



## WILL COUNTY, ILLINOIS

### PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT  
WILL COUNTY EXECUTIVE

KEVIN LYNN  
DIRECTOR

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E. [klynn@willcountyillinois.com](mailto:klynn@willcountyillinois.com)

County Office Building  
302 N. Chicago Street  
Joliet, IL 60432

September 25, 2023

To Whom It May Concern:

You are invited to submit your bid to provide Shelter Software for the Will County Animal Control Department.

**A 10% Bid Bond or Cashiers Check made payable to the Will County Treasurer must accompany your bid, or it will not be considered. Money Orders or Company checks will not be accepted.**

Bids will be received in the Purchasing Department, 2nd floor, Will County Office Building, 302 North Chicago Street, Joliet, IL. 60432, not later than **11:00 A.M., "as so indicated by the time stamp clock of Will County", Tuesday, October 17, 2023.** Bids will be publicly opened and read by the Will County Executive or her representative at **11:05 A.M., Tuesday, October 17, 2023** at the same location.

The bidder acknowledges the right of the County of Will to reject all bids, and to waive non-material informality or irregularity in any bid received as may be specified in the solicitation.

Should you have any questions regarding this bid, please send them in writing via email to Kevin Lynn at [klynn@willcountyillinois.com](mailto:klynn@willcountyillinois.com).

We welcome your bid.

Sincerely,

*Kevin Lynn*

Kevin Lynn,  
Purchasing Director

**REQUEST FOR PROPOSAL (RFP) FOR ANIMAL CONTROL SHELTER SOFTWARE.**

RESPONSES TO THIS REQUEST FOR PROPOSAL (RFP) FOR ANIMAL CONTROL SHELTER SOFTWARE WILL BE RECEIVED AT THE PURCHASING DEPARTMENT, 2ND FLOOR OF THE WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST. JOLIET, IL 60432, UNTIL THE HOUR OF 11:00 AM, ON TUESDAY, OCTOBER 17, 2023.

RESPONSES TO THIS RFP WILL BE REVIEWED BY THE COUNTY EXECUTIVE OR HER REPRESENTATIVE TEAM WHO RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL RESPONSES RECEIVED AS A RESULT OF THIS SOLICITATION.

THIS RFP IS AVAILABLE IN ELECTRONIC FORMAT AT [www.willcountyillinois.com](http://www.willcountyillinois.com), AND [www.demandstar.com](http://www.demandstar.com), AS WELL AS THE PURCHASING DEPARTMENT, 2ND FLOOR, WILL COUNTY OFFICE BUILDING, 302 N. CHICAGO ST., JOLIET, IL 60432, (815) 740-4712 OR BY EMAIL [purchasing@willcountyillinois.com](mailto:purchasing@willcountyillinois.com).

RESPONSES TO THIS RFP SHALL BE CONSTRUED AS ACCEPTANCE OF THE TERMS AND CONDITIONS INCLUDED WITHIN THIS SOLICITATION. THE COUNTY OF WILL RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL RESPONSES RECEIVED AS A RESULT OF THIS SOLICITATION.

BY ORDER OF THE WILL COUNTY EXECUTIVE, JENNIFER BERTINO-TARRANT.

**INSTRUCTIONS TO VENDORS  
ANIMAL CONTROL SHELTER SOFTWARE  
WILL COUNTY, JOLIET, IL.**

**GENERAL SPECIFICATIONS:**

Vendors are invited to submit sealed proposals for Animal Control Shelter Software for the County of Will, Joliet, IL. The contract period shall begin on or after November 1, 2023

**PROPOSALS:**

Sealed Proposals will be received in the Purchasing Department, 2nd floor, Will County Office Building, 302 N. Chicago St., Joliet, IL 60432, **not later than 11:00 AM Tuesday, October 17, 2023, "as so indicated by the time stamp clock of Will County"**. **PROPOSALS RECEIVED AFTER THIS TIME WILL NOT BE ACCEPTED.**

Sealed Proposals must be made in accordance with the instructions contained herein. All Forms shall be completely filled out and shall not be detached from this binding. The complete set of Contract Documents shall be submitted with this proposal. All Proposal Forms and Specifications as attached hereto shall be used to form the Contract for the work to be performed.

Proposals shall be submitted on the forms furnished by the County of Will in a sealed package marked with the vendor's name and address and the notation:

<b><u>SEALED PROPOSAL:</u></b>	<b><u>Animal Control Shelter Software</u></b>
<b><u>PROPOSALS DUE:</u></b>	<b><u>Tuesday, October 17, 2023, 11:00 AM</u></b>
<b><u>QUESTIONS/CLARIFICATIONS DUE:</u></b>	<b><u>Tuesday, October 10, 2023, 4:00 PM</u></b>

Proposals shall be addressed to the Will County Purchasing Department, Will County Office Building, 302 N. Chicago St., Joliet, IL 60432.

**SIGNATURE OF PROPOSALS:**

The County of Will expects the **signature on proposal documents** to be that of an authorized representative of said Company. An officer or agent of the offering bidder who is empowered to bind the vendor in a Contract shall sign the proposal and any clarifications to that proposal.

Each vendor, by making their proposal, represents that they have read and understand the documents. **Any proposal not containing said signed documents shall be non-conforming and shall be rejected.**

**PROCEDURES:**

1. All proposals must be prepared on the forms provided by the County of Will and one (1) original and three (3) copies submitted in accordance with the Instructions to Vendors.
2. A proposal is invalid if it has not been deposited at the designated location prior to the time and date for receipt of proposals indicated in the Advertisement for Proposals or prior to any extension thereof issued to the vendors.
3. Unless otherwise provided in any supplement to the Instructions to Vendors, no vendor shall modify, withdraw or cancel their proposal or any part thereof for ninety (90) days after the time designated for the receipt of proposals in the Advertisement for Proposals.
4. Changes or corrections may be made in the proposal documents after they have been issued and before proposals are received. In such cases, a written addendum describing the change or correction will be issued by the County of Will to all vendors recorded by the County of Will as having received the proposal documents and will be available for inspection wherever issued. Such addenda shall take precedence over that portion of the documents concerned and shall become part of the proposal documents. Except in unusual cases, addenda will be issued to reach the vendors at least five (5) days prior to the date established for receipt of proposals.
5. Each vendor shall carefully examine all proposal documents and all addenda thereto and shall thoroughly familiarize themselves with the detailed requirements thereof prior to submitting a proposal. Should a vendor find discrepancies or ambiguities in, or omissions from, documents, or should they be in doubt as to their meaning, they shall, at once, and in any event not later than seven (7) days prior to proposal due date, notify the County of Will, which will, if necessary, send written addenda to all vendors. The County of Will is not responsible for any oral instructions. All inquiries shall be directed to Kevin Lynn, [klynn@willcountyillinois.com](mailto:klynn@willcountyillinois.com). After proposals are received, the vendor will make no allowance for oversight.

