

Stephenson County, Illinois



REQUEST FOR PROPOSALS

For

IT Managed Service Support

Bids Due: Sealed proposals are due and must be received in the Stephenson County Administrator's Office, 50 W. Douglas St, Freeport, Illinois, 61032 no later than 11:00 a.m. (central time) on Wednesday, May 31, 2023.

STEPHENSON COUNTY, ILLINOIS
REQUEST FOR PROPOSALS

PURPOSE

Stephenson County, Illinois, is seeking sealed proposals from parties to provide IT Managed Service Support assistance to the County IT Director, which will require working in the Departments listed herein as needed.

Questions about specifications may be obtained by contacting Stephenson County IT Director, Nate Luy at (815) 801-8199, email nate.luy@stephensoncountyil.gov. Sealed proposals are due and must be received in the Administrator's Office, 50 W. Douglas St, Freeport, Suite 1002, Illinois, 61032 no later than 11:00 a.m. on May 31, 2023.

No bids will be accepted after the time indicated. Sealed bids will be opened and publicly read at the Administration Committee Meeting at 5:00pm. (central time), on June 7, 2023 at the Stewart Centre Boardroom, 50 W. Douglas St. 7th Floor, Freeport, IL.

The Stephenson County Board reserves the right to reject any or all proposals and to waive technicalities or irregularities.

SCOPE OF SERVICES

Stephenson County is taking bids on IT Managed Service Support to the IT Director, providing assistance to the County Departments listed herein. The Managed Service Support must meet the specifications which accompany this general statement.

GENERAL TERMS AND CONDITIONS

General Condition

This is not an offer to contract. Acceptance of a proposal does not commit Stephenson County to award a contract nor does it limit our right to negotiate in our own best interest.

General Information

Your company's proposal should include the price, terms and conditions under which you are willing to provide IT Managed Service Support as prescribed herein. Stephenson 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 in accordance with the terms and conditions set forth in the contract and this RFP.

Right of Rejection

Stephenson County reserves the right to accept or reject any and all responses to this RFP. Stephenson 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

Stephenson County reserves the right to negotiate with the lowest and/or best proposer after proposal opening and stable establishment of the low cost/responsible bidder, before the contract is awarded and/or after contract award. Stephenson 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, their 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 supplier and/or supplier's employees or agents.

Disclosure

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

METHOD OF BIDDING

Sealed proposals are due and must be received no later than 11:00 am (CST) on May 31, 2023 at the following address:

Stephenson County Administrator's Office
Attn: Georgia Newcomer
Stephenson County
50 W. Douglas St.,
Suite 1002
Freeport, IL. 61032

Sealed proposals will be delivered 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 COUNTY IT MANAGED SERVICE SUPPORT.

Proposals may be delivered by express mail, regular mail, or in person. Faxed or E-mailed proposals are not acceptable. Stephenson County will not be responsible for late mail deliveries and no proposals will be accepted if received after the time stipulated in this RFP.

Proposals will be publicly opened and read in the Administration Committee Meeting on June 7th, 2023 at 5:00 p.m. (central time), or at such later time and place as may then be fixed.

Stephenson County reserves the right to reject any or all proposals, to waive technicalities or informalities, and to accept any proposal deemed to be in the best interest of Stephenson County. Stephenson County reserves the right to purchase from any source or sources in part or in whole any desired services and products. Where two or more suppliers are considered equal, Stephenson County reserves the right to make award to one of the two bidders.

General questions regarding this Request for Proposal should be directed to Nate Luy at (815) 801-8199.

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.

- I. Complete the attached Price Sheet(s). This sheet must be signed by a legally authorized representative of your company or business.

2. Profile of the Vendor

Please provide a brief overview of your company. Describe the organization and business strategy of your company.

3. Submit Draft Agreement

Include a draft purchase agreement

4. Minimum of three (3) References

ATTACHED: MINIMUM SPECIFICATIONS & PRICE SHEET(S)

Stephenson County Administrator's Office
2023

County IT Managed Services Support

Minimum Specifications

1. Vendor should provide the total monthly cost for service based on the specifications provided herein.
2. Vendor must also define all NRC items (build cost, install fees, new equipment) and MRC items (services) that would be incurred on top of the regular monthly costs for services.
3. Vendor should provide a single invoice for the entire county along with a schedule itemizing costs for each of the following departments:

Animal Control
Circuit Clerk
Health Department
Highway
Coroner
Judicial

Nursing Center
Probation
Public Defender
Sheriff
States Attorney
Zoning

4. IT Managed Service Support should be furnished to these departments:

Animal Control
Circuit Clerk
Health Department
Highway
Coroner
Judicial
Nursing Center
Probation
Public Defender
Sheriff
States Attorney
Zoning

5. Coverage: Managed service support should be available through remote means between the hours of 8:00am - 5:00pm Monday through Friday, excluding public holidays. Any network monitoring services agreed upon should be provided 24/7/365.
6. On-Site Hours: Vendor should provide 20 hours per week of on-site support during normal business hours as overflow support to the current IT Director. The IT Director will be responsible for the dispatching and projects for the 20 hours of support per week to be worked.
7. Emergencies: In the event of emergencies that render the network, or significant parts of the network, inaccessible, Vendor should dispatch a network technician within two hours of reported emergency.

8. Consultation: Vendor should provide up to 40 hours per year for the purposes of consultation, strategic planning, or other administrative tasks as requested from the current IT Director.
9. Confidentiality: Vendor shall use or disclose Stephenson County information, except as necessary to or consistent with providing the contracted services, and should protect against unauthorized use.
10. Managed Services Support: Managed Services support should include as needed; patch management, asset and inventory management, system and windows event log monitoring, automated health reports, 24/7 network monitoring, daily network preventative maintenance, daily antivirus updates and scanning, daily backup monitoring, monthly defrag and hard drive scanning, daily spyware prevention and removal, desktop optimization, firewall updates, priority response, server optimization and tuning, and administration and user account setup and management. Setup and monitoring shall be documented and reported on a monthly basis to the IT Director.
11. Vendor must have experience with standard switch configuration, Cisco ASA firewalls/routers, standard vendor desktop/laptops (i.e. PC repair), Ethernet cabling, printers, wireless controllers, Raid 0-10 knowledge, DNS, split domain DNS, active directory, domain design, domain admin, group policy, e-mail server, web server and IPv4 & IPv6 knowledge sub-netting (i.e. IP address design)
12. Vendor must provide an hourly rate and a description of services that would fall outside the parameters of the regular monthly contracted service and cost.
13. The total number of PC's, servers, printers, switches, firewalls and other supported devices is approximately 300 devices.
14. Alternative options other than those described herein may be acceptable. If any of these specifications cannot be met, a complete description of the proposed product or service must be provided in writing and submitted with each bid.

Stephenson County Administrator's Office
2023

County IT Managed Service Support

Price Sheet

Date: _____

Annual cost for County IT Managed Services to listed departments _____ 1-year contract

Annual cost for County IT Managed Services to listed departments _____ 3-year contract

Annual cost for County IT Managed Services to listed departments _____ 5-year contract

Itemized annual cost per department with 1-year contract

Animal Control	_____	Nursing Center	_____
Circuit Clerk	_____	Probation	_____
Health Department	_____	Public Defender	_____
Highway	_____	States Attorney	_____
Coroner	_____	Sheriff	_____
Judicial	_____	Zoning	_____

Total NRC and MRC costs _____

Bidder Company _____

Bidder Address: _____

City: _____ State: _____ Zip: _____

Bid Prepared By: _____

Signature of Bidder: -

Bidder Email Address: _____

Bidder Phone: _____

