



**REQUEST FOR PROPOSALS  
INFORMATION TECHNOLOGY MANAGED SERVICES  
Due By: February 19, 2025**

The Jasper County Board (“the County”) invites qualified individuals or firms to provide information technology-managed services to the County at various sites of service.

To be considered for this engagement, you/your business must meet the qualifications and satisfy the requirements outlined in this Request for Proposals. Proposals must be received at the e-mail/address listed below by 4:00 p.m. on February 19, 2025. E-mail is the preferred method of submission.

**Jasper County**

**Jason Warfel**

**204 W. Washington St.**

**Newton, IL 62448**

**618-562-5822**

**[jwarfel@jaspercounty.illinois.gov](mailto:jwarfel@jaspercounty.illinois.gov)**

**I. INTRODUCTION**

The purpose of this Request for Proposals (RFP) is to provide interested and qualified firms and individuals with sufficient information to enable them to prepare and submit proposals for consideration by the Jasper County Board as part of its procurement of needed professional services.

**A. Bid Submission and Project Representative.**

To be considered, a digital copy of the proposal must be received by 4:00 p.m. on February 19, 2025. Requests for information or interpretation of the intent of the RFP and any/all other inquiries must be addressed to the officer listed above.

Proposals must be signed by an official authorized to bind the firm to its provision and the proposal must remain valid for at least one hundred twenty (120) days.

**B. Right of Refusal**

Jasper County reserves the right to reject any or all proposals, to negotiate separately with any source whatsoever in any manner necessary to attend to the best interests of the County, to waive irregularities in any proposal, and to accept a proposal that best meets the needs of the County, irrespective of the bid price.

**C. Project Description**

Jasper County is receiving proposals from qualified firms to provide information technology-managed services. Technical questions or requests for clarification shall be directed to the key contact listed above. Jasper County responses to a firm's questions will be posted as an information document added to this request for proposals on the Jasper County website. (The firms asking the question will not be revealed).

## **IT STRUCTURE AND SCOPE OF SERVICES**

Jasper County currently utilizes a managed information technology consulting firm to provide user support, technology support, project execution, and strategic vision.

### **Services that the Information Technology Manages Service would provide:**

- **Help Desk** – Provide help desk support either onsite or remotely during normal business hours depending on the nature of the problem.
- **Equipment Support** – Provide proactive services to maintain the equipment to provide the best uptime available for the office network, computers, printers, and other peripherals.
- **Backup Monitoring**- Verifying backup solution to ensure that the data is available and recoverable. Includes regular testing of the backups. Implementing and supporting an offsite backup system.
- **Antivirus Monitoring** – Antivirus definitions and patch levels to ensure that the product is up to date.
- **Application Monitoring** – Assure that external and internal applications function and resolve problems as they come up.
- **Vendor Support** – Work with external vendors to ensure that the County is utilizing their services fully.
- **Performance Reporting** – Quarterly CIO meetings to review customized reports, overall network health, and strategic IT planning with senior staff. That includes office support ticket metrics to pinpoint problem areas through these metrics.

**Current Equipment:**

<b>TYPE</b>	<b>QUANTITY</b>
<b>Servers</b>	<b>5</b>
<b>Workstations</b>	<b>56</b>
<b>Network Environment</b>	<b>6</b>

**Site of Service Include:**

**Jasper County Sheriff's Office & Jail**

106 E. Morgan Street  
Newton, IL 62448

**Jasper County Courthouse**

100 W Jourdan Street  
Newton, IL 62448

**Jasper County Office Building**

204 W Washington Street  
Newton, IL 62448

**Jasper County Highway Department**

12871 IL-33  
Newton, IL 62448

**Jasper County Ambulance Service**

204 W Jourdan Street  
Newton, IL 62448

**In your proposal, please:**

- Describe your firm's capabilities to conduct network and security assessments and ability to complete any necessary system enhancements.
- Describe your approach to providing installation, configuration management, patching, monitoring, and ongoing maintenance for network devices.
- Detail the process of providing services, as outlined above. Define standard service hours during regular business hours, weekends, and holidays. Any applicable Service Level Agreement (SLA) for response time options should be included.
- Detail your firm's proposed approach to offering end users a consistent working experience, providing reliable and secure access to files, folders, email and printers.
- Describe any software utilized for routine patching and updates, as well as software for communication and remote support, such as the helpdesk ticketing system.
- Describe any additional service items and costs, that may be of interest to Jasper County.

