

**REQUEST FOR PROPOSALS (RFP) FOR
AD HOC APPLICATION DEVELOPMENT SUPPORT SERVICES
THE TOWN OF CICERO, ILLINOIS**



All proposals and other communications must be addressed and returned to:

Town of Cicero

Attn: Dominic Cannova, Information Technology Director

4949 W. Cermak Road

Cicero, IL 60804

**PROPOSALS MUST BE RECEIVED NO LATER THAN 3:00 PM LOCAL TIME,
ON JANUARY 10, 2019**

TABLE OF CONTENTS

- I. PURPOSE OF THE REQUEST FOR PROPOSALS
- II. SCOPE OF SERVICES
- III. REQUESTS FOR CLARIFICATION
 - 3.1 Deadline and Procedures for Submitting Proposals
 - 3.2 Confidentiality
- IV. SUBMISSION REQUIREMENTS
 - 4.1 Required Content
- V. EVALUATION CRITERIA
- VI. REJECTION OF PROPOSALS
 - 6.1 Selection Does Not Guarantee the Award of the Contract
 - 6.2 No Liability for Costs
- VII. CONTRACT AWARD
- VIII. COMMITMENT TO DIVERSITY

EXHIBITS

- Exhibit 1: Applicant Profile Information
- Exhibit 2: Applicant References
- Exhibit 3: Municipal Client References
- Exhibit 4: Compensation
- Exhibit 5: Certification
- Exhibit 6: Non-Collusion Affidavit
- Exhibit 7: Section 2-870 of The Code of Ordinances of the Town of Cicero, Illinois

REQUEST FOR PROPOSALS (“RFP”)
FOR
THE TOWN OF CICERO, ILLINOIS

I. PURPOSE OF THE REQUEST FOR PROPOSALS

The Town of Cicero, Illinois (the “Town”) is located approximately seven (7) miles west of Chicago’s loop, and is bordered by Interstate 290 and Interstate 55. Interstate 290 intersects with Interstate 294 west of the Town, giving residents from Chicago’s southern and northern suburbs, along with visitors from Indiana and Wisconsin, easy access to the Town. The Town is also easily accessible from Chicago’s western suburbs via Interstate 88.

The Town is a home rule municipality, governed by a full-time Town President, a Town Clerk and a seven (7) member Board of Trustees. The current Town President is Larry Dominick who was reelected in 2017 to a four (4) year term ending in 2021.

Currently certain Town departments are operating with old software programs, making it difficult to perform essential duties within those departments. The software programs may need to be rewritten if the old source code cannot be improved. The purpose of this RFP is to select one or more “Respondents” who possess the requisite programming experience, expertise and capability to provide the following services to the Town:

1. Support Cicero’s GEMS system as well as other mobile device applications which includes programming that will consist of:
 - Ability to fix glitches and implement enhancements associated with GEMS;
 - Change new business printed inspection for pre-generated language;
 - Program the ability to “unvoid” by override;
 - Ensure owner information will not update until a stamp is issued;
 - Port all property information from the Water Department to update automatically with the issuance of transfer stamps or compliance inspection;
 - Clean up complaints to include pre-generated language;
 - Change sign inspections;
 - Permission modification;
 - Ensure the Commissioner’s signature can auto print on all documents where needed;
 - Handle obsolete documents in GEMS;
 - Ability to reopen a document when created;
 - Clean up reports;

- Clean up status on complaints or add a column for ticket issued YIN;
 - Show the date an item was compiled on complaints;
 - Resolve owner glitches when editing;
 - Ability to rotate pictures;
 - Have a user-friendly way to view “pending” inspections;
 - Ability to export license search in Excel;
 - Improve sorting by address in reports; and
 - Clean up tabs.
2. Upgrade the existing software program or create a new software program for the Collector’s office that will assist with certain duties that include:
 - Maintain a variety of reports including; collection of outstanding debt from parking violations, collection of revenue, pet tag information, and vehicle tag information;
 - Electronic ticket writing;
 - Ability to merge data from the Illinois Secretary of State; and
 - Upgrade the current system for sign on requests and reports generated.
 3. Install a new operating system to Microsoft Server 2012 or newer in the Collector’s office.
 4. Replace a print server, software, and database server.

II. SCOPE OF SERVICES

The purpose of this RFP is to select one or more Respondents with the experience and capability to provide programming assistance for the Town.