**REJECTION OF PROPOSALS:**

The vendor acknowledges the right of the County of Will to reject any or all proposals, to waive any non-material informality or irregularity in any proposal received, and to accept the proposal deemed most favorable to the interest of the County of Will after all proposals have been examined and evaluated. In addition, the vendor recognizes the right of the County of Will to reject a proposal if the proposal is in any way incomplete or irregular.

**CONTRACT DURATION:**

The contract period shall begin on or after November 1, 2023

**PRIME CONTRACTOR CERTIFICATION:**

Included in this proposal package is a prime contractor certification form. This form **must** be filled out and returned with your proposal package or your proposal will not be considered.

**WORDS AND FIGURES:**

Where amounts are given in both words and figures, the words shall govern. If the amount is not written in words, the unit cost will take precedence over the extended price in case of a discrepancy in the multiplication.

**NON-DISCRIMINATION:**

The Contractor shall at all times observe and comply with any law, statute, regulation or the like relating in any way to civil rights, including but not limited to the Public Works Employment Discrimination Act, 775 ILCS 10/0.01 et seq.

**DEFAULT:**

In case of default by the successful vendor, the County of Will may procure the articles or services from other sources and may deduct from the unpaid balance due to the successful vendor any of its costs resulting from the default. In the alternative, the County may collect against the bond or surety for excess costs so paid, and the prices paid by the County of Will shall be considered the prevailing market price at the time such purchase is made.

**HOLD HARMLESS CLAUSE:**

The vendor will save and hold harmless the County of Will from and against all liabilities, claims and demands of whatsoever kind or nature arising out of or connected with the performance of services by the vendor, or on behalf of the County of Will, whether such injury, death, loss or damage shall have been occasioned by the negligence of the vendor, or a Subcontractor of the vendor, or their employees; or otherwise. The vendor will defend at its own expense any actions based thereon and shall pay all charges of attorneys and all costs and other expenses arising there from. All obligations arising from this clause shall survive termination of the Agreement resulting from award of this proposal.

**TAX EXEMPTION:**

The County of Will is exempt from Federal, State, and Municipal Taxes.

**ILLINOIS FREEDOM OF INFORMATION ACT:**

Any and all submissions to the County of Will become the property of the County of Will and these and any late submissions will not be returned. Your proposal will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules, unless you request in your proposal that we treat certain information as exempt. We will not honor requests to exempt entire proposals. You must show the specific grounds in FOIA or other law or rule that support exempt treatment. If you request exempt treatment, you must submit an additional copy of the proposal with exempt information deleted. This copy must tell the general nature of the material removed and shall retain as much of the proposal as possible. In the event the County of Will receives a request for a document submitted, the County of Will shall provide notice to contractor as soon as practicable. Regardless, contractor will be responsible for any costs or damages associated with defending your request for exempt treatment. Furthermore, contractor warrants that County of Will's responses to requests for a document submitted that is not requested to be exempt will not violate the rights of any third party.

Please be advised that if your proposal is accepted by the County of Will all related records maintained by, provided to, or required to be provided to the County of Will during the contract duration are subject to FOIA. In the event the County of Will receives a request for a document relating to contractor, its provision of services, or the arranging for the provision of services, the County of Will shall provide notice to contractor as soon as practicable and, within the period available under FOIA, contractor may then identify those records, or portions thereof, that it in good faith believes to be

exempt from production and the justification for such exemption. Regardless, contractor will be responsible for any costs or damages associated with defending the request for exempt treatment. Furthermore, contractor will warrant that County of Will's responses to requests for a document relating to contractor, its provision of services, or the arranging for the provision of services, or the arranging for the provision of services, will not violate the rights of any third party.

Please be advised also that FOIA provides that any record in the possession of a party with whom the County of Will has contracted to perform a governmental function on behalf of the County of Will, and that directly relates to the governmental function and is not otherwise exempt under FOIA is considered a public record of the County of Will for purposes of FOIA. 5 ILCS 140/7(2). As such, upon request by the County of Will (or any of its officers, agents, employees or officials), the contractor shall provide to the County of Will at no cost and within the timeframes of FOIA a copy of any "public record" as required by FOIA and in compliance with the provisions of FOIA. After request by the County of Will, contractor may then identify those records, or portions thereof, that it in good faith believes to be exempt from production and the justification for such exemption. Regardless, contractor will be responsible for any costs or damages associated with defending the request for exempt treatment.

#### **AWARDING OF PROPOSAL:**

The vendor acknowledges the right of the County of Will to reject any proposals not in compliance with the request for proposals and the right to reject all proposals and the right to waive any non-material informalities or irregularities for any proposal received and to accept the lowest responsible, responsive proposal after all Proposals have been examined and evaluated.

The Proposal is expected to be awarded after October 30, 2023

#### **TERMINATION:**

Either party hereto may, at any time during the term hereof, terminate the contract, with or without cause, upon ninety (90) days written notice to the other party of such termination. At the end of said ninety (90) days' notice period, the contract shall be terminated.

Immediately upon the termination of the contract for any reason, all debts, obligations, and liabilities theretofore accrued between the vendor and the County of Will will be paid, performed and discharged except for the provisions of the Hold Harmless Clause which shall survive any termination of the Agreement resulting from the award of this proposal.

#### **COMPLIANCE WITH APPLICABLE LAW:**

In all aspects relative to the performance of their respective obligations under this contract, the vendor and the County of Will shall conduct their respective businesses in accordance with all applicable federal, state and local laws.

#### **INSURANCE REQUIREMENTS FOR INFORMATION TECHNOLOGY**

Vendor/Consultant shall procure and maintain for the duration of the contract insurance against claims for security breaches, system failures, injuries to persons, damages to software or damages to property (including computer equipment) which may arise from or in connection with the performance of the work hereunder by the

Vendor/Consultant, its agents, representatives, or employees. Vendor/Consultant shall procure and maintain for the duration of the contract insurance claims arising out of their professional services and including, but not limited to loss, damage, theft or other misuse of data, infringement of intellectual property, invasion of privacy and breach of data.

#### MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

1. Commercial General Liability (CGL): Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$1,000,000 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
2. Automobile Liability: Insurance Services Office Form CA 0001 covering, Code 1 (any auto), or if Consultant has no owned autos, Code 8 (hired) and 9 (non-owned), with limit no less than \$1,000,000 per accident for bodily injury and property damage.
3. Workers' Compensation insurance as required by the State of Illinois, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.  
(Not required if consultant provides written verification it has no employees)
4. Cyber Liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Vendor/Consultant in this agreement and shall include, but not be limited to, claims involving security breach, system failure, data recovery, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, and alteration of electronic information. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses.
5. Technology Professional Liability Errors & Omissions Insurance appropriate to the Vendor/Consultant's profession and work hereunder, with limits not less than \$2,000,000 per occurrence. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Vendor/Consultant in this agreement and shall include, but not be limited to claims involving security breach, system failure, data recover, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, and alteration of electronic information. The policy shall provide coverage for breach response costs, regulatory fines and penalties as well as credit monitoring expenses.
  - a. The policy shall include, or be endorsed to include, property damage liability coverage for damage to, alteration of, loss of, or destruction of electronic data and/or information "property" of the County in the care, custody, or control of the Vendor/Consultant. If not covered under the Vendor/Consultant's liability policy, such "property" coverage of the County may be endorsed onto the Vendor's Cyber Liability Policy as covered property as follows:

If the Vendor/Consultant maintains broader coverage and/or higher limits than the minimums shown above, the County requires and shall be entitled to the broader coverage and/or higher limits maintained by the Vendor/Consultant. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the County.

#### Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions:

#### Additional Insured Status

The County, its officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Vendor/Consultant including materials, parts, or equipment furnished in connection with such work or operations. General Liability coverage can be provided in the form of an endorsement to the Vendor/Consultant's insurance (at least as broad as ISO Form CG 20 10 11 85 or both CG 20 10, CG 20 26, CG 20 33, or CG 20 38; and CG 20 37 forms if later revisions used).

#### Primary Coverage

For any claims related to this contract, the Vendor/Consultant's insurance coverage shall be primary and non-contributory. Coverage for commercial liability shall be at least as broad as ISO CG 20 01 04 13 as respects the County, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees, or volunteers shall be excess of the Vendor/Consultant's insurance and shall not contribute with it.

#### Notice of Cancellation

Each insurance policy required above shall state that coverage shall not be canceled, except with notice to the County.

#### Waiver of Subrogation

Vendor/Consultant hereby grants to County a waiver of any right to subrogation which any insurer of said Vendor/Consultant may acquire against the County by virtue of the payment of any loss under such insurance. Vendor/Consultant agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the County has received a waiver of subrogation endorsement from the insurer.

#### Self-Insured Retentions

Self-insured retentions must be declared to and approved by the County. The County may require the Vendor/Consultant to purchase coverage with a lower retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or County. The CGL and any policies, including Excess liability policies, may not be subject to a self-insured retention (SIR) or deductible that exceeds \$25,000 unless approved in writing by the County. Any and all deductibles and SIRs shall be the sole responsibility of Vendor/Consultant or subcontractor who procured such insurance and shall not apply to the Indemnified Additional Insured Parties. The County may deduct from any amounts otherwise due Vendor/Consultant to fund the SIR/deductible. Policies shall NOT contain any self-insured retention (SIR) provision that limits the satisfaction of the SIR to the Named Insured. The policy must also provide that Defense costs, including the Allocated Loss Adjustment Expenses, will satisfy the SIR or deductible. County reserves the right to obtain a copy of any policies and endorsements for verification.

#### Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A: VII, unless otherwise acceptable to the County.

#### Claims Made Policies

If any of the required policies provide coverage on a claims-made basis:

1. The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.



2. Insurance must be maintained, and evidence of insurance must be provided for at least five (5) years after completion of the contract work.

3. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Consultant must purchase "extended reporting" coverage for a minimum of five (5) years after the completion of contract work.

#### Verification of Coverage

Vendor/Consultant shall furnish the County with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause and a copy of the Declarations and Endorsements Pages of the CGL and any excess policies listing all policy endorsements. All certificates and endorsements and copies of the Declarations & Endorsements pages are to be received and approved by the County before work commences. However, failure to obtain the required documents prior to work beginning shall not waive the Vendor/Consultant's obligation to provide them. The County reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time. The County reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstance.

#### Subcontractors

Vendor/Consultant shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and Vendor/Consultant shall ensure that County is an additional insured on insurance required from subcontractors.

#### Special Risk or Circumstances

County reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

### **QUALIFICATIONS**

- Vendor must have a written information security program in place.
- Vendor may receive or have access to private or confidential information, which is not and shall not be owned by the vendor. Vendor shall not sell or otherwise misuse private or confidential information and shall maintain safeguards to protect that information.
  - All information collected, compiled or maintained as a result of any agreement that might be entered into shall be the property of the County. Within 30 days of the termination of any such agreement, Vendor shall return all data in usable format, including but not limited to tables, indexes, number of documents and irrespective of any other open items and payment obligations.
  - Vendor must notify County in the event of any breach of data, whether or not data is lost.
  - Data must be backed up in a secure fashion and County shall have access to backups.
  - Must comply with minimum security requirements under Illinois law

### **SUBMITTAL REQUIREMENTS:**

Each of the following items shall be submitted by the time mentioned herein in order that the proposal will be considered:

1. **Signed** Copy of Prime Contractor Certification
2. **Signed** Addenda Form
3. **Signed** Bid Form

**PRIME CONTRACTOR CERTIFICATION:**

The undersigned hereby certifies that \_\_\_\_\_

Company Name

is not barred from contracting with any unit of State or local government as a result of a violation of either Section 33E-3 or 33E-4 of the Criminal Code of 1961.

\_\_\_\_\_  
Name of Bidder

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Note: A person who makes a false certificate commits a Class 3 Felony.

