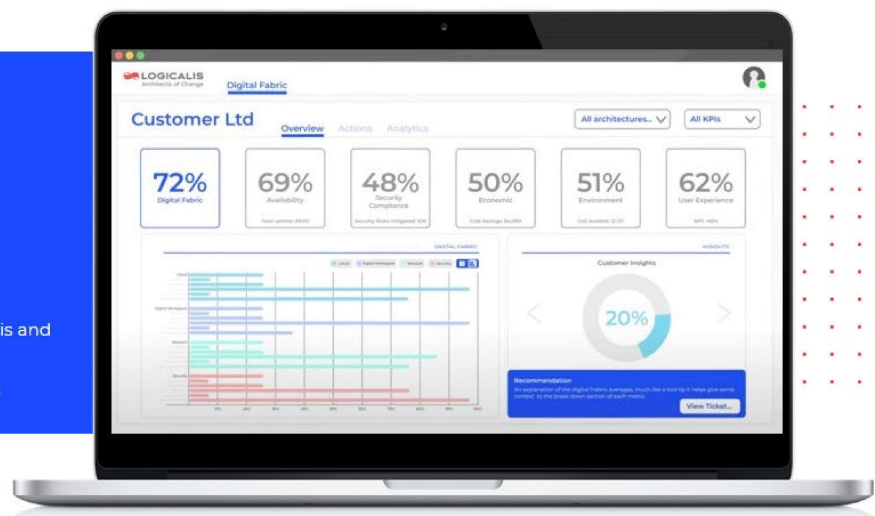
The Digital Fabric Score allows you to drive performance across your entire digital fabric. Not only do you get a view of how you measure up against similar organisations within your industry, but we also provide practical recommendations to help you improve.



The Digital Fabric Platform

See how your digital fabric measures up with access to:

- A centralised view of data across your services and their consumption
- A dashboard that shows cost, security and compliance anomalies
- Advanced reporting that assists you with cost optimisations
- Ongoing assessments against Logicalis and other industry compliance standards
- Recommendations from the Logicalis team on how to improve



Option 3 - DWP - Identity, Collaboration and Endpoint Management

New Commerce Experience + Traditional Managed Services + DWP (Identity and Collaboration + Endpoint Management)

In this option, Logicalis is adding the Digital Workplace (DWP) Endpoint Management service on top of our traditional Managed Services and DWP - Identity & Collaboration services. We've summarized the additional services that are included with this option:

Endpoint Management – Managed Services

The Logicalis Digital Workplace Endpoint Management service provides end-to-end management of user device experience. This includes proactive and continuous monitoring of user device telemetry (endpoint analytics) and ongoing maintenance of Windows endpoint Operating System to deliver optimal user experience. The service delivers a current, consistent, and secure user device experience and includes annual Windows build servicing, monthly patching and packaging of drivers and applications for Microsoft Intune.

This service is made of end-user support, Microsoft Intune based device management and management of endpoint security. These are outlined in subsequent sections.

Microsoft Intune

Summary: Ongoing maintenance and configuration of Microsoft Intune

The services also include management of approved mobile devices using Intune. For Mobile device management, it is mandatory that all devices are managed via Microsoft Intune and MDM management service enabled by Logicalis.

Responsibilities include:

- Manage supported and approved devices using pre-configured policies and templates
- Administer policy and configure changes using agreed change management processes.
- Configure policies related to deployment rings and features such as auto-pilot.
- Monitoring and administration of certificates and work with customer to procure certificates
- Assign applications to authorized users
- Perform remote wipe/ unlocks of devices upon receiving approvals
- Report on hardware and software inventory
- Use of Mobile Application Management (MAM) policies to publish, push, configure, secure, monitor, and update mobile apps

Deliverables include :

- Fulfillment of approved requests
- Enhance and optimize device onboarding and off-boarding
- Device compliance trends

Exclusions from service:

- Support for technology not under management.
- Unapproved devices or endpoints – only corporate devices included in scope
- Mobile Device Management onboarding and migration of existing devices
- Management of on-premises System Centre Configuration Manager (SCCM)
- Onsite services. All services included in this service is delivered remotely.
- Request items not listed in the request catalogue
- Management and troubleshooting of MDM solution outside Intune.
- Management of Telco and Mobile partners, including warranty repair

Hardware Warranty Maintenance

Ongoing support and administration of endpoint hardware warranty by coordinating with endpoint Tier 1 OEM vendor for warranty maintenance and escalated vendor support.

