



<http://doingbusiness.lakecountyil.gov/>

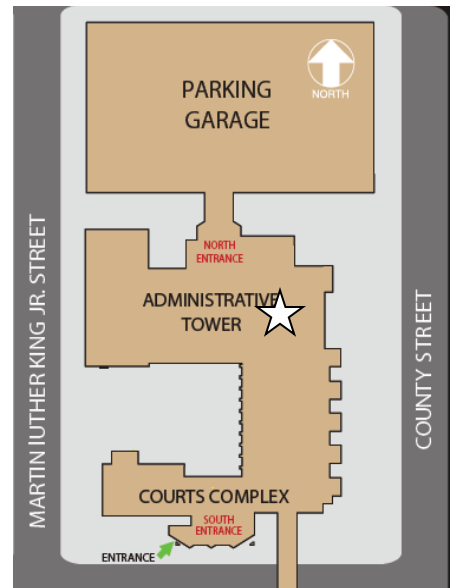
Please note the submission location is:

**Lake County**  
**Attn: Purchasing Division**  
 18 N. County Street – 9<sup>th</sup> Floor  
 Waukegan, IL 60085-4350

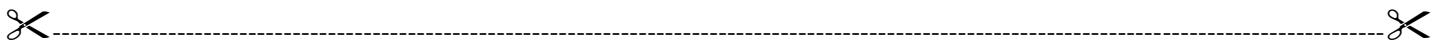
Contact information for Lake County Purchasing is:

**Purchasing Division**  
 Phone 847-377-2992  
 Fax 847-984-5889  
 Email: [purchasing@lakecountyil.gov](mailto:purchasing@lakecountyil.gov)

Waukegan Campus



ALL SUBMITTALS SHOULD BE LABELED ACCORDINGLY. PLEASE USE BELOW LABEL FOR YOUR CONVENIENCE.



<u>RFP No.</u> 18062	Vendor Name: _____  Deliver to:  Lake County <b>ATTN: PURCHASING DIVISION</b> 18 N. County Street – 9 <sup>th</sup> Floor Waukegan, IL 60085-4350
<u>Buyer</u> Yvette Albarran	
<u>RFP Description</u> Services for System Programming and Computer Operations	
<u>RFP Due Date*</u> April 19, 2018, 2:00 p.m. local time	

\*Please note: Responses are due at the 9<sup>th</sup> floor reception desk and shall be time stamped by 2:00 p.m. CST on the required due date. Please allow sufficient time for parking, passing through security and arriving at the 9<sup>th</sup> floor.

**Lake County, Illinois**  
**REQUEST FOR PROPOSALS #18062**  
**SERVICES FOR SYSTEM PROGRAMMING AND COMPUTER OPERATIONS FOR LAKE COUNTY,**  
**ILLINOIS**

This Request for Proposal (RFP) is for the purpose of establishing a contract for Services for System Programming and Computer Operations for Lake County.

- GENERAL REQUIREMENTS:** Proposers are to submit sealed proposals, to be opened and evaluated in private. Submit one (1) marked Original, one (1) electronic unprotected copy on a USB flash drive, and one (1) redacted copy that can be used to comply with the Illinois Freedom of Information Act (FOIA). Please refer to the FOIA statute, 5 ILCS 140/1 *et seq.*, and specifically Section 7 therein, for an explanation of the information that may be redacted.
- SUBMISSION LOCATION:** Lake County  
Attn: Purchasing Division  
**18 N. County Street, 9<sup>th</sup> Floor**  
Waukegan, IL 60085
- SUBMISSION DATE:** **April 19, 2018; 2:00 p.m. Local time**  
Proposals received after the time specified will be rejected and un-opened.
- CONTACT:** Should the proposer require additional information about this RFP, please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the RFP number and addendum link. Questions may also be submitted via email to [purchasing@lakecountyil.gov](mailto:purchasing@lakecountyil.gov). All questions shall be submitted no less than seven (7) days prior to the RFP opening date.
- CONTENTS:** The following sections, including this cover sheet, shall be considered integral parts of this solicitation:
- \*Cover Sheet
  - \*General Terms and Conditions
  - \*Specifications
  - \*Submittal Requirements
  - \*Evaluation Criteria
  - \*Proposal Price Sheet
  - \*General Information Sheet
  - \*References
  - \*Sustainability Statement
  - \*Addendum Acknowledgement

If a Proposal includes any exceptions, Proposers must insert an "X" in the following box indicating a RFP submission with exceptions. ☐

**NOTE TO PROPOSERS:** Any and all exceptions to these specifications MUST be clearly and completely indicated in the Proposer's response to the RFP. Failure to do so may lead County to declare any such term non-negotiable. Proposer's desire to take exception to a non-negotiable term will not disqualify it from consideration for award.

1. **Negotiations:**

Lake County reserves the right to negotiate specifications, terms and conditions, which may be necessary or appropriate to the accomplishment of the purpose of this Request for Proposal (RFP).

2. **Confidentiality:**

Proposals are subject to the Illinois Freedom of Information Act (FOIA) once an award or final selection is made. As such all Proposers responding are asked to submit one redacted copy of their proposal that can be used by the County to respond to any future FOIA requests for the proposal.