Sections 33E-3 and 33E-4 provide as follows:

**33E-3. Bid-rigging.** A person commits the offense of bid-rigging when he knowingly agrees with any person who is, or but for such agreement would be, a competitor of such person concerning any bid submitted or not submitted by such person or another to a unit of State or local government when with the intent that the bid submitted or not submitted will result in the award of a Contract to such person or another and he either (1) provides such person or receives from another information concerning the price or other material term or terms of the bid which would otherwise not be disclosed to a competitor in an independent noncollusive submission of bids or (2) submits a bid that is of such a price or other material term or terms that he does not intend the bid to be accepted.

Bid-rigging is a Class 3 felony. Any person convicted of this offense or any similar offense of any state or the United States which contains the same elements as this offense shall be barred for 5 years from the date of conviction from Contracting with any unit of State or local government. No corporation shall be barred from Contracting with any unit of State or local government as a result of a conviction under this Section of any employee or agent of such corporation if the employee so convicted is no longer employed by the corporation and: (1) it has been finally adjudicated not guilty or (2) if it demonstrates to the governmental entity with which it seeks to Contract and that entity finds that the commission of the offense was neither authorized, requested, commanded, nor performed by a director, officer or a high managerial agent in behalf of the corporation as provided in paragraph (2) of subsection (a) of Section 5-4 of this Code.

**33E-4 Bid rotating.** A person commits the offense of bid rotating when, pursuant to any collusive scheme or agreement with another, he engages in a pattern over time (which, for the purposes of this Section, shall include at least 3 Contract bids within a period of 10 years, the most recent of which occurs after the effective date of this amendatory Act of 1988) of submitting sealed bids to units of State or local government with the intent that the award of such bids rotates, or is distributed among, persons or business entities which submit bids on a substantial number of the same Contracts. Bid rotating is a Class 2 felony. Any person convicted of this offense or any similar offense of any state or the United States which contains the same elements as this offense shall be permanently barred from Contracting with any unit of State or local government. No corporation shall be barred from Contracting with any unit of State or local government as a result of a conviction under this Section of any employee or agent of such corporation if the employee so convicted is no longer employed by the corporation and: (1) it has been finally adjudicated not guilty or (2) if it demonstrates to the governmental entity with which it seeks to Contract and that entity finds that the commission of the offense was neither authorized, requested, commanded, nor performed by a director, officer or a high managerial agent in behalf of the corporation as provided in paragraph (2) of subsection (a) of Section 5-4 of this Code.

Possible violations of Section 33 can be reported to the Office of the Will County State's Attorney at (815) 727-8453.

**Background:** Will County is in the northern part of Illinois and is one of the fastest-growing counties in the United States with a population of nearly 700,000. The county seat of Will County is Joliet. The Will County Animal Control department responds to calls of animal neglect and abuse, animal bites and rabies exposure, as well as houses homeless animals that the shelter. Will County is issuing this RFP to solicit proposals from a SaaS solution to manage its Animal Control operations including but not limited to calls for service, officer reports, rabies tag registration and issuance, and the animal population at the shelter. Will County expects to serve approximately 800 animals at the shelter, issue 80,000 rabies tags, and respond to 2,500 calls. A key for Will County Animal Control is to seamlessly manage all components of the department's operation under one software system that is specific to this niche.

**Key Requirements:**

**Compatibility:**

1. The ability to run on a variety of platforms, Microsoft Windows 10/11, Apple iOS.
2. If browser based, application should have compatibility to run in the latest browser available without the need of browser-based plug-ins.
3. The ability to export data in one or more of the following formats – Microsoft Word Document, PDF, SQL, Access, Excel, Comma Separated Value
4. Have the ability to use SAML-based authentication for SSO.
5. Have the ability to attach documents to a case. Acceptable document types in one or more of the following formats, Microsoft Word Document, PDF, RTF, TXT
6. Have the ability to attach photographs to a case. Acceptable formats in one or more of the following: jpeg, tif, png.
7. Have the ability to attach small videos to a case. Acceptable formats in one or more of the following: avi, mov, mpeg
8. Have the ability to create reports on specific cases and functions. Acceptable report types in one or more of the following format, PDF, Microsoft Excel, Comma Separated Value.

**Security:**

At a minimum, utilize multi-factor authentication or allow SAML-based multi-factor authentication. The highest level of security capabilities must be disclosed including, but not limited to, standards for safeguarding Personal Identifying Information (PII), following best-practice cybersecurity guidelines. Health Insurance Portability Accountability Act (HIPAA) data protection must be followed.

**Cloud-Based**

1. A SaaS based solution is preferred. The SaaS based solution should reside within the confines of a US-based datacenter, to comply with HIPAA data protection rules.
2. If another non-SaaS cloud-based solution is proposed, the solutions should reside within the confines of a US-based datacenter, to comply with HIPAA data protection rules.
3. All cloud-based solutions must allow the County to have access to and audit logs including, but not limited to access-control and user changes, successful and failed logins, and IP login logs.
4. All cloud-based solutions should have sufficient controls and infrastructure in place to prevent password-spraying attacks, DDOS and other cloud-based attacks.

**Challenges to be Addressed:**

**Systems:** Current system is antiquated and no longer meeting current needs of the organization. The current system is using a Microsoft Access front-end with a cloud-based Microsoft SQL backend. The ongoing changes in Microsoft Access hinders the feasibility of the continuation of the current system.

**Scale:** There is currently many limitations to the current system which is impeding the department's ability to serve the people and animals in our community at the best level possible. The amount of Animal Control cases have increased exponentially and the current system is inadequate.

**Compliance:** There is no standardized method for tracking, reporting, and monitoring animal control operations

**County Capacity:** There is limited staff capacity to track and report all information without the use and assistance of appropriate software.

**Equity / Accessibility:** Citizens and Partners may have limited access to technology, information or transportation which impedes their ability to provide information, forms, or be reunited with their lost pet.

**Objective:**

Will County is soliciting proposals to secure software as an Animal Control Management System ("System"). The solution Will County seeks to procure must support the wide bandwidth of animal control's operations, incorporate data sources, create, and store documents, photos, and video, manage processes/workflows, and run reports including data reports.

The overarching objectives of the System that Will County is procuring are to:

1. Be specific to the unique needs of an animal control operation;
2. Increase efficiency and information sharing across the department; and
3. Provide accessible and transparent data to inform Stakeholder decisions.

**SUBMISSION FORMAT**

Proposals must be organized and assembled as described in this section.