Responsibilities include:

- Log calls with vendor for any hardware related event for technology under support

- Scheduling with customer on available for hardware replacements in line with warranty specifications
- Escalate and coordinate with OEM vendor for driver or firmware related bugs impacting operation of users' operating environment
- Remote application of firmware update (excludes any onsite services)

Deliverables include

- Processing of warranty requests identified during investigation
- Firmware updates

Exclusions include

- Onsite services
- Stock maintenance
- Active maintenance agreement (Hardware & Software) for the endpoint
- Hardware related call not related to technology under management
- Services not covered by hardware warranty

Windows Servicing

Summary: Logicalis will ensure customers Windows endpoint OS based operating environment is maintained using standardised methods and procedures that enable the efficient handling of releases into production and with minimum disruption to IT Services. The management of release updates to Windows will operate via Change management.

Responsibilities include:

- Assess business and user functional requirements
- Assess existing infrastructure, tools, and core applications to ensure compatibility
- Assess minimum desktop hardware configuration requirements.
- Functionality testing of standard applications packaged by Logicalis and built into operating environment.
- Facilitate acceptance, pilot testing and acceptance testing.

Deliverables include:

- Annual update and deployment of operating environment in pilot and production rings
- Offline servicing of operating environment to improve new device onboarding experience
- Ongoing support of operating environment escalated from Level 1 Service desk
- Reporting on windows build summary

Customer responsibilities:

- Onsite services unless otherwise included in scope.
- Provide requirements for operating environment for each device type
- Provide authorised user for applications to be packaged
- Provide base applications to be integrated into standard operating environment
- Financial responsibility of licenses and hardware
- Participate in assessment workshops
- Complete user acceptance testing

Application Packaging and Software Distribution

Summary: Ongoing packaging of applications and driver updates.

Application packaging provides a mechanism for organisations to streamline delivery of software to their end users through 'packaging' or 'bundling' required software elements and supplemental settings into a distributable bundle that can then be loaded into Microsoft Configuration Manager and allocated for delivery to assigned individuals.

Responsibilities include:

- assess packaging requirements

- create and publish application package suitable for deployment
- develop, functional test (including testing of sociability of standard applications within the SOE);
- facilitate acceptance, pilot testing and acceptance testing.
- Support and remediate application package problems

Deliverables include

- Annual packaging of application and hardware drivers – thresholds identified in catalogue.
- Distribution to packages to pilot and deployment rings
- Ongoing support of packaged application

Customer responsibilities:

- Provide environment for testing of application packages
- Participate in pilot deployment of packages
- End user communication of packaging instructions (if any)
- Support of existing applications packages not packaged by Logicalis
- Complete user acceptance testing

Patch Management

Summary: Ongoing maintenance of security across the endpoints

Deliverables: Ongoing delivery of monthly patches and security definitions and maintain a security score of >90% secure score (or equivalent) and complete activities required to sustain and increase this score.

Deliverables include:

- Delivery of patches – in-band (monthly) and out-of-band including Zero day, in line with Change management processes.
- Identity recommendations for security optimization to improve overall secure score
- Assess the patch and submit an assessment of risk and recommended implementation priority
- Review and assess security recommendations and complete remediations to improve overall security score
- Maintain security baseline across the end user operating environment

Exclusions from service:

- 3rd party application patching and updates
- Non-Windows Operating system
- Request items not listed in the request catalogue

Proactive Maintenance

Summary: Proactive and ongoing improvement of productivity and security scores to improve continuous user and device experience and prevent user disruptions.

