



Request for Proposal for Website and Network Support Services

Maintenance and Enhancement of Websites for ILEAS & Associated Agencies Network Backup Support

Opens: immediately **Closes:** May 23, 2016

Overview:

The Illinois Law Enforcement Alarm System (ILEAS) is seeking website support services and network/server emergency backup services, including: the maintenance and enhancement of current websites of ILEAS, the ILEAS Foundation and other associated agencies; development of website interoperability with current secured databases; and network/server support in instances when ILEAS resources are unavailable. The current websites utilize the Drupal content management system. Emergency backup server support requires knowledge of a Microsoft Hyper-V virtual environment.

1 General Information

1.1 Project Contact

If you have a question or suspect an error, you must immediately notify the Project Contact identified in this section. Answers not publicly provided to all interested vendors shall not be binding on ILEAS.

Larry Evans
Chief of Staff
Illinois Law Enforcement Alarm System
1701 E. Main Street
Urbana, Illinois 61802
lgevans@ileas.org
217-328-3800

1.2 Vendor Conference / Site Visit

ILEAS may require a site visit and presentation on any proposals submitted under this request. ILEAS reserves the right to review the proposals and presentations from some or all of the vendors that submitted proposals.

1.3 Proposal Due Date

Proposals submitted under this request must be sent via email to ILEAS by **May 23, 2016**.

We will not consider proposals, modifications or withdrawals received after the due date.

1.4 Deliver Proposals to:

Larry Evans at lgevans@ileas.org

1.5 Number of Copies

You must submit one copy of the proposal via email in PDF format.

1.6 Proposal Expiration

Your Proposal must remain firm for 90 days from opening.

1.7 Protest Review

Protest must be submitted in writing to ILEAS within seven (7) days of announcement of an award. The written protest must contain all grounds for protest. Any grounds not listed in the original protest are deemed waived.

1.8 Award Notice

We will post a notice to the ILEAS website identifying the apparent awardee. The notice extends the Proposal Firm Time until we sign a contract or determine not to sign a contract. We may accept or reject your Proposal as

submitted, or may require contract negotiations. If negotiations do not result in an acceptable agreement, we may reject your Proposal and begin negotiations with another Vendor. Protested awards are not final and are subject to resolution of the protest.

1.9 Public Records and Requests for Confidential Treatment

Proposals become the property of ILEAS and these and late submissions will not be returned. Your Proposal will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules, unless you request in your Proposal that we treat certain information as exempt. We will not honor requests to exempt entire Proposals. You must show the specific grounds in FOIA or other law or rule that support exempt treatment. Regardless, we will disclose the successful Vendor's name, the substance of the Proposal, and the price. If you request exempt treatment, you must submit an additional copy of the Proposal with exempt information deleted. This copy must tell the general nature of the material removed and shall retain as much of the Proposal as possible. You will be responsible for any costs or damages associated with our defending your request for exempt treatment. You agree ILEAS may copy the Proposal to facilitate evaluation, or to respond to requests for public records. You warrant that such copying will not violate the rights of any third party.

1.10 Reservations

You must read and understand the solicitation and tailor your Proposal and activities to ensure compliance. We reserve the right to amend the solicitation; reject any or all Proposals; to award by item, group of items, or grand total; and to waive minor defects. We may request a clarification; inspect your premises; interview staff; request a presentation; or otherwise verify the contents of the Proposal, including information about subcontractors and suppliers. We may request Best & Final Proposals when appropriate. We will make all decisions on compliance, evaluation, terms and conditions, and shall make decisions solely in the best interests of ILEAS. This competitive process requires that you provide additional information and otherwise cooperate with us. If you do not comply with requests for information and cooperate, we may reject your Proposal. You have no right to an award by submitting a Proposal. We are not responsible for and will not pay any costs associated with the preparation and submission of your Proposal. If you are the awardee, you shall not commence, and will not be paid for any billable work prior to the date all parties execute the contract, unless approved in writing in advance by both parties.

1.11 Governing Law

Illinois laws and rules govern this solicitation and any resulting contract. You must bring any action relating to this solicitation or any resulting contract in the appropriate court in Illinois.

2 Proposal Evaluation

2.1 Evaluation Categories

We will consider the information you supply or don't supply, and the quality of that information when evaluating your Proposal. If we find a failure or deficiency, we may have to reject the Proposal or reflect that in the evaluation. Seventy-five percent of the evaluation will be based upon the qualifications listed, while twenty-five percent of the evaluation will be based on price.

2.2 Administrative Compliance

We will determine whether your Proposal complied with the Instructions for submitting Proposals. Except for late submissions, we may require that a Vendor correct deficiencies as a condition of further evaluation.

2.3 Responsibility

We will determine whether you are a vendor with whom we can or should do business. Factors that we may evaluate to determine Responsibility include, but are not limited to: past performance, demonstrated familiarity with ILEAS and related agencies, conflicts of interest, certifications, financial disclosures, taxpayer identification number, references (including those found outside the Proposal), compliance with applicable laws, financial stability and the perceived ability to perform completely as specified. You must at all times have financial resources sufficient, in the opinion of the ILEAS, to ensure performance of the contract and must provide proof upon request. We may require that a vendor correct any deficiencies as a condition of further evaluation.

2.4 Responsiveness

We will determine whether the Proposal meets the stated requirements. Minor differences or deviations that have negligible impact on the price or suitability of the supply or service to meet ILEAS' needs may be accepted or corrections allowed. If no vendor meets a particular requirement, we may waive that requirement.