Required forms are listed and identified in the descriptions below and are included as attachments to this RFP.

- 1) Proposal Checklist
- 2) Executive Summary (typed on provider's letterhead) (information below)
- 3) Software Description (information below)
- 4) Proposal Form complete (including Addenda Acknowledgment if any)
- 5) Proposal Questionnaire complete
- 6) Proposal Pricing
- 7) IL Secretary State Certificate of Good Standing (information below)
- 8) Vendor Ethics Disclosure Form
- 9) W9 Form
- 10) References

**Executive Summary**

- a) An overview of the organization's qualifications, including the number of years it has successfully provided the proposed software services and types of customers served.
- b) State your software objectives concisely, emphasizing the type of training needed and provide a summary description of the major outcomes of the software.

**Software Description**

- a) Prepare a detailed description of your software, including the following:

REQUIREMENTS:

- a. Client service/Contact management (people, organizations and animals)
- b. Kennel management
- c. Financial management
- d. Inventory management
- e. Medical record keeping/clinic management

- f. Field Services management
- g. Licensing/Registration
- h. Lost/Found/Available animal tracking/reporting
- i. Document/Image management
- j. Automatic emails, reminders and alerts
- k. Reporting and data analysis – emphasis on customization

## **SECURITY**

Role defined security and permissions

Ability for all users to reset password or obtain forgotten user ID

Provide cloud-based data hosting, data backup/recovery/storage

Password Policy can be configured to specific requirements

Audit trail includes user/date/time stamp

Ability to track IP address from initiator

System scans files prior to upload for virus, malware, etc.

System blocks or alerts System Administrator to suspicious user IDs/email account

Multifactor authentication

## PROPOSAL QUESTIONNAIRE

### Administrative

1. Does your product offer the following? (check all that apply) If yes, please note whether this is included as standard or as an additional purchase:

- Financial tracking/reporting – AP/AR and budgeting \_\_ Standard \_\_ Add-On
- Kennel management \_\_ Standard \_\_ Add-On
- Contact management \_\_ Standard \_\_ Add-On
- Adoption, Intake, Reclaim processing \_\_ Standard \_\_ Add-On
- Inventory management \_\_ Standard \_\_ Add-On
- Animal Control citation, service calls, reporting and dispatch \_\_ Standard \_\_ Add-On
- Proximity based address search for licensed animals or call history \_\_ Standard \_\_ Add-On
- Donation management (monetary and in-kind) \_\_ Standard \_\_ Add-On
- Invoice creation (based on services rendered) \_\_ Standard \_\_ Add-On
- Medical Records \_\_ Standard \_\_ Add-On
- Controlled Substance tracking/reporting \_\_ Standard \_\_ Add-On
- Foster management \_\_ Standard \_\_ Add-On
- Registration issuance and tracking \_\_ Standard \_\_ Add-On
- Event management and online event registration \_\_ Standard \_\_ Add-On
- Email or online contact surveys with data capture \_\_ Standard \_\_ Add-On

2. Reporting Features (check all that apply)

- Customizable data collection fields
- Customizable form, email and letter generation
- Customizable reporting
- Generation of charts and graphs
- GIS data mapping
- Audit reporting

3. Does your product allow for the client to alter/assign the following directly? (check all that apply)

- Field labels
- Required fields

4. What third party products or web sites does your product interface with? (check all that apply)

- Donor management
- Volunteer management
- Lost/found animal site(s)
- Available for adoption site(s)
- National animal welfare/grant organization websites (i.e. Maddie's Fund, Million Cat Challenge, Shelter Animals Count, etc.)
- Other (please describe)

5. Does your product allow for easy data import/export?

- Yes \_\_ No
- If yes, which import/export file formats are supported?

6. Is your software available via the web?

- Yes \_\_ No
- If yes, is there an additional fee for web access?
- If yes, what is the fee and how often is it charged?

7. Does your product allow for tiered security access levels including third party read-only access logins?

- Yes \_\_ No

8. Is client support included with the purchase of your product?

- Yes \_\_ No
- If no, what is the fee for client support?

How often is the fee charged?

Please list any support that is included with product purchase, as well as support that is available for an extra charge

### Licensing & Registration

9. Does your product allow for the online sale of registration tags... (check all that apply)

To the public?

To veterinary hospitals?

If yes, does the capability exist to:

Upload a scanned rabies certificate image to be reviewed by staff

Confirm/approve registration

Accept payment by credit card

10. Does your product allow for registration tag inventory tracking, monitoring and reporting?

Yes  No

If yes, is your product capable of: (check all that apply)

Tracking shipping/delivery information

Tracking accounts payable/receivable as it relates to registration tag sales

Issuing automatic reminders/alerts for payments due or past due

Issuing alerts for tags issued but not reconciled or returned by vet partners

Issuing alerts for tags sold out of sequence

11. Does your product allow for electronic import of the following from veterinary partners? (check all that apply)

Rabies vaccination certificate information

Deceased animals

Clients refusing rabies vaccination

Animals medically exempt from rabies vaccination

12. Does your product allow for unique license number distribution that restricts the record from being processed if specific data fields aren't valid?

Yes  No

13. Is your product capable of tracking and sending automatic client reminders for?

Soon to expire registrations

Lapsed registrations

14. Does your product make it possible for pet owners to submit change of address/phone and transfer of ownership details online with data import?

Yes  No

### Client Service

15. Does your product allow for the following to be uploaded and attached to client/animal files?

PDF

Jpeg

Video file

Word document

16. Does your product have the ability to automatically generate forms, letters, labels and/or emails?

From contact records

Via bulk mail merge

Is your product able to track email opt-in preferences in each contact record?

17. Is your product capable of automatically assigning simple, unique record ID numbers?

(at WCAC, a record can be an animal, client, organization, report, incident or outcome)

Yes  No

Is it possible to generate a unique ID number based on the type of record?

**18.** Is your product capable of collecting signed visitor waiver information – including electronic signature capture – via stand-alone kiosk?

Yes  No

If yes (check all that apply):

Can a contact record be automatically created from this information?

Can the signed waiver be stored as an image attached to the client's record?

Can reports be generated based on date/time stamps to show trends in visitor volume and demographics?

**19.** Does your product have the ability to translate forms, letters and/or emails into foreign language(s)?

Yes  No

If yes, what language(s)?