1. Support Cicero’s GEMS system as well as other mobile device applications which includes programming that will consist of:
 - Ability to fix glitches and implement enhancements associated with GEMS;
 - Change new business printed inspection for pre-generated language;
 - Program the ability to “unvoid” by override;
 - Ensure owner information will not update until a stamp is issued;
 - Port all property information from the Water Department to update automatically with the issuance of transfer stamps or compliance inspection;
 - Clean up complaints to include pre-generated language;
 - Change sign inspections;
 - Permission modification;
 - Ensure the Commissioner’s signature can auto print on all documents where needed;
 - Handle obsolete documents in GEMS;

- Ability to reopen a document when created;
 - Clean up reports;
 - Clean up status on complaints or add a column for ticket issued YIN;
 - Show the date an item was compiled on complaints;
 - Resolve owner glitches when editing;
 - Ability to rotate pictures;
 - Have a user-friendly way to view “pending” inspections;
 - Ability to export license search in Excel;
 - Improve sorting by address in reports; and
 - Clean up tabs.
2. Upgrade the existing software program or create a new software program for the Collector’s office that will assist with certain duties that include:
 - Maintain a variety of reports including; collection of outstanding debt from parking violations, collection of revenue, pet tag information, and vehicle tag information;
 - Electronic ticket writing;
 - Ability to merge data from the Illinois Secretary of State; and
 - Upgrade the current system for sign on requests and reports generated.
 3. Install a new operating system to Microsoft Server 2012 or newer in the Collector’s office.
 4. Replace a print server, software, and database server.

The Town reserves the right to: (1) reject all proposals (the “Proposals”) submitted, in whole or in part and (2) in its sole and absolute discretion, to cancel or modify this RFP in whole or in part, without further notice.

III. REQUESTS FOR CLARIFICATION

Respondents should address all communications to Dominic Cannova, Information Technology Director. All questions or requests for clarification must be in writing, sent by mail, email to dcannova@thetownofcicero.com or fax to (708) 222-8223 and must be received no later than 5:00 PM on December 27, 2018. The Town shall not be responsible for the delay in the transmission of any request for clarification or other communication. Answers to all questions and/or requests for clarification will be posted on the Town’s website and available to ALL respondents on **January 3, 2019**.

3.1 Deadline and Procedures for Submitting Proposals

A. **Deadline**

Proposals must be received by Dominic Cannova, Information Technology Director (addressed as set forth in Section 3.1(B)) no later than 3:00 PM, local time, on **January 10, 2019**. **Late Proposals will not be considered and will be rejected and destroyed.** The Town will not be responsible for any delays in the delivery, receipt or handling of Proposals.

B. **Procedures for Submitting Proposals**

Proposals must be delivered to the following address:

Town of Cicero,
Attn: Dominic Cannova, Information Technology Director
4949 W. Cermak Rd.
Cicero, IL 60804

Respondent must submit one (1) original and five (5) copies in hardcopy format. In addition, Respondent must submit six (6) copies of the Proposals on a CD-ROM or flash drive in .pdf format. The original document must clearly be marked and must bear the original signature of an authorized agent. Respondent must enclose all documents in a sealed container. **Proposals submitted via facsimile or electronic mail will not be accepted and will be rejected and destroyed.**

All submissions are subject to the Illinois Freedom of Information Act (5 ILCS 140/1, et seq.)

3.2 Confidentiality

To the extent allowed by applicable law, the Respondent may designate as confidential those portions of the Proposals that contain trade secrets or other proprietary data that must remain confidential.

IV. **SUBMISSION REQUIREMENTS**

4.1 Required Content

At a minimum, the following information must be included in all Proposals:

A. **Cover Letter**

The Respondent must submit a cover letter committing the Respondent to provide the desired services, in accordance with the terms and conditions of a contract that

may be awarded subsequent to the RFP and in compliance with all applicable laws, orders, rules and regulations. The cover letter must also:

- (i) Outline the number of years the Respondent has been in business, provide an overview of the experience and background of the Respondent and the key personnel committed to this project; and
- (ii) Identify the legal name of the Respondent, the address of its headquarters, its principal place of business, its legal form (*e.g.*, corporation, joint venture, limited partnership, etc.), the names of its principal or partners and its authority to conduct business in Illinois; and
- (iii) Indicate the contact information (name and telephone number(s)) of the principal contact for oral presentation, interviews or negotiations; and
- (iv) The cover letter must be signed by an authorized representative of the Respondent;
- (v) Indicate that Respondent is not legally barred from performing the applicable services;
- (vi) Include Respondent's affirmative acknowledgment of the terms of the RFP;
- (vii) Indicate that Respondent is not indebted to the Town.
- (viii) Contain an affirmative statement that there is no "conflict of interest" between the Town and the Respondent.

