

New BUS 8
9/9/15

Summary Financial Evaluation of Four Finalists' Responses for IT Support:

Vendor Name	Initial Costs	Single Year Cost	Contract Cost over Life of Contract	% above low proposal over contract life
Advanced Intelligence Engineering	\$10,000.00	\$143,400.00	\$440,200.00	low bidder
Sentinel	\$4,000.00	\$188,713.68	\$570,141.04	30%
JDA, year 1	\$0.00	\$148,386.00		
JDA, year 2	\$0.00	\$150,985.00		
JDA, year 3	\$0.00	\$153,636.00	\$453,007.00	3%
Emtec, year 1	\$19,879.00	\$172,717.44		
Emtec, year 2	\$0.00	\$141,178.80		
Emtec, year 3	\$0.00	\$141,178.80	\$474,954.04	8%

AGREEMENT FOR MANAGEMENT OF INFORMATION TECHNOLOGY SERVICES

This Agreement for Management of Information Technology Services (the "Agreement") is made and entered into by and between the Wheaton Park District (the "Park District"), an Illinois unit of local government, and Advanced Intelligence Engineering, LLC ("Vendor"), an Illinois corporation, which hereinafter may be referred together as the "Parties" or individually as a "Party."

WHEREAS, the Park District desires Vendor to perform certain management of information technology services for the Park District, as detailed in the Park District's Request for Proposal dated June 22, 2015, attached and incorporated as **Exhibit A** ("RFP") and Vendor's Proposal dated July 16, 2015, attached and incorporated as **Exhibit B** (the "Proposal"), and Vendor desires to provide said services to the Park District described hereunder based on and subject to the terms and conditions set forth in this Agreement.

Section 1: MANAGEMENT OF INFORMATION TECHNOLOGY SERVICES.

Vendor shall provide the management of information technology services detailed in the RFP and the Proposal (hereinafter referred to as the "Services"). The Park District may desire to have Vendor render additional services in connection with this Project other than those expressly provided for in the Contract Documents. Any additional services shall not commence unless authorized in writing by the Park District. Vendor shall perform the additional services in accordance with the standards for performance of the Services under this Agreement.

Section 2: CONTRACT DOCUMENTS.

The Contract Documents consist of this Agreement between the Park District and Vendor, the RFP, the Proposal, and the Pricing Schedule, Updated 8/21/2015, attached to and incorporated as **Exhibit C** (the "Pricing Schedule"), and any addenda issued prior to the execution of this Agreement and any modifications made in writing and endorsed by the Parties after the execution of this Agreement. All of the terms, conditions and specifications contained in the Contract Documents are incorporated herein. In the event of any conflict between any provision of the Proposal and this Agreement, the terms of this Agreement shall control.

Section 3: TERM OF AGREEMENT.

The term of this Agreement shall commence on the date that the Agreement is executed by the Parties (the "Commencement Date") and, unless terminated earlier as provided herein, shall expire three (3) years from the Commencement Date (the "Term").

Section 4: SCHEDULE FOR PERFORMANCE OF VENDOR'S SERVICES.

Vendor's Services shall be performed in a timely manner and in accordance with the Contract Documents, as may be amended by the Parties in writing or in accordance with this Agreement.

Section 5: PERFORMANCE OF WORK.

Vendor agrees to perform faithfully, industriously, and to the best of Vendor's ability, experience, and talents, in accordance with generally accepted standards of professional skill and care among recognized industry

experts engaged in similar services, all of the duties described in the Contract Documents or as otherwise required by the express and implicit terms of this Agreement or greater generally recognized industry standards in order to produce a first class work product and services of the type and scope contracted for under this Agreement, to the reasonable satisfaction of the Park District. Vendor shall perform all of its duties hereunder according to the Park District's requirements and procedures and in compliance with all applicable national, federal, state, county and local laws, regulations, codes, ordinances, orders and with those of any other body having jurisdiction. The Park District shall be the sole judge of whether Vendor's duties are performed satisfactorily. The duties of Vendor may be specified and modified from time to time by the Park District in writing.

Section 6: PAYMENT FOR SERVICES.

The Park District agrees to compensate Vendor for providing the Services in accordance with the Pricing Schedule. Payment shall be made by the Park District to the Vendor upon the Park District's receipt of an invoice itemizing the Services properly performed, as determined by the Park District, for the period covered by the invoice. The Vendor will invoice the Park District on a monthly basis. Payments of all invoices, and any late payment penalties, shall be governed by the Local Government Prompt Payment Act (5 ILCS 505/1 *et seq.*). Each invoice shall include a description of the Services completed to the date of the invoice and, with respect to any additional services included, the nature of the additional services as listed in the Proposal, the date those additional services were approved by the Park District, and the number of hours or portion thereof that were expended by each such person in the performance of the additional services.

Section 7: PAYMENT FOR ADDITIONAL SERVICES.

For the proper performance of any additional services, first approved in writing by the Park District, the Park District shall compensate Vendor in accordance with the Pricing Schedule.

Section 8: OWNERSHIP OF INSTRUMENTS OF SERVICE.

Any and all documents, including but not limited to, any plans, notes, analysis, and any other documents prepared by Vendor in the performance of its Services under this Agreement (hereinafter "Instruments of Service") is work done for hire and ownership of such Instruments of Service vests in the Park District. The Park District retains exclusive property rights including all common law, statutory, federal and other reserved rights in the Instruments of Services, including copyrights.

Section 9: PARK DISTRICT'S MARKS.

The "Park District's Marks" shall mean the Park District's name and trade or service marks, labels, designs, logos, trade names, product identifications, artwork and other symbols, devices, copyright and intellectual property rights directly associated with the Park District or any program, facility, special event of business of the Park District, whether existing on the date of execution of this Agreement or created thereafter. The Park District's Marks are and shall remain the Park District's property.

- a) Vendor is hereby authorized to use the Park District's Marks for the Services during the Term of this Agreement, provided the Park District shall have the right to approve all such uses in writing in advance.
- b) Vendor shall not use or permit the use of the Park District's Marks unless such use is authorized by this Agreement or such use is permitted by the prior written consent of the Park District.
- c) The right to use the Park District's Marks is non-exclusive, non-assignable and nontransferable. All use by Vendor of the Park District's Marks shall inure solely to the benefit of the Park District.

Section 10: CONFIDENTIALITY.

The Parties agree that they will not permit the duplication or disclosure of any information designated in advance by the other Party as "Confidential and Proprietary" to any person (other than its own employee, agent, or representative who must have such information for the performance of that Party's obligations hereunder) unless such duplication, use or disclosure is specifically authorized in writing by the other Party or is required by law. "Confidential and Proprietary" information does not include ideas, concepts, know-how or techniques related to information that, at the time of disclosure, is in the public domain unless the entry of that information into the public domain is a result of any breach of this Agreement. Likewise, "Confidential and Proprietary" information does not apply to information that is independently developed, already possessed without obligation of confidentiality, or rightfully obtained from a third party without an obligation of confidentiality.

Section 11: TERMINATION.

This Agreement may be terminated or suspended by the Park District, in whole or in part, for convenience and without cause upon five (5) days prior written notice. In the event of termination, Vendor will be paid for all approved Services properly rendered to the date of termination, and upon such payment, all obligations of the Park District to Vendor under this Agreement shall cease. Furthermore, in the event of such termination, Vendor shall promptly deliver to the Park District all Instruments of Service generated in the performance of its Services under this Agreement up to and including the date of termination.

The Park District shall have the right to terminate this Agreement immediately and without notice upon Vendor's default of its obligations hereunder or its violation of any federal or state laws, or local regulations or ordinances. Upon termination due to Vendor's breach of this Agreement, Vendor shall pay the Park District all reasonable costs incurred by the Park District due to said breach, including the cost of obtaining replacement Services. In the event of such termination, payment to Vendor of any sums earned to the date of such termination shall be in full satisfaction of any and all claims by Vendor against the Park District under this Agreement, and acceptance of sums paid by Vendor shall constitute a waiver of any and all claims that may be asserted by Vendor against the Park District. Furthermore, in the event of such termination, and as a condition of payment by the Park District of any Services performed by Vendor, Vendor shall promptly deliver to the Park District all Instruments of Service generated in the performance of their Services under this Agreement up to and including the date of termination.

Section 12: INSURANCE.

Vendor shall procure, keep in full force and effect, and maintain at its sole cost and expense, for the duration of this Agreement, insurance against claims for injuries to persons or damages to property, intellectual property claims, and any third party intellectual property claims, which may arise from or in connection with the performance of the Services hereunder by the Vendor, its agents, representatives, employees, or subcontractors. The Park District shall be named as the certificate holder and the Park District, its elected and appointed officials, employees, agents and volunteers shall be named as additional insureds on the Vendor's Commercial General Liability policy on the Certificate of Insurance.

Vendor shall obtain insurance of the types and in the minimum amounts listed below.

A. Commercial General and Umbrella Liability Insurance. Vendor shall maintain commercial general liability (CGL) and, if necessary, commercial umbrella insurance with a limit of not less than \$1,000,000 for each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location. CGL insurance shall be written on Insurance Services Office (ISO) occurrence form CG 00 01 10 93, or a substitute form providing equivalent coverage, and shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal injury and advertising injury, and liability assumed under an insured Agreement (including the tort liability of another assumed in a business Agreement). The Park District, its elected and appointed officials, employees, agents and volunteers shall be included as an insured under the CGL, using ISO additional insured endorsement CG 20 10 or a substitute providing equivalent coverage, and under the commercial umbrella, if any. This insurance shall apply as primary insurance with respect to any other insurance or self-insurance afforded to the Park District. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from pollution, explosion, collapse, or underground property damage.

B. Professional Liability Insurance. Vendor shall maintain professional liability and, if necessary, commercial umbrella liability insurance with a limit of not less than \$1,000,00 for each wrongful act arising out of the performance or failure to perform professional services and \$1,000,000 aggregate.

C. Business Auto and Umbrella Liability Insurance. Vendor shall maintain business auto liability and, if necessary, commercial umbrella liability insurance with a limit of not less than \$1,000,000 for each accident. Such insurance shall cover liability arising out of any auto including owned, hired and non-owned autos. Business auto insurance shall be written on Insurance Services Office (ISO) form CA 00 01, CA 00 05, CA 00 12, CA 00 20, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage equivalent to that provided in the 1990 and later editions of CA 00 01.

D. Workers Compensation Insurance. Vendor shall maintain workers compensation as required by statute and employers liability insurance. The commercial umbrella and/or employers liability limits shall not be less than \$1,000,000 for each accident for bodily injury by accident or for each employee for bodily injury by disease. If the Park District has not been included as an insured under the CGL using ISO additional insured endorsement CG 20 10 under the Commercial General and Umbrella Liability Insurance required in this Agreement, Vendor waives all rights against the Park District and its officers, officials, employees, volunteers and agents for recovery of damages arising out of or incident to Vendor's work.

E. General Insurance Provisions

(1) Prior to beginning any services, Vendor shall furnish the Park District with a certificate(s) of insurance and applicable policy endorsement(s), executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above. All certificates shall provide for thirty (30) days' written notice to the Park District prior to the cancellation or material change of any insurance referred to therein. Written notice to the Park District shall be by certified mail, return receipt requested.

(2) Acceptability of Insurers. For insurance companies which obtain a rating from A.M. Best, that rating should be no less than A VII using the most recent edition of the A.M. Best's Key Rating Guide. If the Best's rating is less than A VII or a Best's rating is not obtained, the Park District has the right to reject insurance written by an insurer it deems unacceptable.

(3) Cross-Liability Coverage. If Vendor's liability policies do not contain the standard ISO separation of insureds provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.

(4) Deductibles and Self-Insured Retentions. Any deductibles or self-insured retentions must be declared to the Park District. At the option of the Park District, Vendor may be asked to eliminate such deductibles or self-insured retentions as respects the Park District, its officers, officials, employees, volunteers and agents or required to procure a bond guaranteeing payment of losses and other related costs including but not limited to investigations, claim administration and defense expenses.

Section 13: INDEMNIFICATION.

To the fullest extent permitted by law, Vendor, its officers, director, employees, volunteers and agents shall indemnify and hold harmless the Park District and its officers, officials, employees, volunteers and agents from and against all claims, suits, damages, causes of action, judgment, losses, costs and expenses, including but not limited to legal fees (attorney's and paralegals' fees and court costs), arising from or in connection with the Services performed by Vendor, its officers, directors, employees, volunteers and agents under this Agreement, including but not limited to any accident, injury, damage, property loss or theft, except to the extent caused by the negligence or omission of the Park District, or arising from or in any way connected with any act, omission, wrongful act or negligence of Vendor, its officers, director, employees, volunteers and agents. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to the Park District. Vendor shall similarly protect, indemnify and hold and save harmless the Park District, its officers, officials, employees, volunteers and agents against and from any and all claims, costs, causes, actions and expenses including but not limited to legal fees, incurred by reason of Vendor's breach of any of its obligations under, or Vendor's default of, any provision of this Agreement.