**20.** Does your product have the ability to generate social media content with the click of a button?

Yes  No

**21.** Does your product have the ability to accept electronic signature on official forms and documents?

Yes  No

If yes (check all that apply):

Can the image be stored and attached to the contact file?

Can the stored image be printed and emailed?

**22.** Does your product make it possible for the public to complete forms online with automatic data capture and contact record creation/linking?

(ex: Lost/Found Report, Bite Report, Adoption Application, Animal Surrender Profile, etc.)

Yes  No

If yes (check all that apply):

Can these reports be modified once submitted?

Can a document or image be attached to the record once submitted?

(ex: Lost Flyer, lost animal photo, photo of bite wound, etc.)

Is it possible to include images along with descriptions to aid person completing the report with providing accurate information?

(ex: sample photos of color, marking, breed descriptors)?

**23.** Does your product make it possible for the Adopter/Foster/Volunteer application submission/review/approval process to be completed 100% electronically including?

(check all that apply):

Application submission

Application review

Marking application as approved/denied

Summary of complete/incomplete application information

Can this information be emailed or reported to the applicant?  Yes  No

Adoption Hold slip generation and electronic acknowledgement

All the above stored in the contact's record

**24.** Does your product allow for sub-categories of species and breed data (ex: feline – adult cat or feline - kitten)?

Yes  No

**25.** Does your product allow for contacts to?

(check all that apply):

Be searched by unique ID and/or microchip in the same field

Be searched by unique ID, first name, last name, address, phone #

Be assigned to multiple mailing lists/user groups? (i.e. Adopter and Donor, Board Member and Volunteer, etc.)

Be highlighted or flagged

**26.** Is your product capable of identifying duplicate contact records?

Yes  No

If yes, can contact records be deleted or merged by anyone with Administrator rights?  Yes  No



**27.** Does your product have the ability to automatically identify a contact record as an unincorporated address based on GIS mapping?

Yes  No

**28.** Is your product capable of generating print-on-demand forms and documents via public tablet or kiosk?

Yes  No

**29.** Will County is required to respond to requests in accordance with the Freedom of Information Act.

Will staff have the ability to access all data, reports, photos, files, etc. as needed to comply with FOIA requests without having to rely on your team for assistance?

Yes  No

If yes, is your product capable of auto-redacting information as needed to fulfill Freedom of Information Act (FOIA) requests?  Yes  No

**30.** Is your product capable of generating automatic?

(check all that apply)

adoption follow-up emails at defined intervals post-adoption

post-adoption vaccination appointments

post-adoption vaccination appointment reminders

follow-up lost/found animal emails at defined intervals to confirm status and/or cancel obsolete reports

Financial & Inventory Management

**31.** Does your product allow for GL account mapping for different transactions?

Yes  No

**32.** Does your product support the following financial reporting templates?

(check all that apply)

Client Account Statements

Statement of Activity (Profit & Loss)

Transaction list by client (summary and detail)

Transaction list by product/service (summary and detail)

**33.** Does your product allow for automatic receipt generation?

Yes  No

**34.** Does your product offer point-of-sale functionality?

Yes  No

If yes (check all that apply):

Do you offer the ability to track credit items?

Can services and fees be bundled into "kits", and if so can products and services be mixed in a kit?

Can payment plan and scheduled payment dates be established?

**35.** Is your product capable of tracking, monitoring use of and reporting the following inventories?

(check all that apply):

In-Kind donations

Operating supplies

Office supplies

Medical supplies

Basic pharmaceuticals

Controlled substances

**36.** Is inventory bar code scanning available with your product?

Yes  No

**37.** Is your product capable of generating low or exhausted inventory alerts based on usage?

Yes  No

38. Is your product capable of generating expired inventory alerts?

Yes  No

### Reporting

39. Does your product allow for animal length of stay to be automatically calculated within each animal record?

Yes  No

40. Is your product capable of calculating a monetary value for daily animal care and medical treatment based on data collected (length of stay, inventory/supplies used, revenue/expense, etc.)?

Yes  No

41. Is your product able to provide a current shelter population inventory?

Yes  No

If yes, is your product capable of tracking which animal is residing in each cage?  Yes  No

42. Is your product capable of the following inter-agency communication? (check all that apply)

Ability for municipal and veterinary partners to submit lost/found animal information

Ability for municipal and veterinary partners to view Animal Control registration information and lost/found reports (read-only access)

Ability to cross-post rescue partner's animals available for adoption on Animal Control available animals page

### Kennel Management

43. Is your product capable of automatically comparing and cross-matching new animal intakes to?

(check all that apply)

Lost/found animal reports for possible matches

Bite/dangerous dog/vicious dog reports for possible matches

44. Does your product have the ability to automatically publish animals to third party lost/found/available animal websites?

Yes  No

45. Does your product provide the ability to customize intake/outcome categories and sub-categories?

Yes  No

46. Is your product capable of automatically calculating and reporting an animal's age at the time of each transaction? (ex: 1st intake = 2 weeks; adopted = 12 weeks; stray pick up = 4 years)

Yes  No

47. Can an animal's status be easily tracked and reported in the context of where the animal is in the intake/outcome pipeline based on information in the animal's record? (ex: stray hold, awaiting assessment, awaiting surgery, undergoing Rabies Observation, medical hold, cleared for rescue/adoption, etc.)

Yes  No

48. Is your product capable of tracking and maintaining the following in each animal record?

(check all that apply):

Species other than dogs and cats including:

Small mammals

Birds

Reptiles & amphibians

Livestock

Other/customizable

Basic animal information

Intake/Outcome history

Cage location

Complete medical, vaccination and surgical records

Microchip

Behavior notes

Enrichment notes

Uploaded photos & documents

All transactions associated with the animal

**49.** Does your product make it possible for caretaking staff to enter information into a Foster Home/Rescue Transfer internal request form with an auto alert sent to the Rescue & Foster Coordinator (internal communication)?

Yes  No

If yes, this form would include (check all that apply):

Whether foster, rescue, or both is requested for the animal

Why foster or rescue is being requested

Desired foster or rescue experience level, setup or other requirements

Date animal will be available to leave the shelter

What if any medication/treatment will need to be continued once animal is sent to rescue or foster?

