

**COUNTY OF UNION, ILLINOIS**

**REQUEST FOR PROPOSALS**

**FOR**

**INFORMATION TECHNOLOGY SERVICES  
FOR UNION COUNTY GOVERNMENT**

Issue Date: March 23, 2021

Submittal Date: April 7, 2021

Contact Person:

Angie Johnson  
Union County Administrator  
Union County Courthouse  
309 West Market Street  
Room 110  
Jonesboro IL, 62952  
Telephone: 618-833-8276  
Email: [ajohnson@unioncountyil.gov](mailto:ajohnson@unioncountyil.gov)

## **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 7, 2021 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 8, 2021. Proposals will be discussed publicly at the regular meeting of the Board of Commissioners on April 23, 2021. At that time the Commissioners will select a proposal and empower the County Administrator to negotiate the final terms of an agreement.

Questions regarding this RFP may be directed to the Union County Board Administrator, Angie Johnson at [ajohnson@unioncountyil.gov](mailto:ajohnson@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 proposal for all of the following services:

- Server and Backup Management- currently 11 servers
- Workstation and End User Support (approximately 70-75 users)
- Web Hosting and Management
- Email Hosting and Management (approximately 90-100 email accounts)
- Email Encryption/HIPPA Compliance (approximately 8 users)
- Hardware Repairs, Upgrades and Replacement
- Cellular Program Management (currently 27 cell phones)
- Telephone System Management (approximately 90 desk phones)
- Coordination with Carriers and Technology Vendors
- Website Maintenance
- Social Media Management

The locations and offices being served are as follows:

- Union County Ambulance Service
- Union County Animal Control (located in Cobden)
- Union County Coroner

- Union County Courthouse
- Circuit Clerk's Office
- Union County Emergency Management
- Union County Highway Department
- Commissioners/County Administrator's Office
- County Clerk's Office
- Director of Human Resources Office
- Dispatch Center
- Judicial Offices and Courtrooms
- Juvenile Justice Office (current location in Anna)
- Probation (support for desk phones/fax only)
- Public Defender's Office
- Sheriff's Office
- State's Attorney's Office
- Treasurer's Office

The County requests options for 36-month and 60-month agreements

Must provide 24x7x365 support for

**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 7, 2021 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. Minimum of three (3) References
4. Proposed Pricing for 24-month, 36-month and 60-month contracts
5. Response Time

6. Backup procedures (ie. backup frequency, replication backups, local backups, off-site backups, disaster recovery, etc.)
7. 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.
8. A Sample Invoice

### **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/).
3. Dell VRTX Certification

### **Opening and Selection of Proposal**

Proposals will be opened by the Union County Administrator at 8:30AM on April 8, 2021 in the Community Room of the Union County Courthouse.

### **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	Tuesday, March 23, 2021
Proposals Due	Wednesday, April 7, 2021
Opening of Proposals	Thursday, April 8, 2021
Clarification Process	Friday, April 9, 2021 through Thursday, April 22, 2021
Proposal Selected	Friday, April 23, 2021

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