Section 14: NO INFRINGEMENT.

Vendor warrants that the products used for the Services and any parts thereof will not infringe on any copyrights, trademark rights, patent rights, trade secrets or other rights of any third party. Vendor agrees to indemnify, defend and hold Park District harmless from and against any loss, cost, damage, liability, or expense (including attorney's fees and other reasonable litigation expenses) suffered or incurred by Park District in connection with any such infringement claim by any third party, provided however that Park District permits Vendor all available information, assistance and authority to enable Vendor to do so. Vendor further warrants that if Park District is enjoined from using any products provided by Vendor due to an actual or claimed

infringement of any patent, trademark, or copyright or other property right or for any other reason, then at Vendor's option, Vendor shall promptly either: (i) procure for the Park District, at Vendor's expense, the right to continue using said product; or (ii) replace or modify the product, at Vendor's expense, so that the product becomes non-infringing.

Section 15: NO LIABILITY.

The Park District is not responsible or liable for any injury, damages, loss or costs sustained or incurred by any person including, without limitation Vendor's employees, or for any damage to, destruction, theft or misappropriation of any property, relating in any way, directly or indirectly, to Vendor's Services and obligations under this Agreement. The Park District is not liable for acts or omissions of Vendor or any of Vendor's employees, subcontractor's, agents or other persons purporting to act at the direction or request, on behalf, or with the implied or actual consent, of Vendor.

Section 16: INDEPENDENT CONTRACTOR.

The relationship between Vendor and the Park District is that of an independent contractor. Vendor shall supply all personnel, equipment, materials, and supplies at its own expense, except as specifically set forth herein. Vendor shall not be deemed to be, nor shall it represent itself as, employees, partners, or joint venturers of the Park District. Vendor is not entitled to workers' compensation benefits or other employee benefits from the Park District and is obligated to directly pay federal and state income tax on money earned under this Agreement.

Section 17: NO THIRD PARTY BENEFICIARY.

This Agreement is entered into solely for the benefit of the contracting Parties, and nothing in this Agreement is intended, either expressly or impliedly, to provide any right or benefit of any kind whatsoever to any person and/or entity who is not a party to this Agreement or to acknowledge, establish or impose any legal duty to any third party. Nothing herein shall be construed as an express and/or implied waiver of any common law and/or statutory immunities and/or privileges of the Park District and/or Vendor, and/or any of their respective officials, officers and/or employees.

Section 18: NON-ASSIGNMENT.

Vendor shall not assign any of its obligations under this Agreement without the Park District's written consent, which may be granted or withheld in the Park District's sole discretion.

Section 19: NO CONFLICT OF INTEREST.

Vendor represents and warrants that Vendor does not have a business interest or a close family relationship with any Park District officer or employee who was, is, or will be involved in Vendor selection, negotiation, drafting, signing, administration, or evaluating Vendor's performance. As used in this section, the term "Vendor" shall include any employee of the Vendor who was, is, or will be involved in the negotiation, drafting, signing, administration, or performance of the Agreement. As used in this section, the term "close family relationship" refers to the following: spouse or domestic partner; any dependent parent, parent-in-law, child, son-in-law, or daughter-in-law; or any parent, parent-in-law, sibling, uncle, aunt, cousin, niece or nephew residing in the household of a Park District officer or

employee described above.

Section 20: KEY PERSONS/NO SUBCONTRACTS.

Vendor shall not transfer or reassign any individual designated in this Agreement as essential to performing the Services, without the express written consent of the Park District, which consent shall not be unreasonably withheld. If, during the Term of this Agreement, any such individual leaves the Vendor's employment, Vendor shall present to the Park District one or more individual(s) with greater or equal qualifications as a replacement, subject to the Park District's approval, which shall not be unreasonably withheld. The Park District's approval shall not be construed to release Vendor from its obligations under this Agreement.

Furthermore, Vendor shall not subcontract with any third party to perform any of the Services and understands and agrees that the Park District is hiring Vendor for its knowledge and experience in the field of management of information technology services.

Section 21: DESIGNATED REPRESENTATIVES.

The Park District hereby designates _____ as the Park District's representative ("Park District's Representative") for all matters for the Park District under this Agreement and with respect to the administration of this Agreement. The Park District's Representative shall be available to Vendor at all reasonable times for consultation with Vendor. Vendor shall confirm to the Park District in writing any decision made by the Park District's Representative. Vendor hereby designates _____ as the Vendor's Representative ("Vendor's Representative") for all matters for Vendor under this Agreement and with respect to the Services to be performed by Vendor for the Park District. Vendor's Representative shall be available to the Park District at all reasonable times for consultation with the Park District's Representative. The Park District may conclusively rely on the decisions made by Vendor's Representative, including those which modify this Agreement. Either Party may change its Representative under this Agreement by giving notice to the other Party as provided hereunder.

Section 22: DISPUTES.

Any dispute or misunderstanding that may arise under this Agreement concerning Vendor's performance shall first be resolved through negotiations, if possible, between each Party's Designated Representative as specified in Section 21 of this Agreement. If such officials do not agree upon a decision within a reasonable period of time, the Parties may pursue other legal means to resolve such disputes.

Section 23: CHOICE OF LAW AND VENUE.

This Agreement is governed by the laws of the State of Illinois. Any suit or action arising under this Agreement shall be commenced in the Circuit Court of DuPage County, Illinois. In any suit or action arising under this Agreement, the prevailing Party shall be entitled to an award of reasonable attorneys' fees and costs of litigation.

Section 24: COMPLIANCE WITH LAWS.

Vendor shall comply with all federal, state and local laws, rules and regulations and shall obtain at Vendor's own cost and expense all permits and licenses which may be required in order for Vendor to provide the Services.

Section 25: MISCELLANEOUS PROVISIONS.

- A. Amendments: No modification of this Agreement shall be effective unless in writing dated a date subsequent to the date of this Agreement and signed by an authorized representative of each of the Parties hereto.
- B. Successors and Assigns: The provisions, covenants and conditions in this Agreement shall bind the Parties, their legal heirs, representatives, successors, and assigns.
- C. Remedies Cumulative: Rights under this Agreement are cumulative and nonexclusive of any other remedy at law or in equity.
- D. Severability: If any term or provision of this Agreement is determined by a court of competent jurisdiction to be invalid or unenforceable, the remainder of this Agreement shall not be affected thereby, and each term and provision of this Agreement shall be valid and enforceable to the fullest extent permitted by law.
- E. Waiver: No covenant, term or condition or the breach thereof shall be deemed waived, except by written consent of the Party against whom the waiver is claimed, and any waiver of the breach of any covenant, term or condition shall not be deemed to be a waiver of any preceding or succeeding breach of the same or any other covenant, term or condition. Neither the acceptance by the Park District of any performance by Vendor after the time the same shall have become due nor payment to Vendor for any portion of the Services shall constitute a waiver by the Park District of the breach or default of any covenant, term or condition unless otherwise expressly agreed to by the Park District in writing.
- F. Entire Agreement: This Agreement, along with any exhibits and attachments, constitutes the entire agreement between the Parties with respect to the Services. No verbal agreement or conversation between any officer, agent, associate or employee of the Park District and any officer, agency, employee or associate of Vendor prior to the execution of this Agreement shall affect or modify any of the terms or obligations contained in this Agreement.
- G. Negotiated Agreement: The Parties acknowledge that this is a negotiated agreement, that they have had the opportunity to have this Agreement reviewed by their respective legal counsel, and that the terms and conditions of this Agreement are not to be construed against any Party on the basis of such Party's draftsmanship thereof.
- H. Headings: The various headings used in this Agreement as headings for sections or otherwise are for convenience only and shall not be used in interpreting the text of the section which they appear.
- I. Notices: All notices, demands, requests, exercises and other communications required or permitted to be given by either Party under this Agreement shall be in writing and:

- (a) shall be sent by personal delivery, in which case notice shall be deemed delivered on the date of receipt by the other Party; or
- (b) shall be sent by facsimile or e-mail if a copy of the writing is also sent by United States Certified Mail, pursuant to subparagraph (d) below, in which case notice shall be deemed delivered on the date and at the time of transmittal by facsimile or e-mail, provided that a transmission report is generated that reflects the accurate transmission date and time of the writing; or
- (c) shall be sent by a nationally recognized overnight courier, in which event notice shall be deemed delivered one (1) business day after deposit with that courier; or
- (d) shall be sent by United States Certified Mail, return receipt requested, in which case notice shall be deemed delivered three (3) business days after deposit, postage prepaid, in the United States Mail.

All such notices shall be addressed as follows:

If to the Vendor:

Attn:
Advanced Intelligence Engineering, LLC
211 E. Illinois St.
Wheaton, IL 60187
Phone: 630-936-4045
Fax: 815-346-5342

If to the Park District:

Attn: Executive Director
Wheaton Park District
102 E. Wesley Street
Wheaton, IL 60187
Phone: 630-510-4955
Fax: 630-665-5880

IN WITNESS WHEREOF, in consideration of the terms, conditions, and covenants contained herein, or attached and incorporated and made a part hereof, the Parties have executed this Agreement by having their representatives affix their signatures below.

Wheaton Park District

By _____

Signature

Date

Printed Name

Title

Advanced Intelligence Engineering, LLC

By

Signature

Date

Printed Name

Title

#643042

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Vendor Estimated Costs	A/E	Notes
Desktop Support Cost =		
Server Support Cost =		
Network Support Cost =		
Communications Support Cost =		
Total Support Cost =	\$ 143,400.00	Fixed price based on equipment supported
Year 2 Total Cost =	\$ 143,400.00	Fixed price based on equipment supported
Year 3 Total Cost =	\$ 143,400.00	Fixed price based on equipment supported
One Time Costs =		see Onboarding Methodology in separate document - very detailed
	\$ 10,000.00	
Total Cost over the Contract (36 months + S/U costs) =	\$ 440,200.00	Pricing methodology is based on equipment not hours
Site visit/travel costs/dispatch fee =	\$ -	None
Minimum charge for remote support (normal hours) =	15 minutes	Then charged for every 15 minutes after
Minimum charge for remote support (off hours) =	15 minutes	
Minimum charge for onsite support (normal hours) =	120 minutes	Then billed at 15 minute increments after minimum
Minimum charge for onsite support (off hours) =	120 minutes	
T&M Costs - hours above 1418 during business hours		
T&M rates for desktop support remote =	\$ 143,400.00	Pricing model is based on equipment not hours
T&M rates for desktop support onsite =	N/A	Pricing model is based on equipment not hours
T&M rates for server support =	N/A	Pricing model is based on equipment not hours
T&M rates for network support onsite =	N/A	Pricing model is based on equipment not hours
T&M rates for communications support =	N/A	Pricing model is based on equipment not hours
T&M Costs - hours above 1418 after business hours		
T&M rates for desktop support remote =	N/A	Pricing model is based on equipment not hours
T&M rates for desktop support onsite =	N/A	Pricing model is based on equipment not hours
T&M rates for server support =	N/A	Pricing model is based on equipment not hours
T&M rates for network support onsite =	N/A	Pricing model is based on equipment not hours
T&M rates for communications support =	N/A	Pricing model is based on equipment not hours
T&M Costs - OOS during business hours		
T&M rates for server support =	\$ 108.00	
T&M rates for network support onsite =	\$ 108.00	
T&M rates for communications support =	\$ 108.00	
T&M rates for special projects*	\$ 108.00	
T&M Costs - OOS after business hours		
T&M rates for server support =	\$ 162.00	
T&M rates for network support onsite =	\$ 162.00	
T&M rates for communications support =	\$ 162.00	
T&M rates for special projects*	\$ 162.00	
Special Rates		
T&M rates for network intrusion/security		

*this can include network architect/system architect/strategic planning

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Strengths and Weaknesses

Vendor Rankings - First Review
Vendor Rankings - detailed review

1
1

Strengths

- | | |
|--|---|
| 1. Wheaton Company | |
| 2. Detailed reply | Overall best written proposal - very impressive |
| 3. Staff | Very experienced organization and well certified |
| 4. Response levels | 1 hour "after hour" response; priority based during normal bus. hrs |
| 5. Assign multiple staff | with onsite presence |
| 6. Principal - Wheaton | Very enthusiastic about Wheaton and PD |
| 7. Cloud backup | No additional charge |
| 8. Anti-virus/spyware | will provide their SW at no additional charge |
| 9. Monitoring/Reports | Goes above and beyond the requirements |
| 10. Community involvement is very impressive | |

Weaknesses

- | | |
|---------------------|--|
| 1. Only 6 FTEs | use contractors in flex mode - 90% FT |
| 2. PD Experience | They work with Bellwood PD and other non-profit entities - minor |
| 3. Onsite min. time | 120 minutes is too much; but bid not based on hours |
| 4. Price | OK - mid level on bids; minor issue |

Notes

They are certified to help other consulting firms to build IT Help Desks

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Evaluation Criteria	A/E	Comments
Corporate Experience	1	They are local with intimate knowledge of Wheaton and project experience with similar environments, including one PD. Also, certified to train/help other IT companies build Help Desks - a rare certification..
Staff Experience	2	Some of the staff does not come from IT background and there are only 6 FTE. Most staff holds several certifications.
Adherence to RFP specifications/requirements and bidder's responsiveness to RFP	1	Hands down, they provided the best initial response; not much required for clarification. They made it easy to understand their methodology and the processes they use to provide managed services.
Project Approach	1	The project approach is excellent and well-defined in the proposal; no technical issues at all with the approach.
Ability to Effectively Provide Services: <ul style="list-style-type: none"> • timely response, • "detailed" record keeping, • a user-friendly help-desk including a web portal for District Users, • the ability to proactively fix root causes so that issues are minimized, and • the ability to effectively document and train Park District users on any transitional and ongoing support procedures. 	1	Again, proposal speaks to all of these areas and leaves the reader with essentially no issues with the way they intend to support WPD.
Net total cost to WPD	1	Lowest cost when including the improvements listed below. Their pricing model uses equipment supported, not hours. They are providing data back-up in the cloud at no additional charge; this could eliminate the current tape back-up. Their tools also include anti-virus and spam filters that will be provided at "no additional charge". With their tools you could easily transition from the AT&T SEG program. The hourly costs are very reasonable for OOS work.

