Complex Network
SOLUTIONS

7747 W. 96th Place
Hickory Hills, IL 60457
708-233-6222 info@complexnetwork.com

Proposal
Valid for 30 Days

Response to RFP for Network Infrastructure Upgrades

Proprietary and Confidental

Date 10/28/2024

Village of Homewood
Attn: Richard Wachowski
2020 Chestnut Road
Homewood, Illinois 60430

Dear Mr. Wachowski,

We are pleased and thankful to the Village of Homewood for considering Complex Network Solutions Inc. for your network infrastructure upgrade project. We are honored to have the opportunity to propose our services and demonstrate our commitment to delivering exceptional solutions tailored to meet your specific needs.

This proposal encompasses design/build approach with services and support. Our aim is to deliver a comprehensive solution that not only upgrades your current infrastructure but also provides ongoing management and support to ensure optimal performance and reliability.

Complex Network Solutions, Inc. is located at located at 7747 W. 96th Place, Hickory Hills, IL 60457. A short 30-minute drive from Homewood. I, Eduardo Lopez, will serve as the primary contact for this proposal and can be reached at 312-636-2932 or via email at elopez@complexnetwork.com.

Our team is fully equipped to provide exceptional services and solutions tailored to meet the unique needs of the Village of Homewood. We are enthusiastic about the possibility of working with the Village of Homewood and look forward to the opportunity to discuss this proposal in further detail.

![Complex Network Solutions logo]

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Please do not hesitate to reach out with any questions or for additional information.

Thank you for your consideration.

Sincerely,

Eduardo Lopez

Eduardo Lopez
President/ Network Architect/ Lead Network Engineer
Complex Network Solutions, Inc.

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Key Personnel

- Eduardo Lopez – Network Architect /Lead Network Engineer
  - As the Lead Network Engineer, Eduardo Lopez is responsible for overseeing the design, implementation, and maintenance of the company's network infrastructure. This role includes ensuring network security, optimizing performance, and leading a team of engineers to manage and resolve any network-related issues. Eduardo works collaboratively with vendors to support the company's technological needs and strategic goals.

- Hilario Salgado - Network Engineer
  - As a Network Engineer, Hilario Salgado is integral to the maintenance and optimization of the company's network infrastructure. His responsibilities encompass the installation, configuration, and support of essential network hardware, including routers, switches, and firewalls. Hilario is tasked with ensuring the reliability and security of network services, promptly addressing technical issues, and providing expert technical support to staff. In collaboration with the Lead Network Engineer and other team members, Hilario plays a vital role in the continuous development and enhancement of the network architecture to meet the company's dynamic requirements.

- Ruben Rios - Electrical/Low Voltage
  As an Electrical/Low Voltage Technician, Ruben Rios is tasked with the installation, maintenance, and troubleshooting of low voltage electrical systems. His responsibilities include configuring and servicing systems such as security alarms, fire alarms, access control, and communication networks. Ruben conducts regular inspections to identify and resolve issues and works closely with the network engineering team to integrate low voltage systems with the broader network architecture. Additionally, Ruben focuses on the aesthetics of installations, ensuring that all systems are not only functional but also visually appealing. His expertise in low voltage technology is critical to maintaining the efficiency and security of the company's operational infrastructure.

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Project Methodology

Our approach for the network infrastructure upgrade involves a detailed assessment of the current system, followed by careful planning and execution phases designed to minimize customer downtime and enhance performance.

We collaborate with our clients and leading vendors to ensure that our designs incorporate the highest standards and best practices in the industry.

Knowledge and Experience

Our firm has been at the forefront of network infrastructure solutions for over two decades. We have successfully completed numerous projects across various industries, including healthcare, education, and government sectors. Our extensive portfolio demonstrates our capability to design, implement, and manage complex network systems tailored to meet the unique challenges faced by our clients. Below are a few examples.

