

COUNTY OF UNION, ILLINOIS

REQUEST FOR PROPOSALS

FOR

**INFORMATION TECHNOLOGY SERVICES
FOR UNION COUNTY GOVERNMENT**

Issue Date: March 23, 2018

Submittal Date: April 13, 2018

Contact Person:

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INFORMATION TECHNOLOGY SERVICES FOR UNION COUNTY GOVERNMENT

Overview

The County of Union, Illinois (the "County") is seeking sealed proposals from qualified Information Technology ("IT") service providers.

Sealed proposals will be received by the County until 4:00PM April 13, 2018 by the Office of the Union County Clerk. Sealed proposals will be opened and read publicly in the Community Room of the Union County Courthouse at 8:30AM on April 16, 2018. Proposal presentations will be scheduled between April 17, 2018 through April 20, 2018. Proposals will be discussed publicly at the regular meeting of the Board of Commissioners on April 27, 2018. At that time the Commissioners will select a proposal and empower the County Administrator to negotiate the final terms of an agreement.

A non-mandatory pre-proposal meeting will be held in the Community Room of the Union County Courthouse on Thursday April 5, 2018 at 3:00 PM with the County's former CIO present to answer any questions. Additional questions asked outside of the pre-proposal meeting must be made in writing and directed to the County Administrator via email at acoke@unioncountyil.gov.

The County reserves the right to reject any and all proposals received pursuant to this RFP and to waive or not waive any informalities or irregularities in proposals or proposal procedures, and to accept or further negotiate cost, terms or conditions of any proposal determined by the County to be in the best interests of the County even though not the lowest cost proposal.

Scope of Services

The County is seeking a combination of any or all of the following services:

- Server and Backup Management
- Workstation and End User Support
- Web Hosting and Management
- Email Hosting and Management
- Hardware Repairs, Upgrades and Replacement
- Cellular Program Management
- Telephone System Management
- Coordination with Carriers and Technology Vendors

The following are major initiatives to be addressed:

- Consolidation of Physical Servers
- Consolidation of Active Directory Domains
- Upgrade of Internal-only and Public Wireless Networks

- Proposed Budget and Schedule for Replacement of all Workstations and Servers over a 5-year Period
- Elimination of Legacy Software and Servers
- Microsoft Exchange Based Hosting

The locations and offices being served are as follows:

- Union County Ambulance Service
 - 23 Users
 - 9 Workstations
 - 1 Servers
 - 11 Desk Phones
 - 6 Cell Phones
- Union County Animal Control
 - 3 Users
 - 1 Workstations
 - 0 Servers
 - 0 Desk phones
 - 2 Cell Phones
- Union County Coroner
 - 1 Users
 - 0 Workstations
 - 0 Servers
 - 0 Desk Phones
 - 0 Cell Phones
- Union County Courthouse
 - 9-1-1 Administration
 - 1 Users
 - 10 Workstations
 - 1 Servers
 - 2 Desk Phones
 - 1 Cell Phones
 - Circuit Clerk's Office
 - 8 Users
 - 0 Workstations
 - 0 Servers
 - 18 Desk Phones
 - 0 Cell Phones
 - Commissioners/County Administrator's Office
 - 6 Users
 - 1 Workstations
 - 0 Servers
 - 1 Desk Phones
 - 1 Cell Phones

- County Clerk's Office
 - 4 Users
 - 7 Workstations
 - 1 Servers
 - 5 Desk Phones
 - 0 Cell Phones
- Director of Human Resources Office
 - 1 Users
 - 1 Workstations
 - 0 Servers
 - 1 Desk Phones
 - 1 Cell Phones
- Dispatch Center
 - 8 Users
 - 3 Workstations
 - 0 Servers- On 911 Server
 - 6 Desk Phones
 - 0 Cell Phones
- Judicial Offices and Courtrooms
 - 3 Users
 - 3 Workstations
 - 0 Servers
 - 8 Desk Phones
 - 0 Cell Phones
- Juvenile Justice Office
 - 2 Users
 - 2 Workstations
 - 0 Servers
 - 1 Desk Phones
 - 2 Cell Phones
- Probation
 - 0 Users
 - 0 Workstations
 - 0 Servers
 - 5 Desk Phones
 - 0 Cell Phones
- Sheriff's Office
 - 16 Users
 - 23 Workstations
 - 0 Servers- On 911 Server
 - 16 Desk Phones
 - 11 Cell Phones
- State's Attorney's Office
 - 15 Users

- 12 Workstations
 - 2 Servers
 - 13 Desk Phones
 - 4 Cell Phones
- Treasurer's Office
 - 4 Users
 - 4 Workstations
 - 0 Servers
 - 4 Desk Phones
 - 0 Cell Phones
- Union County Emergency Management
 - 1 Users
 - 1 Workstations
 - 0 Servers
 - 0 Desk Phones
 - 0 Cell Phones
- Union County Highway Department
 - 2 Users
 - 2 Workstations
 - 0 Servers
 - 2 Desk Phones
 - 0 Cell Phones

The County requests options for 12-month, 24-month and 36-month agreements.