Non-weighted scores =

7

Potential weighted scores

1.1

Cost Delta (Vendor - Lowest Price) - over three years
Technology Improvements

\$ 42,417.00

Anti-Virus/Malware = Included 36 months
 Spam Filtering = Included 36 months
 Cloud Back-up = Included 36 months
 Web Protection = Included 36 months
 One Time Cost to Implement = Included

Total Improvements = **INCLUDED**

Grand Total 3 Year Costs with Improvements = **\$ 440,200.00** Lowest Bid with Improvements

Differential with Cost Improvements =

Lowest Bid with Improvements

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Vendor Estimated Costs	Sentinel	Notes
Desktop Support Cost =		Pricing model does not work by the hour
Server Support Cost =		Pricing model does not work by the hour
Network Support Cost =		Pricing model does not work by the hour
Communications Support Cost =		Pricing model does not work by the hour
Total Support Cost =	\$ 154,770.00	they bundle all services as managed - separate onsite/remote
Year 2 Total Cost =	\$ 154,770.00	Fixed price over three years
Year 3 Total Cost =	\$ 154,770.00	Fixed price over three years
One Time Costs =	\$ 4,000.00	
Total Cost over the Contract (36 months + S/U costs) =	\$ 468,310.00	
Site visit/travel costs/dispatch fee =	\$ -	Included in the cost of 2 days per week for onsite support
Minimum charge for remote support (normal hours) =	60 minutes	
Minimum charge for remote support (off hours) =	60 minutes	
Minimum charge for onsite support (normal hours) =	60 minutes	
Minimum charge for onsite support (off hours) =	60 minutes	
T&M Costs - hours above 1418 during business hours		
T&M rates for desktop support remote =		Fixed pricing model does not allow them to address this
T&M rates for desktop support onsite =		
T&M rates for server support =		
T&M rates for network support onsite =		
T&M rates for communications support =		
T&M Costs - hours above 1418 after business hours		
T&M rates for desktop support remote =		
T&M rates for desktop support onsite =		
T&M rates for server support =		
T&M rates for network support onsite =		
T&M rates for communications support =		
T&M Costs - OOS during business hours		
T&M rates for server support =	\$ 170.00	See pricing rate card - varies by job description
T&M rates for network support onsite =	\$ 170.00	See pricing rate card - varies by job description
T&M rates for communications support =	\$ 170.00	See pricing rate card - varies by job description
T&M rates for special projects*	\$ 170.00	See pricing rate card - varies by job description
T&M Costs - OOS after business hours		
T&M rates for server support =	\$337-\$450	After hours or Saturdays - Sundays or Holidays
T&M rates for network support onsite =	\$337-\$450	After hours or Saturdays - Sundays or Holidays
T&M rates for communications support =	\$337-\$450	After hours or Saturdays - Sundays or Holidays
T&M rates for special projects*	\$337-\$450	After hours or Saturdays - Sundays or Holidays
Special Rates		
T&M rates for network intrusion/security		

*this can include network architect/system architect/strategic planning

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Strengths and Weaknesses

Vendor Rankings - First Review
Vendor Rankings - detailed review

3
2

Strengths

1. Corporate experience
2. Technical diversity
3. Staff experience No names on the resumes?
4. Financially solid
5. Over 500 employees Heavy on certifications
6. Customer SC Service CTR is 24x7x365; fully automated; staffed up to Level 4
7. Web portal
8. Reporting detailed and all maintained on the web portal
9. Monitoring tools
10. Automated SLAs See SLA response Section 4.11 of additional info
They have all the tools and know how to use them

Weaknesses

1. Hourly pricing OOS support - Much too high
2. Response Last bidder to submit; Rushed/spell checking not used - minor issue
3. Root cause analysis Need to address this - completed in clarification document

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Evaluation Criteria	Sentinel	Comments
Corporate Experience	2	Sentinel has proven "managed services" experience with many different types of organizations; including the Schaumburg PD. Additionally, they have sufficient diversity with all other types of IT services.
Staff Experience	1	The resumes provided included very experienced personnel; however, they did not provide names with the resumes. Based on their size they are likely to have the most knowledgeable and qualified full time staff. Note: Sentinel is the largest company in the bid with over 500 employees, with a wealth of certifications. Their intent is to have WPD interview all key players prior to assignment.
Adherence to RFP specifications/requirements and bidder's responsiveness to RFP	2	Responded with a concise and well written proposal. Their proposal required minimal clarification. All clarification further supported that they are more than capable of supporting WPD with managed services.
Project Approach	2	The approach was very good with the use of enterprise grade tools to support the project.
Ability to Effectively Provide Services: <ul style="list-style-type: none"> • timely response, • "detailed" record keeping, • a user-friendly help-desk including a web portal for District Users, • the ability to proactively fix root causes so that issues are minimized, and • the ability to effectively document and train Park District users on any transitional and ongoing support procedures. 	2	There are no apparent issues with Sentinel's ability to effectively provide the services. The tools used by Sentinel are highly automated and they even use automation to ensure that the SLAs are achieved. The only concern here is that WPD may look like a small fish in a big pond to a company this size.
Net total cost to WPD	4	Highest pricing and proposed hourly costs for OOS work are above average.

Non-weighted scores = 13

Potential weighted scores 2.5

Cost Delta (Vendor - Lowest Price) - over three years \$ 70,527.00

Technology Improvements

Anti-Virus/Malware = \$ 13,199.04 36 months

Spam Filtering = \$ 10,020.60 36 months

Cloud Back-up = \$ 63,552.60 36 months

Web Protection = \$ 15,058.80 36 months

One Time Cost to Implement = \$ 5,168.25

Total Improvements = **\$ 101,831.04**

Grand Total 3 Year Costs with Improvements = **\$ 570,141.04**

Differential with Cost Improvements = **\$ 129,941.04**

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Vendor Estimated Costs	JDA	Notes
Desktop Support Cost =		
Server Support Cost =		
Network Support Cost =		
Communications Support Cost =		
Total Support Cost =	\$ 129,978.00	Breakdown is based on devices and other values
Year 2 Total Cost =	\$ 132,577.00	2% per year increase
Year 3 Total Cost =	\$ 135,228.00	2% per year increase
One Time Costs =	\$ -	Incumbent
Total Cost over the Contract (36 months + S/U costs) =	\$ 397,783.00	Best and Final Bid
Site visit/travel costs/dispatch fee =	\$ -	2 hour minimum; also travel time between sites will cost time
Minimum charge for remote support (normal hours) =	15 minutes	
Minimum charge for remote support (off hours) =	15 minutes	
Minimum charge for onsite support (normal hours) =	120 minutes	This can have an affect on staying within the hours
Minimum charge for onsite support (off hours) =	120 minutes	This can have an affect on staying within the hours
T&M Costs - hours above 1418 during business hours		
T&M rates for desktop support remote =	\$ 60.00	
T&M rates for desktop support onsite =	\$ 60.00	
T&M rates for server support =	\$ 125.00	
T&M rates for network support onsite =	\$ 125.00	
T&M rates for communications support =	\$ 125.00	
T&M Costs - hours above 1418 after business hours		
T&M rates for desktop support remote =	\$ 100.00	
T&M rates for desktop support onsite =	\$ 100.00	
T&M rates for server support =	\$ 175.00	
T&M rates for network support onsite =	\$ 175.00	
T&M rates for communications support =	\$ 175.00	
T&M Costs - OOS during business hours		
T&M rates for server support =	\$ 125.00	
T&M rates for network support onsite =	\$ 125.00	
T&M rates for communications support =	\$ 125.00	
T&M rates for special projects*	see notes	priced out as ICB
T&M Costs - OOS after business hours		
T&M rates for server support =	\$ 175.00	
T&M rates for network support onsite =	\$ 175.00	
T&M rates for communications support =	\$ 175.00	
T&M rates for special projects*	see notes	priced out as ICB
Special Rates		
T&M rates for network intrusion/security		

*this can include network architect/system architect/strategic planning

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Strengths and Weaknesses

Vendor Rankings - First Review
Vendor Rankings - detailed review

3

3

Strengths

- | | |
|------------------------|--|
| 1. Annual Cost | Reasonable |
| 2. Incumbent | |
| 3. One-time cost = \$0 | |
| 4. Staff experience | With WPD |
| 5. Use ManageEngine | This is the tool proposed by several of the vendors |
| 6. JEMC hours | JDA Enterprise Management Center (JEMC) open 7:30 AM - 6:00 PM |
| 7. Hourly cost | Reasonable |
| 8. Cost reduction | See examples provided in response to 4.13 - confirm with WPD |

Weaknesses

- | | |
|---------------------------|---|
| 1. Staff Experience | e.g., Jason Citrano/Darrick Taylor; Robert Bridal - availability? |
| 2. Billing increments | 2 hour minimum for onsite support; plus between locations |
| 3. Documentation | Support in this area is weak; based on past performance |
| 4. Communications | Relationship with WPD; must be checked with WPD staff |
| 5. Experience with tools | |
| 6. After hours support \$ | If not severity 1 - will charge at after hour T&M rates. |

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Evaluation Criteria	JDA	Comments
Corporate Experience	3	Although they are the incumbent and have direct experience with client, there appears to be tension in the current relationship based on conversations that have taken place. Additionally, JDA only has ten managed services clients.
Staff Experience	3	JDA is familiar with the environment, but the overall staff is not the most qualified. The key technician has only been on the job since 1/15 and his experience overall is average. The backup technician was previously removed from the key technician role. Also, JDA depends significantly on Rob Bridal and he is not always available for support.
Adherence to RFP specifications/requirements and bidder's responsiveness to RFP	3	Their initial bid was decent but nothing special. As the incumbent they were able to easily tailor the response to WPD.
Project Approach	3	Their response is an indication that they plan to change the way they currently work with WPD, to be more efficient
Ability to Effectively Provide Services: <ul style="list-style-type: none"> • timely response, • "detailed" record keeping, • a user-friendly help-desk including a web portal for District Users, • the ability to proactively fix root causes so that issues are minimized, and • the ability to effectively document and train Park District users on any transitional and ongoing support procedures. 	3	previous history shows they can do the job, but it's uncertain how efficiently in their current model. The other concern is that JDA may not be familiar with their tools and has been unable to effectively produce documentation and support WPD in a timely manner.
Net total cost to WPD	2	Reasonable pricing - lowest before adding the technology improvements. Since the costs are based on hours, their use of a 120 minute minimum charge for onsite support (and the intent to charge for travel between sites could cause the hours to exceed those identified in Section 5 of the RFP; if they are unable to reduce the amount of trips taken to support WPD.