Please refer to the FOIA statute, 5 ILCS 140/1 et seq., and specifically Section 7 therein, for an explanation of the information that may be redacted. For example, information exempt from disclosure in response to a FOIA request includes but is not limited to: highly personal or objectionable information; trade secrets and commercial or financial information claimed as proprietary, privileged or confidential, the disclosure of which would cause your business competitive harm; valuable formulae, computer geographic systems, designs, drawings and research data when disclosure of the same would produce private gain or public loss; certain construction related technical documents; and information associated with automated data processing operations that, if disclosed, would jeopardize system or data security.

If no redacted copy is provided, the Lake County Purchasing Division reserves the right to determine what information should be redacted as proprietary, privileged or confidential in response to a FOIA request. A Proposer who fails to provide a redacted copy of its proposal waives its right to maintain any claims against Lake County, its agents or employees for disclosure of this information.

3. **Reserved Rights:**

Lake County reserves the right at any time and for any reason to cancel this RFP or any portion thereof, to reject any or all proposals, or to accept an alternate proposal. The County reserves the right to waive any immaterial defect in any proposal. Unless otherwise specified by the proposer, the County has ninety (90) days to accept. The County may seek clarification from a proposer at any time and failure to respond promptly is cause for rejection. The County may require submission of best and final offers.

4. **Incurred Costs:**

Lake County will not be liable for any costs incurred by respondents in replying to this RFP.

5. **Award:**

Award shall be made to the responsible proposer(s) whose proposals are determined to be the most cost effective to the County based on the evaluation criteria set forth herein. Lake County reserves the right to award to more than one vendor if it is in the best interests of the County.

6. **Term:**

This contract shall be in effect for a twelve (12) month period beginning upon execution. Lake County reserves the right to renew this contract for an additional six (6) month period, subject to acceptable performance by the contractor. At the end of any contract term, Lake County reserves the right to extend this contract for a period of sixty (60) days for the purpose of getting a new contract in place. For any year beyond the initial year, this contract is contingent on the appropriation of sufficient funds; no charges shall be assessed for failure of the County to appropriate funds in future contract periods.

7. **Exceptions**  
Any and all exceptions taken by Proposer to the terms of this RFP are to be identified in writing and included in the list of submittals.
8. **Discussion of Proposals:**  
Lake County may conduct discussions with any proposer who submits a proposal. During the course of such discussions, the County shall not disclose any information derived from one proposal to any other proposer.
9. **Contract Period:**  
The proposed contract will commence upon award of the contract, and shall be in effect for a twelve-month period.
10. **Responsibility & Default:**  
The Proposer shall be required to assume responsibility for all items listed in this RFP. The successful proposer shall be considered the sole point of contact for purposes of this contract.
11. **Invoices and Payments:**  
The Proposer shall submit invoice(s) detailing the services provided in accordance with the payment provisions of this contract. Payment shall be made in accordance with the Local Government Prompt Payment Act.
12. **Interpretation or Correction of Request for Proposals:**  
Proposers shall promptly notify the Purchasing Division of any ambiguity, inconsistency or error that they may discover upon examination of the RFP. Interpretation, correction and changes to the RFP will be made by written addendum. Interpretation, corrections or changes made in any other manner will not be binding.
13. **Additional Information:**  
Should the Proposer require additional information about this RFP; please submit questions on our website at <http://lakecountypurchasingportal.com> by selecting the RFP number and addendum link. Questions may also be submitted via email to [purchasing@lakecountyil.gov](mailto:purchasing@lakecountyil.gov). All questions shall be submitted no less than seven (7) days prior to the RFP opening date. No interpretation of the meaning of the plans, specifications or other contract documents will be made orally. Failure to request an interpretation constitutes a waiver to later claim that ambiguities or misunderstandings that caused a proposer to improperly submit a proposal.
14. **Addendum Acknowledgement**  
Any and all changes to the specifications and terms and conditions of this RFP are valid only if they are included by addendum issued by Lake County Purchasing. Proposers shall acknowledge addenda by signing the enclosed Addendum Acknowledgement form. Failure by any proposer to receive any such addendum or interpretation shall not relieve the proposer from obligation under this RFP as submitted. All addenda as issued shall become part of the RFP documents. It is the vendor's responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum issued within three business days of the submittal due date.
15. **Taxes:**  
The County is exempt from paying certain Illinois State Taxes.
16. **Termination:**  
The County reserves the right to terminate this contract, or any part of this contract, upon thirty (30) days written notice. In case of such termination, the Proposer shall be entitled to receive payment from the County for work completed to the termination date in accordance with the terms and conditions of this contract. In the event that this Contract is terminated due to Proposer's default, the County shall be entitled to purchase

substitute items and/or services elsewhere and charge the Proposer with any or all losses incurred, including attorney's fees and expenses.

17. **Independent Contractor:**

The Proposer is an independent contractor and no employee or agent of the Proposer shall be deemed for any reason to be an employee or agent of Lake County.

18. **Joint Venture:**

Where two or more Proposer's desire to submit a single proposal in response to the RFP, they must do so on a prime/subcontractor basis rather than as a joint venture. The County intends to contract with a single firm or multiple firms but not with multiple firms doing business as a joint venture.