- Provide a clear fee schedule that outlines all monthly service delivery costs, as well as any proposed one-time software or start-up costs. The fee schedule should include a breakdown of the pricing structure (per use, per hour, etc.) any additional billing rates, hourly costs, and additional expenses for each individual or service.
- Provide any other fee information applicable to the proposal that has not been covered.
- Outline all provisions, termination clauses, and/or penalties for closing or changing the number of services as needed.
- Describe any additional facets relevant to this RFP, which have not been previously mentioned that you feel warrant consideration or add to your firm's value as a strategic partner to Jasper County.
- Provide a brief description of your firm, including but not limited to an overview of your firm, including the name of the principal(s) of the firm, address, total number of employees, overall industry experience, certification, and any affiliations.
- Describe your firm and its capabilities. In particular, support your capacity to perform the services detailed in this RFP.
- Indicate which employees your firm is involved in providing services to Jasper County, including their designated roles, qualifications, and experience.
- Provide a list of references, with names and contact information, for organizations or businesses for whom you have performed similar work. A minimum of three references are required. References from local organizations are preferred.
- Provide proof of insurance coverage as outlined in Appendix A.

Start Dates of Services May 1, 2025

## Appendix A

### **CONTRACTOR INSURANCE REQUIREMENTS**

The contractor, and any and all of their subcontractors, shall not commence work under this contract until they have obtained the insurance required under this paragraph and shall keep such insurance in force during the entire life of this contract. All coverage shall be with insurance companies licensed and admitted to do business in the State of Illinois and acceptable to the County. The requirements below should not be interpreted to limit the liability of the Contractor. All deductibles and SIRs are the responsibility of the Contractor.

The Contractor shall procure and maintain the following insurance coverage:

1. **Worker's Compensation Insurance**, including Employers' Liability Coverage, in accordance with all applicable statutes of the State of Illinois.
2. **Commercial General Liability Insurance** on an "Occurrence Basis" with limits of liability not less than \$1,000,000 per occurrence and aggregate. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Completed Operations; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions or equivalent, if not already included; (E) Deletion of all Explosion, Collapse, and Underground (XCU) Exclusions, if applicable.
3. **Automobile Liability**, including Illinois No-Fault Coverages, with limits of liability not less than \$500,000 per occurrence combined single limit for Bodily Injury and Property Damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.
4. **Additional Insured**: Commercial General Liability and Automotive Liability, as described above shall include an endorsement stating the following shall be Additional Insureds: Jasper County, all elected and appointed officials, all employees and volunteers, agents, all boards, commissioners, and/or authorities and board members, including volunteers thereof. It is understood and agreed by naming the County as additional insured, coverage afforded is considered to be primary, and other insurance the County may have in effect shall be considered secondary and/or excess.
5. **Cancellation Notice**: Worker's Compensation Insurance, Commercial General Liability Insurance, and Automobile Insurance, as described above, shall be endorsed to state the following: It is understood and agreed Thirty (30) days, Ten (10) days for non-payment of premium, Advance Written Notice of Cancellation, Non-Renewal, Reduction, and/or Material Change shall be sent to: Jasper County, Attention: County Clerk, 204 W Washington Suite 2 Newton, IL 62448.
6. **Owners' and Contractors' Protective Liability**: The Contractor shall procure and maintain during the life of this contract, a separate Owners' and Contractor's Protective Liability Policy with limits of liability not less than \$1,000,000 per occurrence and aggregate. The County shall be "Named Insured" on said coverage. A thirty (30) day, ten (10) day for nonpayment of premium, Notice of Cancellation shall be endorsed onto this policy. In lieu of this requirement, per project aggregate on the Commercial General Liability policy may be acceptable for jobs requiring a \$1,000,000 liability limit.
7. **Proof of Insurance Coverage**: The Contractor shall provide the County at the time the contracts are returned by him/her for execution a Certificate of Insurance as well as the required endorsements. In lieu of required endorsements, if applicable, a copy of the policy sections where coverage is provided for additional insured and cancellation notice would be acceptable. Copies of all policies mentioned above shall be furnished if so requested.

If any of the above coverages expire during the term of this contract, the Contractor shall deliver renewal certificates, endorsements, and/or policies to the County at least ten (10) days prior to the expiration date.