Non-weighted scores = 17

Potential weighted scores 2.7

Cost Delta (Vendor - Lowest Price) - over three years \$ - Lowest Bid Prior to Improvements
Technology Improvements

Anti-Virus/Malware =	\$	8,964.00	36 months
Spam Filtering =	\$	6,300.00	36 months
Cloud Back-up =	\$	12,960.00	36 months
Web Protection =	\$	27,000.00	36 months
One Time Cost to Implement =	\$	-	

Total Improvements = **\$ 55,224.00**

Grand Total 3 Year Costs with Improvements = **\$ 453,007.00**

Differential with Cost Improvements = **\$ 12,807.00**

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Vendor Estimated Costs	Emtec Inc.	Notes
Desktop Support Cost =		
Server Support Cost =		not all server support - need to understand breakdown
Network Support Cost =		
Communications Support Cost =		included with desktop support
Total Support Cost =	\$ 167,068.92	New bid - see 8/13 email
Year 2 Total Cost =	\$ 135,530.28	Reserve the right to increase up to 10%
Year 3 Total Cost =	\$ 135,530.28	There are some conditions listed that must be evaluated in more detail; e.g., max ticket count of 1000 per year
One Time Costs =	\$ 19,879.00	This cost includes: New Client Onboarding, with SDM and Lead Deskside Support Technician. BMC Licensing for Self-Service, Setup Costs of Self-Service and ManageEngine NetOps Licensing.
Total Cost over the Contract (36 months + S/U costs) =	\$ 458,008.48	
Site visit/travel costs/dispatch fee =	\$ 80.00	\$1200 for specialists - must be flown in
Minimum charge for remote support (normal hours) =	30 minutes	Is this really your minimum charge - check statement in bid
Minimum charge for remote support (off hours) =	30 minutes	
Minimum charge for onsite support (normal hours) =	30 minutes	
Minimum charge for onsite support (off hours) =	30 minutes	
T&M Costs - hours above 1418 during business hours		
T&M rates for desktop support remote =	N/A	Initial pricing model is based on tickets
T&M rates for desktop support onsite =	N/A	Did not provide hourly pricing with latest bid
T&M rates for server support =	N/A	
T&M rates for network support onsite =	N/A	
T&M rates for communications support =	N/A	
T&M Costs - hours above 1418 after business hours		
T&M rates for desktop support remote =	N/A	Initial pricing model is based on tickets
T&M rates for desktop support onsite =	N/A	Did not provide hourly pricing with latest bid
T&M rates for server support =	N/A	
T&M rates for network support onsite =	N/A	
T&M rates for communications support =	N/A	
T&M Costs - OOS during business hours		
T&M rates for server support =	\$ 125.00	see rate table provided
T&M rates for network support onsite =	\$ 125.00	see rate table provided
T&M rates for communications support =	\$ 125.00	see rate table provided
T&M rates for special projects*	\$ 125.00	see rate table provided
T&M Costs - OOS after business hours		
T&M rates for server support =		DNA
T&M rates for network support onsite =		DNA
T&M rates for communications support =		DNA
T&M rates for special projects*		DNA
Special Rates		
T&M rates for network intrusion/security		

*this can include network architect/system architect/strategic planning

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Strengths and Weaknesses

Vendor Rankings - First Review
Vendor Rankings - detailed review

2
4

Strengths

- | | |
|-------------------------------|---|
| 1. Experience | Corporate - overall |
| 2. Price/year | And total three year cost |
| 3. Only FT employees | |
| 4. Training investment | |
| 5. 24/7 Support | by phone, email or chat; response within 15 seconds |
| 6. GoToAssist/Absolute Manage | |
| 7. Cross-training | Methodology is excellent |
| 8. Root cause analysis | Also, 15 minute response to critical items |

Weaknesses

- | | |
|---|--|
| 1. Office location | Must dispatch from City of Chicago |
| 2. One-time cost | |
| 3. Key employees | One is in Ottawa Canada and one in NJ? |
| 4. PD experience? | |
| 5. Dispatch - from where | |
| 6. Pricing methodology | It is based on ticket count |
| 7. Experience with PDs | |
| 8. Use Right Answers as first line of defense - not a good fit with WPD employees | |

Notes

References Document is missing
Citrix GoToAssist What other vendors are using this?
Overall response had a lot of holes in it; too general

WHEATON PARK DISTRICT RFP MANAGED IT SERVICES - COST COMPARISON

Evaluation Criteria	Emtec	Comments
Corporate Experience	4	Corporate experience is fine in applicable areas, but all out of this geographical market
Staff Experience	5	Their resumes show the proper experience, but none of the staff presented are local. There is a concern that Emtec plans to rely heavily on remote support.
Adherence to RFP specifications/requirements and bidder's responsiveness to RFP	4	Their initial response was decent but lacked some key information.
Project Approach	3	Their approach appears to be sound with the exception of their reliance on WPD to use Right Answers to deal with Level 1 support.
Ability to Effectively Provide Services: <ul style="list-style-type: none"> • timely response, • "detailed" record keeping, • a user-friendly help-desk including a web portal for District Users, • the ability to proactively fix root causes so that issues are minimized, and • the ability to effectively document and train Park District users on any transitional and ongoing support procedures. 	4	The initial proposal did not leave the reader with a comfortable feeling that they could effectively deliver the services. One major issue is that their approach to first level support relies on user community knowledge base rather than actual employees of Emtec
Net total cost to WPD	3	Pricing is reasonable but concerned about their ability to effectively deliver. It appears that they are banking on WPD to do most of the Level 1 support via RightAnswer. The one time cost to transition exceeds by far other vendor costs and does not appear to be fully justified.

Non-weighted scores = 23

Potential weighted scores 3.7

Cost Delta (Vendor - Lowest Price) - over three years \$ 60,225.48

Technology Improvements

Anti-Virus/Malware = \$ 10,645.56 36 months

Spam Filtering = 36 months

Cloud Back-up = \$ 6,300.00 36 months

Web Protection = 36 months

One Time Cost to Implement = \$

Total Improvements = \$ 16,945.56

Grand Total 3 Year Costs with Improvements = \$ 474,954.04

Differential with Cost Improvements = \$ 34,754.04

Date: April 18, 2012

TO: Mike Benard

FROM: Rita A. Trainor

RE: Recommendation on IS&T RFP

Previous Board Action to hire
JDA
2012 2013 2014 2015
Partial

partial
w/ Board
Approved
Extension
through
12/31/15

Statement of Issue

The Park District's current IS&T support agreement has expired. The current provider, JDA, agreed to continue to provide service at the previously contracted rate of \$7,540 a month (\$90,480 a year) until we could complete the RFP process.

Discussion of Issues

The District used an independent consultant to develop an RFP and to identify vendors to circulate the RFP to. (We paid that consultant \$4,687.50 for his work.) The RFP was reviewed by our legal counsel and circulated. The responses have been received and reviewed.

The RFP was sent to:

Name	Name	Name
Agility Network Services	dcVAST	MotherG
CelereTech	Excalibur	Resolve Technology Group
Class Computing	GFC IT	Sikich
Common Sense Solutions	InTrust	SRV Network, Inc
CoreLink Data Centers	John Drake & Associates	Stratosphere Networks

Eight of the solicited bidders sent responses, one (Resolve Technology Group) sent a response that they were declining to bid based upon being unable to provide all services in RFP. The other seven responses are discussed below.

The financial evaluation of the responses received was:

Vendor Name	Sum of Initial Costs	Sum of Year One Cost	Sum of Contract Life Cost	% above low bidder over contract life
Excalibur	\$55,000.00	\$367,000.00	\$991,000.00	216%
Stratosphere	\$19,830.00	\$257,790.00	\$733,710.00	134%
MotherG	\$1,000.00	\$187,000.00	\$559,000.00	78%
InTrust	\$0.00	\$180,600.00	\$541,800.00	73%
dcVast	\$13,029.00	\$169,377.00	\$482,073.00	54%
Gordon Flesch	\$0.00	\$152,064.00	\$456,192.00	46%
JDA	\$0.00	\$104,460.00	\$313,380.00	

With the exception of JDA our current vendor, the bidders with zero in initial costs had indicated that they would need to assess our systems in greater detail before they could give this figure.

The Super User group met on March 1, and discussed the bids. They met again on March 15 and further developed service levels to be negotiated into the agreement (see recommendation below and attachment for further details on this aspect of this RFP).

Excalibur and Stratosphere: The two highest bidders were so much higher than the other five that they were eliminated based upon bid price.

MotherG: This vendor was in the middle in terms of cost, however, some services that are currently included in what we pay monthly would be billed separately with this vendor. Two examples are any new computers and repurposing or “cycling down” an old computer. This would increase this bid even further and given that it is already 78% greater over the proposed three year life of the agreement than our lowest bidder, we eliminated this vendor.

InTrust: This vendor had what sounded like a very good ticketing system with some good data that could be exported and used in excel to evaluate the support we are receiving. They also indicated that they are a member of the Apple Consultants Network. They indicated their monthly support is based on the number of workstations we have and that it would be adjusted up or down each month based on the actual number of workstations out there at \$107.50 a month. This could potentially save some money for Clocktower and the pools, since they are not in use year-round, ultimately however, their price was simply much higher than the JDA bid.

dcVast: This vendor did not provide the “initial cost” bid, but indicated they needed additional information. However, as those figures would only increase their cost further and although their bid was more competitive than most of the respondents, they are still 54% higher over the proposed three year life of the agreement than the lowest bid, JDA. Therefore, they too were eliminated.

Gordon Flesch: This vendor indicated they believed the 53 hours of onsite support could be reduced to 30. They also don’t provide on-site support themselves, they use a third party. This would mean that we would be giving some vendor access to our network that we have no contractual agreement with and no say in selecting. In addition, they have a number of additional costs that they didn’t include in their stated monthly bid amount, but did describe in a note thereto that could increase the monthly fee up to \$16,626. Their bid was also 46% higher than the lowest bid over the proposed three year life of the agreement. These factors led us to eliminate this vendor.

JDA: This is our current provider. Overall, we would describe ourselves as satisfied with this vendor. They consistently have made sure that “big” issues are resolved timely. They have worked with us on a number of issues and been a flexible business partner. The areas that have been of concern to staff with regard to them have been negotiated into the contract by including specific documentation requirements and service levels as well as consequences if the terms are not met.

Staff Recommendation

Staff recommends that the board approve the attached agreement.



VISION96

9600 Bryn Mawr Avenue, Rosemont, Illinois 60018 USA

Date: August 28, 2015

Topic: RFP & Evaluation of IT Service Provider

Recommendation: Change Provider To Advanced Intelligence Engineering (AIE)

EXECUTIVE SUMMARY

In 2015 Wheaton Park District entered a process to evaluate current market for the managed services regarding Information Technology provided to its staff. Vision96 assisted the park district to develop and complete the evaluation process. The Vision96 staff in conjunction with park district staff evaluated IT Managed Service Providers per the guidelines of the park district procedures. During the process, best practices, scope, needs, performance, future indicators of performance, ability to fulfill requirements, company and employee experience, cost effectiveness were key components that highlight the extensive information provided to the park district to support the Vision96 recommendation.

The recommendation of Vision96 is for Wheaton Park District to change providers from John Drake & Associates to **Advanced Intelligence Engineering (AIE)**. While there were a couple strong options AIE at each juncture of the process demonstrated a high level of expertise. The arduous multi step evaluation and continued placement during the scorecard (AIE is first in each scorecard) indicate they will perform better than your current provider. Additionally, the current provider has under-performed in key areas that highlight the need to make a change and improvements.

It has been a pleasure to work on this project with Wheaton Park District and its staff. Our recommendation is heartfelt as we believe the park district mission is important and the constituents and staff deserve quality services and providers that care for the community. It is a bonus that Advanced Intelligence Engineering is owned and operated in Wheaton, IL. As always, the Vision96 staff will be available and answer any questions.

Warm Regards,

Adam Nirenberg
President

New Bus 9
9/9/15

9-Sep-15 Wheaton Park District
Request for Quotes 10 multi-function devices

Equipment Request for Quote	Location	Estimated Use		Recommended Quote		Black White	Color	KONICA MINOLTA
		Black White	Color	XEROX	CANON			
1- B/W 100/min	Community Center Frt Desk	400,000		Xerox D85	Canon IR ADV 8205	\$0.0034		Bizhub 1052
3 - Color 25-25 Min	Lelsure Center	32,000		Xerox 7225	Canon IR ADV C3325i	\$0.0080		Bizhub C308
	Lincoln Marsh	42,000	30,000	Xerox 7225	Canon IR ADV C3325i	\$0.0080	\$0.0585	Bizhub C308
	Cosley Zoo			Xerox 7225	Canon IR ADV C3325i	\$0.0080		Bizhub C308
4 - Color 75-75 Min	Arrowhead Golf Club	126,600	167,000	Xerox C70	Canon IR ADV C7270	\$0.0066	\$0.0550	Bizhub C1070
	Graphic Design Office	32,400	123,000	Xerox C70	Canon IR ADV C7270	\$0.0066	\$0.0550	Bizhub C1070
	DuPage Museum / Exec Dir	89,000		Xerox C70	Canon IR ADV C7270	\$0.0066		Bizhub C1070
	Athletics Office	219,000		Xerox 7895	Canon IR ADV C7270	\$0.0066		Bizhub C1070
1 - Color 55-55 Min	Prairie Offices	214,000		Xerox 7895	Canon IR ADV IR ADV C 5255	\$0.0066	\$0.0550	Bizhub C554E
1 - Color 55-35 Min	Park Services Center	45000	34,000	Xerox 7895	Canon IR ADV CS240	\$0.0066	\$0.0550	Bizhub C364E
		1,200,000	354,000					
devices to include finisher, 3 hole punch and fax capability								
<u>60 Month Lease</u>								
Cost per month				\$ 2,051.07	\$ 1,767.19			\$3,345.00
<u>Buy-out Cost</u>					\$ 484.00			\$446.52
total lease and buy out X 60 mo				\$ 2,051.07				
<u>Service Plan</u> plus				\$ 2,172.50	\$ 2,168.00			\$1,887.50
1,200,000 Blk/Wht								
and 354,000 Color								
<u>Total per month for 60 months</u>				\$ 5,423.90	\$ 4,419.19			\$5,679.02
<u>Annual</u>				\$ 65,147.00	\$ 53,030.28			\$ 68,148.24
<u>Five Year</u>				\$ 307,810.00	\$ 265,151.40			\$ 340,741.20

Color Devices Proposed by Canon are considered Non-Responsive to Request for Quote
not as fast - no finisher / 3 hole punch or fax

TO: Mike Benard, Executive Director
FROM: Rob Sperl, Director of Parks & Planning
DATE: September 1, 2015
SUBJECT: Board Report, August 2015

Park Services Center

- 2016 budgets were completed.
- Staff organized a meeting with the original designer of the Rice pool to discuss planning for updates.
- Local ornithological experts were met to discuss revisions to the Lincoln Marsh boardwalk.
- We have been working with an artist selected to provide sculptures for the Art Along the Way portion of the Sensory Garden and Playground Project.
- Special Events held during August 2015: Events were prepared for, staffed, and cleaned up at the end of the event by the Parks Department.
 - Brew Fest, 8/1/2015
 - Touch-a-Truck, 8/8/2015
 - Shakespeare in the Park, 8/28/2015
 - Play for All – Play Day, 8/29/2015
- Park Permits: 34 reservations were made this month.

