Village of Tinley Park, Illinois

REQUEST FOR QUALIFICATIONS

RFQ NUMBER 2017-RFQ-010

Agenda/Minutes Management System with Citizen Participation

This Request for Qualifications (RFQ) is for the purpose of establishing a contract with a qualified firm to provide Agenda/Minutes Management System with Citizen Participation implementation for The Village of Tinley Park.

GENERAL REQUIREMENTS:

Proposers are to submit five (5) packets, to be opened and evaluated in private. Submit one (1) original plus four (4) complete copies of the proposals.

SUBMISSION LOCATION:

Village of Tinley Park—Clerk’s Office
16250 South Oak Park Avenue
Tinley Park, IL 60477

SUBMISSION DATE:

November 17, 2017 by 4:30 p.m.
Qualifications received after the time specified will not be opened.

CONTACT/QUESTIONS:

Submit questions via email to The Village of Tinley Park, attention Laura Godette, at lgodette@tinleypark.org or via fax at (708) 444-5099. Questions are required no less than three (3) business days prior to the qualifications opening date. Phone: (708) 444-5000 ex. 5001. Absolutely no informal communication shall occur regarding this RFQ, including requests for information, or speculation between Offeror’s or any of their individual members and any Village elected official or employee. All questions will be answered with a copy of the question and answer to each proposer.

CONTENTS:

The following sections, including the cover sheet, shall be considered integral parts of this solicitation:

*Notice of RFQ (1 Page)
*General Terms and Conditions (3 Pages)
*Project Overview (2 Pages)
*Additional Submission Requirements (2 Pages)
GENERAL TERMS AND CONDITIONS

1. Negotiations:
The Village of Tinley Park reserves the right to negotiate specifications, terms and conditions, which may be necessary or appropriate to the accomplishment of the purpose of this RFQ.

2. Confidentiality:
   RFQ’s and the responses thereto, are subject to the Illinois Freedom of Information Act.

3. Reserved Rights:
The Village of Tinley Park Reserves the right at any time and for any reason to cancel this RFQ or any portion thereof, to reject any or all RFQ’s, and to take any other action determined to be in its best interests. The Village reserves the right to waive any immaterial defect in any RFQ. The Village may seek clarification from a responder at any time, after the submission date, and failure to respond promptly is cause for rejection. The Village reserves the right to negotiate with the highest ranked responsive responsible responder. However, should the Village not be able to negotiate a fair and reasonable price with the highest ranked responsive, responsible responder, it reserves the right to proceed to negotiations with the next highest ranked responsive, responsible responder.

4. Incurred Costs:
The Village of Tinley Park will not be liable for any costs incurred by respondents in replying to this RFQ.

5. Award:
   Award will be based on the highest ranked responsive, responsible responder as determined by the Village of Tinley Park. The award, if any, will be based on the Village’s determination as to the best-qualified and most cost effective responder.

6. Discussion of RFQ:
The Village of Tinley Park may conduct discussions with any responder who submits a response. During the course of such discussions, the Village shall not disclose any information derived from one RFQ to any other responder.

7. Contract Period:
   Time is of the essence. The responder shall be able to devote sufficient resources to this project.

8. Responsibility & Default:
The responder shall be required to assume responsibility for all items listed in this RFQ. The successful responder shall be considered the sole point of contact purposes for this contract.

9. Payments:
   Payments shall be made in accordance with the Local Government Prompt Payment Act.

10. Interpretations or Correction of Request for Qualifications:
   Responders shall promptly notify the Village of any ambiguity, inconsistency, or error that they may discover upon examination of the RFQ’s. Interpretation, correction and changes to the RFQ’s will be made by written addendum. Interpretation, corrections or changes made in any other manner will not be binding.

11. Addenda:
   Addenda are written instruments issued by the Village of Tinley Park prior to the date of receipt of qualifications, which modify or interpret the RFQ by addition, deletions, clarifications, or corrections.

12. Taxes:
The Village is exempt from paying certain Illinois State Taxes.
13. **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 and the Illinois Drug Free Workplace Act, Title 44, Chapter 10.

14. **Insurance:** *Please submit certificate with your proposal.*
The responders 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 and provide the Village with evidence of insurance. Insurance in the following types and amounts is necessary:

- **Worker’s Compensation Insurance** covering all liability of the Proposer arising under the Worker’s Compensation Act and Worker’s Occupational Disease Act at statutory limits.

- **General Liability:**
  
<table>
<thead>
<tr>
<th>General Aggregate Limit</th>
<th>$2,000,000</th>
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<tbody>
<tr>
<td>Each Occurrence Limit</td>
<td>$1,000,000</td>
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- **Professional Liability** to include, but not limited to, coverage for Errors and Omissions to respond to claims for loss therefrom.

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- **Comprehensive Automobile Liability, Bodily Injury, Property Damage:**

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<thead>
<tr>
<th>General Aggregate Limit</th>
<th>$1,000,000</th>
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<tbody>
<tr>
<td>Each Occurrence Limit</td>
<td>$500,000</td>
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Responder agrees that with respect to the above-required insurance, The Village of Tinley Park shall:

- Be named as additional insured *by endorsement* as their interest may appear;
- Be provided within thirty (30) days notice, in writing, of cancellation or material change; and
- Be provided with Certificates of Insurance 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 fifteen (15) days prior to the expiration of cancellation of any such policies.