Deliverables include:

- Draw preventative maintenance plans via outputs from PIR, Service Improvement Plans and Monitoring events.
- Execute “maintenance plan” for all categories of maintenance services
- Ongoing assessment of endpoint analytics to improve productivity and satisfaction in your organization.
- Maintain open recommendations list for score optimization based on the highest importance
- Proactively Implement remediation items (where additional licenses or service enablement is required, this is conducted as a project)
- Recommend the use of these best practices in your organization to help you see where you are on your digital transformation journey in monthly reports.
- Start-up and shut-down the systems configuration, management & monitoring system according to defined schedules or upon approved Change Management request

- Provide proactive recommendations prior to licence or certificate expiry (including an assessment of implications); and / or licence breaches (e.g., excess users).
- Contribute to Availability Management, Capacity Management and Cost Optimization processes (where applicable)
- Provide proactive alerts where hardware failure has occurred on in-scope items (where applicable)
- A baseline will be established during onboarding and improvements over the baseline is represented in monthly reports.

Logicalis Tooling Requirements

- Logicalis ITSM Platform
- LogicMonitor for monitoring and event management services
- Logicalis PAM solution for secure remote and privileged access
- Logicalis Observability platform

Section 6. Proposal Pricing

Pricing is an important aspect of the overall evaluation of the Vendor's response. Please provide the level of detail necessary to clearly identify all up-front and continuing costs. If multiple options are presented, separate pricing for all alternatives should be specified. Clarification regarding responses may be sought. As indicated previously, a sealed Pricing Document should be submitted in a separate proposal document.

Please see separate Document titled "Financial Response to Proposal."

Section 7. Appendices

Section 7.1 Vendor Information (Document A)

Section 7.2 Vendor Qualification form (Document B)

Section 7.3 Sub-Contractors (Document C)

Section 7.4 Insurability Statement (Document D)

Section 7.5 Illinois Security and Immigration Compliance Act (E-Verify) Affidavit (Document E)

18th Judicial Circuit Court Clerk
DuPage County, Illinois

Appendices (Section 7)

Document A (Section 7.1)

VENDOR INFORMATION
Company Name: Logicalis, Inc.
Company Address: 3500 Lacey Road, Suite 200, Downers Grove IL 60515
Authorized By (typed or printed name): John O'Neill
Title: Sr. Director Area Sales
Telephone Number: (630) 730-9520
Email Address: Sandy.Shute@us.logicalis.com

18th Judicial Circuit Court Clerk
DuPage County, Illinois

Document B (Section 7.2)

VENDOR QUALIFICATION FORM

Company Name: Logicalis, Inc.

Address: 3500 Lacey Road, Suite 200, Downers Grove IL 60515

When Organized: April 8, 1998 Where Incorporated:
New York

How many years have you engaged in business under the present firm name? 20+ years

Has bidder ever refused to execute a contract at the original bid amount? No

Has bidder ever been declared in default on a contract? No

Comments: _____

Authorized By (typed name): John O'Neill

Authorized Signature: _____

Signature on File

Title: Sr. Director Area Sales Date: 9/25/23

Document C (Section 7.3)

SUB-CONTRACTORS

I do____, do not X____, propose to sub-contract some of the work on this project. I propose to sub-contract work to the following contractors.

NAME	ADDRESS	TYPE OF WORK
------	---------	--------------

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Document D (Section 7.4)

INSURABILITY STATEMENT

By submission of this form, this firm confirms the ability to acquire and maintain the required levels of insurance as outlined in the bid document. It is the understanding of this firm that proof of insurance must be provided prior to contract execution and maintained throughout the entire term of the contract.

Company Name: Logicalis, Inc.

Authorized Signature: _____

Signature on File

Title: John O'Neill, Sr. Director Area Sales Date: 9/25/23

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

____ DAY OF _____, 202____ My Commission Expires: _____

Notary Public [NOTARY SEAL]

Document E (Section 7.5)

**ILLINOIS SECURITY AND IMMIGRATION
COMPLIANCE ACT (E-VERIFY) AFFIDAVIT**

By executing this affidavit, the undersigned person or entity verifies its compliance with O.C.G.A. § 1310-91, stating affirmatively that the individual, firm, or corporation which is contracting with Clerk has registered with, is authorized to participate in, and is participating in the federal work authorization program commonly known as E-Verify,* in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91.

