

Solicitation 05204-11

Software & Implementation for Public Works



Collin County

Bid 05204-11

Software & Implementation for Public Works

Bid Number	05204-11
Bid Title	Software & Implementation for Public Works
Bid Start Date	In Held
Bid End Date	Jun 30, 2011 2:00:00 PM CDT
Question & Answer End Date	Jun 24, 2011 5:00:00 PM CDT
Bid Contact	Sara Hoglund CPPB Contract Administrator Purchasing Department 972-548-4104 shoglund@co.collin.tx.us
Contract Duration	5 years
Contract Renewal	Not Applicable
Prices Good for	30 days
Standard Disclaimer	<p>***Note to Bidders/Offerors~The following standard disclaimer applies to Invitation to Bid (IFB), Competitive Sealed Proposal (CSP), and Request for Proposal (RFP) ONLY, not applicable to Request for Qualifications (RFQ) or Request for Information (RFI).***</p> <p>Prices bid/proposed shall only be considered if they are provided in the appropriate space(s) on the Collin County bid form(s). For consideration, any additions or deductions to the bid/proposal prices offered must be shown under the exceptions section of the bid/proposal in the case of electronic submittal, ONLY in the case of a hard copy submittal will an additional attachment be allowed. Extraneous numbers, prices, comments, etc. or bidder/offeror generated documents appearing elsewhere on the bid or as an additional attachment shall be deemed to have no effect on the prices offered in the designated locations.</p> <p>All delivery and freight charges (F.O.B. inside delivery at Collin County designated locations) are to be included as part of the bid/quote/proposal price. All components required to render the item complete, installed and operational shall be included in the total bid/quote/proposal price. Collin County will pay no additional freight/delivery/installation/setup fees.</p>
Bid Comments	<p>The public works system will replace an in-house developed Microsoft Access database system, supporting spreadsheets and manual processes currently used to track, and account for, work assignments within the Public Works department. Preference will be given to offerors with a proven history of successfully implementing similar services and functionality for other public sector accounts. The scope for this effort, identified in greater detail later in this document, includes replacing the "legacy" Microsoft Access database and associated spreadsheets and work logbooks with a current technology based system.</p> <p>Added on Apr 26, 2011: Changed due date ... will post Addendum #1 which includes pre-proposal meeting notes soon.</p> <p>Added on May 2, 2011: Added Exhibits A,B,C,D & Addendum #1</p> <p>Added on May 6, 2011: Added Exhibit E - Access Database</p>

Item Response Form

Item 05204-11--01-01 - State Price for Software

Quantity 1 each

Unit Price

Delivery Location

Collin County

Collin County- See P.O.

See P.O. for Delivery Location

2300 Bloomdale Rd.

Ste. 3160

McKinney TX 75071

Qty 1

Description

State Price for Software

Item 05204-11--01-02 - State Price for Implementation Services

Quantity 1 each

Unit Price

Delivery Location

Collin County

Collin County- See P.O.

See P.O. for Delivery Location

2300 Bloomdale Rd.

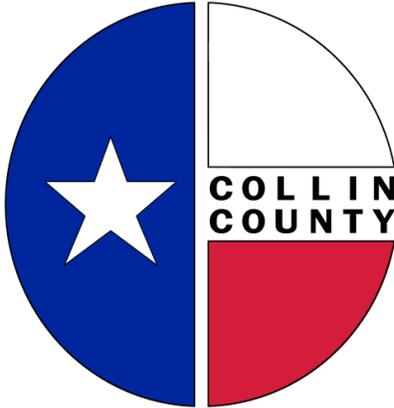
Ste. 3160

McKinney TX 75071

Qty 1

Description

State Price for Implementation Services



COLLIN COUNTY, TEXAS

REQUEST FOR PROPOSAL

SUBMIT PROPOSALS TO:

**Office of the Purchasing Agent
Collin County Administration
Building
2300 Bloomdale Rd., Suite 3160
McKinney, Texas 75071**

****NOTE:**

All correspondence must include suite number to assist in proper delivery.**

ALL PROPOSALS MUST BE RECEIVED IN THE OFFICE OF THE PURCHASING AGENT BEFORE RECEIVING DATE AND TIME

SUBMIT NO LATER THAN:

Thursday, June 30, 2011 @ 2:00 p.m.

MARK ENVELOPE:

RFP No. 05204-11

**SOFTWARE &
IMPLEMENTATION SERVICES
FOR PUBLIC WORKS**

Public receipt of proposals is scheduled to be held in the Office of the Purchasing Agent, Collin County Administration Building, 2300 Bloomdale Rd., Suite 3160, McKinney, Texas 75071.

If offeror does not wish to submit an offer at this time, please submit a "NO OFFER" by the same time and at the same location as stated above and state the reasons for such.

Awards should be made not more than one hundred and eighty (180) days after receiving date.

Collin County is always conscious and extremely appreciative of your time and effort in the preparing of this offer. Requests for information should be directed to:

Sara Hoglund, CPPB
Contract Administrator
Collin County Administration Building
2300 Bloomdale, Suite 3160
McKinney, Texas 75071
E-Mail: shoglund@co.collin.tx.us
Telephone: 972/548-4104 or;
Dallas Metro: 972/424-1460 ext. 4104
Facsimile: 972/548-4694

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Part 1 **General Information**

1.1 Introduction

Collin County, Texas (hereafter referred to as the "County") seeks proposals to implement public works management application which will integrate with existing PeopleSoft HRMS, Sungard ONESolution and Laserfiche records management implementations. The public works system will replace an in-house developed Microsoft Access database system, supporting spreadsheets and manual processes currently used to track, and account for, work assignments within the Public Works department. Preference will be given to offerors with a proven history of successfully implementing similar services and functionality for other public sector accounts. The scope for this effort, identified in greater detail later in this document, includes replacing the "legacy" Microsoft Access database and associated spreadsheets and work logbooks with a current technology based system. It is preferred that offered systems utilize popular web browsers, in a distributed environment with no client side application components, to support all end user access. The selected respondent will provide an integrated Public Works system, with a common look and feel, delivering proven business tools which support the county business functions. The selected system will interface to the county's systems of record and will not require duplicative data to be stored across multiple systems. The funds based accounting processes along with budget preparation, procurement and inventory processing provided by ONESolution will be leveraged to provide back office processing. Personnel and job related data, such as labor rates and scheduled time off, will be maintained in a separate PeopleSoft HRMS system which must be supported, through some form of system integration(s), by the selected system.

1.2 County Background

1.2.1 Demographics

Collin County, Texas occupies approximately 886 square miles just northeast of Dallas. Collin County is one of the fastest growing counties in the nation and currently has a population in excess of 730,000 citizens. The County has a total combined budget total for all funds of \$271.2 million¹. The annual operating budget is \$152.7 million² from the general revenue fund.

1.2.2 Funding

The fiscal year for the County runs from October 1st through September 30th. Funding for this project has been allocated by the Commissioners' Court. Funds for payment of maintenance and operations line items are provided through the County budget approved for the current fiscal year only. State of Texas statutes prohibit the County from any obligation of public funds beyond the fiscal year for which a budget has been approved. Anticipated orders or other obligations that arise past the end of the current County fiscal year shall be subject to budget approval. Ongoing contractual obligations, such as maintenance and support agreements, must comply with the County's fiscal year constraints. By submission of a response to this request for proposal, Offerors agree to follow the county fiscal year restrictions for ongoing contractual obligations.

1.2.3 Governance

The County's governing body, Commissioner's Court, is made up of the County Judge who is elected at large and four Commissioners elected from equal precincts. The County Judge is the presiding officer of the Commissioners Court. Commissioner's Court provides general direction for the county and establishes the yearly budget.

¹ Collin County FY2008 Budget In Brief

² Collin County FY2008 Budget In Brief

This project will report to a governing body, working under the oversight of the Commissioner's Court. Project status and updates may be periodically required by Commissioner's Court during routine Commissioner Court sessions. The governing body for this project will be a steering committee which may consist of the County Department Heads and Appointed Officials who manage and direct the departments that will be using the selected system on a daily basis. The steering committee will provide general oversight of their respective areas but will have daily involvement at the implementation level. The steering committee will ratify business process changes, proposed by the project team, which may be necessitated by the implementation of the selected system³. Any changes which involve a change in the timeline or the cost of the implementation must be submitted to the steering committee. If the steering committee accepts the change then it must be submitted to Commissioner Court for acceptance.

The steering committee will provide general guidance and oversight to the project team. The project team will be led by a Collin County project manager who will lead a cross functional team of county subject experts during the implementation. The county implementation team will be tasked with acquiring additional, short term, subject experts for specific job knowledge as the implementation progresses. The project team will be responsible for routine day to day decisions that will be required during the implementation phase of the project.

1.2.4 Basis for Action

This RFP is being submitted in order to replace the current "legacy" public works system, gain best practice efficiencies found in current generation systems and provide a single integrated data repository within the county for all financial related information.

1.2.5 Key Success Criteria

The key success indicators for this project include:

- Replacement of the existing public works system and supporting spreadsheet based processes within the established time frame and budget
- Meeting all of the County's business requirements as documented in Attachment A
- Successful integration to the existing PeopleSoft HRMS system for all personnel related data such as pay rates, time off schedules, job titles, etc.
- Successful integration to the Sungard ONESolution system to capture all financial information and create invoices for reimbursement of expenses
- Successful integration to the existing LaserFiche records management system for indexed document storage and retrieval
- Achieving the full county scope with no change orders resulting in an overall increased cost to the county
- Implementing the full county scope and meeting all business requirements without any custom modification to the system
- Successful implementation of tested, and accepted, integration points between ancillary systems and the financial system

1.3 Project Scope and Time Line

The scope of this project is to implement a public works management application which will integrate with existing PeopleSoft HRMS, Sungard ONESolution and Laserfiche records management implementations. Access to selected system modules should be provided through the use of common web browsers and be available to both internal users and external

³ Some business process changes will require the passage of a Commissioner Court order.

constituents. If proposed solutions are not currently built using .NET technology the Offeror is instructed to provide a development roadmap to describe plans, and proposed timelines, to implement .NET functionality. The selected Offeror must implement software functionality which will satisfactorily complete the business requirements documented in Attachment A. The application modules that will be implemented by the selected Offeror include:

- Public Works functions
 - Citizen Requests
 - Asset Management (coordinated with financial system to avoid duplication)
 - Employee Work Task assignment
 - Equipment
 - Fleet Maintenance
 - Materials
 - Project Tracking
 - Task level inventory tracking

The County desires to implement a “vanilla” version of the selected software system with no customizations or modifications made to meet the business requirements identified in Attachment A. The County further requires that the system be architected such that a data element would only be entered once in the application and then referenced throughout other application modules. Interfaced data elements coming from the County system(s) of record will be displayed in the selected system only and will not be “editable” data. The County understands that some amount of modification may be necessary however, in order to meet the unique needs of Collin County. Any required modification must be completed using development processes that will not require the modification to be re-developed during any patch or system upgrade. The selected system should be developed such that the County, as a customer, may perform all required system maintenance without the need to engage the Offeror for routine support or during patch and system updates. Furthermore, the County will have access to utilize the software development toolkit or development framework used to create the software to extend or customize the function of the software to match future County business processes without requiring the modification of any system source code.

The County desires to complete the implementation so that the selected system may be used in a live production setting at the beginning of a fiscal quarter. Offerors are requested to propose solutions which identify “go live” date options.

The data conversion effort will be a key contributing factor in the overall success of the project. The County desires that the Offeror lead the data conversion effort for this project as the County replaces the Microsoft Access Database system and supporting spreadsheets. The Offeror is expected to conduct and lead discovery sessions to determine the extent of supporting systems used in conjunction with the current application set and use that information to develop a conversion plan.

Integration with at least three existing County systems will be required. The County currently uses PeopleSoft HRMS Version 9.0 and LaserFiche Records Management System. The County is currently in the process of implementing the Sungard ONESolution financial solution. These systems provide for the HR, Payroll and financial functions within the County and for long term data storage. Since these systems already exist as systems of record for their respective functions, the selected solution must provide integration points to those target systems so that no data duplication will be required. The County’s intent is that data created in one system will not be duplicated in another. The use of interfaces, either real-time, near real-time or batch, to keep data consolidated will be required to meet some of the business requirements. The Offeror will be considered the lead resource for interface development.

The number of concurrent users at any given time is 25. The County anticipates having up to 10 remote users.

The Road features to be tracked include the following:

- r Bridges
- r Culverts
- r Signs
- r Drop inlets
- r Guardrails
- r Carsonite markers
- r Low water crossing barricades

The county proposes the following high level timeframe to accomplish the system implementation:

June 14, 2011	Release RFP
June 30, 2011	Receive RFP responses
July 5, 2011	Distribute responses to Steering Committee
July 19, 2011	Select and notify vendors for on-site demo
August, 2011	Begin demo process
TBD If needed	Best and Final Offers Due
September 2011	Commissioner Court Award
October, 2011	Implementation Start
January, 2011	Go Live

Note: These dates may be subject to modification at the County's discretion.