B. Executive Summary

The Respondent must provide an executive summary that explains its understanding of the Town's intent and objectives. The summary must discuss the Respondent's plan for achieving and implementing the desired services.

C. Professional Qualifications and Specialized Experience of Respondent

(i) **Company Profile Information (See Form in Exhibit 1)**

The Respondent must complete the company profile information questionnaire that is attached hereto and incorporated herein as Exhibit 1.

(ii) **Company References (See Form in Exhibit 2)**

The Respondent should provide at least two (2) client references for services substantially similar to the desired services. All client reference information must be verified and supported. References must be aware that they are being used and agreeable to an interview by the Town. This information shall be provided by completing the form attached hereto and incorporated herein as Exhibit 2.

(iii) **Municipal Client References (See Form in Exhibit 3)**

The Respondent must provide contact information for all municipalities to which the Respondent currently provides the desired services. All municipal client reference information must be verified and supported. Municipal client references must be aware that they are being used and agreeable to an interview by the Town. This information shall be provided by completing the form attached hereto and incorporated herein as Exhibit 3.

(iv) **Business License/Authority to do Business in Illinois**

The Respondent must provide copies of appropriate licenses or certifications required of any individual or entity performing the desired services. The Respondent must provide evidence that it is authorized to do business in Illinois.

(v) **Certificate of Good Standing/Proof of Insurance**

The Respondent must provide a copy of its Certificate of Good Standing or other documentation sufficient to show that they are legally authorized to do business in the State of Illinois. Respondent must also provide proof of insurance.

D. Professional Qualifications and Experience of Key Personnel

(i) **Key Personnel**

The Respondent must provide a list of the individuals who will be dedicated to performing the desired services as well as individuals with ownership rights, e.g. directors, members, etc.

(ii) **Areas of Expertise**

The Respondent must indicate each person's areas of expertise, as well as which person will have primary responsibility for various tasks or aspects of the desired services.

(iii) **Past Experience**

The Respondent must submit personnel profiles with past experience for each of the key personnel. This must include a description of each individual's role and responsibilities on recent projects similar in scope, type and magnitude to the desired services.

(iv) **Revocation or Suspension of License or Certification**

The Respondent must disclose whether Respondent has had any business license or certification revoked or suspended in any state within the last ten (10) years.

(iv) **Litigation History**

The Respondent must disclose any pending lawsuits, and/or any lawsuits filed in the past five (5) years.

E. Project Management/Implementation Plan

The Respondent must provide a detailed summary of its plan for providing the desired services.

F. Compensation Proposal

The Respondent must provide an explanation of its proposed compensation model by addressing, at a minimum, the topics indicated on Exhibit 4, attached hereto and incorporated herein. The Respondent must disclose any charges or fees not included in its base price that the Town would incur. Proposals that fail to include the compensation information requested in Exhibit 4 will be deemed non-responsive and rejected as incomplete.

G. Certification

Each Respondent must certify on Exhibit 5, attached hereto and incorporated herein, that the Proposal is true and accurate, and that to the best of Respondent's knowledge, the Proposal is not misleading or fails to include relevant information.

F. Non-Collusion Affidavit

A Respondent must submit a notarized Non-Collusion Affidavit, attached hereto and incorporated herein as Exhibit 6, certifying that the Respondent has not colluded with any other entity in the submission of the Proposal.

V. EVALUATION CRITERIA

The Town reserves the right to require in-person interviews with some or all the Respondents. In evaluating the Proposals, the Town's selection will be based upon those factors deemed necessary to promote the best interests and welfare of the Town including, without limitation, the following:

A. Professional and Technical Competence

The Respondent's ability to provide the desired services, including capacity to achieve the project goals and objectives described in this RFP.

B. Professional Qualifications and Specialized Experience of Respondent and Team

The Respondent's experience in providing services similar to the desired services on projects of similar scope and magnitude. The Town will consider the past and current performance of the Respondent (and team members) on other contracts in terms of quality of services and compliance with performance schedules. The Town may solicit from current and/or previous clients, including other government agencies, units of local government or any available sources, relevant information relating to the Respondent's record of performance.

C. Quality, Comprehensiveness and Adequacy

The Town will review the quality, comprehensiveness and adequacy of the proposed project management/implementation plan for providing the desired services including the staffing plan, local availability and commitment of personnel who will manage and oversee the project.

