

**REQUEST FOR PROPOSALS  
FOR INFORMATION TECHNOLOGY SERVICES (IT) FOR THE BI-STATE  
REGIONAL COMMISSION**

**Introduction**

Bi-State Regional Commission (BSRC) is a council of governments located in Rock Island, Illinois at 1504 Third Avenue and serving a five county region. BSRC is a quasi-governmental member supported agency with a high portion of revenue coming from state and federal sources. BSRC employs 20-22 office staff.

The information technology needs of BSRC are similar to many professional offices of its size. All office workers regularly utilize computer workstations (with four laptops and the remaining desktops) with Microsoft Office and Adobe software. Additionally, BSRC utilizes several software suites that are more specific to its industry, such as ESRI GIS along with Community Analyst, TransCad, Tableau, JobsEQ and GMS Financial Software. BSRC currently maintains one physical server in house, one virtual server (with a need of two virtual) and utilizes the services of an offsite backup server. Additionally, BSRC maintains its own website with webhosting by interGen Web Solutions and email hosting through Rock Island County. BSRC's website is an official website of public record, utilized to post official documents, and is therefore an important piece of organizational infrastructure. The agency currently leases one copy/scan/print machine, and owns and maintains three other printers and a plotter that are networked to workstations. The agency purchased Cisco phones for every employee and contracts with Scott County, Iowa for their maintenance and usage of the phone system software.

**Purpose**

The purpose of this Request for Proposals is to procure information technology (IT) services where the BSRC would continue to own computers, servers etc. with full timely IT support services to ensure virtually no down time and the ability for nearly immediate onsite assistance if needed and the provision of alternative equipment options if significant hardware downtime is anticipated. The service provider will manage and process procurement of new equipment (when needed) including operating software support. It will be the responsibility of the vendor to recommend hardware and software solutions through review of BSRC current hardware and software, some of which will be immediate needs (see vendor assessment process). Assistance to ensure industry specific software will run well on the agency hardware will also be expected. The intention of BSRC is to incur predictable monthly fees for this support and the ability to identify a reliable annual total cost for budgeting purposes.

**Schedule:**

RFP distributed to Vendors	April 10, 2019
Vendor Assessment Period	April 17-18, 2019
Proposals Due	April 26, 2019, 2:00 p.m. Central
Vendor(s) Interviews (if needed)	April 29-30, 2019
Potential Contract Award	May 22, 2013

## **Vendor Assessment Period**

BSRC believes that it is important for any potential bidder to first assess the existing conditions and needs of our office. This will be accomplished by scheduling a one hour tour when firms may view equipment, receive a listing of BSRC hardware and software, and develop their own concepts of the services that they wish to offer. Each firm will have its own one hour time slot. BSRC staff will be made available during these times. This is not a sales period, but is an opportunity for them to gain information to tailor their proposal. Any questions will be noted during the tour and responses will be provided on the BSRC website so all potential providers will have access to all questions and all answers.

The vendor assessment contact for scheduling a tour of the BSRC will be:

Carol Connors, HR Specialist  
Bi-State Regional Commission  
1504 Third Avenue  
Rock Island, Illinois 61201  
309-793-7300 Ext. 1125  
[cconnors@bistateonline.org](mailto:cconnors@bistateonline.org)

## **Vendor Proposals**

Vendor's proposal shall be submitted in several parts as set forth below. The vendor will confine its submission to those matters sufficient to define its proposal and to provide an adequate basis for BSRC's evaluation of the vendor's proposal.

1. Full contact information for a primary point of contact for the firm. This shall be the main individual who will lead the proposal process for the firm and may be a principle, sales representative, or any member of staff that will take on this role.
2. A very brief introduction statement about the firm.
3. An original signature of a person authorized to negotiate and sign contracts for the vendor.
4. Executive Summary
5. Approach and Methodology
6. Deliverables
7. Detailed and Itemized Pricing
8. Appendix: References
9. Appendix: Project Team Staffing
10. Appendix: Company Overview

Proposals shall be submitted by April 26, 2019, 2:00 p.m. Central. Submissions must be electronic by the date and time noted. BSRC shall confirm receipt of proposals by email.

BSRC reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Consider intergovernmental arrangements as an alternative as allowed in CFR Procurement Standards €220.318(e).

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a Vendor or Vendors:

1. Completion of all required responses.
2. The extent to which Vendor's proposed solutions fulfills BSRC's requirements.
3. An assessment of the Vendor's ability to deliver services.
4. The Vendor's stability, experiences, and record of past performance in delivering such services.
5. Availability of sufficient high quality Vendor personnel with the required skills and experience for the specific approach proposed.
6. Overall cost of Vendor's proposal.

### **Interview of Vendors**

Based on the written responses received, BSRC may elect to conduct interviews of prospective vendors. These interviews will take place between April 29-30, 2019. Firms will be notified and dates and times will be set based on mutual agreement between BSRC and the vendor(s).

### **Proposal Point of Contact**

The primary point of contact for proposal submittal is:

Denise Bulat  
Executive Director  
Bi-State Regional Commission  
1504 Third Avenue  
Rock Island, Illinois 61201  
[dbulat@bistateonline.org](mailto:dbulat@bistateonline.org)

### **Contract Award**

If successful, the contract award may be considered in May 2019 by the BSRC.