1.4 Guidelines

By virtue of submitting a proposal, interested parties are acknowledging:

- 1.4.1** Offerors to this proposal are advised to provide return on investment (ROI) documentation for the proposed solution which will detail cost benefits to the County on the basis of detailed process efficiencies, reduced technical and functional staffing increases over a five (5) year period, staffing savings historically gained in implementations of the same size (if any) and complexity as the County and any other key indicators deemed pertinent, by the Offeror, for the specific solution, if this information is available.

The County seeks to optimize ROI opportunities within this project and reduce the overall operating costs of the County over the next five fiscal years. Through the use of best practice methodologies, process improvements and other cost reduction opportunities the County anticipates that the overall general operating costs of the county will be reduced after the system is in a live productive environment.

- 1.4.2** This RFP is a request for the acquisition and implementation of a public works application which will integrate with an existing PeopleSoft HRMS system, Sungard ONESolution and Laserfiche application and which may require turn key implementation services. As such, proposals from firms without an implementation mechanism will not be considered.
- 1.4.3** The County will have the right to review the resumes of any consultants proposed to work on this project and provide either an acceptance or rejection of the resource. The Offeror agrees to submit to the County the proposed consultant information and the County will have 5 business days to provide notification to the Offeror. Should the County not be able to verify the background of the proposed consultant, the County Project Manager will notify the Offeror Project Manager of the deficiency and may request additional time for the acceptance process. By virtue of submitting a proposal

response, the Offeror understands that the County will require criminal background history checks to be performed prior to any Offeror resource gaining access to our financial and computer systems. The background checks will be performed by the Collin County Sheriff Office.

It is preferred that the proposed Project Manager be PMP certified but not required.

- 1.4.4 The County reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the RFP. The County reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with select Offerors at any time to gather additional information. Furthermore, the County reserves the right to delete or add functionality up until the final contract signing.
- 1.4.5 All third party software solutions proposed as part of this package are subject to the same guidelines of this RFP, unless otherwise stated. The cost of any third party products shall be included in the costing sheets required as part of the RFP response.
- 1.4.6 This procurement involves negotiated contracts. It is anticipated that, after the County elevates firms after product demonstrations and other evaluative processes, negotiations will take place on costs as well as other items that mitigate the County's risk. The County will consider all costs and business terms to be negotiable and not artificially constrained by internal corporate policies. Firms that contend that they lack flexibility because of their corporate policy on a particular negotiation item will face a significant disadvantage and may not be elevated to the final negotiation phase. The County reserves the right to proceed directly to contract negotiations if a single software and services proposal is deemed to be in the best interests of the County.
- 1.4.7 The County requires that licenses for software be "perpetual" (i.e., the County purchases and retains the license to use the software forever) and of a "fixed" price nature (i.e., license fees, maintenance, and support cost schedule for first five years are presented). Maintenance and support costs should be fixed at a set amount, based on the final negotiated purchase price, and should not be tied to an escalating percentage. The set maintenance and support rates should remain in effect as long as the County remains current, within two patch releases, on software versions. Furthermore, Offerors shall provide a "not-to-exceed" maintenance schedule for Years 6-10 (e.g., 2% escalator per year).
- 1.4.8 Proposals on implementation services are expected to be on a **fixed cost basis**. A statement of the cost basis shall be included in Section 2, Scope of Services, of the response. Offerors are to provide all work effort needed to meet the detailed functional requirements as part of their offer/proposal. **All firms submitting proposals are encouraged to submit the most competitive proposal possible, as the failure to do so may lead to elimination prior to software demonstrations.** All payments are to be based on milestone deliverables within the Offeror's proposed project plan.
- 1.4.9 Proposals shall include all modules that the County needs to attain the functionality stated in the detailed functional requirements spreadsheets in this RFP. Furthermore, all consulting hours needed to deliver the functional requirements, including work effort related to customization, configuration, interfaces, data conversion, and reporting, shall be included in the cost proposal for comparison purposes. When responding to the business requirements documented in Attachment A, Offerors are advised that some requirements may appear to be duplicated but must be answered as an independent item. However, any functional requirements in Attachment A identified as "future requirement" should be priced as a separate line item in the implementation services cost proposal.

- 1.4.10** All firms submitting proposals agree that their pricing is valid for a minimum of one hundred and eighty (180) days after proposal submission to the County. Furthermore, the County is, by statute, exempt from the State Sales Tax and Federal Excise Tax; therefore, proposal prices shall not include taxes.
- 1.4.11** While the County has used considerable efforts to ensure accurate representation of the information of this Request for Proposal, the information contained in this request is supplied as minimum requirements for offerors. The information is not guaranteed or warranted to be accurate by the County nor is it necessarily comprehensive or exhaustive. Nothing in the Request for Proposal is intended to relieve the Offerors from forming their own assumptions and conclusions with respect to the matters addressed in this request. When responding to the detailed business requirements, Attachment A, the Offeror should identify the assumptions used to respond to that specific requirement. The Offeror must also fully answer each business requirement, even if it seems to be a duplicate of a previously stated requirement, as each requirement may be given from a specific point of view. Failure to do so may result in the proposal response not being elevated to the next evaluation phase.
- 1.4.12** This RFP does not commit the County to award nor does it constitute an offer of employment or a contract for services. Costs incurred in the submission of this proposal, or in making necessary studies or designs for the preparation thereof, are the sole responsibility of the Offerors. Further, no reimbursable cost may be incurred in the anticipation of award. Proposals containing elaborate artwork, expensive paper and binding, expensive visual or other presentations are neither necessary nor desired.
- 1.4.13** In an effort to maintain fairness in the process, all inquiries concerning this procurement are to be directed only to the County's Purchasing Department in writing. Proposers will refrain from contact from any member of the Commissioners' Court, project governing committee or any other County employee to influence the procurement decision.

The point of contact for this RFP is:

Sara Hoglund, CPPB
Contract Administrator
Collin County Administration Building
2300 Bloomdale Rd., Suite 3160
McKinney, Texas 75071
P: (972) 548-4104
F: (972) 548-4694

When responding to this RFP, follow all instructions carefully. Submit proposal contents according to the outline specified and submit all hard copy and electronic documents according to the instructions. Failure to follow these instructions may be considered a nonresponsive proposal and may result in immediate elimination from further consideration.

Part 2 Detailed Submittal Requirements

2.1 General Requirement

In order to facilitate the analysis and evaluation of responses to this RFP, Offerors are required to prepare their proposals in accordance with the instructions outlined in this part. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Offeror's capabilities to satisfy the requirements of the RFP. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. Documents shall be submitted using Microsoft Office tools Word and Excel and must be saved in Office 97-2003 format in order to ensure backward compatibility. **Attachments A, B, & C should be submitted using Microsoft Excel. If not submitting through www.bidsync.com vendors shall include a CD with their proposal and required Attachments.**

Offerors are required to follow the outline below when preparing their proposals:

Section	Title
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Scope of Services
3.0	Company Background
4.0	Proposed Application Software and Computing Environment
5.0	Third-Party Products
6.0	Implementation Plan
7.0	Training
8.0	Maintenance and Support Programs
9.0	Essay Responses
10.0	Responses to Functional/Technical Requirements
11.0	Client References
12.0	Cost Proposal
13.0	Exceptions to the RFP
14.0	Sample Documents

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

2.2 Executive Summary (Section 1.0)

This part of the response to the RFP should be limited to a brief narrative, approximately one page, highlighting the Offeror's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. This section should not include cost quotations. Note that the executive summary should identify the primary contacts for all Offerors, including Third Party firms. **The signature page, refer to Attachment G, should be included at the end of this section.**

2.3 Scope of Services (Section 2.0)

This section of the proposal shall include a general discussion of the Offeror's understanding of the "overall" project and a summary of the products and services being proposed. Offerors shall identify the cost basis used in their proposal (i.e. fixed fee or not to exceed). Offerors should

include a summary narrative of the data conversion process and the interfaces to other County owned systems in this section.

2.4 Company Background (Section 3.0)

The Offeror shall provide the following company background information so that the County can evaluate the corporate stability and Offeror's ability to support the commitments set forth in response to the RFP. The County, at its option, may require an Offeror to provide additional support and/or clarify requested information.

- Amount of time the company has been in business.
- A brief description of the company size and organizational structure.
- Amount of time and what experience Offeror has in the public sector, particularly public sector clients of similar size and complexity to the County.
 - Texas clients should be highlighted
- Most recent financial statements. The County requests audited financial statements if available.
- List of "live" public sector customer installs by name and by state. (Texas customers, preferably Counties, are to be listed first) The number of users should also be included.
- Any material (including letters of support or endorsement from clients) indicative of the Offeror's capabilities.
- If partnering with other firms, the amount of time the partner firm has worked with the Offeror and how many implementations the two parties have completed together.
- Evaluations of the software and/or services firm by industry analysts.
- List of any terminated public sector projects. Disclose the jurisdiction and explain the termination.
- List of all law suits resulting in award (in or outside of court) to a client and provide basis and finding of any settlement.

2.5 Proposed Application Software and Computing Environment (Section 4.0)

In addition to providing an overview of the solution proposed for the County, the Offeror shall present the key features and capabilities of the proposed solution as they relate to the County. In addition to the description, provide in succinct narrative form (at least one paragraph per section) answers to the following questions (if a question is not pertinent to the proposed solution please respond as Not Applicable). Workflow capabilities, section 2.5.3, are of special interest to the county and Offerors are directed to provide a response to that section even if other sections are marked as Not Applicable.

- 2.5.1. Technology Architecture. The County has extensive technology architecture in place and follows an Enterprise Architecture process to ensure our ability to support items added to our architecture. Describe the optimal network and system requirements for the proposed solution. In the event that there is more than one suitable network configuration, list all options, including the relative strengths and weaknesses (if any) of each. What are the optimal database requirements? In the event there is more than one suitable platform, list all options, indicating the relative strengths and drawbacks (if any) of each. What are the ideal server requirements? What are the ideal desktop (client) requirements? In the event there is more than one suitable operating system, list all options indicating the relative strengths and drawbacks (if any) of each.

This section shall include technology architecture drawings. These drawings should show the optimal configuration desired by the Offeror for the proposed solution.

The Offeror should identify in this section how the proposed solution may be deployed within a virtualized server environment.

- 2.5.2. Reliance on Best Business Practices/Degree of Process Reengineering Imposed or Required. Describe in detail the best business practices that are built into your software. How do these practices pertain to County operations in particular?
- 2.5.3. Workflow Capabilities. How does workflow (electronic routing of documents) in the system operate? Describe the process for how workflow rules are established, maintained, controlled, and reported (for audit trail purposes)? How does workflow interface with popular e-mail programs, such as Microsoft Outlook? Describe how workflow capabilities may be used to complete required tasks within the proposed solution.
- 2.5.4. Administration/Development Toolsets. What application toolsets are included with the software? What unique programming requirements are there? What tools are available to customize the software (e.g., add fields, create new tables, change menus, etc.)? Should customizations be necessary, what audit trails exist for those customizations? What training will be provided as part of this solution to educate County staff about the toolsets?
- 2.5.5. Security. What security tools are included with the software? How do restrictions to the following work: administrative tool access; application module access; menu access; record level access; field level access; and querying/reporting access? What is included in the user security profile? How is the security profile defined? What audit trail capabilities exist to track changes to a security profile (e.g. what changes were made and who made them)? How may security processes be segregated between Information Technology (creation of security roles) and business units (assignment of security roles to users)?
- 2.5.6. Upgrade tools. What is the upgrade frequency? How are patches and fixes deployed? How are patches and fixes applied? How are upgrades applied? What happens to software customizations (e.g., user-defined tables, fields and business logic) during the upgrade? How many versions of the software does your company support as part of regular mainstream maintenance? How long does a typical upgrade take to implement, in an organization the size of the County? What resources would typically be required to implement these patches?
- 2.5.7. Reporting and Analysis Tools. What reporting tools are available? Do the same security definitions apply to the reporting tools as established in the main solution? Provide a list of standard reports, by module, that come “out of the box” with the software.

2.6 Third-Party Products (Section 5.0)

To the extent that a third-party product is required to compensate for functionality absent in the solution, the Offeror shall explicitly state the name of any third-party product. For each third-party product, proposals shall include a statement documenting whether the Offeror's contract will encompass the third-party product and/or whether the County will have to contract on its own for the product.

The County prefers that the software Offeror serve as the administrator for all third-party software contracts and maintenance agreements.