D. Compensation

The Town will consider the competitiveness and adequacy of the proposed compensation model for the desired services.

E. Competency of Respondent

No Proposal may be accepted from or contract awarded to any Respondent who is in arrears or in default to the Town upon any debt or contract and the same will be rejected. Prior failure of a Respondent to perform faithfully on any previous contract or work for the Town may be grounds for rejection. The Respondent must not have been suspended or debarred from doing business with the state and/or federal government. The Respondent, if requested, shall present evidence of performance ability and possession of necessary facilities, pecuniary resources and

adequate insurance to comply with the terms of this RFP. Such evidence shall be presented within a specified time and to the satisfaction of the Town.

VI. REJECTION OF PROPOSALS

6.1 Selection does not Guarantee the Award of a Contract

This RFP shall not create any legal obligation of the Town to evaluate any Proposal that is submitted or to enter into any contract or any other agreement with a Respondent that submits a response except on terms and conditions that the Town deems, in its sole and absolute discretion, to be satisfactory and desirable.

The Town reserves the right to reject all Proposals received and the right to waive non-material formalities and technicalities according to the best interests of the Town. Any Proposals submitted shall be binding for ninety (90) calendar days following the Town's opening and review of the same. The Town reserves the right to select a single Respondent or multiple Respondents to perform the desired services. The Town reserves the right to terminate the desired services provided by the Respondent at any time and to ask for any additional information regarding a submitted proposal at any time. Any work provided by the Respondent will be in compliance with a contract to be entered into subsequent to this RFP.

By submitting a Proposal, the Respondent acknowledges its understanding of the requirements of this submission and agrees to be bound to the same.

All incomplete responses received will be rejected.

6.2 No Liability for Costs

The Town is not responsible for costs or damages incurred by interested parties in connection with the RFP process. This includes, but is not limited to, costs associated with preparing the Proposals and of participating in any interviews, site visits, demonstrations, oral presentations and negotiations.

VII. CONTRACT AWARD

1. The Respondent's Proposal must be complete to be considered for the award.
2. The Town reserves the right to qualify, accept or reject any or all Respondents and accept any Proposal deemed to be in the best interest of the Town. The Town reserves the right to accept or reject any or all Proposals and waive irregularities or technicalities in any Proposal when in the best interest of the Town. The Town reserves the right to accept or reject any exception taken by the vendor to the terms and conditions of the RFP.
3. Award, if made, shall be in the form of a contract.

4. If, after award of a contract is made, the Town determines the Respondent is unable to provide sufficient service, the Town reserves the right to reject and relet or otherwise contract out for the services.
5. The award of a contract does not guarantee that the need will arise with respect to the successful Respondent's services and the Town reserves the right to decline the use of the services sought herein and is in no way bound to any minimum usage requirements with regard to said services.

VIII. COMMITMENT TO DIVERSITY

As a unit of local government under the Constitution of the State of Illinois, the Town is committed to encouraging diversity in the performance of work for and by the Town. Please refer to Exhibit 7, attached hereto and incorporated herein, which provides a link to Section 2-870 of The Code of Ordinances of the Town of Cicero, Illinois for more information.

**EXHIBIT 1
COMPANY PROFILE INFORMATION**

Each Respondent must complete the following information:

(1) Legal Name of Individual or Company: _____

(2) Doing Business under other Company Name?

If yes, Name of Company: _____

(3) Headquarters Address: _____

(4) City, State and Zip Code: _____

(5) Website Address: _____

(6) Number of Years in Business: _____

(7) Total Number of Employees: _____

(8) Total Annual Revenues Separated by Last Three (3) Full Fiscal Years: _____

(9) Major Products and/or Services Offered*: _____

(10) Other Products and/or Services Offered*: _____

(11) Describe the Firm's Demonstrated Experience in Providing Services Responsive to the Scope of Services Requested in this RFP*: _____

(12) Has the Firm or any of the Firm's officers or employees ever been sued by a unit of government? _____

If yes, explain*: _____

(13) Has the Firm or any of its officers or employees presently disbarred, suspended, proposed for disbarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal or state department or agency, or any local governmental agency? _____ If yes, explain*:

*Additional pages may be attached as necessary.

**EXHIBIT 2
COMPANY REFERENCES**

Submit a completed client profile information sheet for each company reference. Provide a minimum of two (2) references.