2.5 Experience:

You must provide a narrative description of your experience and ability to perform the contract subject of this solicitation. The narrative must demonstrate familiarity with ILEAS, the Illinois Terrorism Task Force, Department of Homeland Security, related agencies and mutual aid programs in Illinois. You must provide a contact name and contact information for each agency with which you have worked or to which you have provided services.

2.6 Award

We reserve the option to make no award under this RFP. If an award is granted under this RFP, we will determine how well Proposals meet the Responsiveness requirements. We will rank proposals, without consideration of price, based upon the evaluation categories listed. Once vendors have been ranked, we will consider the price quoted in the Proposals and make an award.

If we do not consider the price to be fair and reasonable and we cannot negotiate to an acceptable Price, we reserve the right to cancel the award and take appropriate action to meet our needs. We will determine whether the price is fair and reasonable by considering the proposal, including the vendor's qualifications, the vendor's reputation, all prices submitted, other known prices, the project budget and other relevant factors.

3 Price

We will identify the lowest priced Proposal that meets Administrative, Responsibility, Responsiveness and Experience requirements. We will rank proposals in order of price when appropriate. ILEAS requires a proposal at a FIXED RATE price. Any contract awarded under this RFP shall be for a fixed rate price.

4 Business Information

We have identified various information we need in order to determine if you are eligible to contract with ILEAS and can be considered a responsible vendor. You must submit with your proposal the Business and Directory Information.

Business and Directory Information

- (a) Name of Business (Official Name and D/B/A)
- (b) Business Headquarters (include Address, Telephone and Facsimile)
- (c) If a Division or Subsidiary of another organization provide the name and address of the parent
- (d) Billing Address
- (e) Name of Chief Executive Officer
- (f) Customer Contact (include Name, Title, Address, Telephone, Toll-Free Number, Facsimile and E-mail)
- (g) Company Web Site
- (h) Type of Organization (i.e., Sole Proprietor, Corporation, Partnership, etc. - the same as on the Taxpayer ID)
- (i) Length of Time in Business
- (j) Annual Sales (for most recently completed Fiscal Year)
- (k) Number of Full-Time Employees (average from most recent Fiscal Year)
- (l) Type of and description of business
- (m) State of incorporation, state of formation or state of organization
- (n) Identify and specify the location(s) and telephone numbers of the major offices and other facilities that relate to the vendor's performance under the terms of this solicitation.
- (o) Information Regarding Debarment, Litigation and Terminations
 - During the last five (5) years has any order, judgment or decree of any Federal or State authority been issued barring, suspending or otherwise limiting your right to contract with any governmental entity, including school districts, or to engage in any business practice or activity?

— Is there any current, pending or threatened litigation, administrative or regulatory proceedings, or similar matters that could affect your ability to perform the required services?

— During the last five (5) years has any customer terminated a contract for cause or accepted damages in lieu of for cause termination?

5 Background

The mission of the Illinois Law Enforcement Alarm System (ILEAS) is to meet the needs of law enforcement throughout the state of Illinois in matters of mutual aid, emergency response, and the combining of resources for public safety. This is done in part by supporting membership and employee websites. In addition to the ILEAS website ILEAS also manages the website of associated agencies.

6 Objectives

The specific services and objectives of this RFP are the following:

1. Maintenance of the public and staff areas of the websites
2. Enhancement of the websites
3. Evaluation of the current CMS
4. Accurate timing estimates on work
5. Documentation
6. Development of standards and interaction with the IT Staff
7. Identification of issues and possible solutions
8. Integration of the websites with existing databases
9. Backup network/server support

7 Scope of Work

7.1 Work Setting

All tasks required by this Request for Proposal shall be performed at locations within the United States. Some tasks will require work performed at ILEAS offices in Urbana, Illinois. The contractor shall provide all necessary personnel, resources and materials to accomplish the tasks awarded under this Request for Proposal.

7.2 Audience

The target audience includes ILEAS Executive Board, ILEAS members, federal, state, county, and municipal public safety officials of all disciplines, and the general public.

8 Deliverables

The deliverables below are a guideline. Some can be worked on concurrently or in a different order as deemed necessary during website development.

1. Maintaining the current ILEAS, ILEAS Foundation and associated public and secured websites
2. Work with assigned ILEAS staff and other current vendors to review, recommend and institute appropriate enhancements of said website. This includes physical meetings at the ILEAS Training Center in Urbana, Illinois.
3. Complete assigned tasks within estimated timelines
4. Maintain and provide documentation of completed work
5. Interact with ILEAS staff in a positive teamwork environment
6. Provide on-site support to maintain ILEAS data network and troubleshoot problems when ILEAS' information technology staff is unavailable.
7. Make available a secondary person in the absence of the primary to provide the above-mentioned deliverables to avoid gaps in service

9 Vendor Requirements

Vendors must meet the following minimum qualifications. A statement of proof outlining the vendor's experience, certifications, working knowledge or other proof should be included in the proposal. Proposals from vendors who fail to meet these qualifications will not be considered for award.

- Understanding of Public Safety organizations
- Ability to effectively communicate with Law Enforcement, Fire, Emergency Management and other first response organizations as defined in HSPD-8
- Understanding of the National Incident Management System (NIMS)
- Experience in DRUPAL configuration, customization and maintenance.
- Strong skills creating and maintaining CMS environments.
- Must be able to pass security background check