



Request for Proposal (RFP)

For an

Enterprise Resource Planning (ERP) System

For

Lassen County

Release Date	
Pre-Proposal Conference	
Due Date	



REQUEST FOR PROPOSALS FOR ERP SOLUTION AND IMPLEMENTATION SERVICES  
LASSEN COUNTY, CALIFORNIA

Date: April 12, 2018

Proposal title: **RFP for ERP Solution and Implementation Services**

Proposals will be received until: 05/31/2018, 4:00 p.m., Pacific Time

For additional information, please contact: Diana Wemple

Email Address: [dwemple@co.lassen.ca.us](mailto:dwemple@co.lassen.ca.us)

Website for Proposal Information: <http://www.lassencounty.org>

If you require additional information, you may contact Ms. Wemple at the email listed above.

The undersigned hereby affirms that (1) he/she is a duly authorized agent of the vendor, (2) he/she has read all terms and conditions and technical specifications which were made available in conjunction with this Request for Proposals and fully understands and accepts them unless specific variations have been expressly listed in his/her offer, (3) the offer is being submitted on behalf of the vendor in accordance with any terms and conditions set forth in this document, and (4) the vendor will accept any awards made to it as a result of the offer submitted herein for a minimum of one hundred twenty calendar days following the date of submission.

PRINT OR TYPE YOUR INFORMATION

Name of Company: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_ City/State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Authorized Representative's Signature: \_\_\_\_\_ Phone: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

Email Address: \_\_\_\_\_



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## Section A: RFP Introduction

### A.1 Purpose of the RFP

With this Request for Proposals (RFP), Lassen County, CA desires to purchase for on site or hosted or otherwise acquire Rights to use an Enterprise Resource Planning (ERP) Solution that meets the requirements identified in this RFP. The County requires that any proposal for an ERP also include professional services necessary to implement the system and provide post-implementation support.

The functional scope for this project includes full General Ledger w/Budget Controls, Financials, Budget Preparation & Publishing, Accounts Receivable, Accounts Payable, Cash Management, Check Reconciliation, Fixed Assets, Project and Grant Accounting, Purchasing & Contract Management, Human Resources, Payroll and Benefits Administration. The project will serve the entire County of Lassen Government "County", Funds, which include departments and enterprise funds within the County government. (The entire group of participants will be referred to as "County" unless specified otherwise.) The County currently uses Advance Data Systems (Payroll), GenLed (home grown legacy system for finance & cash management) and Bassets (fixed assets) as its ERP systems, but the programs will not be supported after 2018 and 2020 respectively. The County expects to begin implementation the summer of 2018 for Payroll and Human Resources followed by Financial, Budgeting and Cash Management and Fixed Assets in 2019/2020. Payroll must be implemented and running prior to the end of 2018, but the county does not have a deadline for the completion of the implementation for Financial, Budgeting and Cash Management and Fixed Assets. Vendors interested in proposing should propose a schedule that implements the system efficiently. ***All vendors should know that during the time period between implementing Payroll and completion the ERP, there will be a need for an interface developed to upload payroll to the County's current General Ledger.***

### A.2 About the County Organization

Lassen County was formed on April 2, 1864 from parts of Plumas and Shasta counties following the two-day conflict known as the Sagebrush War, also called the Roop County War that started on February 15, 1863. Due to uncertainties over the California border, the area that is now Lassen County was part of the unofficial Nataqua Territory and Roop County, Nevada during the late 1850s and early 1860s. The County encompasses an estimated 4,720 square miles and is located approximately 80 miles northwest of Reno Nevada. The County's year-round population is approximately 34,000. County services include: police protection (sheriff's office), jail, Juvenile Detention Facility, social services, library, road & bridge, planning and engineering, building inspection, agricultural, airports, animal control, Alcohol and Drug, Cemeteries/parks, fleet maintenance, building & grounds maintenance, human services for youth, family and seniors, public health, property valuations, tax collections, coroner and general administrative services.