The undersigned person or entity further agrees that it will continue to use the federal work authorization program throughout the contract period, and it will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the undersigned with the information required by O.C.G.A. § 13-10-91(b).

The undersigned person or entity further agrees to maintain records of such compliance and provide a copy of each such verification to Clerk at the time the subcontractor(s) is retained to perform such service.

148902

EEV/E-Verify™ User Identification Number

September 2, 2008

Date of Authorization

Company Name: Logicalis, Inc.

Authorized Signature: _____

Signature on File

Title: John O'Neill, Sr. Director

Date: 9/25/23

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

____ DAY OF _____, 201____ My Commission Expires: _____

Notary Public

[NOTARY SEAL]

* Or any subsequent replacement operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603.

Microsoft 365 Hosting and Managed Services for the DuPage Circuit Clerk RFP 23-101-CCC

Section 8 – Logicalis' Appendices

Terms & Conditions

Logicalis reserves the right to negotiate terms and conditions with Dupage Cty Clerk of the Cir Court upon being selected as the successful proposer. Additionally, upon selection, Logicalis will develop a Statement of Work for the services to be provided. Signed acceptance of the SOW will be required before resources and delivery of services can be scheduled.

Specific Exceptions/Clarifications

Logicalis is attaching the following exceptions/clarifications for discussion purposes.

18th Judicial Circuit Court Clerk DuPage County, Illinois
RFP #23-101-CCC
Microsoft 365 Hosting and Managed Services for the DuPage Circuit Clerk (“RFP”)
Due Date: September 25, 2023

EXCEPTIONS

Logicalis, Inc., (“Logicalis” or “Provider”) submits its Response to the RFP contingent upon the exceptions identified herein, which are incorporated by reference into its Response. Logicalis takes exception to the following provisions in the RFP:

Notwithstanding anything to the contrary in the RFP, Logicalis reserves the right to negotiate mutually acceptable terms of any contract arising from successful award of this RFP.

Datasheet

Logicalis Managed Services

Logicalis combines an innovative platform with extensive engineering knowledge to ensure your IT environments operate at peak performance—so you can focus on your business.

Overview

Most businesses today face IT skills gaps and shortages that show no signs of slowing. When they are flush with talent and expertise, IT teams must focus on strategic business initiatives and not waste time on the day-to-day operations of your infrastructure. In fact, in a recent report, 74% of IT decision makers report that they cannot meet their organization's demand for IT expertise with internal resources only.¹

Logicalis Managed Services delivers unparalleled levels of business uptime through our AIOps-powered Digital Service Platform. The platform connects, automates and manages services in a standardized way to ensure consistent high quality. It can predict and prevent failures and automatically deliver a self-healing resolution when needed. The result is unrivaled service levels, clarity and confidence through reduced risk and increased system performance.

Focus on your business with Logicalis Managed Services

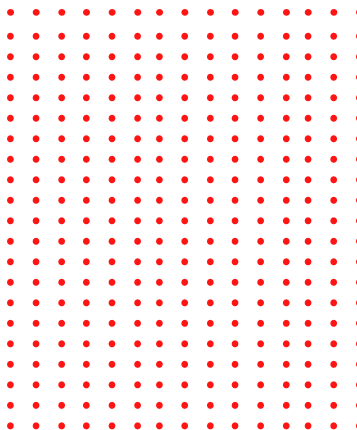
Logicalis Managed Services combines an innovative platform with extensive engineering knowledge to ensure your IT environments operate at peak performance. Instead of reactive service level agreements, our AIOps-powered Digital Service Platform proactively delivers the assurance, awareness and responsiveness needed to achieve your business outcomes and improve results.

The platform not only uses market-leading predictive capabilities and advanced preventative measures to ensure continuous uptime, it puts enhanced data at your fingertips, enabling you to make more apt and timely decisions. By removing technology barriers and streamlining infrastructure management, you can finally begin to realize your digital transformation goals.

¹"IT Leaders Leverage Outside Expertise To Achieve Business Outcomes: A Spotlight On IT Services Providers," Forrester.com, 05/2021.