Planning

- Contracted work for the resurfacing of tennis courts has begun.
- Contractors started working on the fence, backstops and retaining wall and putting up the sports lighting at Central Athletic Center.
- Bids were opened for the asphalt work at Hoffman Park parking lot, as well as, pads at Scottsdale Park.
- Playground equipment bids received for Brighton Park were reviewed by staff. See statement of issue.

Operations

- General Cleaning was completed for all WPD facilities and shelters.
- Multiple work orders for set up and take down of Recreation athletic events were completed.
- Daily maintenance and safety checklists were completed for ball fields.
- Soccer and football fields are in the process for being striped for fall athletics.
- Toohey and Rathje have been painted and cleaned to prepare for the fall school season.

Projects

- Various work order requests were completed throughout the district including: Electrical repairs, Lincoln Marsh, Community Center, and Signs & Banners.

- Staff managed set-up and take-down for the Brew Fest event held August 1st.
- Staff managed set-up and take-down for the Wheaton Park District Staff Touch-a-Truck event held 8/08/2015. Snacks and toys were given to the children to enjoy while viewing and testing out the Parks equipment. Special t-shirts were made with the WPD crest and were given to each child with their individual ID cards again.
- Staff managed the Shakespeare in the Park event including transportation of staging and associated equipment, as well as providing staffing during the event.

Horticulture

- Herbicide was sprayed at school sites to get rid of broad leaf weeds.
- Landscape restoration continues for phase 1 of the Play for All projects at Danada South including weeding, grading, seeding, and erosion control.
- General Park Clean-up, including weeding, over-seeding, and mulching was completed.
- Sod repairs were made on various multi-use fields.
- Recent plantings and annual flowers are being watered throughout the district.

Conservation

- Removing invasive species in natural areas throughout the District.
- Lincoln Marsh Trail Inspections were completed throughout the month.
- Pruning for general health and structure on younger trees throughout District.
- Continued with diseased ash tree removal throughout District.
- Continued with mulching, stump grinding, and general park cleanup.
- Contract work for tree removal at Toohey Park started.

Lincoln Marsh

- Lincoln Marsh hosted a total of 1326 participants in Adventure Education and Environmental Education in August.
 - Adventure Education staff presented 74 programs and camps to 989 participants.
 - Environmental Education staff presented 22 programs and camps to 337 participants.
- A new camp titled Knee High Nature for ages 18 months -3 year with an adult was conducted with 6 adult/child pairs during the first week of August.
- The Lincoln Marsh summer camp season came to a conclusion on August 7th.
- Adventure Education staff led open climb and open canoe programs.
- Experiential Systems installed 2 elements on the challenge course (a new trust fall and designed a new spider web).
- Adventure Education Supervisor hired 2 new facilitators and conducted orientation and training for these staff.
- 2 new family programs were offered this month. A bat themed night hike had 24 participants and a turtle themed program had 15 people register.

- 22 Carol Stream Park District residents attended nature programs that were co-opted through the Lincoln Marsh.
- Environmental Education staff attended a Growing Up Wild workshop hosted by the Naperville Park District.

Green Team Report

- USA's gain recycling efforts collected 2110 pounds of clothing in August. This saves 2,954,000 gallons of water, 12 cubic yards of landfill space and 14,770 pounds of CO2 prevented from emission.

Mechanic

- Truck and trailer inspections were all completed.
- Miscellaneous repair requests and work order tickets were completed.
- Slit Seeder was purchase to assist with over-seeding throughout the district.
- Golf Cart purchased to replace one that was stolen from Graf Park - PDRMA reimbursed.

TO: Mike Benard, Executive Director
 FROM: Andy Bendy, Director of Special Facilities
 RE: September 9, 2015 Board Report

Cosley Zoo - Susan Wahlgren, Zoo Director

Fundraising/Revenue Activities

Admissions:

- Moderate weather helped make last month the highest August attendance in the past five years.

Month	2015 Revenue	2015 Avg./Day	2014 Revenue	2014 Avg./Day
January	\$ 1,856	\$ 62	\$ 469	\$ 16
February	\$ 629	\$ 22	\$ 636	\$ 23
March	\$ 14,673	\$ 473	\$ 10,165	\$ 328
April	\$ 26,998	\$ 900	\$ 21,146	\$ 705
May	\$ 31,264	\$1,009	\$ 32,581	\$1,051
June	\$ 35,267	\$1,176	\$ 31,440	\$1,048
July	\$ 41,846	\$1,350	\$ 46,616	\$1,504
August	\$ 35,693	\$1,151	\$ 31,395	\$1,121
Total	\$188,226		\$174,448	

Miscellaneous Revenue Activities:

- Duck and chicken feeding continue to do well, earning \$18,969 in revenue through August. This is up \$5,005 from 2014.

Significant Activities/Accomplishments

Education Programs and Activities:

- The zoo received a record number of applicants for the 2015/16 Junior Zookeeper program, with 52 teens seeking a position. Staff will conduct interviews of all new applicants and intends to accept every new and returning candidate.
- Program data for August and year-to-date are below:

Total Programs - August

Type of Program	2015 Number of programs	2015 Number of participants	2014 Number of programs	2014 Number of participants
Outreach	4	103	3	375
Casual Interpretation	171	11,763	219	14,230
Birthdays	1	17	5	46
Camps	1	13	1	17
Jr Zookeepers Club	1	22	1	14
School programs	3	56	7	196
Scout Programs	1	18	1	14
Park District programs	5	56	6	43
Special/Members Events	1	944	0	0
Rentals	17	615	8	428
Total	205	13,607	251	15,363

Total Programs – Year-to Date

Type of Program	2015 Number of programs	2015 Number of participants	2014 Number of programs	2014 Number of participants
Outreach	98	3,312	80	2,997
Casual Interpretation	937	48,324	735	48,016
Birthdays	12	201	19	208
Camps	6	75	4	56
Jr Zookeepers Club	8	209	8	152
School programs	130	3,097	133	3,265
Scout Programs	22	336	25	356
Park District programs	35	554	60	586
Special/Members Events	5	2,463	5	2,576
Rentals	61	3,298	65	3,461
Total	1,314	61,869	1,133	61,379

- The zoo hosted Llama Llama Day August 13. The popular children's book character greeted 944 guests from 10am-12pm. Junior Zookeepers filled the roles of both the mascot and mascot handler. JZs also provided animal visits and critter cart activities to those waiting in line.

General Activities:

- Three new Animal Care Interns, one Education Intern and one Animal Care Extern will all begin their commitment to the zoo in late August/early September. The interns will each volunteer a minimum of 120 hours throughout the fall and the extern will contribute 60 hours.
- An order for Christmas trees, wreaths and garland has been completed and submitted. Orders for other supplies including tree preservative, tree disposal bags, tree stands, ribbon, etc. have also been ordered in preparation for the upcoming holiday season.
- Cosley's pumpkin grower let staff know that the pumpkin crop is looking good which means that prices will hopefully remain steady from 2014.
- Cosley Zoo continues to enjoy increasing social media connections with almost 8,000 "likes" on Facebook.

Parks Plus Fitness – Ryan Miller, Manager

- Staff met with Lions Club August 4th to discuss marketing, sponsorships and planning for December's Reindeer Run.
- The Health and Wellness Committee hosted an event August 12th at Clocktower Commons to play mini golf and 32 staff attended. Cosley Zoo also hosted an event August 27 and 36 staff attended.
- Create Discover Play Event Group met August 12th to discuss logistics and assign duties for the event scheduled September 12, 10 a.m. – 1 p.m.
- Parks Plus had an all staff meeting August 21 with desk staff and trainers. Upcoming promotions, customer service and the lockdown video were covered during this meeting.
- Staff met August 27th with First Trust to discuss the upcoming Light the Torch Run September 25 where 370 runners are registered to date.
- Clock Tower Commons continues to sell Groupons. Through July, Clocktower's Groupon campaign had sold 938 rounds; 423 have been redeemed. \$5,026 has been redeemed from this promotion.

PPFC Membership Breakdown	Annual	3-Month	1-Month	FIt-N-Swim	Total
August 2015	2,029	7	16	0	2,052
August 2014	2,001	15	14	0	2,030
July 2015	2,034	17	42	0	2,093
July 2014	1,999	9	19	2	2,029
June 2015	2,004	13	38	3	2,058
June 2014	1,993	15	27	3	2,038
Monthly Total Attendance/ Usage	9,611				

PPFC August 2015 New and Renew Memberships:

Membership Type	New	Renew	Total Amount
Annual	41	80	29,565
Silver Sneakers	34	25	\$1,885
3 Month	4	3	\$810
Total for all Types	79	108	\$32,260

Arrowhead – Restaurant and Banquets

Brian Whitkanack- Director, Restaurant and Banquet Operations

Banquets

- Held 48 events for 2,774 guests in August.
- Hosted 7 weddings; 2 outdoor ceremonies.
- Hosted 6 golf outings.

Restaurant

- August was a very busy month overall and with a lot of staff headed back to school. It was nice to have the new restaurant management team here to help assist our staff during the busy days.
- The restaurant increased sales 5% over same time last year.

- Moving into football season; Arrowhead has hosted 5 different Fantasy Football Draft parties this year.
- Tim Maguire and Erin Rominski are in full swing as full time restaurant managers, with Jeremy Larson starting his management training this week.

Arrowhead Golf Club-Bruce Stoller, Director

- August weather was very pleasant overall with high temperatures averaging just above 80 degrees and a relatively few number of days with precipitation. However, Metrologic summer (June, July and August) was the coolest and cloudiest in six years.
- The golf outing season continued in August with four large groups using shotgun starts and a number of smaller events with everyone teeing off on the first tee. In addition to the Cosley Classic, the large outings consisted of one political fundraiser, one charitable fundraiser and one association group.
- Staff is working with the selected parking lot seal coating contractor to schedule dates that fit around our busy schedule. The work is scheduled to be completed by the end of September.
- ComEd has dropped the power to the new restroom location and hookups and final testing has taken place. The unit will be opened to the public for the Labor Day weekend.
- The cart path asphalt work was completed at the end of the month with 800 linear feet of path being torn out and completely replaced. Very little, if any, stone base was found in the areas that were replaced which led to their premature deterioration.
- A silver tee marker was put out on each hole to indicate which tee is to be used by golfers playing the "combo" tees. The use of combo tees was initiated a couple of years ago to give players another option for play and the new silver markers will make it easier for them to be identified.
- The high school golf season started in August with tryouts on the 12th and 13th with competitions beginning the following Monday. We will host a competition almost every Monday through Thursday through September 24th.

	2015	2014	2013	2012	2011	5 Yr. Avg.
August Paid Rounds	7,932	7,742	8,122	7,547	7,534	7,775
YTD Paid Rounds	38,596	38,774	37,911	41,249	35,548	38,416

Historical Museum- Michelle Podkowa, Educator

Collections and Exhibits

- Curator Ashley Downing attended class at the Campbell Center for Archives Management.
- Museum staff met with a researcher to show archival pieces for reproduction purposes.
- Staff continued to meet regarding the Woodstrup's collection of 5,000 pieces donated in Patricia Woodstrup's memory. Staff is still cataloging, researching and accessioning items from this large pending donation.
- Curator Ashley Downing met with Shane Keil, Collections Manager of Cantigny, to learn more about the firearms in DCHM's collection.

Educational Programs

- DCHM participated in the Northern Illinois Steam Power Show in Sycamore. The show sees more than 8,000 visitors, over 100 spoke directly with Museum volunteers and staff at the event and other guests took marketing materials.
- DCHM hosted the last *Inheriting DuPage* event August 15 at Fischer Farm in Bensenville. Ten participants toured the historic farm.
- Museum Manager met with City of Wheaton Community Relations Commissioner to make final arrangements for help with their Cultural Diversity Event September 12.
- Museum Staff hosted a train birthday party Saturday, August 22. Nine children and 11 adults attended.
- Museum Manager Michelle Podkowa met with the Museum Guild to continue planning for the November Guild Bazaar and to award Mary Udelhofen with an honorary membership. The Guild has donated more than \$55,000 to the Museum in the last 30 years.
- Staff assisted Shakespeare in the Park August 29-30 at Memorial Park. Proceeds benefitted the Museum Foundation.