Finally, the Offeror should provide proof that they have access to the third-party software source code (own or in escrow) and that the Offeror has the ability to provide long-term support for the third-party software components of their system. Proposals should also address how third party interfaces (and any customizations to the third party software) are maintained during the enterprise software upgrade process.

2.7 Implementation Plan (Section 6.0) – Submit Attachment B – Staffing

The Offeror shall provide a detailed plan for implementing the proposed solution. This information MUST include:

- Detailed methodology and plan for implementing the solution. The implementation plan shall include the following elements: the estimated implementation timeframe; an overview of recommended project phases and major milestones; a matrix of proposed roles/responsibilities for County staff and the Offeror; and all project assumptions. The description of the implementation plan shall include the specific components which are included in each phase of the implementation based on the scope of work for the project. The implementation plan should use Microsoft Project as the planning tool or be converted into the Microsoft Project format.
- Project organization chart showing both the County and Offeror staff.
- Work effort estimates. A “staff loading” chart, listing the estimated resource utilization (for both the County and Offeror staff) by month, shall be submitted on the form provided as Attachment B. Offerors are required to load the chart based on the proposed implementation schedules. The scheduled stated in section 1.3 is recommended but vendors are encouraged to propose alternate schedules.. The County reserves the right to alter work effort based on further discussion with the Offeror.
- Specific assumptions related to the work effort estimates for data conversion and interfaces (e.g., amount and type of data to be converted, the specific interfaces included in the work effort estimates, etc.) shall be provided. Attachment H includes a table of anticipated interfaces. Additional interfaces may be required upon further discussion during a detailed discovery process. The Offeror will be responsible for formatting data from County source systems in order to map into the proposed solution and performing the data conversion process.
- Based on the responses to the County functional/technical requirements, the estimated level of work effort required for software customizations (e.g., changes to source code) in order for the software to meet the stated business requirements of the County.
- Resumes and qualifications of the Proposed Project Manager, Proposed Implementation Personnel.

Proposals shall include all modules that the County needs to attain the functionality stated in the detailed requirements spreadsheets in this RFP. Furthermore, all consulting hours needed to deliver the functional requirements (including customization, configuration, and reporting, etc.) shall be included in the cost proposal.

The County anticipates that only a limited number of project dedicated subject matter experts (SME) will be available to work on the implementation project. It is anticipated that these SME's

will be available for the project three days per week. The current work schedule is anticipated to be Tuesday through Thursday for the SME's.

2.8 Training and Change Management (Section 7.0)

The Offeror shall provide a training overview that includes:

- Overview of proposed training plan/strategy, including options for on-site or off-site training services, for the core project team, end-users, and technology personnel. The training plan should include business process changes that will be required as part of the project.
- The role and responsibility of the Offeror in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to County end-users).
- The role and responsibility of County staff in the design and implementation of the training plan.
- The knowledge transfer strategy proposed by the Offeror to prepare County staff to maintain the system after it is placed into production.
- Descriptions of applicable Classes/Courses proposed in the training plan. (The Offeror shall specify the unit of measure for its training (e.g., units, classes, days, etc.) and define the hours associated with these units of measure.)
- Use of third-party training resources. Offeror should identify third party partners that provide training on the use of their solution and identify if third party training is included in the solution proposal. If a third party resource is to be used for training purposes their contact information must be identified as defined in section 2.6 Third Party Products.

2.9 Maintenance and Support Programs (Section 8.0)

Specify the nature of any post-implementation and on-going support provided by the Offeror including:

- On-site, post-implementation support (e.g., one month of on-site support after go-live, optional "as-needed" support (7days/week)).
- Telephone support (include toll-free support hotline, hours of operation, availability of 24 x 7 hotline, etc.).
- Tiered customer support levels (e.g., gold, silver, etc.) must be identified in the response. Define what level of support is being proposed.
- Delivery method of future upgrades and product enhancements including historical frequency of upgrades by module.
- Any anticipated mid-implementation upgrades. If any are planned, the estimated work effort and related costs associated with such tasks should be included in the proposal.
- Availability of user groups and their geographic areas.
- Problem reporting and resolution procedures.
- Bug fixes and patches.
- Support provided for third-party solutions.

- Other support (e.g., on-site, remote dial-in, Web site access to patches, fixes and knowledge base) and any limitations on the number of County personnel that may access other support methods.

2.10 Essay Response(s) (Section 9.0)

Essay responses are only ***required*** if the Offeror is selected to proceed to the second evaluation level. Essay responses may be submitted with the initial response. If no essay responses are submitted initially then Offerors are to indicate that responses will be submitted once they receive notice they have been elevated to further consideration.

ESSAY QUESTIONS:

The County has some unique business process needs that must be accommodated in this solution. Offerors selected for the second evaluation lever are required to answer the following questions addressing these requirements (minimum of one paragraph response). These questions may appear again during solution demonstrations, discovery sessions and during contract negotiations.

- 2.10.1. Provide a description of how the solution will be integrated to the County system(s) of record and incorporate data from those source systems.
 - a. Identify how personnel (HR) data would be used within the solution to provide the most accurate labor rates and crew availability based on scheduled time off.
 - b. Identify how completed work would be “staged” for transfer to the billing system

2.11 Responses to Functional/Technical Requirements (Section 10.0) – Submit Attachment A

Responses to the requirements listed in Attachment A of this RFP shall be provided in this section of the Offeror’s proposal. Offerors are required to use the format provided and add explanatory details as necessary in the “Comments” column or in a separate spreadsheet that references the requirement number. Offerors should identify the assumptions used to answer each specific business requirement using the “Assumptions” column in Attachment A. Additionally, Offerors should indicate all software modules / sub-modules required to fulfill the business requirement in the “Modules / Sub-modules Required” column. Offerors should fully answer each business requirement, even if seemingly a duplicate requirement, as each requirement is given from a specific point of view. The following answer key should be used when responding to the requirements:

F = Fully Provided "Out-of-the-Box"	CU = Customization (requiring changes to delivered system) Unique to Collin County
CO = Configuration (no changes to source code) Settings Using System Screens	NV = Provided in the Very Next Version
R = Provided with Reporting Tool	NA = Not Available
	TP = Third Party Software Required

Attachment A should be submitted using Microsoft Excel. If not submitting through www.bidsync.com vendors shall include a CD with their proposal and required Attachments.

Note: Offerors shall use only one response code per requirement. Any requirement that is not answered utilizing a single code as outlined above will be treated as a negative/non-response. The selected Offeror shall warrant that the proposed solution will conform in all material respects to the requirements and specifications as stated in this RFP. That is, the detailed requirements as stated in this RFP will become part

of the solution and implementation services contracts and agreements and will be warranted as such. **By virtue of submitting a response the Offeror agrees that the responses documented in Attachment A will become part of the contract documents.**

2.12 Client References (Section 11.0) – Submit Attachment D

The County considers references for Offerors to be important in its decision to award a contract. All references provided will be contacted by the County during the selection process. The County will not work through an Offeror's Reference Manager to complete a reference— Offeror's shall provide a direct client reference who was involved in an Offeror led project.

SOFTWARE RESPONDENTS – Software firms shall provide at least five (5) client references that are similar in size and complexity to this procurement (preferably Counties) and have utilized the proposed system in a comparable computing environment. (Reference forms are attached to this proposal, Attachment D.) Submit references for fully completed (live) installations. Include one reference for a severed relationship and the reason the relationship was terminated, if applicable, in addition to the five client references.

If applicable **THIRD PARTY FIRMS** – Using the forms attached to this RFP (Attachment F), third-party firms addressing particular functionality should provide at least three (3) references that are similar in size and complexity to this procurement (preferably Counties) and that have been used in conjunction with the software solution proposed for this engagement. Submit references for fully completed (live) installations.

2.13 Cost Proposal (Section 12.0) – Submit Attachment C

The cost proposal shall include all costs related to implementing the detailed business requirements, found in Attachment A, in this RFP whether such implementation requires customization to the solution or not. Offerors are required to provide costs based on the implementation schedules provided in Section 1.3 of this RFP. The County may award a purchase contract based on initial offers received without discussion of such offers. An Offeror's initial offer should, therefore, be based on the most favorable terms available. The County may, however, hold discussions with those Offerors that it deems, in its discretion, to fall within a competitive range. It may also request revised pricing offers from such Offerors and make an award and/or conduct negotiations thereafter.

Cost schedules shall be presented in the spreadsheet format presented in Attachment C of this RFP and submitted in Microsoft Excel. Any software required as a pre-requisite to the installation, configuration and use of the proposed solution must be identified separately. Pre-requisite Software pricing should be based on current commercial retail rates. The County reserves the right to contact Offerors on cost and scope clarification at any time throughout the selection and negotiation process. The County is asking Offerors to estimate costs for all categories with the understanding that they may have to make assumptions. Such assumptions shall be documented in each proposal. Failure to fully provide cost and work effort estimates may lead to elimination prior to presentations.

Use the following information to assist in estimating costs:

Preferred Training Strategy:

Instructor led training
for project team and SME
Instructor led training or Computer based
training for heavy users
Train the Trainer for Inquiry only training

2.14 Exceptions to the RFP (Section 13.0)

All requested information in this RFP should be supplied with the proposal. Offerors may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and the written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the County, and the description of the advantages or disadvantages to the County as a result of such exceptions. The County, at its sole discretion, may reject or accept any exceptions or specifications within the proposal.

2.15 Sample Documents (Section 14.0)

To establish a complete and competitive proposal, Offerors should include sample copies of the following documents:

- Sample training manuals
- Sample user guides
- Sample functional, technical and support documentation
- Sample software license agreement
- Sample Implementation Services Agreement
- Sample maintenance and support agreement

Part 3 **Evaluation Methodology**

3.1 Evaluation Criteria

A County Selection Team will review all proposals received by the Opening date and time as part of a documented evaluation process. For each decision point in the process, the County will evaluate suppliers according to specific criteria and will elevate a certain number of suppliers to compete against each other. The proposals will be evaluated on the following criteria (not necessarily listed in order of importance):

- r Conformance with RFP guidelines and submittal requirements
- r Compatibility with the County's desired current and future technology architecture, expertise, and future strategy/Responses to Technical Requirements
- r Public Sector Experience and References
- r Implementation Strategy and Plan
- r Responses to Functional Business Requirements
- r Compatibility with the County's desired terms and conditions
- r Cost
- r Product Demonstrations and Implementation Services Interviews (optional)
- r Site Visits (optional)

The County reserves the right to determine the suitability of proposals on the basis of all of these criteria.

The County will use a competitive process based upon "selection levels." The County reserves the right that if an Offeror fails to meet expectations during any part of the process, the County may proceed with the remaining Offerors or elevate an Offeror that was not elevated before. The selection levels are described in the following sections.

Level 1 - Procurement Requirements Assessment

Criteria assessed during Level 1:

- r Conformance with RFP guidelines and submittal requirements.
 - r Response to General Requirements as stated in Section 2.1 to include

Section	Title
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary (include signature page – Attachment G)
2.0	Scope of Services
3.0	Company Background
4.0	Proposed Application Software and Computing Environment
5.0	Third-Party Products
6.0	Implementation Plan (Attachment B)
7.0	Training

8.0	Maintenance and Support Programs
9.0	Essay Responses
10.0	Responses to Functional/Technical Requirements (Attachment A)
11.0	Client References (Attachment D, E)
12.0	Cost Proposal (Attachment C)
13.0	Exceptions to the RFP
14.0	Sample Documents

Level 2 – Detailed Proposal Assessment

The County's Selection Team will conduct a detailed assessment of all proposals elevated to this Level. Criteria evaluated in Level 2:

- q Compatibility with the County's desired current and future technology architecture, expertise, and future strategy/Responses to Technical Requirements – 15%, section 2.5
 - Those suppliers whose capabilities are best aligned with the technology strategy, knowledge of County IT staff, and architecture will be evaluated more favorably.
- q Public Sector Experience and References – 15%, section 2.12
 - Suppliers who have proven experience at public sector sites similar in scope, size and complexity to the County will provide higher confidence to County evaluators. References may be called during this phase of the evaluation and the quality of the clients provided as references will be analyzed. Suppliers who provide clients with live implementations of the version of the software proposed to the County are the most desirable. The listing of all public sector clients provided in the RFP will also be used during this evaluation.
- q Implementation Strategy and Plan – 15% section 2.7, 2.8
 - County evaluators will examine implementation methodologies and plans that are well suited for the County. This analysis will include staffing effort, staffing level, implementation schedule, team structure (Offeror employed implementation resources, contracted implementation staff), team composition (project managers, team leads, etc.), interface and data conversion estimates, training and change management strategies.
- q Responses to Functional Business Requirements – 35%, section 2.11
 - The County will analyze the suppliers' responses to the detailed business requirements.
- q Cost – 20%, section 2.13
 - The individual components that comprise the total cost of the software implementation will be included in this portion of the evaluation. Cost of software licenses, implementation effort, training, travel, and maintenance and support will be analyzed. Suppliers shall provide cost information in the format requested on the cost spreadsheets in Attachment C.