Lassen County operates under a commission-manager form of government. The Board of Supervisors is the governing body of Lassen County and consist of five members elected (elected for a four year term) from specific Districts in the County. County Auditor, County Assessor, County Clerk/Recorder, County Sheriff/Coroner, Superintendent of Schools, District Attorney and Treasurer/Tax Collector are elected



officials with a term of four years. The Board appoints all boards and commissions and appoints the County Administrative Officer and County Counsel. The County Administrative Officer is the administrative head of the government and is responsible for the administration and execution of all affairs of the County.

### Background Statistics

Background Summary	
Current Population	34,895
Operating Budget	\$25 Million
Approximate Number of Employees (FTE)	(430 with temps)
Fiscal Year	July 1 - June 30
Number of Full-Time Employees (County Government)	405

### A.3 Project Background

The County currently uses a home grown legacy system for a majority of the functions in scope for this project. Unfortunately the software will not be supported and will be retired. The County is currently interested in looking at alternative solutions to meet the County's complex needs.

The future solution must be able to meet the County's functional and technical requirements. To facilitate implementation, the County has chosen customization on its future system and interfaces. For this project, interface is required for Schools, State and Federal programs (including California Welfare programs), and cash interfaces and potential future programs.

Representatives from the primary government will serve on the implementation team. The Auditor will oversee the project scope and budget as well as assist the county project team in making policy decisions. A project manager from the Auditor's office will provide the day-to-day management and will report to the Committee. County implementation team members represent the various business functions within the county. Subject matter experts from each of the County's departments will support the project team.

### A.4 Notice to Vendors

Failure to carefully read and understand this RFP may cause the proposal to be out of compliance, rejected by the County, or legally obligate the Vendor to provide more than they may realize. Information obtained by the Vendor from any officer, agent or employee of the County shall not affect the risks or obligations assumed by the Vendor or relieve the Vendor from fulfilling any of the RFP conditions or any subsequent contract conditions. Only the format described in the RFP and the attachments included with this RFP will be accepted as compliant for the submitted proposal. Failure to completely fill out all the required attachments may result in disqualification.



## **A.5 Conditions**

- A.5.1** Vendors shall make all investigations necessary to thoroughly inform themselves regarding this proposal. No plea of ignorance by the Vendor of conditions that exist or that may hereafter exist as a result of failure to fulfill the requirements of the County or the compensation to the Vendor.
- A.5.2** In the event that multiple firms collaborate to submit a joint proposal, the proposal must identify one firm as the primary contact. This primary contact will be the primary point of contact throughout the procurement process and will be held responsible for the overall implementation of all partners included in the joint proposal.
- A.5.3** All third-party solutions proposed as part of a joint proposal are subject to the same requirements of this RFP, unless otherwise stated.
- A.5.4** Implementation pricing must be submitted on a deliverable and “milestone” basis. For implementation services under a milestone arrangement, the County compensates the vendor a fixed amount for the completion of major milestones. Vendors are to provide all work effort and assumptions used to calculate the fixed fee for each deliverable and milestone. The scope of the project will be defined by the statement of work and detailed functional requirements, included as Attachment 11 (Cost). 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.
- A.5.5** This RFP, its general provisions, and the terms and conditions identified in Section D shall be incorporated in any agreement resulting from this solicitation, and the RFP and its terms and conditions, plus attachments shall control unless the Agreement expressly provides otherwise.
- A.5.6** All proposals and any subsequent clarification or response to the County’s questions shall be valid for a minimum of 120 days from date of the quote.
- A.5.7** Vendors are advised that all County contracts are subject to all applicable requirements contained in the County’s Purchasing Policies and state and federal statutes. When conflicts arise between the Solicitation and these legal documents, the highest authority will prevail.
- A.5.8** Vendors are required to state exactly what they intend to furnish to the County via this Solicitation and must indicate any variances to the terms, conditions, and specifications of this Solicitation no matter how slight. If variations are not stated in the Vendor’s offer, it shall be construed that the Vendor’s offer fully complies with all conditions identified in this Solicitation.