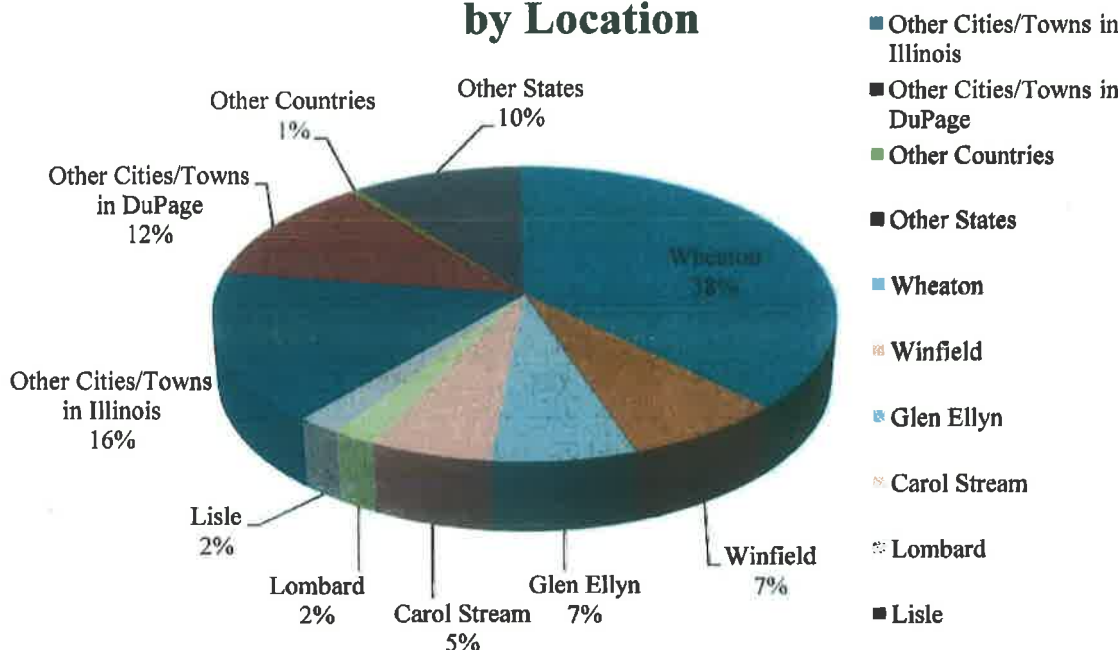
Marketing and Events

- Sponsorship materials were finalized and distributed to prospective sponsors for *Wedding Traditions Unveiled*. To date, two media partners will be assisting with marketing the exhibit. Arrowhead will also be sponsoring the preview/engagement party event October 16.
- A facility rental eblast and updated rack card is being created for distribution in early September.
- Press releases have been finalized for *Wedding Traditions* Exhibit and Guild Bazaar.
- Marketing is working on a design for the *From Flame to Fluorescent* logo.
- *Fun Unplugged* logo, poster, postcard design, and other materials are being developed.

Miscellaneous

- Staff met with an Oakbrook high school student to discuss historical museums and their importance. The information will be used in the student's advanced placement US history course.
- Museum staff continued work on grants to support programming and exhibits in 2016. One grant will be submitted before September 1 and two more will be submitted in October.

August Museum Visitor Demographics by Location



Total Visitors for August 2015: 562 (compared to 807 last August)

Total Visitors for 2015: 4,753 (compared to 4,750 last year)

Aquatics/Safety – Wendy Russell, Manager

- Jeff Ellis & Associates conducted the third lifeguard safety audit for the season. Once a month, during our operational season, Ellis & Associates conducts unannounced safety audits at our aquatic facilities on our lifeguards and general operations. The lifeguards are videotaped on their scan observations, rescue skills, team scenarios (unconscious guest or neck and spinal injuries), and VAT drops (vigilance awareness training). There is also supervisor awareness, equipment checks as well as visibility of water and proper signage. After completing the audit, the facilities as a whole are scored for that day. On the August Audit, the pools scored "exceeds". All three audits for the summer scored "exceeds".
- Swim Lessons ended August 7. Staff ran two one-week sessions and three two-week seasons. Mother Nature was not always cooperative but lessons were enjoyed by all and always a great learning experience. Swim Lesson Registration ended at \$112,327/2,849 participants for the 2015 season.
- Wendy Russell worked with thirteen Boy Scouts to complete their Swimming Merit Badge. During the course of the summer, we also worked with many scouts on their aquanauts' requirements and swim tests for summer camp.

- Diane Hirshberg, Becky Mendenhall, Jackie Pierce, and Wendy Russell met August 6 to discuss the PDRMA Plan of Action for the year. We discussed dates for training on Back and Slip, Trips and Falls training. We have been working with the parks dept, golf maintenance, and the zoo on better ways to take care and prevent incidents.
- Mike Benard, Andy Bendy, Dan Novak, Rob Sperl, Nic Novak, Don Shee, Ray Morrill and Wendy Russell met with Chuck Newman from Water Technologies in Beaver Dam, Wisconsin for a presentation and discussion regarding renovating Rice pool. Many ideas were brought up along with discussion of where to begin.
- Northside Family Aquatic Center closed its doors for the 2015 season, Sunday, August 16. Thanks to the entire staff for a safe and very enjoyable summer for the many families of our community. Rice Pool closed for the season Labor Day, Monday, September 7 at 7pm.

TO: Mike Benard, Executive Director
FROM: Margie Wilhelmi, Director of Marketing / Fund Development
RE: August 19, 2015 Board Report

Marketing

Arrowhead Restaurant

Oktoberfest Menu September 19 – October 4 is promoted via signage, table tents, eblast and print ad in Naperville Magazine. Mobile text program will feature \$5.00 off a purchase of \$25.00 or more as well as complimentary dessert with two entrée purchases in September.



Arrowhead Golf Course & Driving Range

Arrowhead Driving Range was named one of Chicagoland's best driving ranges by ChicagoGolfReport.com. The full article can be viewed at chicagogolfreport.com. Attached is the final article from Arrowhead's golf professional, Matthew Nations that appeared in Chicago Golf Magazine.

Arrowhead Events

Staff looks to renew Arrowhead's marketing in Chicago Style Weddings to include a more enhanced social media presence. In addition, holiday parties and fall events and specials will begin.

Cosley Zoo

Staff is finalizing Cosley Classic Golf Outing Event (see "Fund Development" below). Marketing and collateral materials for pumpkin fest will begin soon.

DuPage County Historical Museum

Staff has secured two media partners for the upcoming Wedding Traditions Unveiled Exhibit opening October 17. A preview/engagement party event will be held October 16 featuring appetizers and a champagne toast. Marketing and Development are working together to recruit sponsorship for the preview/engagement party event and exhibit. Arrowhead will be a sponsor for this event. Facility rentals are marketed at this time through an updated rack card and eblast.

Parks Plus Fitness Center

A total of 33 new members and 62 renewals were processed in August as a result of mailing renewal letters and the Beat the Heat and "We Miss You" postcard promotions.

Aquatic Centers

A total of 70 passes were purchased during the August promotion that offered \$99 for a family of four pass. Total revenue was \$1,922.00. A final "last chance" to enjoy the pool eblast was executed the week leading up to Labor Day.

Clocktower Commons

Groupon campaign continues to sell for a total of 938 purchases. In 2014, the same promotion sold 379.

Recreation

Marketing worked with Rec staff on the Create Discover Play Day scheduled for September 12. This free event is a group effort between Marketing, Parks Plus, Kidz Kingdom, Wide Horizons and Recreation Departments. The event will offer pottery, yoga, pickle ball, karate demonstrations, DJ entertainment and bounce house.

Central Athletic Center

The press release was distributed announcing the Central Athletic Complex and Gateway Park names. The name will be officially announced after the October 21 park board meeting.

Special Events

Wheaton Wine & Arts Fest / Saturday, September 19

To date 60 tickets have been sold. The committee agreed to offer a deal through Groupon for \$45.00 for two tickets (value \$70). To date, a total of 14 Groupon tickets have been sold.

FT Cares Night Run / Friday September 25

To date, there are 379 runners registered for the 5K run/walk event. A total of \$28,250 has been secured in sponsorship.

Fund Development

Cosley Zoo Foundation

Mike Williams Cosley Classic Golf Outing raised a little over \$32,000 in net revenue. A final summary will be provided in the October report.

Pumpkin Fest

Sponsorship letters have been distributed. To date, \$350 has been collected for pumpkin fest sponsorship and \$500 collected for sponsorship for the Spooktacular event.

DuPage County Historical Museum Foundation**Shakespeare in the Park Wrap Up**

A Midsummer Night's Dream was held August 28 and 30 (rained out August 29).

Fundraising efforts included a GoFundMe.com campaign that raised a total of \$625 from 12 donors. Donations collected at the event totaled \$1,443 plus \$393 in concession sales.

On Par for DuPage Golf Outing / October 6

Sponsors are being actively pursued. Currently, sponsorship income is at \$11,136.46. A presenting sponsor was just secured at \$5,000. To date, 11 foursomes are secured.

Casino Night

Foundation member Amy Grant will chair the 2016 events. Date has been selected as Saturday, March 12, 2016. We are currently working to update sponsorship materials for distribution in October/November.

Play For All Playground & Garden Foundation

The first playgroup event was held on-site Saturday, August 29 and was well attended. The day included representatives from the Wheaton Park District, Western DuPage Special Recreation Association, Kiwanis, Rotary Clubs, Wee Heart Music, and Giant Steps.

Other

A mailing was distributed to area hotels seeking partnership either in the form of donations back to the playground for designated "stay periods" at the hotel and/or promoting to hotel guests via the display of Sensory Garden brochures and rack cards.

The Intimidation Game

INSTRUCTION

POINTERS FROM THE PROS



Matthew Nations

Have you ever had the first tee jitters? You stand on the tee box worrying about what other people will think about your upcoming shot. You're thinking: Don't top it, don't hit it in the trees, the bunker, lake, slice, hook, whiff. Don't hit a big slice or duck hook. Please, don't miss the ball.

In reality, all you are telling yourself is "top it, trees, bunker, lake, slice, hook, whiff." How do you expect to hit a halfway decent golf shot if you're only focusing on what you *don't* want to do? We all know golf is a mental game, so why fill your head with all these negative thoughts? My advice to you is to stop worrying about what you don't want to do or where you don't want your ball to go, and start focusing on what you do want to do and where you do want the ball to go.

You cannot control the weather, the groups around you, or the unfavorable bounces your ball might take. The only thing you can control is your swing. Yes, your swing. So keep a positive mind frame and focus on what you want to do.

The best way to build a strong mental approach is to start practicing a pre-shot routine at the driving range. It is way too easy to get into the habit of rapid firing a large bucket of balls at the range and calling


it practice. We spend very little time on the golf course actually hitting a golf ball, so why rush through a practice bucket? The average golfer takes 45 to 55 shots per nine holes in about two hours. How on earth would blitzing through 80 to 100 golf balls in 30 minutes help you become a better golfer? It won't.

There is a great book by Pia Nilsson and Lynn Marriott called *Play Your Best Golf Now*, which goes into detail about the importance of establishing a pre-shot routine. Nilsson and Lynn define it as the "THINK BOX" and "PLAY BOX." In short, you start each shot in the THINK BOX, which is an area you stand in directly behind the ball looking out at your target. Find your target and commit to the shot you want to take. Then you move to the PLAY BOX, and that is designed for one thing only: grip it and rip it. I see so many golfers stand over the ball, take five practice swings, then stand there for 10 to 15 seconds before they take their shot. Every second you stand over the ball allows your mind to wander and question your decision-making. Those precious seconds are all it takes to go from focused to complete loss of control.

I challenge all my students to take the extra 10 to 15 seconds between shots to choose their target (even if it's the same target over and over again), line up the shot, visualize the flight of the ball, and step up and hit it. The golf swing is the only thing you can control out there so take ownership of it!

I only call it a challenge because it takes commitment. Staying committed to that routine helps you stay committed to each shot, which allows you to better concentrate your energy on your swing as opposed to the surrounding distractions. By following that process on the range you will build a routine that will translate to the golf course. This routine will help train your mind to focus on what you want to do as opposed to what you don't want to do.

A positive attitude and a commitment to a routine will allow your mind and body to work seamlessly together to produce a much more effective golf swing without letting the obstacles, both on the course and in your head, interfere. For more information and tips regarding your golf game reach out to your local PGA Professional.

Matthew Nations is Assistant Golf Professional at Arrowhead Golf Club, Wheaton, Illinois. 