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

16. **Precedence:**
Where there appears to be variances or conflicts, the following order of precedence shall prevail: The Owner and Responder Agreement; The Village of Tinley Park Request for Qualifications; and the Responders Response to RFQ.

17. **Submittal and Evaluation Factors:**
The contract will be awarded to the responsible, responsive responder, or any other responder determined by The Village of Tinley Park to be in the best interest of the Village, who meets or exceeds the criteria, provisions sought by The Village. The Village reserves the right to reject any or all qualifications or to waive any details in the qualifications received whenever such rejection or waiver is in the best interests of the Village. The Village also reserves the right to reject the RFQ of a responder who has previously failed to satisfactorily perform the contract.
In determining responsibility, the following qualifications will be considered by the Village. The relative importance of each evaluation criteria is shown in parenthesis to the right of each selection criteria:

A. Prior experience in providing municipal technology services (30%);
B. Successful history of municipal Agenda/Minute Management with Citizen Participation and project support services (30%);
C. Ability to dedicate sufficient resources to The Village (15%);
D. The character, integrity, reputation, judgement, experience and efficiency of the proposer (15%); and
E. Familiarity and experience with the Village of Tinley Park and/or other local government entities (10%).

Responders are instructed to submit their qualifications (A-E above), Firm References, and Firm Qualifications in a bound format.

As part of its evaluation process, the Village may seek additional information from firms found to have resources and methodologies best suited to provide services.

PROJECT OVERVIEW:

1. Intent:
The Village of Tinley Park intends to enter into a contract with a qualified firm to provide Agenda/Minute Management implementation with Citizen Participation Capabilities and project support services for The Village of Tinley Park.

2. Project Scope of Services:
The Village intends to retain a qualified and committed professional firm to provide Agenda/Minute Management implementation with Citizen Participation Capabilities. The Village will be considering a firm to provide the following Agenda/Minute Management technological services to the Village:

   1) Agenda/Minute Management implementation with Citizen Participation Capabilities including the following features:
      a. Automated workflow system to prepare, track, modify, approve and monitor the progress of agenda items;
      b. Version control for development of agenda items
         • Track changes/edits
      c. Ability for the item author to insert a formal caption, the presenter name(s), the estimated presentation time, background information including attachments, and a recommendation;
      d. Ability for the agenda item author to retain control over edits of the agenda write-up;
      e. Ability for the agenda item author to retrieve item at any time during the routing process;
      f. Capability to add or delete staff from the agenda item workflow/routing review/approval process uniquely for an individual agenda item
         • Agenda items route through managers and executive staff. There are occasions when routing must go through additional managers/executives or staff members;
      g. Ability to delete a staff member universally for the agenda workflow process (if an employee terminates);
      h. Ability to move a staff member from on workflow/approval process to another (if an employee transfers to a different department with a different reporting structure);
      i. Strong word processing/editing capabilities that allows such functionality as:
         • Uploading and/or building tables and graphs with ease
         • Copying and pasting from other documents/software such as word processors and spreadsheets
         • Changing fonts, highlighting text, bold, italic, etc.
         • Attaching documents generated in various formats including .docx, .xlsx, .pdf, .jpg, etc.
      j. Easy to use search function for items no matter where they exist within the agenda process
         • Search using various options including agenda number, key work, etc.
k. The system integrates with Microsoft Exchange and Outlook and other email/calendaring software such as Outlook for meeting request management and is able to schedule and notify participants of upcoming meetings via email and calendar invite
   - Ability to set up automatic email reminders and/or place deadlines on Outlook calendar; for example create follow-up action items for staff
l. Facilities work away from the office
   - Supports creating, editing and approving agenda items using the web, tablets, smart phones and other electronic devices
m. Easy assembly of documents into a single cohesive agenda packet
   - Must provide the ability to drag and drop agenda items/attachments
   - Must generate reports to help manage agenda creation process
   - Must allow the administrator to see status of agenda items moving through their respective approval processes
n. Facilitates easy electronic posting, emailing and other electronic communication
   - Must support easily accessing agenda and agenda packet information (including easily accessing the agenda separately from all the packet backup information) using tablets, smart phones and other electronic devices
o. Ability for Board members and staff to annotate or make private notes electronically directly into agendas and agenda backup using electronic devices such as tablets or smart phones
p. Provides a searchable document archive and capabilities to copy and paste agenda items to create new agenda items and backup
q. Ability to host software internally and the option for cloud based hosting
r. Capable of easily migrating existing historical agendas postings and agenda packets/agenda items from the existing software management systems into the new agenda management software system
s. To facilitate timely creation of minutes, the system needs to be pre-populate staff recommendations/recommended motions in advance of the meeting
t. Service provider must include in the response to the request for proposal system implementation/configuration costs and describe in detail how users will be trained
   - Sample user manuals must be provided with the response to the request for proposal
u. Software provider must provide on-going technical support and product updates
v. Seamlessly create a consolidated agenda package in pdf format that includes the ability to create and use pdf bookmarks to navigate each item and its attachments
w. Ability to define both unique agenda templates for each meeting type and/or a standard template that can then be applied to multiple meeting types
x. Allows the agenda administrator to create and enforce deadlines. Once a deadline is passed, users cannot submit additional information, delete late items, or re-order of agenda item at the last minute
y. Ability to modify automatically generated minutes to reflect actual order items were taken up in meeting which may differ from order on published agenda
z. Ability to create an unlimited number of tasks for any agenda item before, during or after meetings
aa. The system can automatically generate a report indicating spot-meeting action items for a particular individual/department and automatically deliver notice to relevant contract(s)
bb. Allows task recipients to access minutes and resolution data from the agenda item to aid in completion of the task
cc. Ability to access reports and documents directly from networked drive for upload into agenda package
dd. Allows full functionality from a tablet or smartphone
e. Compatible with Microsoft products
ff. Ability to create template(s) for the agendas themselves as well as agenda items (background memos)
   - The public notice postings, committee and Board agendas and agenda item memos may have different formats