19. **Non-Discrimination:**

Proposer shall comply with the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq., as amended and any rules and regulations promulgated in accordance therewith, including, but not limited to the Equal Employment Opportunity Clause, Illinois Administrative Code, Title 44, Part 750 (Appendix A), which is incorporated herein by reference. Furthermore, the Proposer shall comply the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq., as amended.

20. **Hold Harmless Clause:**

The Proposer agrees to indemnify, save harmless and defend Lake County, its agents, servants, and employees, and each of them against and hold it and them harmless from any and all lawsuits, claims, demands, liabilities, losses and expenses, including court costs and attorney's fees, for or on account of any injury to any person, or any death at any time resulting from such injury, or any damage to property, which may arise or which may be alleged to have arisen out of or in connection with the work covered by this contract. The foregoing indemnity shall apply except if such injury, death or damage is caused directly by the willful and wanton conduct of Lake County, its agents, servants, or employees or any other person indemnified hereunder.

21. **Insurance *Please submit with your proposal***

The Proposer must obtain, for the Contract term and any extension of it, insurance issued by a company or companies qualified to do business in the State of Illinois with an A.M. Best Rating of at least A-and provide the County with a Certificate of Insurance 15 days before the start of the project, and thereafter annually for contracts/ projects that will last more than one year. Insurance in the following types and amounts is necessary and/or where applicable:

Workers Compensation (Coverage A) and Employers Liability (Coverage B)

Workers Compensation Insurance covering all liability of the Proposer arising under the Worker's Compensation Act and Worker's Occupational Disease Act at limits in accordance with the laws of the State of Illinois.

Employers' Liability Insurance shall be maintained to respond to claims for damages because of bodily injury, occupational sickness, or disease or death of the Proposer's employees, with limits listed below:

Employers Liability

- a) Each Accident \$1,000,000
- b) Disease-Policy Limit \$1,000,000
- c) Disease-Each Employee \$1,000,000

Such Insurance shall contain a waiver of subrogation in favor of Lake County.

Commercial General Liability Insurance

In a broad form on an occurrence basis shall be maintained, to include, but not be limited to, coverage for property damage, bodily injury (including death), personal injury and advertising injury in the following coverage forms where exposure exists:

- Premises and Operations
- Independent Contractors
- Products/Completed Operations
- Liability assumed under an Insured Contract/ Contractual Liability
- Personal Injury and Advertising Injury

With limits of liability not less than:

\$ 1,000,000 Each Occurrence

\$ 1,000,000 Products-Completed Operations

\$ 1,000,000 Personal and Advertising injury limit

\$ 2,000,000 General aggregate; the CGL policy shall be endorsed to provide that the General Aggregate limit applies separately to each of the Proposer's projects away from premises owned or rented to contractor.

#### Automobile Liability Insurance (if applicable)

Automobile liability insurance shall be maintained to respond to claims for damages because of bodily injury, death of a person, or property damage arising out of ownership, maintenance, or use of a motor vehicle. This policy shall be written to cover any auto whether owned, leased, hired, or borrowed.

The Proposer's auto liability insurance, as required above, shall be written with limits of insurance not less than the following: \$ 1,000,000 Combined single Limit (Each Accident)

#### Professional Liability – Errors and Omissions (if applicable)

The Engineers/Architects/Consultants for the plans of the project shall be written with limits of insurance not less than the following: \$ 1,000,000 per claim per policy year

Coverage shall be provided for up to three (3) years after project completion. Policy is to be on a primary basis if other professional liability is carried.

#### Professional Liability – Cyber Liability (if applicable)

Cyber Liability Insurance for property damage to electronic information and/or data; first and third party risks associated with e-business, internet, etc., with limits of insurance not less than the following: \$ 1,000,000 per occurrence limit

#### Technology Errors and Omissions (if applicable)

The Proposer's Software Developer and/or IT Consultant for the plans, including developing and implementing technology for Lake County, or of the project, shall be written with limits of insurance not less than the following: \$ 1,000,000 per occurrence limit

#### Excess/ Umbrella Liability (if applicable)

The Proposer's Excess/ Umbrella liability insurance shall be written with the umbrella follow form and outline the underlying coverage, limits of insurance will be based on size of project: \$ 2,000,000 per occurrence limit (*minimum, and may be higher depending on the project*)

#### Liability Insurance Conditions

Proposer agrees that with respect to the above required insurance:

- a) The CGL policy shall be endorsed for the general aggregate to apply on a "per Project" basis;
- b) The Contractor's insurance shall be primary in the event of a claim.
- c) Proposer agrees that with respect to the above required insurance, Lake County shall be named as additional insured, including its agents, officers, and employees and be provided with thirty (30) days' notice, in writing by endorsement, of cancellation or material change;

- d) Lake County shall be provided with Certificates of Insurance and endorsements evidencing the above required insurance, prior to commencement of this Contract and thereafter with certificates evidencing renewals or replacements of said policies of insurance at least thirty (30) days prior to the expiration of cancellation of any such policies.
- e) Any hard copies of said Notices and Certificates of Insurance shall be provided to:

**Lake County  
Purchasing Division  
18 N. County 9th Floor  
Waukegan, Illinois 60085  
Attn: RuthAnne Hall, Lake County Purchasing Agent**

Failure to Comply: In the event the Proposer fails to obtain or maintain any insurance coverage required under this agreement, Lake County may purchase such insurance coverage and charge the expense to the Proposer.