(1) Client Name: _____

(2) Address: _____

(3) City, State, Zip Code: _____

(4) Project Manager: _____

(5) Telephone Number: _____

(6) E-mail: _____

(7) Number of Employees in Client Organization: _____

(8) Project Scope of Services/Goals: _____

(9) Contract Award Date: _____

(10) Initial Contract Amount: \$ _____ Final Contract Amount: \$ _____

(11) Describe the project, its similarity to the services requested herein, and how goals were met:

(12) You may attach any reports or studies completed for the project.

**EXHIBIT 3
MUNICIPAL CLIENT REFERENCES**

Submit a completed municipal client profile information sheet for each municipality or other unit of government for which the Respondent currently provides General IT assistance and/or other related services:

(1) Client Name: _____

(2) Address: _____

(3) City, State, Zip Code: _____

(4) Project Manager: _____

(5) Telephone Number: _____

(6) E-mail: _____

(8) Scope of Services/Goals: _____

(9) Contract Award Date: _____

(10) Fees/ Hourly Rate for Services \$ _____

EXHIBIT 4 COMPENSATION

METHOD AND RATE OF COMPENSATION: Identify the proposed compensation model (hourly, daily, project, item, or other method) and provide the rate, price or unit price for each type of service contemplated by this RFP. Please provide an estimated, or, if possible, a firm price, for the compensation for this project.

Respondents must also provide proposed compensation for the following services, as applicable:

1. Support Cicero's GEMS system as well as other mobile device applications which includes programming that will consist of:
 - Ability to fix glitches and implement enhancements associated with GEMS;
 - Change new business printed inspection for pre-generated language;
 - Program the ability to "unvoid" by override;
 - Ensure owner information will not update until a stamp is issued;
 - Port all property information from the Water Department to update automatically with the issuance of transfer stamps or compliance inspection;
 - Clean up complaints to include pre-generated language;
 - Change sign inspections;
 - Permission modification;
 - Ensure the Commissioner's signature can auto print on all documents where needed;
 - Handle obsolete documents in GEMS;
 - Ability to reopen a document when created;
 - Clean up reports;
 - Clean up status on complaints or add a column for ticket issued YIN;
 - Show the date an item was compiled on complaints;
 - Resolve owner glitches when editing;
 - Ability to rotate pictures;
 - Have a user-friendly way to view "pending" inspections;
 - Ability to export license search in Excel;
 - Improve sorting by address in reports; and
 - Clean up tabs.
2. Upgrade the existing software program or create a new software program for the Collector's office that will assist with certain duties that include:
 - Maintain a variety of reports including; collection of outstanding debt from parking violations, collection of revenue, pet tag information, and vehicle tag information;

- Electronic ticket writing;
 - Ability to merge data from the Illinois Secretary of State; and
 - Upgrade the current system for sign on requests and reports generated.
3. Install a new operating system to Microsoft Server 2012 or newer in the Collector's office.
 4. Replace a print server, software, and database server.

EXPENSES: Unless otherwise specified, the Town does not provide for reimbursement of any expense incurred, including, but not limited to, telephone device, other communications device, postage, copying, travel, transportation, lodging, food and per diem.

EXHIBIT 5
(Certification form)

This Certification is made as of the ____ day of _____, 201_ by _____ (the "Undersigned"), being the _____ (sole owner, partner, president, secretary etc.) of _____ (the "Respondent"), in connection with its response ("Proposal") to the Town of Cicero (the "Town") pursuant to the Request for Proposals issued by the Town for Ad Hoc Infrastructure Support Services. The Undersigned states that he or she has been authorized by the Respondent to make this Certification and that the Respondent acknowledges that the Town will rely on this Certification.

The Undersigned hereby certifies and declares as follows:

The Undersigned has carefully read and acknowledges each and every part of the Proposal. The Undersigned further certifies and declares that to the best of his or her knowledge and belief, all statements contained in the Proposal, any attachments to the Proposal and any accompanying forms are true and accurate, are not otherwise misleading and do not fail to include any information that would be relevant to a fair determination by the Town of the Respondent's potential conflicts of interest in the provision of the desired services; and that all of said forms and the Proposal have been duly signed by authorized representatives of the Respondent.

Dated: _____

By: _____

Name: _____

Subscribed and sworn before me this ____ day of _____, 201_.

(SEAL)

Notary Public

EXHIBIT 7
SECTION 2-870
OF THE CODE OF ORDINANCES OF THE TOWN OF CICERO, ILLINOIS

Please review Section 2-870 of the Code of Ordinances of The Town of Cicero, Illinois incorporated herein by reference and available online via the following link:

https://library.municode.com/il/cicero/codes/code_of_ordinances.