gg. Ability to have separate sections in the agenda item background memos
   - Caption, presenter, background, fiscal analysis, procurement process description, recommendation, etc.
   - Different sections may be completed by different departments; therefore, software should allow access to the single document by multiple users
     - Need to be able to create security so that different uses can only edit certain sections and/or have access to full document

hh. Ability to allow Citizen Participation in the final agenda packet via the web
   - Ability for Citizens to email questions and concerns regarding agenda items
   - Ability to view comments from the public via the Web

2) Project support services

Agenda Management implementation with Citizen Participation Capabilities:
   - Install and configure Agenda/Minute Management implementation with Citizen Participation Capabilities;
   - Setup, configure, and integrate this Agenda/Minute Management System;
   - Configure security and search capabilities;

Support Services:
   - Create site branding;
   - Create site content, templates, and permission levels;
   - Provide initial training for power users and site owners; and
   - Oversee project status and generate timely reports.

Please note the task list above does not represent the final scope of the work for each technological service area. The Village will begin negotiations with the top firm(s) on actual scope and fee.

3. Preliminary Selection Schedule

<table>
<thead>
<tr>
<th>Task</th>
<th>Completion Date</th>
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<tbody>
<tr>
<td>a) RFQ Issuance</td>
<td>October 30, 2017</td>
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<tr>
<td>b) RFQ due @ 4:30 p.m.</td>
<td>November 17, 2017</td>
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<td>c) Firm Interviews (as necessary)</td>
<td>TBD</td>
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<tr>
<td>d) Firm recommendation to Village’s Administration &amp; Legal Committee</td>
<td>TBD</td>
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<tr>
<td>e) Approval at Village Board Meeting</td>
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ADDITIONAL SUBMISSION REQUIREMENTS

Section 1.0—Executive Summary

Provide a brief summary, which describes and highlights your firm’s experience, qualifications, and expertise and why your team would be the best choice for the Village. Please state your firm’s business organization type (Sole Proprietor, Partnership, Corporation, etc.)

Section 2.0—Relevant Experience

Provide a detailed and/or profile sheets for services your firm has provided that are similar to those requested by The Village. Emphasis should be placed on work completed within the last three years by the specific personnel being proposed to work with the Village. Experience with government entities is preferred.
Section 3.0—Management Team

Provide an organization chart graphically illustrating how your firm would staff and structure your proposed services. List specific personnel proposed for the implementation team, including the area(s) of responsibility of each individual. Provide a resume for each proposed team member, specifically stating tenure with your firm, experience and qualifications of each individual.

Section 4.0—Firm Differentiation

This section represents one of the most important sections for the selection of the recommended firm. Please respond to the individual questions carefully and succinctly.

Team Leadership

- Who on your team will provide consistent day-to-day leadership and management for the implementation services?
- How much time will they spend on the services on a day-to-day basis?
- What are your expectations for performance from this individual?
- List and rank five (5) key attributes or abilities the individual(s) possesses?

Firm Staffing

- What manpower is available from the firm, as needed?
- What steps would the firm take in order to make up schedule time on projects/services, if necessary?
- Please provide an explanation of your firm’s ability to provide specialization in the following technological areas:
  - Project management
  - Implementation within a VMware virtualized environment
  - Data migration

Innovation

- Describe the most innovative relevant project/service undertaken by your firm in the last five years?
- Provide a description of the attributes and/or experiences that differentiates your firm from other firms.

Budget

- How does your firm maximize and maintain high quality services while maintaining tight budget constraints? Cite examples of specific things that you have done with other clients to meet this objective?
- Please describe your method of billing and provide hourly rates for your staff?

Quality of Documents

- List the steps and describe the quality control processes we can expect from your firm?
- Why is careful coordination and quality of documentation important to the firm?

Section 5.0—References

Provide three (3) company references and three (3) references for any proposed staff members that would be providing implementation services to the Village.