**22. Assignment:**

The Proposer shall not assign this contract or any part thereof, without prior written consent of Lake County Purchasing Division.

**23. Jurisdiction, Venue, Choice of Law:**

This contract shall be governed by and construed according to the laws of the State of Illinois. Jurisdiction and venue shall be exclusively found in the 19<sup>th</sup> Judicial Circuit Court, State of Illinois.

**24. Change In Status:**

The Proposer shall notify Lake County immediately of any change in its status resulting from any of the following: (a) Proposer is acquired by another party; (b) Proposer becomes insolvent; (c) Proposer, voluntary or by operation law, becomes subject to the provisions of any chapter of the Bankruptcy Act; (d) Proposer ceases to conduct its operations in normal course of business. Lake County shall have the option to terminate its contract with the Proposer immediately on written notice based on any such change in status.

**25. Dispute Resolution:**

All issues, claims, or disputes arising out of this Agreement shall be resolved in accordance with the Appeals and Remedies Provisions in Article 9 of the Lake County Purchasing Ordinance.

**26. Non-Enforcement by the County:**

The Proposer shall not be excused from complying with any of the requirements of the Contract because of any failure on the part of the County, on any one or more occasions, to insist on the Proposer's performance or to seek the Proposer's compliance with any one or more of said terms or conditions.

**27. Precedence:**

Where there appears to be variances or conflicts, the following order of precedence shall prevail: Specifications; Lake County General Terms & Conditions, Lake County Request for Proposal specifications and the Proposer's Proposal Response.

**28. Personal Examination:**

Proposers are required to satisfy themselves, by personal examination of the site as to work involved and of the difficulties likely to be encountered in the performance of work under this contract. No plea of ignorance of conditions that exist now or hereafter, or of any conditions of difficulties that may be encountered in the execution of the work under this contract will be accepted as an excuse for failure to or omission on the part of the Proposer to fulfill in every respect all the requirements, specifications, etc., nor will same be accepted as a basis for any claim for extra compensation.

**29. Contractor Qualifications:**

Proposers shall be familiar with all federal, state, and local requirements for facilities of this type and use. Proposers should have a minimum of 5 years of experience providing similar services for local units of governments. Complete and submit the General Information Sheet with your proposal.

**30. Account Representative:**

The proposer shall assign an Account representative who has a minimum of 5 years, successful experience in providing these services. The account representative, and his or her qualifications, shall be identified in the submittal of the RFP documents. The Account representative shall be present for presentation of the proposal and must be assigned to Lake County throughout the contract period.

**31. Joint Purchasing:**

The purchase of goods and services pursuant to the terms of this Contract shall also be offered for purchases to be made by other governmental units, as authorized by the Governmental Joint Purchasing Act, 30 ILCS 525/0.01, et seq. (the "Act"). All purchases and payments made under the Act shall be made directly by and between each governmental unit and the successful proposer. The proposer agrees that Lake County shall not be responsible in any way for purchase orders or payments made by the other governmental units. The proposer further agrees that all terms and conditions of this Contract shall continue in full force and effect as to the other governmental units during extended terms. The credit or liability of each governmental unit shall remain separate and distinct. Disputes between proposers and governmental units shall be resolved between the immediate parties.

The proposer and the other governmental units may negotiate such other and further terms and conditions to this Contract ("Other Terms") as individual projects may require. To be effective, Other Terms shall be reduced to writing and signed by a duly authorized representative of both the successful proposer and the other governmental unit.

The proposer shall provide the other governmental units with all required documentation set forth in the solicitation including but not limited to: performance and payment bonds, Certificates of Insurance naming the respective governmental unit as an additional insured and certified payrolls to the other governmental unit as required.

**32. Reporting Requirements for Awarded Contracts:**

All awarded vendors will identify and report the type of ownership— L/W/MBE, and/or not L/W/MBE for any work that they or their approved subcontractors will perform. In addition, Lake County requests that all awarded vendors provide an accounting of employees assigned throughout the term of the contract in regards to their home address and ethnicity. Lake County may use any data collected to report on potential of businesses and workers benefitting from County contracts.



1. **Intent**

Lake County is accepting sealed proposals from experienced and qualified vendors seeking to establish a contract to provide services for Z/VM Programming Support, Z/VSE Support and Computer Operations for the Lake County Information Technology Department. Proposers should detail a model in which they will provide these services, including proposed staffing and work arrangements (for example, on-site versus off-site/remote). Proposers will need to provide on-site coverage, as discussed in detail below; however, they may use a combination of on-site and off-site resources to fulfill all of the requirements detailed below.

2. **Background**

Lake County is located in northeast Illinois, between the Chicago and Milwaukee metropolitan areas. Lake County is home to about 736,000 residents. Lake County is committed to open government and transparency, and the County board's conservative fiscal policies have allowed the County to maintain fiscal stability and achieve AAA bond rating from Standard & Poor's and Moody's.

The Lake County IT Department supports over 30 departments and divisions within the County across a wide variety of technology platforms and has an annual budget of approximately \$10 to 12 million. Like most professional IT organizations, the Lake County IT department offers a wide variety of technology services that have developed over the years in an organic manner based on present demand.