- Calumet City Police Department – Upgraded network hardware, created new IP scheme, integrated to existing system, upgraded video surveillance and access control. Integration of pole mounted cameras with network via firewalls and VPN.
- McCormick Place – Upgraded network for West building, integrated to existing network cleaning up IP scheme.
- Illinois Sports Facilities Authority – Design and implementation of new network, Upgrade of video surveillance and access control systems. On going maintenance for 10 years.
- 1111 Wabash Condo Association – Installation of a network with a video surveillance network.
- Chicago White Sox – Core network upgrade and support including migration of all IDFs.

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Scope of Work

The initial scope of work will be determined based on the information gathered during a walkthrough and subsequent communication with Richard Wachowski.

We propose a phased approach to ensure the most efficient and cost-effective execution of the project. Comprehensive support will be provided throughout all phases, billed at time and material rates according to our standard hourly rates and terms. First level troubleshooting will be by onsite staff.

Part 1. Discovery – During this phase we will discover the network, IP scheme, network ingress and egress points and create documentation.

Part 2. Internet Redundancy – During this phase we will create and execute a plan for network redundancy to avoid single outages affecting the entire flat network.

Part 3. Design/Build – In this phase, we will undertake the comprehensive design of the network across all buildings. This will include selecting a hardware vendor, assembling a bill of materials, creating network segmentation, updating IP schemes, and planning for redundancy.

Part 4. Install - Following the completion of the design phase, we will proceed with the procurement, migration, installation, and configuration of the network. Please note, this phase cannot be quoted until the hardware and logistical requirements are fully understood. Therefore, this stage will be quoted after the successful completion of the previous three phases.

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Estimated Pricing/Cost

For support rates, please refer to the current General Rates and Terms.

Part 1. Discovery - $10,800

Part 2. Internet Redundancy includes firewalls. $40,000

Part 3. Design/Build $21,000

Part 4. Install – TBD

Total Cost excluding Install...$71,800

Exclusions:

- Permits are the responsibility of the customer.
- Patching and painting are out of scope but can be quoted if requested.
- Electrical and conduit runs are out of scope but can be quoted by a trusted third party.

Payment Terms:
- Monthly per service rendered.
- Hardware Invoice to be submitted once the hardware has been ordered.

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ACCEPTANCE OF AGREEMENT:

The above prices, specifications and conditions are hereby accepted. The Company is authorized to execute the project as outlined in this Agreement. Payment will be made as proposed above.

Customer: **Village of Homewood**

By: _____

Title: _____

Date signed: _____

Complex Network Solutions Inc

By: _____

Title: _____

Date signed: _____

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General Rates and Terms

Current Hourly Rates:

Description	Rates per Hour	Date and Time
Principal Lead Consultant/Architect	$175 Per Hour	Mon thru Fri 7am – 7pm Sat 7am – 4pm
Network / Technical Support	$150 Per Hour	Mon thru Fri 7am – 7pm Sat 7am – 4pm
Installation/Field Technician	$135 Per Hour	Mon thru Fri 7am – 7pm Sat 7am – 4pm
Electrician	$165 Per Hour	Mon thru Fri 7am – 4pm
Administrative/Back Office	$80 Per Hour	Mon thru Fri 7am – 7pm Sat 7am – 4pm
Time and One Half	Based on role	Mon thru Sat 5pm – 7am
Double Time	Based on role	Sat – Sun 4pm – 7am + Holidays

Notes:

1. Time is billed in 4-hour increments when dispatched after hours. Time is billed in 1 hour increments after initial 4 hours.
2. Time is billed portal to portal during emergency calls. Scheduled, time begins upon arrival.
3. Rates subject to change annually

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Rates and Terms
01/01/2024

4. Complex Network Solutions Inc is available 24/7 for emergency needs. If requiring support and require service after regular hours, please email support@complexnetwork.com

5. Overtime rates may not apply to customers with support contracts.