It is anticipated that no more than three suppliers will advance to Level 3 but Collin County reserves the right to adjust the number as necessary.

Level 3 - Demonstrations and Implementation Firm Interviews

The following criteria are optional, at the County's discretion, and will be used to evaluate those Offerors elevated for on-site product demonstrations and implementation interviews. This round will be evaluated based upon ability to meet the requirements contained in the demonstration script. Those vendors elevated this round will be required to respond to Section 2.10 Essay Response.

Part 4

Attachments

Attachments

- Attachment A: Collin County Detailed Business Requirements
- Attachment B: Staffing Level Worksheet
- Attachment C: Proposed Cost Schedule
- Attachment D: Software Firm Reference Form
- Attachment E: Third Party Firm Reference Form
- Attachment F: Collin County Signature Page
- Attachment G: Anticipated Interfaces
- Attachment H: Collin County Terms and Conditions
- Attachment I: Insurance Requirements
- Attachment J: Current State Business Process Diagram
- Attachment K: Current Modified Access Database

Attachment A: Collin County Detailed Business Requirements

Refer to document [Attachment A - Collin County Detailed Business Requirements.xls](#)

Attachment B: Staffing Level Worksheet

Refer to document [Attachment B - Staffing.xls](#)

Attachment C: Proposed Cost Schedule

Refer to document [Attachment C - Cost.xls](#)

Attachment D: Software Firm Reference Form

Provide at least five (5) client references that are similar in size and complexity to this procurement (preferably Counties) and have utilized the proposed system in a comparable computing environment.

Organization Name:			
Organization Project Manager:		Phone:	
		Email:	
Organization Address:			
Implementation Period:		through	
General Operating Budget:		# of Employees:	
Project Summary:			

Project Budget			
Hardware Cost:		Software License Cost:	
Data Conversion Cost:		Implementation Cost:	

Attachment E: Third Party Firm Reference Form

Provide at least five (5) client references that are similar in size and complexity to this procurement (preferably Counties) and have utilized the proposed system in a comparable computing environment.

Organization Name:			
Organization Project Manager:		Phone:	
		Email:	
Organization Address:			
Implementation Period:		through	
General Operating Budget:		Employees:	
Project Summary:			

Project Scope			
General Ledger		Accounts Payable	
Accounts Receivable		Project Accounting	
Grant Accounting		Investment	
Budget		Purchasing	
Fixed Assets		Inventory	
Development Services		Facility Work Orders	
Public Works			

Project Budget			
Hardware Cost:		Software License Cost:	
Data Conversion Cost:		Implementation Cost:	
Interface Development Cost:			

Project Infrastructure	
Hardware Platform:	
OS Platform/Version:	
Database Platform:	
Required Data Storage:	

Attachment F: Collin County Signature Page

Refer to document [Company Profile and Signature Form](#)

Attachment G: Anticipated Interfaces

The following anticipated interfaces may be necessary to integrate financial or other information from a source system to the selected solution. This list is not warranted to be an exclusive list of the required interfaces.

Function	Application	Description	Platform
Financial Information	Sungard	Financial related data such as general ledger, fixed assets, AP, AR, inventory, purchasing, billing, receipting, etc.	.NET / SQL Server
Personnel Information	PeopleSoft	Personnel related data such as employee billing rate, work schedule, schedule time off, organizational information, etc.	PeopleTools / SQL Server
Records Retention	LaserFiche	Long term data storage	.NET/SQL Server
Ancillary Systems	TBD	Permitting, work order and public works systems	TBD
Credit Card Processing	Official Payments	Online Credit Card Processing	.NET / SQL Server
Credit Card Processing	Certified Payments	Point of Sale Credit Card Processing	.NET / SQL Server

Attachment H: Collin County Terms and Conditions**COLLIN COUNTY, TEXAS
TERMS AND CONDITIONS****1.0 GENERAL INSTRUCTIONS****1.0.1 Definitions**

1.0.1.1 Bidder/Quoter/Offeror: refers to submitter.

1.0.1.2 Vendor/Contractor/Provider: refers to a Successful Bidder/Quoter/Contractor/Service Provider.

1.0.1.3 Submittal: refers to those documents required to be submitted to Collin County, by a Bidder/Quoter/Offeror.

1.0.1.4 IFB: refers to Invitation For Bid.

1.0.1.5 RFQ: refers to Request For Quotation.

1.0.1.6 RFP: refers to Request For Proposal.

1.0.1.7 RFI: refers to Request For Information.

1.1 If Bidder/Quoter/Offeror does not wish to submit an offer at this time, please submit a No Bid Form.

1.2 Awards shall be made not more than one hundred and eighty (180) days after the time set for opening of submittals.

1.3 Collin County is always conscious and extremely appreciative of your time and effort in preparing your submittal.

1.4 Collin County exclusively uses BidSync for the notification and dissemination of all solicitations. The receipt of solicitations through any other company may result in your receipt of incomplete specifications and/or addendums which could ultimately render your bid non-compliant. Collin County accepts no responsibility for the receipt and/or notification of solicitations through any other company.

1.5 A bid/quote/submittal may not be withdrawn or canceled by the bidder/quoter/offeror prior to the ninety-first (91st) day following public opening of submittals and only prior to award.

1.6 It is understood that Collin County, Texas reserves the right to accept or reject any and/or all Bids/Quotes/Proposals/Submittals for any or all products and/or services covered in an Invitation For Bid (IFB), Request For Quotation (RFQ), Request For Proposal (RFP) and Request For Information (RFI) and to waive informalities or defects in submittals or to accept such submittals as it shall deem to be in the best interest of Collin County.

1.7 All IFB's, RFP's, RFQ's and RFI's submitted in hard copy paper form shall be submitted in a sealed envelope, plainly marked on the outside with the IFB/RFP/RFQ/RFI number and name. A hard copy paper form submittal shall be manually signed in ink by a person having the authority to bind the firm in a contract. Submittals shall be mailed or hand delivered to the Collin County Purchasing Department.

1.8 No oral, telegraphic or telephonic submittals will be accepted. IFB's, RFP's, RFQ's and RFI's may be submitted in electronic format via BidSync.

1.9 All Invitation For Bids (IFB), Request For Proposals (RFP), Request For Quotes (RFQ), Request For Information (RFI) submitted electronically via BidSync shall remain locked until official date and time of opening as stated in the Special Terms and Conditions of the IFB, RFP, RFQ and/or RFI.

1.10 Time/date stamp clock in Collin County Purchasing Department shall be the official time of receipt for all Invitation For Bids (IFB), Request For Proposals (RFP), Request For Quotes (RFQ), Request For Information (RFI) submitted in hard copy paper form. IFB's, RFP's, RFQ's, RFI's received in County Purchasing Department after submission deadline shall be considered void and unacceptable. Absolutely no late submittals will be considered. Collin County accepts no responsibility for technical difficulties related to electronic submittals.

1.11 For hard copy paper form submittals, any alterations made prior to opening date and time must be initialed by the signer of the IFB/RFQ/RFP/RFI, guaranteeing authenticity. Submittals cannot be altered or amended after submission deadline.

1.12 Collin County is by statute exempt from the State Sales Tax and Federal Excise Tax; therefore, the prices submitted shall not include taxes.

1.13 Any interpretations, corrections and/or changes to an Invitation For Bid/Request For Quotation/Request For Proposal/Request for Information and related Specifications or extensions to the opening/receipt date will be made by addenda to the respective document by the Collin County Purchasing Department. Questions and/or clarification requests must be submitted no later than seven (7) days prior to the opening/receipt date. Those received at a later date may not be addressed prior to the public opening. Sole authority to authorize addenda shall be vested in Collin County Purchasing Agent as entrusted by the Collin County Commissioners' Court. Addenda may be transmitted

electronically via BidSync, by facsimile, E-mail transmission or mailed via the US Postal Service.

- 1.13.1 Addenda will be transmitted to all that are known to have received a copy of the IFB/RFQ/RFP/RFI and related Specifications. However, it shall be the sole responsibility of the Bidder/Quoter/Offeror to verify issuance/non-issuance of addenda and to check all avenues of document availability (i.e. BidSync www.bidsync.com , telephoning Purchasing Department directly, etc.) prior to opening/receipt date and time to insure Bidder/Quoter/Offeror's receipt of any addenda issued. Bidder/Quoter/Offeror shall acknowledge receipt of all addenda.
- 1.14 All materials and services shall be subject to Collin County approval.
- 1.15 Collin County reserves the right to make award in whole or in part as it deems to be in the best interest of the County.
- 1.16 The Bidder/Quoter/Offeror shall comply with Commissioners' Court Order No. 96-680-10-28, Establishment of Guidelines & Restrictions Regarding the Acceptance of Gifts by County Officials & County Employees.
- 1.17 Any reference to model/make and/or manufacturer used in specifications is for descriptive purposes only. Products/materials of like quality will be considered.
- 1.18 Bidders/Quoters/Offerors taking exception to the specifications shall do so at their own risk. By offering substitutions, Bidder/Quoter/Offeror shall state these exceptions in the section provided in the IFB/RFQ/RFP or by attachment. Exception/substitution, if accepted, must meet or exceed specifications stated therein. Collin County reserves the right to accept or reject any and/or all of the exception(s)/substitution(s) deemed to be in the best interest of the County.
- 1.19 Minimum Standards for Responsible Prospective Bidders/Quoters/Offerors: A prospective Bidder/ Quoter/Offeror must meet the following minimum requirements:
 - 1.19.1 have adequate financial resources, or the ability to obtain such resources as required;
 - 1.19.2 be able to comply with the required or proposed delivery/completion schedule;
 - 1.19.3 have a satisfactory record of performance;
 - 1.19.4 have a satisfactory record of integrity and ethics;
 - 1.19.5 be otherwise qualified and eligible to receive an award.

Collin County may request documentation and other information sufficient to determine Bidder's/Quoter's/ Offeror's ability to meet these minimum standards listed above.

1.20 Vendor shall bear any/all costs associated with it's preparation of an RFI/IFB/RFQ/RFP submittal.

1.21 Public Information Act: Collin County is governed by the Texas Public Information Act, Chapter 552 of the Texas Government Code. All information submitted by prospective bidders during the bidding process is subject to release under the Act.

1.22 The Bidder/Quoter/Offeror shall comply with Commissioners' Court Order No. 2004-167-03-11, County Logo Policy.

1.23 Interlocal Agreement: Successful bidder agrees to extend prices and terms to all entities that has entered into or will enter into joint purchasing interlocal cooperation agreements with Collin County.

1.24 Bid Openings: All bids submitted will be read at the county's regularly scheduled bid opening for the designated project. However, the reading of a bid at bid opening should be not construed as a comment on the responsiveness of such bid or as any indication that the county accepts such bid as responsive.

The county will make a determination as to the responsiveness of bids submitted based upon compliance with all applicable laws, Collin County Purchasing Guidelines, and project documents, including but not limited to the project specifications and contract documents. The county will notify the successful bidder upon award of the contract and, according to state law; all bids received will be available for inspection at that time.

2.0 TERMS OF CONTRACT

2.1 A bid/quote/proposal, when properly accepted by Collin County, shall constitute a contract equally binding between the Vendor/Contractor/Provider and Collin County. No different or additional terms will become part of this contract with the exception of an Amendment and/or a Change Order.

2.2 No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All Amendments and/or Change Orders to the contract will be made in writing by Collin County Purchasing Agent.

2.3 No public official shall have interest in the contract, in accordance with Vernon's Texas Codes Annotated, Local Government Code Title 5, Subtitle C, Chapter 171.

2.4 The Vendor/Contractor/Provider shall comply with Commissioners' Court Order No. 96-680-10-28, Establishment of Guidelines & Restrictions Regarding the Acceptance of Gifts by County Officials & County Employees.

2.5 Design, strength, quality of materials and workmanship must conform to the highest standards of manufacturing and engineering practice.

2.6 Bids/Quotes/Proposals must comply with all federal, state, county and local laws concerning the type(s) of product(s)/service(s)/equipment/project(s) contracted for, and the fulfillment of all ADA (Americans with Disabilities Act) requirements.

2.7 All products must be new and unused, unless otherwise specified, in first-class condition and of current manufacture. Obsolete products, including products or any parts not compatible with existing hardware/software configurations will not be accepted.