The Lake County IT Department is seeking staff augmentation to provide daily z/VM systems programming support. This requires systems programming on an IBM z/VM mainframe (zBC12) environment. Responsibilities include installation, maintenance, migration, roll-out, and performance tuning.

3. **Economic Opportunity Program**

Lake County initiated a **Buy Local. Build Local. Work Local.** program in 2013 to increase the outreach and procurement opportunities for businesses located within Lake County, including women-owned businesses and minority-owned business. The program's overarching objective is to maximize participation from these businesses in the County's procurement process, while adhering to the law. The County will take all necessary and reasonable steps to assure that business enterprises defined as L/W/MBE shall have a fair opportunity to participate in County contracts. As part of its Economic Opportunity Program commitment the County will make every effort to achieve the following objectives:

- (a) To ensure nondiscrimination in the award and administration of contracts;
- (b) To create a level playing field on which L/W/MBEs can compete fairly for contracts by providing any necessary training and assistance in bid preparation;
- (c) To ensure that the County's EOP is narrowly tailored in accordance with applicable law;
- (d) To establish a means for firms identifying themselves as L/W/MBEs to register for procurement opportunities and work cooperatively with contracted firms to report on measures that validate the County's commitment to its EOP; and
- (e) To help remove barriers to the participation of L/W/MBEs in procurement opportunities through proactive outreach and notification of contract opportunities.

State law mandates an open and competitive bidding process and requires that publicly procured contracts be awarded to the lowest responsible and responsive bidder with no demonstrated preference based on the bidder's location, race and gender.

Lake County's Workforce Development mission is to foster and ensure the economic prosperity of the Lake County community by maximizing the potential of businesses and workers. As such, Workforce Development provides a key resource for job seekers and employers. Successful bidders are encouraged to work with Workforce Development to post any and all opportunities for employment on County contracts.

#### **4. Scope of Services**

Lake County seeks proposals from qualified vendors who can provide the resources requested in this RFP, including, but not limited to, the functional categories objectives and project specifications listed below. Respondents may propose additional resource types they can provide for any category, identified as such in the proposal.

#### **Overall Objective and Specifications**

1. Installation and maintenance of z/VM operating system and related IBM program products and utilities.
2. z/VM mainframe environment system support for - rexx, jcl, CP, CMS Xedit, RSCS etc.
3. zLinux with DB2, DataQuant for DB2
4. VTS and ongoing support of backups with regular testing
5. Knowledge of Network in terms of TCP/IP and SNA.
6. Configuration and administration of z/Linux guests under z/VM, running in a VM LPAR with an IFL, including memory and file system allocations.
7. Base system cloning of Red Hat Enterprise Linux Server software for IBM System z.
8. Provide support for maintenance, migration, and Technical batch jobs.
9. System performance measurement and monitoring via Velocity Software products.
10. Provide second-level support for operations and applications development groups on system software issues.
11. Provide security management of DB2, LUW, zLinux, DataQuant and secure integrations with AD
12. Knowledge of z/VSE, and CICS/TS for VSE.
13. Work with software support groups including database, communications and application server software.
14. Provide backup for the Systems Programmer regarding z/VSE operating systems and CICS online transaction management.
15. Review of the existing Disaster Recovery Plan and its implementation.
16. Migrating from a VM/VSE environment to a bare-metal VSE 6.2 installation.
17. Project management

#### **Deliverables**

Effective day-to-day DB2/VM administration and Z/VM systems programming support.

#### **Vendor Requirements**

z/VM Systems Programming requirements include experience with z/VM 5.4, z/VM 6.4, DB2/VM 7.5 and DB2/LUW 10.5. running under Red Hat Linux instances in an IFL. Extensive knowledge of CP, CMS, XEDIT and REXX programming is required; familiarity with CA Unicenter for VM, particularly VMOPERATOR and the HiDro Backup utilities is essential; support and usage of Velocity Software products; zMAP, zMON, zTCP and zVPS is also required. Knowledge TCPIP, FTP, RSCS and SNA protocols is required. Knowledge of the z/VSE architecture; including knowledge of CICS/TS, z/VSE libraries and JCL.

#### **Additional Services**

Lake County is also interested in securing services for the following:

**z/VSE Systems Programming** for a IBM z/VM mainframe (zBC12) environment for the administration of z/VSE systems. Systems programming knowledge of CICS, Printer, classes, storage & tape definition, z/VSE & z/VM Network, TCP/IP, VTAM, Terminal definitions, and FTP.

**Computer Operations** for a IBM z/VM mainframe (zBC12) environment responsible for preparing daily production schedules and handling user requests; preparing equipment for operation; obtaining, loading and unloading magnetic tapes, printing and monitoring disk storage; removing and preparing output for distribution; keeping required records; monitoring machine operation; and performing routine maintenance operations on all equipment; first level problem determination/resolution.