General Terms and Conditions

General Condition

This is not an offer to contract. Acceptance of a proposal does not commit the County to award a contract nor does it limit the County's right to negotiate.

General Information

Your company's proposal should include the price, terms and conditions under which you are willing to provide the services being proposed. The County anticipates that, based on its review and evaluation of proposals received pursuant to this RFP, it will select a proposal and execute a contract pursuant to which the proposer will render the services to the County, in accordance with the terms and conditions set forth in the contract and this RFP.

Right of Rejection

The County reserves the right to accept or reject any and all responses to this RFP. The County also reserves the right to enter into discussions and/or negotiations with one or more qualified proposers at the same time.

Right of Negotiation

The County reserves the right to negotiate with the lowest and/or best proposer after proposal opening and establishment of the low cost/responsible proposer, before the contract is awarded and/or after contract award. The County reserves the right to negotiate the exact terms and conditions of the contract with the selected proposer.

Codes & Regulations

Proposer must comply with all applicable State and Federal Laws.

Indemnification

The supplier shall agree to indemnify and hold harmless the County and the County's officers and employees, from and against any and all claims, losses, judgments, liabilities or claims for attorneys' fees arising out of or resulting in whole or in part from the acts, errors, omissions or negligence of the proposer and/or proposer's employees or agents. The duty to indemnify shall survive the expiration of the contract.

Disclosure

Vendor shall note any and all relationships that might be a conflict of interest and include such information with the proposal.

Method of Proposal Submission

Sealed proposals are due and must be received no later than 4:00PM on Friday, April 13, 2018 at the following address:

Office of the Union County Clerk
309 W. Market- Room 116
Jonesboro, IL 62952

Proposer shall deliver 8 hard copies of the proposal in a sealed envelope to the previously stated address and will be clearly marked on the outside of the envelope the following information: **PROPOSAL FOR INFORMATION TECHNOLOGY SERVICES.**

Format for Response

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified below:

1. Letter of Transmittal
 - a. Briefly state the vendor's understanding of the scope of services to be provided.
 - b. Define clearly which services requested are covered in the bid.
 - c. List the names of the persons who will be authorized to make representations for the vendor, their titles, address, and telephone numbers.
 - d. Additional services to be considered but not addressed in this RFP.
2. Profile of the Vendor

- a. Please provide a brief overview of your company. Describe the organization and business strategy of your company.
3. Submit Draft Agreement
 - a. Include a draft contract containing the terms and conditions. State exceptions, if any, to the requirements contained herein. It should be as near to an executable contract as is reasonably possible.
4. A Sample Invoice
5. Minimum of three (3) References
6. Proposed Pricing for 12-month, 24-month and 36-month contracts

Additional Requirements

1. All services will appear itemized on a single monthly invoice.
2. All payments will be subject to Net-60 terms per the Local Government Prompt Payment Act (50 ILCS 505/).

Opening and Selection of Proposal

Proposals will be opened by the Union County Administrator at 8:30AM on April 16, 2018 in the Community Room of the Union County Courthouse. Each proposer will then be contacted and asked to present their proposal to the Board of Commissioners sometime between Tuesday April 17, 2018 through Friday April 20, 2018 (date(s) and time(s) to be determined later based on the number of proposals received).

Evaluation Criteria

In determining the most favorable proposal the County shall consider the following:

- (1) Terms of services to be provided and materials to be used
- (2) Pricing
- (3) Timeline for completion
- (4) References
- (5) Prior knowledge or prior dealings of the proposer, as the knowledge or dealings relate to official business of the County
- (6) Any other information and/or factors that the County considers relevant

Timeline

Release of RFP	Friday, March 23, 2018
Pre-Proposal Meeting	Thursday, April 5, 2018
Proposals Due	Friday, April 13, 2018
Opening of Proposals	Monday, April 16, 2018
Proposal Presentations	Tuesday, April 17, 2018 through Friday, April 20, 2018
Clarification Process	Monday, April 23, 2018 through Thursday, April 26, 2018
Proposal Selected	Friday, April 27, 2018

The County reserves the right to modify this schedule if the County determines such modifications are necessary.