2.8 Vendor/Contractor/Provider shall provide any and all notices as may be required under the Drug-Free Work Place Act of 1988, 28 CFR Part 67, Subpart F, to its employees and all sub-contractors to insure that Collin County maintains a drug-free work place.

2.9 Vendor/Contractor/Provider shall defend, indemnify and save harmless Collin County and all its officers, agents and employees and all entities, their officers, agents and employees who are participating in this contract from all suits, claims, actions, damages (including personal injury and or property damages), or demands of any character, name and description, (including attorneys' fees, expenses and other defense costs of any nature) brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of Vendor/Contractor/Provider's breach of the contract arising from an award, and/or any negligent act, error, omission or fault of the Vendor/Contractor/Provider, or of any agent, employee, subcontractor or supplier of Vendor/Contractor/Provider in the execution of, or performance under, any contract which may result from an award. Vendor/Contractor/Provider shall pay in full any judgment with costs, including attorneys' fees and expenses which are rendered against Collin County and/or participating entities arising out of such breach, act, error, omission and/or fault.

2.10 If a contract, resulting from a Collin County IFB, RFP, RFQ, is for the execution of a public work, the following shall apply:

2.10.1 In accordance with V.T.C.A. 2253.021, a governmental agency that makes a public work contract with a prime contractor shall require the contractor, before beginning work, to execute to the governmental entity a Payment Bond if the contract is in excess of \$25,000.00. Such bond shall be in the amount of the contract payable to the governmental entity and must be executed by a corporate surety in accordance with Section 1, Chapter 87, Acts of the 56th Legislature, Regular Session, 1959 (Article 7.19-1 Vernon's Texas Insurance Code).

2.10.2 In accordance with V.T.C.A. 2253.021, a governmental agency that makes a public work contract with a prime contractor shall require the contractor, before beginning work, to execute to the governmental entity a Performance Bond if the contract is in excess of \$100,000.00. Such bond shall be in the amount of the contract payable to the governmental entity and must be executed by a corporate surety in accordance with Section 1, Chapter 87, Acts of the 56th Legislature, Regular Session, 1959 (Article 7.19-1 Vernon's Texas Insurance Code).

2.11 Purchase Order(s) shall be generated by Collin County to the vendor. Collin County will not be responsible for any orders placed/delivered without a valid purchase order number.

2.12 The contract shall remain in effect until any of the following occurs: delivery of product(s) and/or completion and acceptance by Collin County of product(s) and/or service(s), contract expires or is terminated by either party with thirty (30) days written notice prior to cancellation and notice must state therein the reasons for such cancellation. Collin County reserves the right to terminate the contract immediately in the event the Vendor/Contractor/Provider fails to meet delivery or completion schedules, or otherwise perform in accordance with the specifications. Breach of contract or default authorizes the County to purchase elsewhere and charge the full increase in cost and handling to the defaulting Vendor/Contractor/Provider.

2.13 Collin County Purchasing Department shall serve as Contract Administrator or shall supervise agents designated by Collin County.

2.14 All delivery and freight charges (FOB Inside delivery at Collin County designated locations) are to be included as part of the bid/quote/proposal price. All components required to render the item complete, installed and operational shall be included in the total bid/quote/proposal price. Collin County will pay no additional freight/delivery/installation/setup fees.

2.15 Vendor/Contractor/Provider shall notify the Purchasing Department immediately if delivery/completion schedule cannot be met. If delay is foreseen, the Vendor/Contractor/Provider shall give written notice to the Purchasing Agent. The County has the right to extend delivery/completion time if reason appears valid.

2.16 The title and risk of loss of the product(s) shall not pass to Collin County until Collin County actually receives and takes possession of the product(s) at the point or points of delivery. Collin County shall generate a purchase order(s) to the Vendor/Contractor/Provider and the purchase order number must appear on all itemized invoices.

2.17 Invoices shall be mailed directly to the Collin County Auditor's Office, Sixth Floor, Collin County Courthouse, 200 South McDonald Street, Suite 300, McKinney, Texas 75069. All invoices shall show:

2.17.1 Collin County Purchase Order Number;

2.17.2 Vendor's/Contractor's/Provider's Name, Address and Tax Identification Number;

2.17.3 Detailed breakdown of all charges for the product(s) and/or service(s) including applicable time frames.

2.18 Payment will be made in accordance with V.T.C.A., Government Code, Title 10, Subtitle F, Chapter 2251.

2.19 All warranties shall be stated as required in the Uniform Commercial Code.

2.20 The Vendor/Contractor/Provider and Collin County agree that both parties have all rights, duties, and remedies available as stated in the Uniform Commercial Code.

2.21 The Vendor/Contractor/Provider agree to protect Collin County from any claims involving infringements of patents and/or copyrights.

2.22 The contract will be governed by the laws of the State of Texas. Should any portion of the contract be in conflict with the laws of the State of Texas, the State laws shall invalidate only that portion. The remaining portion of the contract shall remain in effect. The contract is performable in Collin County, Texas.

2.23 The Vendor/Contractor/Provider shall not sell, assign, transfer or convey the contract, in whole or in part, without the prior written approval from Collin County.

2.24 The apparent silence of any part of the specification as to any detail or to the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail. All interpretations of the specification shall be made on the basis of this statement.

2.25 Vendor/Contractor/Provider shall not fraudulently advertise, publish or otherwise make reference to the existence of a contract between Collin County and Vendor/Contractor/Provider for purposes of solicitation. As exception, Vendor/Contractor/Provider may refer to Collin County as an evaluating reference for purposes of establishing a contract with other entities.

2.26 The Vendor/Contractor/Provider understands, acknowledges and agrees that if the Vendor/Contractor/Provider subcontracts with a third party for services and/or material, the primary Vendor/Contractor/Provider (awardee) accepts responsibility for full and prompt payment to the third party. Any dispute between the primary

Vendor/Contractor/Provider and the third party, including any payment dispute, will be promptly remedied by the primary vendor. Failure to promptly render a remedy or to make prompt payment to the third party (subcontractor) may result in the withholding of funds from the primary Vendor/Contractor/Provider by Collin County for any payments owed to the third party.

2.27 Vendor/Contractor/Provider shall provide Collin County with diagnostic access tools at no additional cost to Collin County, for all Electrical and Mechanical systems, components, etc., procured through this contract.

2.28 Criminal History Background Check: If required, ALL individuals may be subject to a criminal history background check performed by the Collin County's Sheriff's Office prior to access being granted to Collin County. Upon request, Vendor/Contractor/Provider shall provide list of individuals to Collin County Purchasing Department within five (5) working days.

2.29 Non-Disclosure Agreement: Where applicable, vendor shall be required to sign a non-disclosure agreement acknowledging that all information to be furnished is in all respects confidential in nature, other than information which is in the public domain through other means and that any disclosure or use of same by vendor, except as provided in the contract/agreement, may cause serious harm or damage to Collin County. Therefore, Vendor agrees that Vendor will not use the information furnished for any purpose other than that stated in contract/agreement, and agrees that Vendor will not either directly or indirectly by agent, employee, or representative disclose this information, either in whole or in part, to any third party, except on a need to know basis for the purpose of evaluating any possible transaction. This agreement shall be binding upon Collin County and Vendor, and upon the directors, officers, employees and agents of each.

2.30 Vendors/Contractors/Providers must be in compliance with the Immigration and Reform Act of 1986 and all employees specific to this solicitation must be legally eligible to work in the United States of America.

2.31 Certification of Eligibility: This provision applies if the anticipated Contract exceeds \$100,000.00 and as it relates to the expenditure of federal grant funds. By submitting a bid or proposal in response to this solicitation, the Bidder/Quoter/Offeror certifies that at the time of submission, he/she is not on the Federal Government's list of suspended, ineligible, or debarred contractors. In the event of placement on the list between the time of bid/proposal submission and time of award, the Bidder/Quoter/Offeror will notify the Collin County Purchasing Agent. Failure to do so may result in terminating this contract for default.

2.32 Notice to Vendors/Contractors/Providers delivering goods or performing services within the Collin County Detention Facility: The Collin County Detention Facility houses persons who have been charged with and/or convicted of serious criminal offenses. When entering the Detention Facility, you could: (1) hear obscene or graphic

language; (2) view partially clothed male inmates; (3) be subjected to verbal abuse or taunting; (4) risk physical altercations or physical contact, which could be minimal or possibly serious; (5) be exposed to communicable or infectious diseases; (6) be temporarily detained or prevented from immediately leaving the Detention Facility in the case of an emergency or “lockdown”; and (7) subjected to a search of your person or property. While the Collin County Sheriff’s Office takes every reasonable precaution to protect the safety of visitors to the Detention Facility, because of the inherently dangerous nature of a Detention Facility and the type of the persons incarcerated therein, please be advised of the possibility of such situations exist and you should carefully consider such risks when entering the Detention Facility. By entering the Collin County Detention Facility, you acknowledge that you are aware of such potential risks and willingly and knowingly choose to enter the Collin County Detention Facility.

2.33 Delays and Extensions of Time when applicable:

2.33.1 If the Vendor/Contractor/Provider is delayed at any time in the commence or progress of the Work by an act or neglect of the Owner or Architect/Engineer, or of an employee of either, or of a separate contractor employed by the Owner, or by changes ordered in the Work, or by labor disputes, fire, unusual delay in deliveries, unavoidable casualties or other causes beyond the Vendor/Contractor/Provider's control, or by delay authorized by the Owner pending mediation and arbitration, or by other causes which the Owner or Architect/Engineer determines may justify delay, then the Contract Time shall be extended by Change Order for such reasonable time as the Owner/Architect may determine.

2.33.2 If adverse weather conditions are the basis for a Claim for additional time, such Claim shall be documented by data substantiating that weather conditions were abnormal for the period of time and could not have been reasonably anticipated, and that the weather conditions had an adverse effect on the scheduled construction.

NOTE: All other terms and conditions (i.e. Insurance Requirements, Bond Requirements, etc.) shall be stated in the individual IFB/RFQ/RFP/RFI Solicitation documents as Special Terms, Conditions and Specifications.

Attachment I: Collin County Insurance Requirements

The following Collin County insurance requirements are in effect for this RFP.

1.0 INSURANCE REQUIREMENTS

1.1 Before commencing work, the vendor shall be required, at its own expense, to furnish the Collin County Purchasing Agent with certified copies of all insurance certificate(s) indicating the coverage to remain in force throughout the term of this contract.

1.1.1 Commercial General Liability insurance at minimum combined single limits of (\$1,000,000 per-occurrence and \$2,000,000 general aggregate) for bodily injury and property damage, which coverage shall include products/completed operations, independent contractors, and contractual liability each at \$1,000,000 per occurrence. Coverage must be written on an occurrence form.

1.1.2 Workers Compensation insurance required by Texas Law at statutory limits, including employer's liability coverage at minimum limits. In addition to these, the contractor must meet each stipulation below as required by the Texas Workers Compensation Commission; (Note: If you have questions concerning these requirements, you are instructed to contact the DWC).

1.1.2.1 By signing this contract or providing or causing to be provided a certificate of coverage, the contractor is representing to the governmental entity that all employees of the contractor who will provide services on the project will be covered by workers compensation coverage for the duration of the project, that the coverage will be based on proper reporting of classification codes and payroll amounts, and that all coverage agreements will be filed with the appropriate insurance carrier or, in the case of a self-insured, with the commission's Division of Self-Insurance Regulation. Providing false or misleading information may subject the contractor to administrative penalties, criminal penalties, civil penalties, or other civil actions.

1.1.2.12 The contractor's failure to comply with any of these provisions is a breach of contract by the contractor which entitles the governmental entity to declare the contract void if the contractor does not remedy the breach within ten (10) days after receipt of notice of breach from the governmental entity.

1.1.3 Commercial Automobile Liability insurance shall be no less than \$500,000 combined single limits per accident for bodily injury and property damage, including owned, non-owned, and hired vehicle coverage.

1.1.4 Professional Liability Insurance at minimum limits of \$1,000,000. This policy must have a two (2) year extended period of coverage, (i.e. tail coverage). If you choose to have project coverage endorsed onto your base policy, this would be acceptable.

1.2 The required limits may be satisfied by any combination of primary, excess or umbrella liability insurances, provided the primary policy complies with the above requirements and the excess umbrella is following form. The vendor may maintain reasonable and customary deductibles, subject to approval by Collin County.