*Lake County Responsibilities:*

- All Selected Proposer employees providing the services listed above on site at Lake County shall be subject to the work rules, regulations and employment policies of Lake County.
- Lake County shall provide all necessary supplies, equipment and worksites.
- Lake County relies on the Selected Proposer to use its best judgment in providing qualified personnel. Lake County reserves the right to reject any person considered by the Selected Proposer to be qualified without first allowing that individual to attend the site and demonstrate his/her capabilities. However, Lake County, at its sole discretion, retains the right to reject any person who in its judgment has failed to perform to the level defined by the general job description. Lake County may exercise that right at any time after the initial attendance and will not be liable for any other costs associated with that person's presence on site. Lake County shall be the final judge of the quality of services provided by the selected Proposer and the assigned staff placed by the vendor.
- Normal working hours are 8:30 a.m. to 5:00 p.m. Monday through Friday, not including Lake County holidays, and the Selected Proposer will be expected to provide on-site coverage for these hours, as well as on-call coverage for nights, weekends, and holidays (a list of Lake County holidays is included herein as attachment A)
- Lake County may direct individuals to the Selected Proposer with the intent that they be placed at Lake County.
- Lake County reserves the right to consider an assigned employee for permanent hire. This is typically done after a reasonable probation period. In the event that the County selects to permanently hire an assigned employee who has worked on a temporary basis, payments to the Selected Proposer shall cease on the effective day of the permanent appointment. The County shall not be responsible for any additional charges beyond the hourly rate due for the time worked.
- Lake County will develop a Statement of Work for each engagement collaboratively with the Selected Proposer.

*Selected Proposer Responsibilities:*

- The Selected Proposer is solely responsible for the recruitment, hiring and employment of the personnel it uses to provide these services. They will at all times remain the employees of the Selected Proposer.
- The Selected Proposer will be expected to maintain an adequate pool of persons who have applied to and are accepted by the Proposer regarding skill qualifications, and have passed the Selected Proposer's background check and drug screening and are ready for appropriate placement.
- The Selected Proposer shall guarantee that said services shall be performed in an acceptable, professional manner, by employees who are fully qualified to serve in the capacity specified herein. Upon notice by the County, the Selected Proposer will furnish replacements for any persons deemed unacceptable by the County.
- The Selected Proposer must screen, test, and interview all potential applicants to make placements successful. The Selected Proposer shall confirm that applicants possess the degrees, skills, experience, proficiency, licenses, and certifications necessary to perform the functions required of each position.
- The Selected Proposer shall perform drug screening and background checks on all potential employees. The Selected Proposer is required to re-check background and drug tests annually on employees working for or proposed to work for Lake County
- The Selected Proposer shall provide resumes for consideration and applicants for interview upon request by Lake County. Lake County reserves the right to interview and check the qualifications and backgrounds of all potential employees.
- The Selected Proposer's employees working on site at Lake County shall be required to abide by the Lake County Policies and Procedures and any department policies, procedures and dress codes that are in effect at each location. Candidates and/or employees may be required to sign their acknowledgement and acceptance of these

procedures. The Selected Proposer's employees working off-site shall be required to abide by all Lake County Policies and Procedures relating to the systems and applications they are accessing remotely.

- The Selected Proposer's employees will report to the Lake County supervising manager during the coverage times outlined above. The work must be performed to the supervising manager's satisfaction.
- The Selected Proposer shall be responsible for making all payments for wages to the assigned employees. This includes but is not limited to: appropriate payroll deductions for FICA, federal state and local income taxes.
- All intellectual property, work products, deliverables, drafts created and/or used in relation to the job for the purpose of the County, shall remain property of the County.
- The Selected Proposer and any of its employees working with the County may be required to sign confidentiality and/or non-disclosure agreements.

**Detailed Submittal Requirements**

Proposals should be prepared as simple as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance and clarity of content. The proposal should be organized into the following major sections:

- A. Introduction Material and Executive Summary
- B. Company Background
- C. Scope of Services
- D. Client References
- E. Exceptions to the RFP
- F. Price Proposal
- G. Sustainability Statement

**A. Introduction Material and Executive Summary**

The introductory material must include a title page with the RFP number, subject, name of the proposer, address, telephone number, e-mail address, the date, a letter of transmittal and a table of contents. The executive summary should be limited to a brief narrative summarizing the proposal.

**B. Company Background**

In this section provide information about the company so that the County can evaluate the proposer's stability and ability to support the commitments set forth in the response to this RFP. Information in this section should contain the following information in addition to the General Information Sheet that is also included as an exhibit to this RFP:

- Company name and location of the corporate headquarters and of the nearest office to Lake County.
- The number of years the company has been in business and the number of years the company has been providing services to the public sector.
- Include information on the company's customer base, such as the number of public sector clients the company serves, the number of local government clients, and the number of public sector clients in the state.
- Identify if the company serves other industries.
- Include a brief summary of the company's organizational characteristics such as the number of employees, whether the company is privately held, publicly traded, or if it is a subsidiary to a parent company.
- Describe any other business affiliations (e.g., subsidiaries, joint ventures, "soft dollar" arrangements with brokers).

**C. Scope of Services**

This section of the proposal should include a general discussion of the proposer's overall understanding of the project and the scope of work. For each task that is identified in the scope of services outlined in the specifications, please identify your firm's approach and response to address the desired service outlined.

**D. Client References**

The County considers references to be an important factor in its decision to award a contract. Proposers should supply references that will be available to speak with the County. A minimum of three references should be provided that provided similar type of work completed in the past five years. A reference sheet is included as a submittal as part of this RFP document.

#### **E. Exceptions to the RFP**

All requested information to this RFP must be supplied as this document and subsequent proposals submitted help form the basis for a contract with the selected contractor. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the County and the descriptions of the advantages or disadvantages to the County as a result of the exception. The County, at its sole discretion, may reject any exceptions or specifications within the proposal.