TO: Michael Benard, Executive Director
 FROM: Mary Beth Cleary, Director of Recreation
 RE: Recreation Program Report
 DATE: August 27, 2015



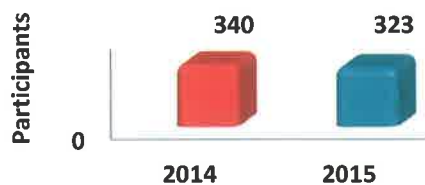
Community Center Rentals and Revenue Comparison
August 2014/August 2015

	# of Reservations			Total Rental Hours			Rental Revenue		
	2014	2015	Change %	2014	2015	Change %	2014	2015	Change %
Paying Renters	50	52	4.0%	135.5	155.75	14.9%	\$3,594.55	\$ 3,860.80	7.4%
WDSRA	19	9	-52.6%	42	23	-45.2%		0	
District 200	2	0	-100.0%	4	0	-100.0%	0	0	
External (Other)	2	8	300.0%	2.75	16	481.8%	0	0	
Total	73	69	-5.5%	184.25	194.75	5.7%	\$3,594.55	\$ 3,860.80	7.4%

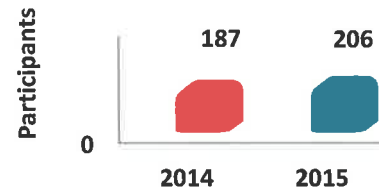
Athletics

- Rams Tackle and Flag Football registration is complete with 529 participants this season. The Wheaton preseason bowl games had 100 teams attend August 21-23 at Graf Park. The cheerleading program has begun their practices at the CAC and without air conditioning, coaches are hoping for a cool summer. All Cheerleading and Tackle Football head coaches are First Aid and CPR certified through the park district.

Rams Tackle Football Enrollment
(As of 8/17)

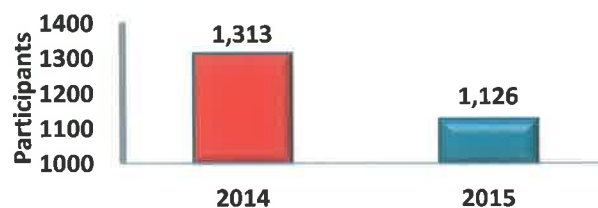


Rams Flag Football Enrollment
(As of 8/17)



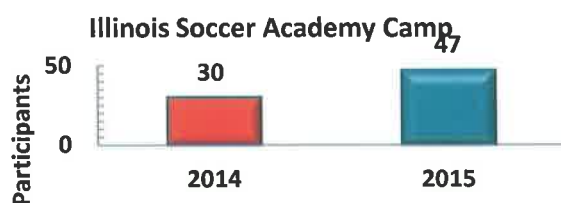
- On September 12, the Rams program will host the 2nd annual Trivia Night fundraising event at the American Legion Hall.
- Enrollment for fall soccer is now open and registration continues to grow. Participant numbers will continue to grow over the next couple of weeks before the coaches meeting on August 27. There will also be 3 middle school teams added from the Winfield Park District, Winfield in Action (WIA) soccer program.

Fall Soccer
(As of 8/17)



- Fall Soccer Referee Training will be on August 20th and August 25th. Twenty new referees have enrolled or confirmed they will be attending the training. All participants who pass training will be given paperwork they need to complete to join our wonderful team of referees this fall season. Grace Schwanda will conduct training for all the new referees.

- Illinois Soccer Academy Camp was offered twice throughout the summer (late June-mid August).



- The Wheaton Wings started a new year in August. Teams did their pre-season week long camps the week of August 10. Regular training began the week of August 17. Ten teams attended the Schaumburg Soccerfest tournament on August 21-23. Regular season games began August 29. The club had a group outing to the Chicago Fire game on Saturday, August 22 at 7:30 pm.



- We are now entering our sixth year of running a Fall In-house Baseball and Softball program for our Wheaton Residents. This season we have 29 teams, which is slightly down from last year. Practices started the week of August 10 and the first games took place on Tuesday, August 18. In an effort to help out the Carol Stream Park District, Bartlett Park District, and Glendale Heights Parks and Recreation Department, our 7-8th Grade Baseball, 3-4th grade softball and 7-8th Grade softball divisions will play against their teams. A special thanks to Ron Elenbaas for organizing equipment bags and for taking care of ordering the uniforms.
- The athletic division is in its sixth year of running a Fall Travel Baseball League. The Fall Travel Baseball League will take place on Saturday and Sunday from September 12-October 25.
- A special thank you to the Parks Department as the field layout for the Fall Soccer season was spaced perfectly and the overall quality of the fields for both Football and Soccer were in excellent condition to start the season off right.
- The pure travel baseball team tryouts for the 2016 season took place on Saturday, August 1 and Sunday, August 2. The pure travel softball team tryouts for the 2015 season took place the week of August 10. The travel teams are all set for both baseball and softball for the 2016 season.

Early Childhood and Camps

- Another successful summer camp season ended on Friday, August 14 with 2,094 participants. This is down slightly from last year's total of 2,137 campers. The Before and After Care program for the summer camps made a total of \$10,826.00.
- Camp No Name, Mean Camp Green, Camp Illini, Awesome August and Camp Blackhawk was audited by the American Camp Association on August 4. The final results of the audit will be made available in October but our camps did really well and staff believes we will earn our accreditation.
- The Wide Horizons Preschool Program has 123 participants registered for the 2015-2016 school year. Orientation for all students is on August 24 & 25. The school year begins on Monday, August 31.

Birthday Parties June 2015

Party	# of Parties	# of Participants
Pottery	2	30
Safety City	7	105
Total	9	135

Varied Interest

- Summer Camp I Don't Know wrapped up on August 14th with a favorite field trip to Raging Waves Waterpark. Camp evaluations went out the week of August 17.
- Cristin is working on compiling all summer class evaluations as they come in.
- Missoula Children's Theatre held Blackbeard the Pirate on August 8th. Trying something new, staff increased the fee for registration, and offered 2 complimentary adult tickets to one of the shows. A total of 86 tickets were redeemed. Productions were held on Saturday August 8 at 3pm and 5:30pm. Housing for the Missoula actors (2 hotel rooms for 8 days/7 nights) has been donated by Hampton Inn- Naperville for the past 5 years.

The value of this sponsorship is approximately \$1,700/ Below is a comparison over the last four years for this program:

	2012 Rumpelstiltskin	2013 The Secret Garden	2014 Rapunzel	2015 Blackbeard the Pirate
# of Participants Auditioned	75	43	55	51
Audition Revenue	\$385	\$211	\$274	\$266
# of Participants Cast	60 (max # allowed)	36	47	45
Casting Revenue	\$4,044	\$2,533	\$3,358	\$3,820
# tickets sold	463	253	268	198
Ticket Revenue	\$2,204	\$1,415	\$1,412	\$994
TOTAL REVENUE	\$6,633	\$4,159	\$5,044	\$4,814
Contractual Expenses	\$3,550	\$3,550	\$3,550	\$3,550
Wages Expenses	\$200	\$200	\$200	\$200
T-shirt Expenses	\$0	\$0	\$0	\$0
TOTAL EXPENSES	\$3,750	\$3,750	\$3,750	\$3,750
NET REVENUE	\$2,883	\$409	\$1,294	\$1,064

- Fall dance class enrollment has been strong with 124 dancers to date. Classes will begin the week of September 12th.
- Teen Service Series has their first trip for the fall on September 19 to Ronald McDonald House.
- Children's Playhouse is holding its fall 2015 auditions on September 15 and 16. This season's production is "A Night at the Wax Museum: The Musical".

Leisure Center

- August Day travel included:

August 5	Chicago Neighborhoods	45 participants*
August 12	Hedda Hopper	35 participants
August 19	South Pacific	29 participants

*This is the second Chicago Neighborhoods trip offered this year to accommodate the people who didn't get to go on the first trip.

- Sixty- five people attended our free Fall Prevention Clinic on August 6. Anne Swanstrom-McCoy, Marianjoy's physical therapist, presented information on modifications and strategies to help people prevent falls.
- Twelve people enjoyed a seminar on Senior Living Options at Monarch Landing on August 3.
- The annual Awesome August party was held at Belmont Village on August 21. Thirty- five people enjoyed a picnic lunch on their patio and entertainment.

Adult Education

- New class offered summer 2015 – Adult Beginner Spanish: The class reached its maximum of 15 participants (Wheaton and Co-op participants). Participants expressed interest in the continuation of future Spanish classes. Beginning fall 2015, we will offer a beginner and intermediate Spanish class. In winter 2016, an advanced class will be added.
- Create Discover Play Day Saturday, September 12th – Adult Education will be offering three free program demos.
 - Pickelball for Adults – demo in gym from 10am-11am.
 - Sketching and drawing – demo in atrium from 11:25am-12:25pm. A new art instructor has been hired and will teach three new art classes this fall.
 - Group Piano – Demo in atrium from 10am-11am.
- Adult Education Future Programs/Workshops Spring 2016
 - Career/Job Fair May 2016.
 - Working on sponsorship packet and contacting local businesses.
 - Offering career placement workshop with Lassalle Network.
 - Offering possible job placement for those with college degrees.
 - Working with Downtown Wheaton Business Association to offer a “Culinary Walking Tour”.
 - Tour will visit and highlight three to four restaurants.

Community Center, Registration, and Customer Service

Training

- Trained morning staff on the interactive brochure search feature.
- Provided refresher training to early morning front desk staff:
 - Football refund forms
 - Check payments – what to look for
 - Auto balance in processing payments in RecTrac. Sent print screen instructions to OneNote training folder.
 - Multiple payments – how to apply in the manual grid screen
 - Review updating household information
 - Wide Horizon’s payments
- Reviewed “Zach’s Law”.
- Reviewed Accident / Incident Reports.

RecTrac

- Merged households.
- Entered staff for IMRF benefits / photo ID’s / cancelled passes for terminated employees.
- Checked off camp before/after care visits and billed households without active passes.

First 24 hours of Fall Resident Registration

	<u>Fall 2015</u>	<u>Vs.</u>	<u>Fall 2014</u>
Web Count:	466 / (75.53%)		356 / (84.56%)
Walk In Count:	151 / (24.47%)		65 / (15.44%)
Total Enrollment:	421		617
Total Paid:	\$45,852		\$29,233



Wheaton Park District
Leisure Center
*Commitment to
Excellence*
**2014 Annual
Report**

September 1, 2015

Linda Dolan

Leisure Center Manager



2014 Leisure Center Annual Report

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Day Trip Adventures

Creating Memories for Active Adults



Members love the convenience the day trip program provides. We do all the planning and they hop on the motor coach and enjoy the day. This year they cheered on the Cubs, explored Hyde Park, took a Ukrainian Ethnic Tour, toured Chicago gardens, went to the symphony and opera, saw award winning theatre productions and much more.

Extended Travel

The Joy Of Travel Without The Hassle!



The extended travel program gives people the opportunity to enjoy travel without having to do the tedious work successful travel requires. Options include two yearly affordable three day motor coach tours, plus a wide variety of travel with Collette Vacations and Mayflower Tours. Travel previews are held for every tour. Although not as popular as it once was, it continues to generate revenue and there is potential for this program area to continue to grow.

Special Events

Party! Party! Party!



Leisure Center Members love to have a good time and celebrate the holidays at special events offered throughout the year. The Valentine's Day Dance, Sunshine Luncheon, Picnic In The Park, Awesome August, Thanksgiving Gathering and The Holiday Gala are offered each year, plus nine additional special events. Oktoberfest and the Valentine's Day Dance were held at Arrowhead.

Fitness

Commit to Be Fit



Leisure Center fitness programs are friendly and fun. Chair Fitness continues to be popular, and includes Sit And Be Fit and Chair Yoga. Fit For Life and four tai chi options give members a wide range of class choices. Increased flexibility, strength, and better balance are some of the benefits our fitness classes offer.

Fun and Games

Ready, Set...Play!

Bridge is by far the most popular card game played at the Leisure Center. Other drop in games include: Pinochle, Bolivia, Dominoes, Maj Jong, and Canasta, which average a dozen players a week. Petanque (the French version of Bocce Ball) is now offered three days a week in the summer. Sunday draws a family crowd who enjoy playing in Memorial Park.



Performing Arts

We've Got Talent To Share!



Three talented and dedicated performing groups are sponsored by the Leisure Center. The Silvertones Chorus, Beyond Glee, and The Step In Time Dancers. All three perform for community groups that include retirement centers, park districts, and churches. They also have large community shows at the Community Center. Improvements were made to the sound and lighting systems in the Memorial Room to help these groups shine. A second concert time was added to Beyond Glee's *Beyond Christmas* schedule due to their large following. Over 500 people enjoyed that show.

Sports

Serving Up Friendly Competition



Pedal Pushers (100 enthusiastic members) and Men and Ladies Golf (160 passionate members) continue to grow every year. Men and Ladies Bowling, tennis, table tennis, and volleyball struggle to attract new members and lose a few people each year.