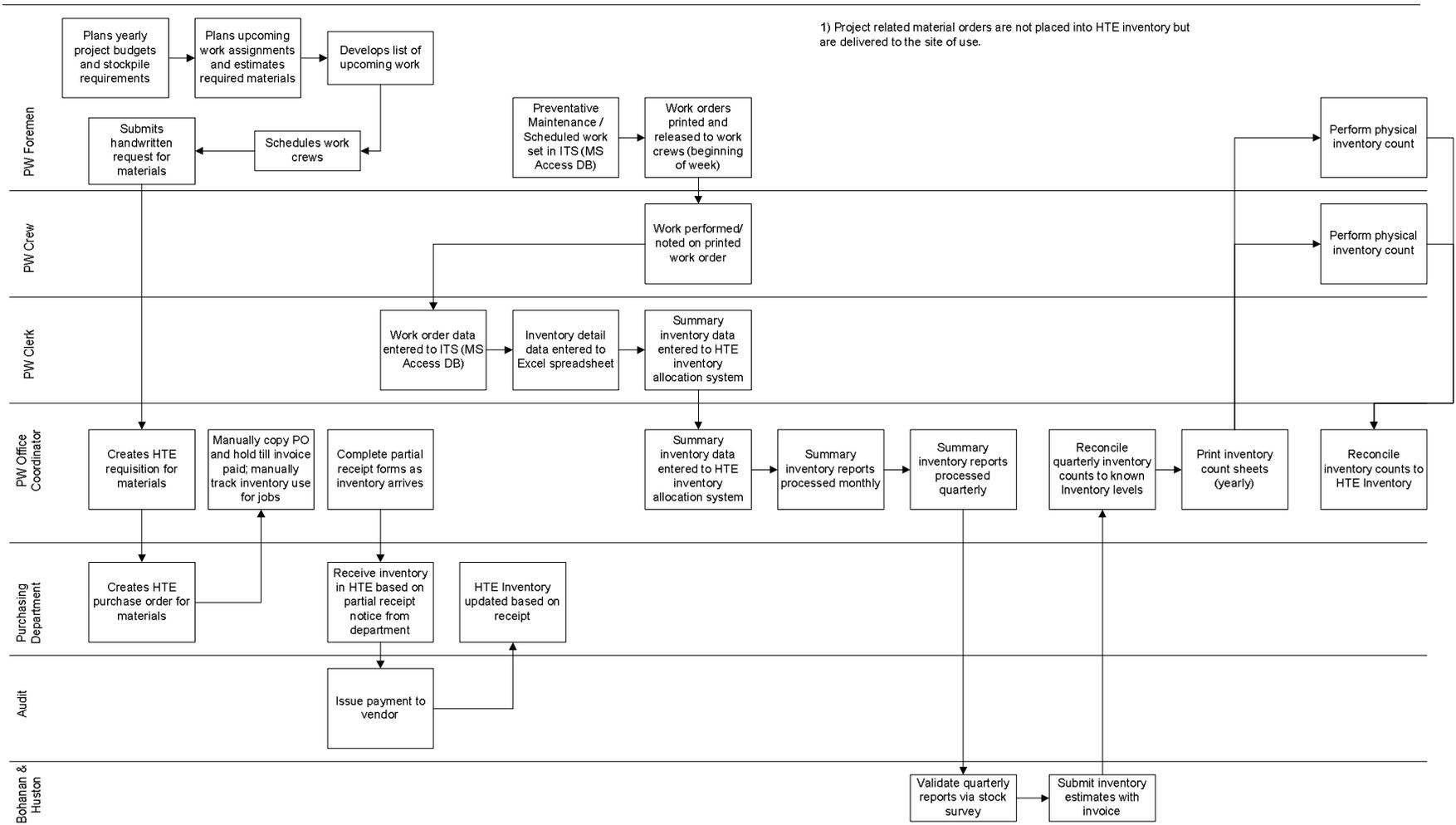
1.3 With reference to the foregoing insurance requirement, the vendor shall endorse applicable insurance policies as follows:

1.3.1 A waiver of subrogation in favor of Collin County, its officials, employees, volunteers and officers shall be contained in the workers compensation coverage.

- 1.3.2 The vendor's insurance coverage shall name Collin County as additional insured under the General Liability policy.
 - 1.3.3 All insurance policies shall be endorsed to the effect that Collin County will receive at least thirty (30) days notice prior to cancellation, non-renewal or termination of the policy.
 - 1.3.4 All copies of Certificates of Insurance shall reference the project/contract number.
- 1.4 All insurance shall be purchased from an insurance company that meets the following requirements:
- 1.4.1 A financial rating of B+VI or better as assigned by the BEST Rating Company or equivalent.
- 1.5 Certificates of Insurance shall be prepared and executed by the insurance company or its authorized agent, and shall contain provisions representing and warranting the following:
- 1.5.1 Sets forth all endorsements and insurance coverages according to requirements and instructions contained herein.
 - 1.5.2 Sets forth the notice of cancellation or termination to Collin County

Attachment J: Current State Business Process Diagram

Public Works Workflow



Attachment J: Current State Business Process Diagram

**SIGNATURE FORM
COLLIN COUNTY, TEXAS**

DELIVERY WILL BE F.O.B. INSIDE DELIVERY AT COLLIN COUNTY DESIGNATED LOCATIONS AND ALL TRANSPORTATION CHARGES PAID BY THE SUPPLIER TO DESTINATION.

DELIVERY TO BE SPECIFIED IN CALENDAR DAYS FROM DATE OF ORDER.

WE **DO NOT** TAKE EXCEPTION TO THE BID SPECIFICATIONS.

WE **TAKE** EXCEPTION TO THE BID SPECIFICATIONS (EXPLAIN):

COMPANY INFORMATION/PROFILE/REFERENCES

Preferential Requirement: The County of Collin, as a governmental agency of the State of Texas, may not award a contract to a nonresident bidder unless the nonresident's bid is lower than the lowest bid submitted by a responsible Texas resident bidder by the same amount that a Texas resident bidder would be required to underbid a nonresident bidder to obtain a comparable contract in the state in which the nonresident's principal place of business is located (Government Code, Title 10, V.T.C.A., Chapter 2252, Subchapter A). Bidder shall make answer to the following questions by selecting the appropriate radio button or inserting information in the box provided:

Is your principal place of business in the State of Texas? Yes No

If the answer to question is "yes", no further information is necessary; if "no", please indicate:

in which state is your principal place of business is located:

if that state favors resident bidders (bidders in your state) by some dollar increment or percentage: jn Yes jn No

if "yes", what is that dollar increment or percentage?

Company Profile: IS YOUR FIRM?

Sole Proprietorship	jn	Yes	jn	No
General Partnership	jn	Yes	jn	No
Limited Partnership	jn	Yes	jn	No
Corporation	jn	Yes	jn	No
Other <input type="text"/>	jn	Yes	jn	No

List Legal Names in Company:

List at least three (3) companies or governmental agencies where these same/like products/services, as stated herein, have been provided. Include company name, address, contact name and telephone number.

AS PERMITTED UNDER TITLE 8, CHAPTER 271, SUBCHAPTER F, SECTION 271.101 AND 271.102 V.T.C.A. AND TITLE 7, CHAPTER 791, SUBCHAPTER C, SECTION 791.025, V.T.C.A., OTHER LOCAL GOVERNMENTAL ENTITIES MAY WISH TO ALSO PARTICIPATE UNDER THE SAME TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT. EACH ENTITY WISHING TO PARTICIPATE MUST ENTER INTO AN INTERLOCAL AGREEMENT WITH COLLIN COUNTY AND HAVE PRIOR AUTHORIZATION FROM VENDOR. IF SUCH PARTICIPATION IS AUTHORIZED, ALL PURCHASE ORDERS WILL BE ISSUED DIRECTLY FROM AND SHIPPED DIRECTLY TO THE LOCAL GOVERNMENTAL ENTITY REQUIRING SUPPLIES/SERVICES. COLLIN COUNTY SHALL NOT BE HELD RESPONSIBLE FOR ANY ORDERS PLACED, DELIVERIES MADE OR PAYMENT FOR SUPPLIES/SERVICES ORDERED BY THESE ENTITIES. EACH ENTITY RESERVES THE RIGHT TO DETERMINE THEIR PARTICIPATION IN THIS CONTRACT. WOULD BIDDER BE WILLING TO ALLOW OTHER LOCAL GOVERNMENTAL ENTITIES TO PARTICIPATE IN THIS CONTRACT, IF AWARDED, UNDER THE SAME TERMS AND CONDITIONS? jn Yes jn No

By signing and submitting this Bid/Proposal, Bidder/Offeror acknowledges, understands the specifications, any and all addenda, and agrees to the bid/proposal terms and conditions and can provide the minimum requirements stated herein. Bidder/Offeror acknowledges they have read the document in its entirety, visited the site, performed investigations and verifications as deemed necessary, is familiar with local conditions under which work is to be performed and will be responsible for any and all errors in Bid/Proposal submittal resulting from Bidder/Offeror’s failure to do so. Bidder/Offeror acknowledges the prices submitted in this Bid/Proposal have been carefully reviewed and are submitted as correct and final. If Bid/Proposal is accepted, vendor further certifies and agrees to furnish any and all products/services upon which prices are extended at the price submitted, and upon conditions in the specifications of the Invitation for Bid/Request for Proposal.

THE UNDERSIGNED HEREBY CERTIFIES THE FOREGOING BID/PROPOSAL SUBMITTED BY THE COMPANY LISTED BELOW HEREINAFTER CALLED “BIDDER/OFFEROR” IS THE DULY AUTHORIZED AGENT OF SAID COMPANY AND THE PERSON SIGNING SAID BID/PROPOSAL HAS BEEN DULY AUTHORIZED TO EXECUTE SAME. BIDDER/OFFEROR AFFIRMS THAT THEY ARE DULY AUTHORIZED TO EXECUTE THIS CONTRACT; THIS COMPANY; CORPORATION, FIRM, PARTNERSHIP OR INDIVIDUAL HAS NOT PREPARED THIS BID/PROPOSAL IN COLLUSION WITH ANY OTHER BIDDER/OFFEROR OR OTHER PERSON OR PERSONS ENGAGED IN THE SAME LINE OF BUSINESS; AND THAT THE CONTENTS OF THIS BID/PROPOSAL AS TO PRICES, TERMS AND CONDITIONS OF SAID BID/PROPOSAL HAVE NOT BEEN COMMUNICATED BY THE UNDERSIGNED NOR BY ANY EMPLOYEE OR AGENT TO ANY OTHER PERSON ENGAGED IN THIS TYPE OF BUSINESS PRIOR TO THE OFFICIAL OPENING OF THIS BID/PROPOSAL.

Company Name	<input type="text"/>
Street Address of Principal Place of Business	<input type="text"/>
City, State, Zip	<input type="text"/>
Phone of Principal Place of Business	<input type="text"/>
Fax of Principal Place of Business	<input type="text"/>
E-mail Address of Representative	<input type="text"/>
Federal Identification Number	<input type="text"/>
Date	<input type="text"/>
Acknowledgement of Addenda	#1 € #2 € #3 € #4 € #5 € #6 €
Authorized Representative Name	<input type="text"/>
Authorized Representative Title	<input type="text"/>
Signature (Required for paper bid submission)	<input type="text"/>

Functional Category: Fleet Management & Public Works

Responses:

F = Fully Provided "Out-of-the-Box"

R = Provided with Reporting Tool

NV = Provided in the Very Next Version

CU = Customization (requiring changes to delivered system) Unique to Collin County

TP = Third Party Software Required

NA = Not Available

CO = Configuration (no changes to source code) Settings Using System Screens

Reference Number	Functional Requirements	Response	Requirements	Assumptions	Comments
I	Software Requirements				
1.00	SYSTEM ARCHITECTURE				
1.01	The solution will include capability for multiple users on the County network to view and edit data in the system simultaneously				
1.02	The solution will allow network backup and restores compatible with the current County archival system				
1.03	The solution will be compatible with the County's existing server environment (MS Server 2003 or later) and network architecture (Ethernet and TCP/IP)				
1.04	Licensing is purchased for the site with unlimited seats				
2.00	GENERAL DESIGN				
2.01	Directly support the core business process, work flow and information needs of the Public Works Department				
2.02	Provide cost accounting capabilities such that the cost of labor, equipment and materials used is allocated to individual roads of the County road network				
2.03	Provide comprehensive data records on department resource and assets in order to provide accurate and detailed and flexible reporting				
2.04	Catalog and describe County assets based on County defined criteria				
2.05	Ability to define asset valuations, based on actual data, and to calculate depreciation schedules in accordance with GASB 34 standards				
2.06	Capability to generate asset hierarchy models that accurately portray the County's infrastructure				
2.07	Evaluate and report on the cost of work performed including both scheduled maintenance and capitol projects				
2.08	Facilitate data entry through the use of drop-down lists, data verification, and auto-complete fields				
2.09	Ability to attach documents and pictures to records				

2.10	Contains a map viewing tool to represent County GIS data and assets from within the program				
2.11	Ability to define access rights to application functions by user				
2.12	Ability to search, sort and filter asset records on screen				
3.00	REPORTING				
3.01	Enable export of reports in a variety of formats (MS Word, Excel, .PDF, text files) which will be able to print directly to network printers				
3.02	Deliver abundant, rich reporting based on user defined and flexible date ranges				
3.03	Support various data groupings such as by Road, by Work Activity, by Employee, by Project				
3.04	Deliver a Unit Cost accounting report to yield information on costs per production unit per Work Activity (e.g. cost per mile of graded road, cost per ton of hauled material)				
3.05	Provide comprehensive project reporting per road, work activity, FEMA event				
3.06	Deliver equipment use reporting per road, project, work activity				
3.07	Deliver material use reporting per road, project, work activity and inventory control reporting				
3.08	Deliver employee labor reporting per road, project, work activity, area				
3.09	Ability to generate optional month-end equipment history report.				
3.10	Support ad hoc queries and reports pertaining to any piece of equipment.				
3.11	Ability to query maintenance costs, fuel consumption, fuel costs, or metered usage for a user-defined date range.				
3.12	Generate report which forecasts vehicle replacements based on user-defined criteria. (mileage, age, repair costs)				
3.13	Generate report listing scheduled preventative maintenance.				
3.14	Generate work order status report				
3.15	Deliver standard reporting for vehicle fuel costs and maintenance costs				
3.16	Generate parts reorder report				
4.00	DAILY WORK ACTIVITIES				
4.01	Easily and quickly record data about work performed as follows:				
4.02	Employee, labor hours, labor category (specific to Public Works) required to complete the task				
4.03	Road on which work was performed				
4.04	Road-features on which work was performed (e.g. sign, culvert, etc.)				