#### **F. Price Proposal**

The price proposal shall identify the fixed hourly fee to be paid for the assigned employee during the contract period. This fixed hourly fee is to include all costs associated with screening, testing, drug screening and background checks on all potential employees as well as the required annual background re-check and drug test for employees working for Lake County. Proposers shall also submit a reduced percentage discount to be applied for long term placements that extend beyond a six (6) month period. The discount shall reflect the reduced administrative costs related to a long term, continuous placement.

#### **G. Sustainability Statement**

Lake County is committed to green and sustainable practices and good environmental stewardship. Consequently, proposers are asked to provide a Statement of Sustainability to demonstrate that they are also incorporating sustainability into their firms' practices. A Sustainability Statement form is included as part of the RFP. Proposers are asked to provide a clear description of your firm's sustainable practices, policies, or procedures in the following areas: waste minimization, energy efficiency, water efficiency, staff and education.

The County will conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this procurement effort. All proposals will be evaluated by how well the proposal satisfies the described/stated needs, rather than how exactly the proposal matches the strictest interpretation of the terminology and design concepts stated herein. Newly emerging technologies, additional features, and the ability of the proposed solutions to adapt will be a consideration.

Evaluation Organization

An Evaluation Committee will be established to score and evaluate the submitted proposals. The Evaluation Committee may include members from Lake County's departments who have experience with Lake County IT. The Committee will be responsible for the proposal evaluation (including corporate reference checks).

Evaluation of the Proposals

Lake County will evaluate the Proposers response and the extent to which it meets the requirements delineated in this RFP. All proposals submitted in response to this RFP will be scored based on the evaluation factors identified:

Evaluation Factors

- Experience, background, financial capability and years in business performing similar services.
- Understanding and ability to meet the scope of services.
- Understanding and ability to meet the RFP requirements.
- Quality and inventiveness of staffing and work model proposed to meet the work requirements.
- Cost Proposal

Short List

The evaluation factors will be used to assist the evaluation committee in determining a short list. Proposers will be notified by the County if they have been selected for the short list. Please note, Lake County reserves the right to not short list any and all Proposers if it is not in the best interest of the County.

Interview

Lake County reserves the right, as part of the evaluation process, to ask for additional materials, interview, or schedule site visits to any or all Proposers. Site visits may be scheduled or unscheduled as determined by the County. If applicable, the County shall contact Proposers to arrange an interview.

Best and Final Offer

The County reserves the right to request a Best and Final Offer (BAFO) if additional information or modified terms are necessary for the Evaluation Committee to complete its evaluation and ranking. A BAFO will not be used solely to seek a reduction in pricing. If a BAFO is requested, all short-listed proposers or, if the short list process is not used, all qualified Proposers will be provided an opportunity to submit a modified Response. Only one BAFO request will be issued by the County. The information received from the BAFO will be used by the Evaluation Committee to re-evaluate and re-rank the Proposers.

**Services for System Programming and Computer Operations****PROPOSAL PRICE SHEET****April 2018**

The proposer will consider all costs (labor, material, overhead, administration, profit, travel, etc.) associated with providing the services listed in this RFP. (Please attach additional sheets if necessary). Please provide the fixed hourly rate for each position identified. The percent discount for long term placement shall be applied to the fixed hourly rate for any placements exceeding 6 months.

Service	Hourly Rate	Number of Hours Monthly	12 Month Contract Cost
Hourly Rate to provide on-site services for Z/VM Programming Support	\$		\$
Hourly Rate to provide on-site services for Z/VSE Support	\$		\$
Hourly Rate to provide on-site services for Computer Operator	\$		\$
Hourly Rate to provide off-site/remote services for Z/VM Programming Support	\$		\$
Hourly Rate to provide off-site/remote services for Z/VSE Support	\$		\$
Hourly Rate to provide off-site/remote services for Computer Operator	\$		\$
Total Cost			\$

Please delineate any services out of scope that may not be included in the original scope of the RFP.

Service	Proposed Price



Services for System Programming and Computer Operations

GENERAL INFORMATION SHEET

April 2018

**AUTHORIZED NEGOTIATORS:**

Name: \_\_\_\_\_ Phone # \_\_\_\_\_ Email Address: \_\_\_\_\_

Name: \_\_\_\_\_ Phone # \_\_\_\_\_ Email Address: \_\_\_\_\_

**RECEIPT OF ADDENDA:** The receipt of the following addenda is hereby acknowledged:

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

In submitting this proposal, it is understood that the Lake County reserves the right to reject any or all Proposals, to accept an alternate Proposal, and to waive any informalities in any Proposal.

**BUSINESS ORGANIZATION:** (check one only)

\_\_\_\_\_ Sole Proprietor: An individual whose signature is affixed to this proposal.

\_\_\_\_\_ Partnership: State full names, titles, and addresses of all responsible principals and/or partners on attached sheet.

\_\_\_\_\_ Corporation: State of incorporation: \_\_\_\_\_

\_\_\_\_\_ Non-profit Corporation

\_\_\_\_\_ 501c3-- U.S. Internal Revenue Code

By signing this proposal document, the proposer hereby certifies that it is not barred from responding on this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code of 1961, as amended.