Education

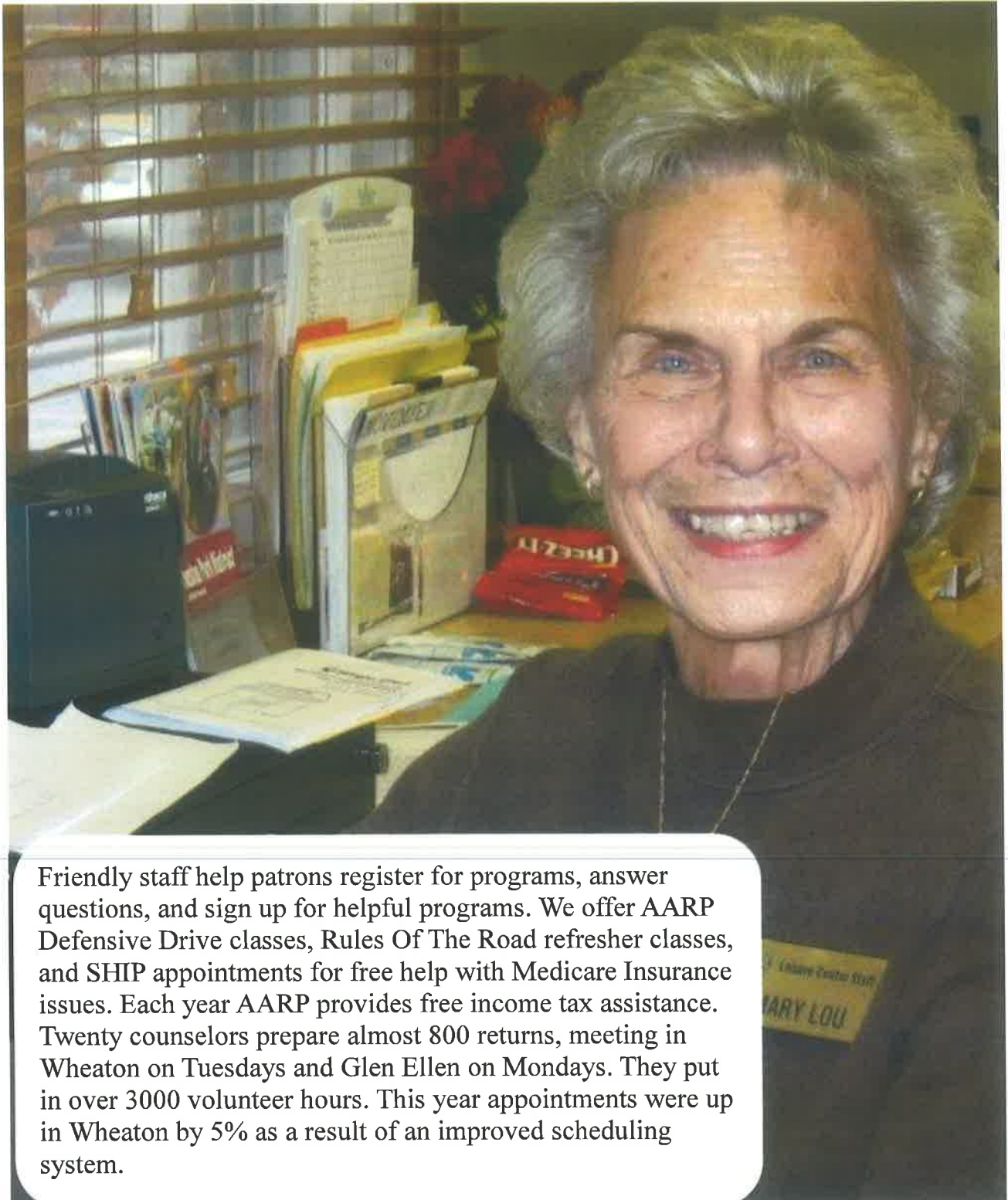
Learning a Thing or Two!



2014 offerings covered a wide range of topics and skills. Brain health was a popular topic. Five workshops that dealt with brain fitness and memory related issues were well attended. Patrons also attended seminars on Ipads, fall prevention, family love letter, scrapbooking, and more. Most of these classes are taught by community professionals who volunteer their time, allowing us to offer many for free or at a very reasonable rate. These classes attract new members and are an important service we provide.

Service Partnerships

We're Here to Help!



Friendly staff help patrons register for programs, answer questions, and sign up for helpful programs. We offer AARP Defensive Drive classes, Rules Of The Road refresher classes, and SHIP appointments for free help with Medicare Insurance issues. Each year AARP provides free income tax assistance. Twenty counselors prepare almost 800 returns, meeting in Wheaton on Tuesdays and Glen Ellen on Mondays. They put in over 3000 volunteer hours. This year appointments were up in Wheaton by 5% as a result of an improved scheduling system.

Staff

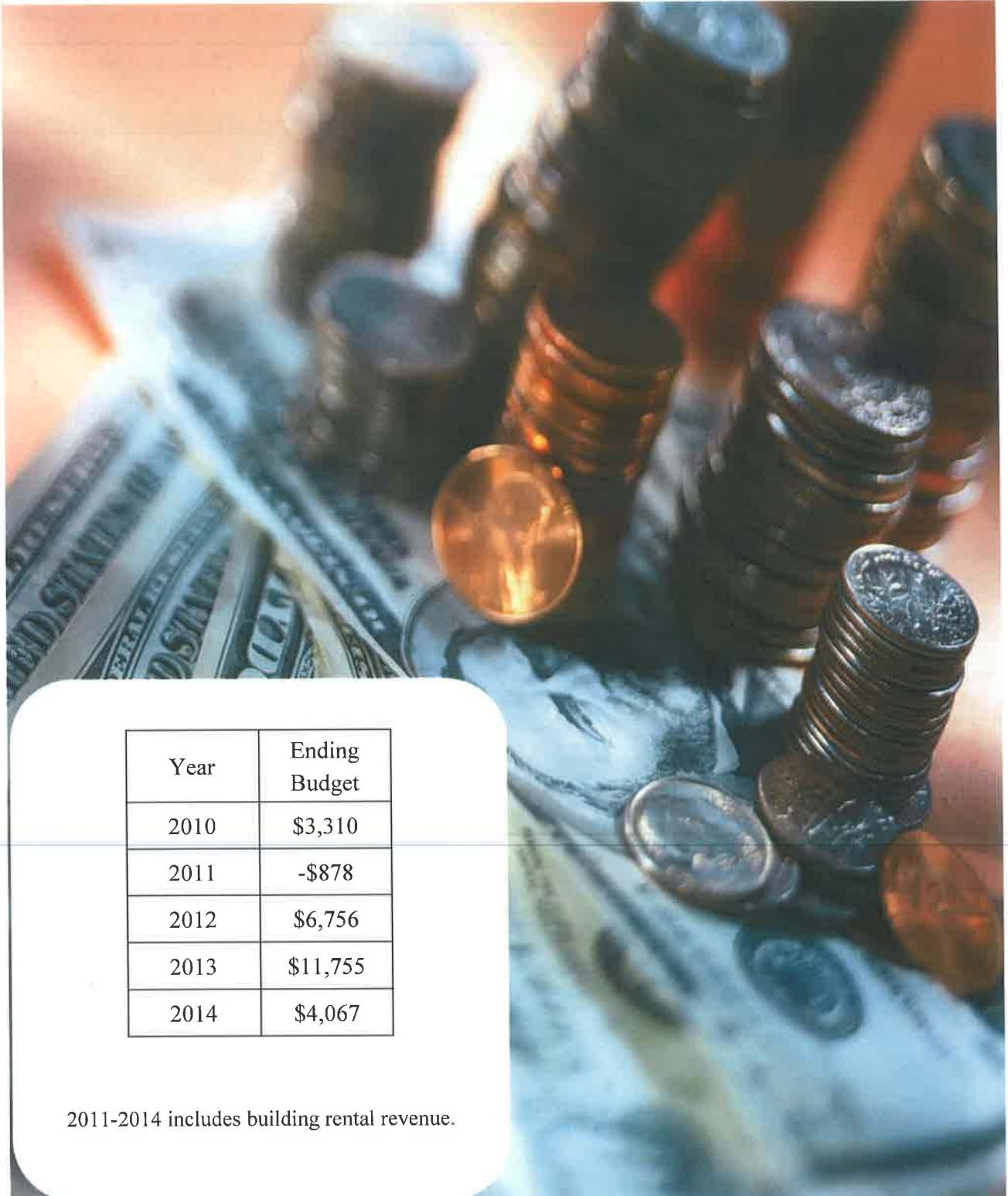
The People Behind The Scenes



The Leisure Center has very low turnover and staff leaving is a rarity. This year Phyllis Ade retired after 19 fun-filled years, and Laura Bessey was hired to fill her position as Travel Coordinator. Laura has always wanted to work for a park district because her father, Angelo Capulli, served as Director of Parks in Arlington Heights for over 25 years. She grew up surrounded by passionate park district people and attended many park district events with her family. Laura loves to laugh and fits right in with the rest of the happy staff at the Leisure Center.

Financial Report

Committed to Sustainability!



Year	Ending Budget
2010	\$3,310
2011	-\$878
2012	\$6,756
2013	\$11,755
2014	\$4,067

2011-2014 includes building rental revenue.

A Final Word

It's a Wrap!



We hope you enjoyed the 2014
Leisure Center Highlights!

Appendix

2014 Program Listing

Extended Travel

Tulip Time On The
Romantic Rhine and
Mosel River Cruise
A Taste Of Ireland
Pella Tulip Festival
Rockies Rail
Northern National Parks
Historic Galena and The
Mississippi River Valley
Peoria Festival of Lights
Baja California Cruise
Flavors of the South
Canyon Country

Parties and Specials

Chinese New Year
Sunshine Luncheon
Valentine's Dance
Mardi Gras Mania
Celebrate Springtime
Pizza Party & Trivia
Let's Get Away From It
All
Garden Walk at Windsor
Park
Picnic in the Park
Awesome August
Oktoberfest
Brain Fitness Lunch
Thanksgiving Gathering
Holiday Gala
Ringing In the Holidays
Beyond Christmas

Day Trip Adventures

Theatre

42nd Street
Barber of Seville
Ring of Fire
Chicago Symphony
Rent
Cats
Romeo and Juliet
Motown the Musical
Cirque Shanghai
Millennium Park Con-
cert
The Chairman's Board
Cats
On The Town
Neil Diamond
Million Dollar Quartet
Mary Poppins

Drive Yourself Theatre

Young Frankenstein
Camelot
Les Miserables

Sporting Events

Cubs Game

Educational/Adventure

Ukrainian Ethnic Tour
Women of Note
Wonders of the 1893
World's Fair
City in a Garden Part 3
Lake Geneva Luncheon
Cruise
Gold Pyramid House
Hyde Park/Kenwood
Cuneo Mansion &
Gardens
Long Grove Tea

Live and Learn

An Afternoon with Jan
Krischer and Friends
Brain Fitness Lunch
and Learn
Brain Food Boosters
Brain Games Work-
shop
Bridge
Family Love Letter
IPAD Help Session
Keeping the Keys
Know the 10 signs:
Early Detection
Matters
Normal Aging vs.
Dementia
Scrapbook Journaling
Smart Meter Update
and Bingo
Watch Your Step Fall
Prevention

2014 Actual Budget

Total Revenue	237,222
Total Expenses	233,425
Net Profit	4,067

Budget Code and Title	Revenue	Wages	Contractual	Supply	Total Expense	Profit/ Loss
0000 Grants & Donations	0	0	0	0	0	0
5500 General		49,628	0	3,917	53,545	-53,545
5501 - Special Events	22,924	1,026	19,630	550	21,206	1,718
5502 Silvertones	6,527	4,814	1,175	633	6,622	-95
5505 Senior Fitness	8,144	4,007	0	0	4,007	4,137
5506 Volleyball	1,426	0	0	0	0	1,426
5508 Snappy Tappers	2,530	1,888	0	0	1,888	642
5509 Senior Yoga	1,674	440	905	0	1,345	329
5511 Ladies Golf	2,046	0	594	1,340	1,934	112
5513 Beyond Glee	9,367	4,291	325	501	5,117	4,250
5515 Sponsorship	950	0	0	0	0	950
5519 Inhouse Events	6,968	2,817	0	0	2,817	4,151
5520 Nonresident	4,013	0	0	0	0	4,013
5522 - Adventure	34,033	1,487	27,632	0	29,119	4,914
5523 Tai Chi	7,585	5,215	0	0	5,215	2,370
5531 - Theatre	58,340	1,838	53,823	0	55,661	2,679
5538-Dog Train	9,360		5,889		5,889	3,741
5545-Drive Yourself Theatre	3,989	0	806	0	806	3,183
5558 Raqueteers	1,718	1,542	0	0	1,542	176
5560 - Sport Trips	2,688	103	1,811	0	1,914	774
5563 - Commission Only	9,778	0	0	0	0	9,778
5596 - In House Extended	37,102	453	34,345	0	34,798	2,304
Building Rentals	6,060	0	0	0	0	6,060
SubTotals	237,222	79,549	146,935	6,941	233,425	4,067