4.05	Work activity and task production quantity (e.g. number of miles graded)				
4.06	Equipment used including hours/mile and cost per hour/mile				
4.07	Material Consumed (one or more) including quantity and unit cost				
4.08	Ability to assign work activity to a project				
4.09	Associate the daily work activities to the Service Request and related Work Order				
4.10	Ability for users to customize the behavior and data validation of the work activity entry process.				
5.00	CITIZEN REQUESTS				
5.01	Ability to review Citizen Request summary data				
5.02	Ability to plot Citizen Requests and view status in the GIS map tool				
5.03	Ability to assign Citizen Requests				
5.04	Allows resident to submit and track Citizen Requests via internet				
5.05	Ability to prioritize requests				
5.06	Ability to analyze Citizen Request expenses on both an aggregate and individual basis				
6.00	WORK ORDERS				
6.01	Automatically calculate the cost of work performed based on the resources assigned to and consumed by a work order				
6.02	Create preventative maintenance work plans based on recurring time frames for all manner of assets				
6.03	Ability to display work orders on a County GIS map in order to view address, status, cost data, etc.				
6.04	Employs a dynamic action list to remind users of work to be performed				
7.00	ASSET MANAGEMENT				
7.01	Ability to inventory all County Roads, Stock Piles, Yards and other facilities				
7.02	Ability to easily add and edit road records as well as search for them across a wide range of attributes.				
7.03	Ability to categorize roads by class, type, area, precinct				
7.04	Ability to define pavement surface for each road				
7.05	Ability to assign length, width, area, lanes to each road				
7.06	Ability to add depreciation schedules and pavement assessments to each road				
7.07	Ability to establish a proactive maintenance plan/schedule for each road				
7.08	Ability to cross-reference work history and service requests history for each road				

7.09	Ability to inventory child assets to each road (e.g. signs, culverts, guard rails, etc.)				
7.10	Ability to directly map the road asset and related data in GIS				
8.00	EMPLOYEES				
8.01	Ability to maintain records for each Public Works Department employee				
8.02	Ability to easily add and edit employee records as well as search for them across a wide range of attributes				
8.03	Ability to store base, overtime and FEMA cost rates per employee				
8.04	Ability to manage key dates per employee (e.g. CDL expiration, hire date, etc..)				
9.00	CONTRACTORS/VENDORS				
9.01	Support the ability to maintain records for each R&B Department contractor and outside vendor				
9.02	Support the ability to cross-reference work history for each contractor/vendor				
10.00	EQUIPMENT				
10.01	Support the ability to uniquely and clearly identify each piece of equipment along with a per-hour or per-mile use rate				
10.02	Support the ability to track vehicle ID, license plate #, FEMA identifier and FEMA cost rate				
10.03	Support the ability to track make, model, engine, transmission, year				
10.04	Support the ability to track acquisition year, auction year, replacement year				
10.05	Support the ability to track original cost, replacement cost, salvage value, useful life, depreciation, etc.				
10.06	Support the ability to categorize equipment by department, type, vehicle and asset class.				
10.07	Support the ability to assign equipment to a particular shop location and/or employee				
10.08	Support the ability to cost equipment by the mile or the hour				
10.09	Support the ability to record meter readings by the mile or the hour				
10.10	Support the ability to perform utilization summaries and cross reference				
10.11	Support the ability to cross-reference work history, odometer and fuel usage and repair orders				
11.00	MATERIALS				
11.01	Support the ability to uniquely and clearly identify each material used by the Public Works Dept				

11.02	Support the ability to categorize materials by type and location				
11.03	Support the ability to deduct and restore inventory based on quantities used in Daily Work Activities and Service Requests				
12.00	PROJECTS				
12.01	Support the ability to uniquely and clearly identify each project executed by the Public Works Dept				
12.02	Support the ability to categorize projects by type, location, fund, priority, department				
12.03	Support the ability to track estimated start/end dates, duration and cost				
12.04	Support the ability to track actual start/end dates duration and cost				
12.05	Support the ability to track cost by labor, equipment, materials and contractors				
12.06	Support the ability to track production quantities and unit costs				
12.07	Support the ability to cross-reference daily work activities that contribute to the project				
13.00	FLEET MAINTENANCE				
13.01	Ability to manage the equipment inventory maintained by Public Works Department				
13.02	Support the ability to create and use maintenance service groups and part kits for expedited and accurate data entry				
13.03	Support the ability to enter repair work orders that include labor hours, parts used and PM items serviced				
13.04	Support the ability to easily/quickly view and report on vehicle maintenance histories				
13.05	Support the ability to analyze depreciation & vehicle replacement				
13.06	Support repair request scheduling, status, and cost tracking				
13.07	Support Preventative Maintenance scheduling, PM item creation and historical review				
13.08	Support the ability to render equipment usage rate calculations				
13.09	Support the ability to perform inventory reorder, value & analysis reporting				
13.10	Ability to import FuelMaster data to update vehicle usage (odometer or hour meter) and fuel consumption				
13.11	Ability to add notes to equipment records				
13.12	Add additional work to a work order, with the appropriate approval.				
13.13	Track multiple problems on a work order				

13.14	Provide multiple types of fleet work orders for various purposes				
13.15	Capture work order completion data including:				
13.16	when completed				
13.17	hours to complete				
13.18	down time with reason (e.g., table driven categories such as held for part, commercial				
13.19	current mileage and multiple meter reading(s)				
13.20	parts used				
13.21	encountered				
13.22	employee/division identification				
13.23	Assigned technician				
13.24	Allow for work orders to be retrieved and/or viewed by status				
13.25	Allow for notes/comments to be entered as part of the work order and Allow for the technician notes to be printed as part of the work order or separately from the work order				
13.26	Allow for deferred repairs to be routed to a specific technician				
13.27	Track mileage and other readings to the work order				
13.28	Identify and prevent duplicate work orders				
13.29	Allow access to vehicle repair history from the work order system with appropriate role based security				
13.30	Provide for maintenance by County staff or by organization outside of the County				
13.31	Prevent asset disposal if there is an open work order on it				
13.32	Support the charge back of services to a department or account				
13.33	Produce both history and exception reports				
13.34	Provide ability to assign and display equipment that is active, inactive (surplus and awaiting receipt) and disposed in the main fleet file				
14.00	PARTS INVENTORY				
14.01	Support the ability to track primary and secondary vendor				
14.02	Support the ability to assign part to a fund				
14.03	Support the ability to manage parts inventory, cost, current quantity, minimum and reorder quantities				
14.04	Support the ability to add and transfer material items				
14.05	Support the ability to deduct and restore inventory based on quantities used in Repair Work Orders				
14.06	Support the ability to report on inventory value and re-order needs				
14.07	Support the ability to cross-reference transactions, repair orders, daily work activities				

	14.08	Support the ability to attached date-stamped notes and documents to each material/part record				
	14.09	Support the ability to track aisle, shelf and bin, stock and non-stock items				
	14.10	Support the ability to add materials/parts dynamically on-the-fly				
	14.11	Provide process to recognize fuel service trucks				

		Technical Requirements				
TECH	1.00	All suites/modules/applications of the solution are fully integrated. Specifically, updating of any data element occurs only once, and is then reflected throughout all applications.				
TECH	2.00	Support of both on-line immediate updates as well batch processing for all transactions.				
TECH	3.00	System-wide inquiry ability to any module, with role based security control.				
TECH	4.00	System has one common database.				
TECH	5.00	System is normalized, with all unique data elements occurring only once in the database.				
TECH	6.00	System is fully browser based (i.e., all suites/modules/applications) and no client side code is required for normal end user access.				
TECH	7.00	Use of multiple types of network connections including:				
TECH	7.01	TCP/IP				
TECH	7.02	Ethernet				
TECH	8.00	Use of the following database platforms:				
TECH	#REF!	Server				
TECH	9.00	Support of operating / network platforms:				
TECH	#REF!	Microsoft NT				
TECH	10.00	Delivered interfaces with imaging and bar-coding hardware/software. Please utilize the comments column to indicate with which scanning and bar-coding systems you interface.				
TECH	11.00	Modules support attached documents of any file type (e.g., ability to attach any electronic documents to any module).				
TECH	12.00	Microsoft Outlook support as the e-mail client.				
TECH	13.00	Remote Intranet and Internet access while maintaining strict security of data through role based security for both internal (County employees) and external (public constituents) users.				
TECH	14.00	Support of faxing or email as a native output option selectable by the user at the time the output is required.				

TECH	15.00	Workflow system provides communication routing throughout all suites/modules/applications.				
TECH	16.00	Support of electronic signatures and digital certificates.				
TECH	17.00	User-friendly view of the system:				
TECH	17.01	Browser-based application				
TECH	17.02	Ability to navigate quickly through screens and menus				
TECH	17.03	Powerful and customizable search engine				
TECH	17.04	Terminology that is pertinent to government functionality				
TECH	17.05	All user data and field labels use English-language text as opposed to code-based representations or				
TECH	18.00	Based upon users' security role, allow custom screens specific to their user ID for:				
TECH	18.01	Input screens				
TECH	18.02	Menus, including Help menus				
TECH	18.03	Notices				
TECH	18.04	Default field values				
TECH	18.05	Workflow notices and work list items				
TECH	18.06	Context-sensitive help screens based on user's application privileges and where they are in the application				
TECH	19.00	Access to input screens and modules without having to back out of existing navigation path to return to a base starting menu.				
TECH	20.00	Support short-cuts to move between modules and menus.				
TECH	21.00	Support of multiple concurrent screens/windows/sessions.				
TECH	22.00	Use of on-line drop-down lists for all valid values for each validated field.				
TECH	23.00	Partial queries or "wildcard" functionality in fields.				
TECH	24.00	Customizable on-line tutorial for each module maintainable by the County and specific to county business processes.				
TECH	25.00	Copy one line of field values to the next line and change one or more field value elements when using input screens.				
TECH	26.00	Effective dates (past and future) for all transactions.				
TECH	27.00	Time and date stamps applied to all transaction data.				
TECH	28.00	Toolsets to enable the County to be self sufficient to complete the following without requiring vendor involvement:				
TECH	28.01	Report design				
TECH	28.02	administration				
TECH	28.03	Application upgrade				
TECH	28.04	administration				
TECH	28.04	Archiving and purging of data				

TECH	29.00	Provide keystrokes for rapid data entry and movement from screen to screen ("hotkeys" or coding reduction techniques).				
TECH	30.00	End user screens contain triggers to additional data screens based on specific data input.				
TECH	31.00	Mass changes or mass deletes supported by table-driven data with proper security.				
TECH	32.00	Consistent user interface across all components utilizing only web browser components with no client side code required for regular end users..				
TECH	33.00	Provide descriptive error messages.				
TECH	34.00	Utilize on-line error message help screens, which can be accessed directly from the error message, by selecting a "details" link.				
TECH	35.00	Error messages appear in a consistent format across all system modules, with like codes, text, and screen locations.				
TECH	36.00	Highlight required elements upon transaction entry to identify any missing information.				
TECH	37.00	Allow only current dated table values in fields requiring validated values.				
TECH	38.00	Store and save user profile preferences, such as font, colors, column and field locations, etc.				
TECH	39.00	Users to have access to the system 24 hours/day, 7 days/week.				
TECH	40.00	Determine which employees are utilizing the system at any point in time, with appropriate security control.				
TECH	41.00	Backup and restore each individual application.				
TECH	42.00	Work with the Collin County Web site as the initial portal to the ERP system (ERP must work within the County's menu structure).				
		WORKFLOW				
TECH	43.00	Workflow rules are based upon the following:				
TECH	43.01	Tolerances				
TECH	43.02	Events or "triggers"				
TECH	43.03	Financial rules				
TECH	43.04	User-defined parameters				
TECH	44.00	Provide a flexible, hierarchical approval process based on a user defined reporting structure.				
TECH	45.00	Track and report electronic approvals.				
TECH	46.00	Record freeform text in comment fields.				
TECH	47.00	Set number of approvals required by type of transaction or threshold such as dollar value.				