Most Logicalis managed services customers have already been moved onto our Digital Service Platform. Trends we can see:

- 70-80% reduction in incidents
- 40% more data for greater insights



Benefits

- **Strategic business focus** – Ensure that you have the skills and expertise to keep IT systems running at peak performance—especially when you have skills gaps and talent shortages.
- **Continuous business operations** – Rely on artificial intelligence and machine learning to predict and prevent failures and implement a fully automated, self-healing resolution when needed.
- **Consistent service delivery** – Interconnects and activates relevant services to ensure consistent, reliably service delivery that is perfectly aligned with what was contracted.
- **Globally delivered** - Roll out the same services on the same platform to all your business units, no matter where in the world they operate.
- **Reduced risk** – Provides structure, clarity and confidence by reducing risk and significantly increasing customer's business uptime
- **Improved reliability** – Ensures stability and continuity of your environment, ensuring that your business is continually driving business outcomes.

Service Offering	Traditional MSP	Logicalis Legacy Platform	Logicalis Digital Service Platform (DSP)
Standard IT Service Management	*		
Standard Monitoring	*		
Proprietary Framework		*	*
Proprietary Service Portfolio*		*	*
Global IT Service Management		*	*
Dynamic Integrated Monitoring		*	*
Integration Hub		*	*
AUTOMATION			
Self-Healing Event Resolution			*
Automated Request Fulfillment			*
Real-Time Troubleshooting			*
MACHINE LEARNING			
Event Clustering			*
Anomaly Detection			*
Prediction & Prevention			*
COLLABORATION			
Operational Cockpit			*
Dynamic Skills Allocation			*
ANALYTICS			
Device Trends			*
Environmental Trends			*
Dynamic Analysis			*

"Firms are looking to IT services providers to not only continue helping with the day-to-day operations of their business, but also for strategic guidance aligned with business objectives. IT services providers offer their expertise and best practices, enabling internal staff to focus on innovation efforts and achieve critical outcomes." ²

² "IT Leaders Leverage Outside Expertise To Achieve Business Outcomes: A Spotlight On IT Services Providers," Forrester.com, 05/2021.

What we can do for your organization?

Contact Logicalis to learn how we can help.

Visit

www.us.logicalis.com

Call

866 456 4422

General Information

Document Control

Title	Dupage Cty Clerk of the Cir Court - Microsoft 365 Hosting and Managed Services
File Name	Proposal_DUPA7095201
Release Date	September 25, 2023

This document is issued as draft and subject to final agreement of terms and conditions intended to be ratified during the process of contract negotiation. Until such time as this process is complete, the sole purpose of this document is to provide information, protected by copyright and confidentiality. This document neither in whole or part forms any binding contract for the services described. The contents of a final Quotation/Statement of Work and final contractual terms are subject to due diligence and successful contract negotiation.

Logicalis US Details

We welcome any inquiries regarding this document, its content, structure or scope. These should be directed to:

Title	Account Executive
Name	Sandy Shute
Telephone	(630) 730-9520
Email	sandy.shute@us.logicalis.com

Copyright Information

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Freedom of Information

Many of Logicalis' customers are in the public sector and Logicalis is well aware of the obligations imposed on its public sector customers by the United States Freedom of Information Act ('FOIA'). Logicalis' policy is to co-operate with its public sector customers to assist them in meeting their obligations under the FOIA.

Logicalis considers that the following sections of this Response are confidential or commercially sensitive and that disclosure of all or part of the information contained in these sections may harm Logicalis' commercial interests:

Solution Design: The solution has been derived from the intellectual effort, knowhow and expertise of Logicalis staff and consultants and may contain proposals that are original or innovative. The disclosure of this information to Logicalis' competitors may give them an unfair advantage in competing with Logicalis in future similar projects.

Costs Section: Disclosure of Logicalis' costs to competitors is likely to give those competitors an unfair advantage in competing against Logicalis in future bids and may reduce the competitiveness of future tenders.

Customer References: Information relating to customers is frequently protected by confidentiality obligations where disclosure is permitted only for specified purposes, such as providing details to potential new customers. Disclosure of this information to others may be in breach of these confidentiality obligations and disclosure of this information to competitors may harm Logicalis' commercial interests by assisting competitors to compete for business from those customers.