Any other expectations of the rescue or foster

Updates on status of foster home search as communicated by the Rescue & Foster Coordinator

#### **Animal Control**

**50.** Does your product allow for electronic complaint and bite report entry with?

(check all that apply):

Automatic incident/report generation

Separate automatically generated control numbers (for bites, tickets, field calls)

Automatic alerts to field officers

Dispatch and field location tracking/reporting including mapping of data

Automatic reminders for missing, incomplete, and/or unresolved open cases

**51.** Does your product allow for assigning bite sub-categories?

(i.e. owner bite, dog-to-dog bite, BOTH dog-to-dog and dog-to-human)

Yes  No

**52.** Does your product allow for secondary reports to be attached to a case?

(ex: reports submitted by second field officer assigned to a case, supporting police report, etc.)

Yes  No

**53.** Does your product allow for multiple complementary report entry from the same screen?

(ex: bite report and specimen pick-up)

Yes  No

**54.** Is your product capable of automatically generating notices and letters with the unique badge # and contact information of the officer who prepared the report?

Yes  No

**55.** Does your product allow for automatic letter or email generation when the following occurs?

(check all that apply)

A bite case is closed?

An owner is assigned to a bite report?

An owner is assigned to an animal?

Proof of registration has not been received in a specified amount of time?

**56.** Does your product allow for services to be marked as billable to third party?

Yes  No

If yes, is your product capable of (check all that apply):

Invoicing for services by billable party

Invoicing for services based on outcome date

Accepting invoice payments online

Issuing automatic reminders/alerts for payments past due

Tracking payments made for services rendered

### **Personnel Management**

57. Does your product support the following? (check all that apply)

- Staff scheduling
- Staff time reporting
- Meeting/Appointment scheduling
- Staff training completed

### **Rescue, Foster & Volunteer Management**

58. Is your product able to track individual volunteer and foster? (check all that apply)

- Contact record
- Hours/service history
- training completed
- preferences
- animals previously/currently in foster home with link to animal record

59. Does your product allow for online foster and volunteer applications with automatic data import and record creation/record linking?

- Yes  No

60. Is your product capable of generating and capturing an electronic volunteer/foster waiver with electronic signature?

- Yes  No

61. Does your product allow for touch screen volunteer sign-in/sign-out with automatic hours tracking?

- Yes  No

62. Is your product capable of generating automatic emails and reminders for foster animal vaccinations, exams, or treatment due based on information entered in the animal's medical record?

- Yes  No

63. Is your product capable of making available a "Foster Portal" where? (check all that apply)

- fosters may submit questions, pictures and video regarding foster animal health concerns
- staff may review information submitted by fosters and respond with recommended treatment/course of action
- the above is automatically entered into the animal's permanent medical record

64. Does your product make it possible to schedule volunteers based on type of service (administrative, dogs, cats, rabbits, kennel, etc.)?

- Yes  No
- If yes (check all that apply):
- Are automatic reminders available?
  - Can volunteers communicate to find their own coverage?

65. Can security access be set up in a way that volunteers can perform database data entry remotely?

- Yes  No

66. Is your product capable of Rescue Program Management including (check all that apply):

- Rescue organization contact record
- Primary and secondary contacts authorized to pull animals
- Notations on preferences and restrictions  Yes  No
- History of animals transferred to individual rescue with direct link to animal record(s)
- 501c3 and Department of Agriculture license images attached to record
- Reporting trends in rescue program by rescue partner, species, breed, type of rescue, etc.

67. Can your product make it possible for animals marked 'available for rescue transfer' to be automatically posted as 'Available for Rescue' on website?

- Yes  No

### Event and Humane Education Management

68. Is your product capable of tracking and reporting humane education activities? (ex: school presentations, scout tours, birthday parties, etc.) including (check all that apply):

- Type of activity
- Date of activity
- Number of participants (adult and child)
- Revenue/expense
- Shelter animals participating with a link to the animal(s) record
- Does your product allow for this information to appear in the animal's official record?  Yes  No
- Document retention: supporting lesson plans, waivers, photos, etc. attached to the individual activity

69. Is your product capable of accepting online event/seminar registration?

- Yes  No
- If yes, is online registration payment acceptance available?  Yes  No

### Medical Records Management

70. Does your product allow the following to be attached/stored in each animal's record? (check all that apply):

- Lab work results
- Digital diagnostic results and images (x-ray, ultrasound)
- Treatment plan
- Treatment schedule
- Re-check/follow-up exam schedule
- Automatic treatment/re-check alerts/reminders
- Automatic label generation
- Vaccination record
- Booster & revaccination dates
- Automatic booster/revaccination alerts/reminders
- Automatic label generation
- Spay/neuter date
- Other surgical/dental procedures performed
- Shelter/foster medical records
- Medical records from previous owner
- Photos corresponding to medical records

71. Does your product make it possible to house a repository of print-on-demand health info sheets for common illnesses to be sent home with adopters/rescues/fosters?

- Yes  No

72. Is it possible for the veterinarian to enter medical record notes remotely or in the field?

- Yes  No

73. Is your product able to generate the following? (check all that apply):

- Daily treatment/vaccination/dosage sheets with labels for vials, cage cards and forms
- Automatic daily & weekly reminders/alerts with checkbox that once clicked updates the animal's permanent health record for:
- Surgeries
- Health checks
- Re-checks
- Vaccinations & boosters due
- Doses missed
- Vaccinations overdue
- Printable medication cage cards according to specified dosage (ex: dog needs Metronidazole 500mg BID for 5 days) with space for initialed completion?
- Patient records: history, problem list, recommendations
- Rabies observation reminders/reporting for animals in shelter
- Scheduling and automatic reminders for animals in foster requiring vaccinations, exam, surgery, etc.

Information Technology

**74.** Is your system cloud based?

Yes  No

If so, what cloud services do you use?

**75.** What is your SLA for uptime?

**76.** If on-premises, what are the hardware requirements?

**77.** What database do you use – SQL, Oracle, etc. and what database version is supported?

**78.** What Operating Systems are your systems supported on?

**79.** Does the system integrate with Active Directory/IdP/SAML for Single Sign-on?

Yes  No

**80.** What IT involvement is required for maintenance, updates, database management, security, etc.?

**81.** Is there a limit on how big the back end database can be?

Yes  No

If /when it gets too big is there an extra charge for more database space (assuming that the database will reside on your servers)?  Yes  No

**82.** With Animal Services' current database, when a record is accidentally deleted or when client's records need merging, a user can call IT to restore a table to a certain point in time or someone from IT will run a stored procedure for merging the records. Will the capability exist with your product for Will County IT to access the back end database?

