

**COUNTY OF UNION, ILLINOIS**

**REQUEST FOR PROPOSALS**

**FOR**

**CASE MANAGEMENT SOFTWARE  
FOR THE OFFICE OF THE  
UNION COUNTY STATE'S ATTORNEY**

Issue Date: July 17, 2015

Submittal Date: July 31, 2015

Contact Person:

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**CASE MANAGEMENT SOFTWARE  
FOR THE OFFICE OF THE  
UNION COUNTY STATE'S ATTORNEY**

**Overview**

Union County (the "County") is issuing this Request for Proposals (the "RFP") for case management software for the Office of the Union County State's Attorney (the "State's Attorney").

Sealed proposals will be received by the County until 4:00PM July 31, 2015 by the Office of the Union County Clerk.

Questions regarding this RFP or technical specifications may be directed to the Chief Information Officer (the "CIO") via email at [cio@unioncountylil.gov](mailto:cio@unioncountylil.gov) or by telephone at 618-925-2470.

*The County reserves the right to reject any and all proposals received pursuant to this RFP and to waive or not waive any informalities or irregularities in proposals or proposal procedures, and to accept or further negotiate cost, terms or conditions of any proposal determined by the County to be in the best interests of the County even though not the lowest cost proposal.*

**Host Specifications**

Proposals are required to address the following server requirements:

- (1) The server must be hosted on the premises of the Union County Courthouse.
- (2) The server software must be capable of running on the Windows Server 2008 R2, Windows Server 2012 or Windows Server 2012 R2 operating system.
- (3) Core data must be stored on a relational database.
- (4) Attachments must be storable in the file system of the server or a network share.

**Workstation Specifications**

Proposals are required to address the following workstation requirements:

- (1) Client software must be capable of running on 32-bit and 64-bit versions of the Windows 7 operating system.
- (2) Client software must be capable of running in a Terminal Services/Remote Desktop environment.
- (3) Client software must be capable of running on workstations with multiple displays.

**Other Specifications**

Proposals are required to address the following additional requirements:

- (1) At least eight (8) user licenses—if applicable—must be included in the proposal.
- (2) System should include a built-in calendar system.

- (3) System must include workflow capabilities that track and guide a case from the investigative phase all the way through disposition.
- (4) System must have the ability to generate custom reports based on any and all case criteria.
- (5) System must be searchable by any and all case criteria.
- (6) Users should have the ability to have unique accounts. Self-managed password changes are preferred.
- (7) County IT personnel must have the ability to create and disable user accounts without vendor interaction.
- (8) Training provided and costs must be specified. Both regular users and administrative users must be trained.
- (9) Options for data conversion must be provided.
- (10) Bidder must have the ability to provide remote support and must include clear pricing to that affect and expected response time for tier-1, tier-2 and tier-3 support.
- (11) System must have the ability to integration with other systems. National Information Exchange Model (NEIM) compatibility is highly preferred.
- (12) System must be capable of handling the following case and sub-case types:
  - a. Civil
  - b. Criminal
  - c. Traffic
  - d. Probation
  - e. Appeals
  - f. Juvenile Delinquency
  - g. Abuse and Neglect
- (13) System must have the ability to eventually integrate with law enforcement, court and correctional systems.

### **Optional Items**

The following items are optional but preferred. If available, the proposal should address each of them:

- (1) Active Directory integration
- (2) Platform independence or multi-platform compatibility of the client software
- (3) Either an existing or planned Web-based client
- (4) Server or client virtualization
- (5) Outlook calendar integration
- (6) Trackable eDiscovery

### **Mandatory Requirements and Conditions**

- (1) At least three (3) references that can comment on work of a similar nature and scope
- (2) A cover letter designating the name, address, email address and telephone number of the person or persons available for contact concerning the proposal
- (3) A general description of services to be provided and the materials to be used, if applicable

- (4) A timeline regarding installation and proposed start of services
- (5) Statement of compliance with the Illinois Prevailing Wage Act
- (6) Other items the bidder wishes to have considered

### **Opening of Bids and Selection of Proposal**

Proposals will be opened by the Union County Administrator at 8:30AM on August 3, 2015 in the Union County Courthouse Community Room.

### **Evaluation Criteria**

In determining the most favorable proposal the County shall consider the following:

- (1) Terms of services to be provided and materials to be used
- (2) Pricing
- (3) Timeline for completion
- (4) References
- (5) Prior knowledge or prior dealings of the proposer, as the knowledge or dealings relate to official business of the County
- (6) Any other information and/or factors that the County considers relevant.