\_\_\_\_\_  
Business Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print or Type Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

List below other similar size clients for who you have provided similar services.

Agency Name: \_\_\_\_\_  
 Address \_\_\_\_\_  
 City, State, Zip Code \_\_\_\_\_  
 Telephone Number \_\_\_\_\_  
 Contact Person \_\_\_\_\_  
 Contact Email \_\_\_\_\_  
 Dates of Service \_\_\_\_\_  
 # of Employees \_\_\_\_\_

Agency Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City, State, Zip Code \_\_\_\_\_  
 Telephone Number \_\_\_\_\_  
 Contact Person \_\_\_\_\_  
 Contact Email \_\_\_\_\_  
 Dates of Service \_\_\_\_\_  
 Project Description \_\_\_\_\_  
 # of Employees \_\_\_\_\_

Agency Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City, State, Zip Code \_\_\_\_\_  
 Telephone Number \_\_\_\_\_  
 Contact Person \_\_\_\_\_  
 Contact Email \_\_\_\_\_  
 Dates of Service \_\_\_\_\_  
 Project Description \_\_\_\_\_  
 # of Employees \_\_\_\_\_

## SUSTAINABILITY STATEMENT INSTRUCTIONS

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Lake County is committed to green and sustainable practices and good environmental stewardship. Consequently, we are asking proposers to provide a Statement of Sustainability to ensure our proposers are also incorporating sustainability into their firms' practices.

### INSTRUCTIONS

On the following Sustainability Statement form, provide a clear description of your firm's sustainable practices, policies, or procedures. These practices may include, but may not be limited to, the following categories and examples:

Waste Minimization within your office or facilities, such as a recycling programs, double-sided copying, electronic internal communications (i.e. memos), use of recycled-content materials and reusable cups, limiting printing, electronic document management, instituting green purchasing policies, using green cleaning supplies and practices, or reducing packaging in materials you procure or supply.

Energy Efficiency within your office, facilities, or firm, such as lighting retrofits, photo-sensor switches for lighting, effective use of daytime lighting, using Energy Star rated appliances or equipment, using an alternative fuel or having efficient fleet policies, an anti-idling policy, or indoor temperature management (i.e. turning the thermostat up in the summer and down in the winter).

Water Efficiency within the office, facilities, or firm, such as faucet or fixture retrofits, switching from individual bottled water to office water coolers or drinking fountains, and installing drought-tolerant landscaping.

Staff encouraged to adopt sustainable practices and supported by your firm through public transit benefits, bicycle accommodations, telecommuting options, support for green seminar attendance, becoming US Green Building Council LEED accredited, or creating an internal "green team."

Education of your staff about green practices, education of your business peers about your green accomplishments, education of your community by your sustainability, or notice of any environmental awards your firm has achieved.

CONTINUE TO NEXT PAGE

# SUSTAINABILITY STATEMENT

Attach additional sheets if necessary.

## Waste Minimization

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## Energy Efficiency

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## Water Efficiency

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## Staff

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## Education

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## Addendum Acknowledgement RFP #18062

The undersigned acknowledges receipt of the following addendum(s):

ADDENDUM #	SIGNATURE

*I have examined and carefully prepared the submittal documentation in detail before submitting my response to Lake County.*

Submittal Number: 18062 \_\_\_\_\_

Company Name: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_

Date: \_\_\_\_\_

*Signature*

*Print*

It is the vendor's responsibility to check for addendums, posted on the website at <http://lakecountypurchasingportal.com> prior to the submittal due date. No notification will be sent when addendums are posted unless there is an addendum within three business days of the submittal due date.

If the submittal has already been received by Lake County, vendors are required to acknowledge receipt of addendum via email to [purchasing@lakecountyil.gov](mailto:purchasing@lakecountyil.gov) prior to the due date.

Submittals that do not acknowledge addendums may be rejected.

All responses are to be submitted in a sealed envelope. Envelopes are to be clearly marked with required submittal information.



Rodney S. Marion  
Director

18 North County Street – 7<sup>th</sup> Floor  
Waukegan, Illinois 60085-4355  
Phone 847 377-2700  
Fax 847 984-5988  
Email [Benefits@Lakecountyl.gov](mailto:Benefits@Lakecountyl.gov)

**September 2017**

**TO: Lake County Elected Officials & Appointed Department Heads**

**FROM: Rodney Marion, HR Director**

**RE: 2018 Lake County Holiday Schedule**

**FIXED HOLIDAYS**

New Year's Day	Monday	January 1st
Memorial Day	Monday	May 28 <sup>th</sup>
Independence Day	Wednesday	July 4 <sup>th</sup>
Labor Day	Monday	September 3rd
Thanksgiving Day	Thursday	November 22nd
Day after Thanksgiving Day	Friday	November 23rd
Christmas Eve	Monday	December 24th
Christmas Day	Tuesday	December 25 <sup>th</sup>

**FLOATING HOLIDAYS**

Martin Luther King, Jr. Day	Monday	January 15 <sup>th</sup>
Lincoln's Birthday	Monday	February 12 <sup>th</sup>
Floating Holiday	Friday	March 30th
Columbus Day	Monday	October 8 <sup>th</sup>
Veteran's Day	Monday	November 12 <sup>th</sup>