Yes  No

If no, will your company be able to provide on-time support?  Yes  No

**83.** How much internal customization freedom does your product make available to the user?

**84.** After Hours/Weekend Support:

Would users be required to call Will County IT or the developer if the software goes down outside of regular office hours?

Yes  No

What are your regular technical support hours?

Is there any additional charge for requesting technical support outside of these hours?  Yes  No

What fees do you charge for after hours/emergency technical support?

**85.** What will happen to support and maintenance services if your company merges with or is taken over by another company or discontinues business?

**86.** Are routine software upgrades included with product purchase?

Yes  No

Will the current version continue to be supported if or when another version comes out should we choose not to upgrade?

Yes  No

Additional Questions

Does your company provide a project manager or is this supplied by a 3<sup>rd</sup> party?

Can you convert the data from our current system into your software?

If so, what is the cost and timeline to do so?

When implementing your software, do you provide on-site training for staff? Virtual? By phone?

<b>PRODUCT</b>	Please list details for your Software and any license costs.		
	<b>Price</b>	<b>QTY</b>	<b>Details/Additional Info</b>
Base Software			
Public Access Licenses (as needed) List the individual price & minimum # required under QTY			
PA License Add-On 1 (as needed)			
PA License Add-On 2 (as needed)			
Staff/Internal Licenses (as needed) List the individual price & minimum # required under QTY			
S/I License Add-On 1 (as needed)			
S/I License Add-On 2 (as needed)			
Other 1 (enter specifics in Details)			
Other 2 (enter specifics in Details)			

<b>ANNUAL FEES</b>	Please list any annual or reoccurring fees below.		
	<b>Price</b>	<b>QTY</b>	<b>Details/Additional Info</b>
Base Software			
Annual Public License Fees (as needed)			
PA Add-On 1 (as needed)			
PA Add-On 2 (as needed)			
Staff/Internal License Fees (as needed)			
SI Add-On 1 (as needed)			
SI Add-On 2 (as needed)			
Other 1 (enter specifics in Details)			
Other 2 (enter specifics in Details)			

<b>SUPPORT/MAINTENANCE</b>	Please list any addition charges for support &/or maintenance below.		
	<b>Price</b>	<b>QTY</b>	<b>Details/Additional Info</b>

<b>IMPLEMENTATION</b>	Please list the base implementation fee(s).		
	<b>Price</b>	<b>QTY</b>	<b>Details/Additional Info</b>
Base Implementation			
Conversion & Upload of Current System Data			
Status Meetings (per hour)			
Staff/Internal Training (per session)			
Other 1 (enter specifics in Details)			
Other 2 (enter specifics in Details)			

<b>CUSTOMIZATION</b>	See Questionnaire to identify any additional fees based on the questions.		
	<b>Price</b>	<b>QTY</b>	<b>Details of Customization</b>
<b>Administration Section - Questions 1-8</b>			
<b>Licensing &amp; Registration Section - Questions 9-14</b>			
<b>Client Service Section - Questions 15-30</b>			
<b>Financial &amp; Inventory Management Section - Questions 31-38</b>			
<b>Reporting Section - Questions 39-42</b>			
<b>Kennel Management Section - Questions 43-49</b>			
<b>Animal Control Section - Questions 50-56</b>			



<b>CUSTOMIZATION Cont...</b>	See Questionnaire to identify any additional fees based on the questions.		
	<b>Price</b>	<b>QTY</b>	<b>Details of Customization</b>
<b>Personnel Management Section - Question 57</b>			
<b>Rescue, Foster &amp; Volunteer Management Section - Questions 58-67</b>			
<b>Event &amp; Humane Education Management Section - Questions 68-69</b>			
<b>Medical Record Management Section - Questions 70-73</b>			
<b>Information Technology Section - Questions 74-86</b>			

<b>OTHER/MORE SPACE</b>	Please include any additional fees/costs not addressed above or additional lines are needed.		
	<b>Price</b>	<b>QTY</b>	<b>Details/Additional Info</b>

COMPANY NAME \_\_\_\_\_ FEIN # \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

CONTACT \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

***THIS IS NOT AN ORDER***

**Agency Name and Delivery Address:** Will County Office Building  
302 North Chicago Street, Joliet, IL 60432

**For additional information contact:** Kevin Lynn, Purchasing Director [klynn@willcountyillinois.com](mailto:klynn@willcountyillinois.com)

DESCRIPTION	
Product Total	\$
Annual Fees	\$
Support/Maintenance	\$
Implementation	\$
Customization	\$
Other/Additions	\$
Grand Total	\$

**TOTAL CONTRACT AMOUNT WRITTEN IN, IN CASE OF DISCREPANCY, THE AMOUNT IN WORDS SHALL GOVERN.**

**Signed by:** \_\_\_\_\_

**Title:** \_\_\_\_\_  
Authorized Representative of Company

COMPANY NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

SOC. SEC. or F.E.I.N. # \_\_\_\_\_

CONTACT \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

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ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. \_\_\_\_\_, dated \_\_\_\_\_, signed \_\_\_\_\_

ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. \_\_\_\_\_, dated \_\_\_\_\_, signed \_\_\_\_\_

ADDENDUM RECEIPT: Receipt of the following Addendum to the Bidding Documents is hereby acknowledged:

No. \_\_\_\_\_, dated \_\_\_\_\_, signed \_\_\_\_\_

**LATE PROPOSALS CANNOT BE ACCEPTED!**

<b><u>SEALED BID DOCUMENT</u></b>	
<b><u>Vendor Return Address:</u></b>	
<b><u>BID #:</u></b>	2023-82
<b><u>DESCRIPTION:</u></b>	Animal Control Software
<b><u>DUE DATE:</u></b>	October 17, 2023 11:00 AM
<b>DATED MATERIAL-DELIVER IMMEDIATELY</b>	
<b>WILL COUNTY PURCHASING DEPARTMENT 302 N. CHICAGO ST., 2<sup>ND</sup> FLOOR JOLIET, IL 60432</b>	

PLEASE CUT OUT AND AFFIX THIS PROPOSAL LABEL (ABOVE) TO THE OUTERMOST PACKAGE OF YOUR SEALED PROPOSAL TO HELP ENSURE PROPER DELIVERY!

**LATE PROPOSALS CANNOT BE ACCEPTED!**