TECH	48.00	Ability to automatically re-route transactions, using a designated surrogate or a hierarchical reporting structure, if an individual does not act within a specified timeframe.				
TECH	49.00	Provide notifications to parties involved in workflow chain when escalation is needed.				
TECH	50.00	Capture performance statistics, either budget based measures or ad-hoc, based on workflow activity (or inactivity).				
TECH	51.00	Process for individuals with higher levels of authority to approve transactions that have not been approved by individuals with lower levels of authority.				
		AUDIT				
TECH	52.00	Deliver an automated audit trail of system transactions.				
TECH	53.00	Record the following minimum data on all transactions:				
TECH	53.01	Type of change				
TECH	53.02	Log On ID				
TECH	53.03	Effective Date of Change				
TECH	53.04	Date				
TECH	53.05	Time				
TECH	53.06	Old value				
TECH	53.07	Transaction Type				
TECH	53.08	Transaction ID				
TECH	54.00	Authorized users may define record retention periods, specific to individual record categories, with approval/override by the IT records administrator.				
TECH	55.00	Deliver an archive process definable by system administrator.				
TECH	56.00	Audit reports to ensure that all data is archived before being purged.				
		QUERYING AND REPORTING				
TECH	57.00	Reporting tools for drill down, drill up, and/or drill around (create cross tabs) to supporting documents and related transactions from any field within the system.				
TECH	58.00	Tools to generate ad hoc queries and reports based on user-defined parameters.				
TECH	59.00	Delivered ad-hoc query tools can access any field(s) within the system.				
TECH	60.00	Export to, and import from, popular desktop word processing and spreadsheet applications.				
TECH	61.00	Produce ad hoc reports online or printed hard copy.				
TECH	62.00	Route reports to various network printers as defined by the user.				
		SECURITY				
TECH	63.00	Restrict access to data fields and windows to users with proper role based security.				
TECH	64.00	Limit the types of transactions that a user can process based on assigned security role.				

TECH	65.00	Natively support a minimum of 128 bit data encryption, for data being sent out from or received by the County via the Intranet or Internet.				
TECH	66.00	Decentralized security administration to enable IT department to create/maintain defined security roles while designated "super users" are enabled to assign a security role to a user.				
TECH	67.00	Security roles by groups or classes (user profiles).				
TECH	68.00	Deliver standard report on unused or inactive user ids.				
TECH	69.00	Native integration to LDAP systems such as Active Directory for user login and authentication as well as password change requirements.				
TECH	70.00	Recognize any valid Active Directory User ID and Password.				
TECH	71.00	Suspend User ID after administrator defined number of failed login attempts and send workflow notice to system administrator(s) of the failed attempt.				
TECH	72.00	Log off idle user accounts based on a time out period defined by system administrator(s).				
TECH	73.00	Deliver workflow notices and report of failed login attempts.				

Attachment 4

Schedule 1

Estimated County Staffing Levels

Please describe your staffing requirements (FTE's) for all phases of implementation and your expectations of County staff

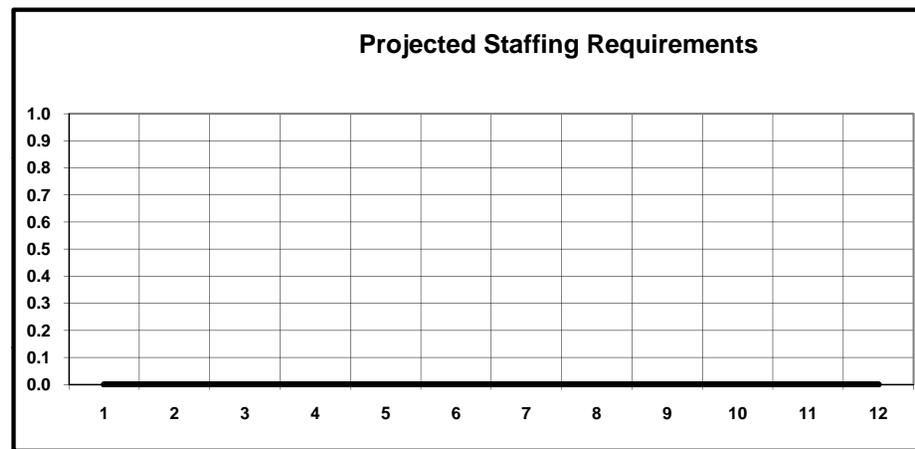
AREA/POSITION	Month											
	1	2	3	4	5	6	7	8	9	10	11	12
VENDOR RESOURCES												
Project Manager												
Technical Lead												
(Please list others as needed)												
Total Vendor FTE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
EXPECTED COUNTY RESOURCES - Non Tech												
Project Manager												
Public Works Technical SME												
Public Works Functional SME												
(Please list others as needed)												
Total for County (Non-Tech) FTE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
EXPECTED COUNTY RESOURCES - TECHNICAL												
Total County Technical Support FTE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total County Projected FTE By Month	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Assumptions:

Respondent assumes most configuration duty and the County SME provides guidance, oversight and rough order acceptance. County resources available Tue - Thur.

Respondent is to identify the recommended client involvement for successful implementation of their solution understanding that staffing limitations may exist within the county.

County roles are identified as placeholder only and should be modified as appropriate for this system implementation.



Attachment 5

Schedule 1: Summary
Summary of Total Software, Professional Services, and Maintenance Costs

Cost Categories	Proposed Cost in RFP	Explanation/Notes (if necessary)**
Software License Fees		
3rd Pary License Fees (if any)		
Professional Services:		
Implementation Services		State Hourly Rate x # of Hours
Data Conversion		State Hourly Rate x # of Hours
Interfaces Estimate		State Hourly Rate x # of Hours
Training		State Hourly Rate x # of Hours
Travel (Not to exceed)		
Other Costs		
Hardware Costs (if any)		
Total Cost During Project Period	\$ -	

Ongoing Maintenance & Support (Years 1-5)

Period	Proposed Cost in RFP	Explanation/Notes (if necessary)**
Year One*		
Year Two		
Year Three		
Year Four		
Year Five		

*Please identify the time at which "Year One" support begins (e.g., once software goes into production).

**Attach additional notes (if needed) to provide full explanation.

Assumptions/Additional Comments

List here the maintenance & support starting point (e.g., 10% of license) and annual caps in growth (e.g., lower of x% per year or inflation). Also list all other assumptions and use additional space if necessary.

Please check all cell formulas!!

COLLIN COUNTY, TEXAS STATEMENT OF NO BID

Collin County is very conscious and extremely appreciative of the time and effort you expend in preparing and submitting solicitations to the County. If you do not intend to bid on this requirement, please complete this form electronically via BidSync or forward to: Michalyn Rains, Contracts Manager, Collin County, 2300 Bloomdale Road, Suite 3160, McKinney, Texas 75071, fax 972-548-4694 or email mrains@co.collin.tx.us.

We, the undersigned, have declined to bid on your IFB/RFP/RFI/RFQ# for the following reason(s):

- Specifications too "tight", i.e. geared toward one brand or manufacturer only. (Please explain reason below)
- Specifications unclear. (Please explain below)
- Insufficient time to respond to solicitation.
- We do not offer this product/s or equivalent. (If you wish to remain on the bidders list for other commodities and/or services, please go to www.bidsync.com to review your previous selections and make the required changes.)
- Our product schedule would not permit us to perform.
- Unable to meet specifications.
- Job too large.
- Job too small.
- Cannot provide required bonding.
- Cannot provide required insurance.
- Bidding through dealer.
- Do not wish to do business with Collin County. (Please explain below)
- Other (Please specify below)

REMARKS:

Company Name:

Address:

City:

State:

Zip:

Contact Name:

Title:

Business Telephone Number:

Fax:

Email Address:

Company's Internet Web Page URL:

CONFLICT OF INTEREST QUESTIONNAIRE FORM CIQ

For vendor or other person doing business with local governmental entity

<p>This questionnaire is being filed in accordance with chapter 176 of the Local Government Code by a person doing business with the governmental entity.</p> <p>By law this questionnaire must be filed with the records administrator of the local government not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.</p> <p>A person commits an offense if the person violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.</p>	<p>OFFICE USE ONLY</p> <p>Date Received</p>
<p>1 Name of person doing business with local governmental entity.</p> <div style="border: 1px solid black; height: 20px; width: 100%; margin-top: 5px;"></div>	
<p>2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire.</p> <p>(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than September 1 of the year for which an activity described in Section 176.006(a), Local Government Code, is pending and not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)</p>	
<p>3 Name each employee or contractor of the local governmental entity who makes recommendations to a local government officer of the governmental entity with respect to expenditures of money AND describe the affiliation or business relationship.</p> <div style="border: 1px solid black; height: 80px; width: 100%; margin-top: 5px; position: relative;"> <div style="position: absolute; right: -20px; top: 50%; transform: translateY(-50%); border-left: 1px solid black; border-right: 1px solid black; border-bottom: 1px solid black; width: 10px; height: 100%; text-align: center;"> ▲ ▼ </div> </div>	
<p>4 Name each local government officer who appoints or employs local government officers of the governmental entity for which this questionnaire is filed AND describe the affiliation or business relationship.</p> <div style="border: 1px solid black; height: 80px; width: 100%; margin-top: 5px; position: relative;"> <div style="position: absolute; right: -20px; top: 50%; transform: translateY(-50%); border-left: 1px solid black; border-right: 1px solid black; border-bottom: 1px solid black; width: 10px; height: 100%; text-align: center;"> ▲ ▼ </div> </div>	

Adopted 11/02/2005

FORM CIQ

CONFLICT OF INTEREST QUESTIONNAIRE

Page 2

For vendor or other person doing business with local governmental entity

**5 Name of local government officer with whom filer has affiliation or business relationship.
(Complete this section only if the answer to A, B, or C is YES.)**

This section, item 5 including subparts A, B, C & D, must be completed for each officer with whom the filer has affiliation or other relationship. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income from the filer of the questionnaire? Yes No

B. Is the filer of the questionnaire receiving or likely to receive taxable income from or at the direction of the local government officer named in this section AND the taxable income is not from the local governmental entity? Yes No

C. Is the filer of this questionnaire affiliated with a corporation or other business entity that the local government officer serves as an officer or director, or holds an ownership of 10 percent or more? Yes No

D. Describe each affiliation or business relationship.

6

Signature of person doing business with the governmental entity

Date

Adopted 11/02/2005

AFFIDAVIT OF COMPLIANCE

I, the undersigned, declare and affirm that my company is in compliance with the Immigration and Reform Act of 1986 and all employees are legally eligible to work in the United States of America.

I further understand and acknowledge that any non-compliance with the Immigration and Reform Act of 1986 at any time during the term of this contract will render the contract voidable.

Name of Company	<input type="text"/>
Title of Officer	<input type="text"/>
Name of Officer	<input type="text"/>
Date:	<input type="text"/>

In order to better serve our bidders, the Collin County Purchasing Department is conducting the following survey. We appreciate your time and effort expended to submit your bid. Please take a moment to complete the below. Should you have any questions or require more information please call (972) 548-4165.

HOW DID YOU RECEIVE NOTICE OF THIS REQUEST FOR BID OR PROPOSALS?

McKinney Courier-Gazette?	€	Yes	€	No
Plan Room?	€	Yes	€	No
Collin County Web-Site?	€	Yes	€	No
Facsimile or email from BidSync?	€	Yes	€	No
Other <input type="text"/>				

HOW DID YOU RECEIVE THE BID DOCUMENTS?

Downloaded from Home Computer?	€	Yes	€	No
Downloaded from Company Computer?	€	Yes	€	No
Requested a Copy from Collin County?	€	Yes	€	No
Other <input type="text"/>				

Thank You,

Collin County Purchasing Department

Question and Answers for Bid #05204-11 - Software & Implementation for Public Works

OVERALL BID QUESTIONS

There are no questions associated with this bid. If you would like to submit a question, please click on the "Create New Question" button below.