## **A.6 County Rights Reserved**

- A.6.1** The County reserves the right to select the proposal(s), which in its sole judgment best meets the need of the County. The lowest proposed cost will not be the sole criterion for recommending the contract award.
- A.6.2** The County reserves the right to award multiple contracts from this RFP.
- A.6.3** The County reserves the right to reject any or all proposals and to waive technicalities and informalities when such waiver is determined by the County to be in the County's best interest.
- A.6.4** The County may modify this RFP by issuance of one or more written addenda. Addenda will be posted on the County's Proposal Website (See Section A.8)
- A.6.5** The County reserves the right to meet with select Vendors at any time to gather additional information. Furthermore, the County reserves the right to remove or add functionality (i.e. modules, components, and/or services) until the final contract signing.
- A.6.6** This RFP does not commit the County to award a contract. All proposals submitted in response to this RFP become the property of the County and public records, and as such, may be subject to public review.
- A.6.7** The County shall not be liable for any pre-contractual expenses incurred by prospective vendors, including but not limited to costs incurred in the preparation or submission of proposals. The County shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.
- A.6.8** During the performance of this Agreement, CONTRACTOR shall not unlawfully discriminate against any employee of the CONTRACTOR or of the COUNTY or applicant for employment or for services or any member of the public because of race, religion, color, national origin, ancestry, physical handicap, medical condition, marital status, age or sex. CONTRACTOR shall ensure that in the provision of services under this Agreement, its employees and applicants for employment and any member of the public are free from such discrimination. CONTRACTOR shall comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12900 et seq.). The applicable regulations of the Fair Employment Housing Commission implementing Government Code Section 12900, set forth in Chapter 5, Division 4 of Title 2 of the California Code of Regulations are incorporated into this Agreement by reference and made a part hereof as if set forth in full. CONTRACTOR shall also abide by the Federal Civil Rights Act of 1964 and all amendments thereto, and all administrative rules and regulation issued pursuant to said Act CONTRACTOR shall give written notice of its obligations under this clause to any labor agreement. CONTRACTOR shall include the non-discrimination and compliance provision of this paragraph in all subcontracts to perform work under this Agreement.



**A.6.9** The Vendor, by affixing its signature to this Solicitation, certifies that its offer is made without previous understanding, agreement, or connection with any persons, firms or corporations making an offer for the same items, or with the County. The Vendor also certifies that its Offer is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action. To insure integrity of the County's public procurement process, all Vendors are hereby placed on notice that any and all Vendors who falsify the certifications required in conjunction with this section will be prosecuted to the fullest extent of the law.

**A.6.10** The County shall not be under any requirement to complete the evaluation for this RFP by any specific date and reserves the right to suspend or postpone the evaluation process should the need arise due to budget constraints, time constraints or other factors as directed by the County.

## **A.7 Communication Regarding this RFP**

All communication from prospective Vendors regarding this RFP must be in writing by email to the address listed in section A.8 of this RFP. Communication by telephone or in person will not be accepted.

Attempts by or on behalf of a prospective or existing vendor to contact or to influence any member of the selection committee, any member of the Board or any employee of the County with regard to the to this RFP may lead to elimination of that vendor from further consideration.

## **A.8 Inquiries and Requests for Clarification**

**A.8.1** In an effort to maintain fairness in the process, inquiries concerning this procurement, including questions related to technical issues are to be directed, through email, to the following contact. Questions over the phone will not be accepted:

*Contact: Diana Wemple*

*Title: Auditor*

*Email: [dwemple@co.lassen.ca.us](mailto:dwemple@co.lassen.ca.us)*

*Phone: 530-251-8236 (no phone inquiries accepted)*

*Fax: 530-251-2664*

**A.8.2** All questions concerning the RFP must reference the RFP page number, and section heading. Questions will be answered and posted to the County's website in the form of addenda to the RFP. All addenda will be posted to the County's website:  
<http://www.lassencounty.org/government/resources>

**A.8.3** Inquiries or requests for clarification submitted prior to the deadline listed under Task 1 of Section A.10 (Procurement Schedule) will be addressed at the pre-proposal vendor conference. Additional inquires or requests for clarification will be accepted until the deadline listed under Task 4 of Section A.10 (RFP Introduction).



**A.8.4** Proposals may be changed or withdrawn prior to the deadline for proposals. All such changes and withdrawals must be submitted in writing and received by the County prior to the deadline for proposals. After the deadline for proposals, no change in prices or other provisions prejudicial to the interest of the County or fair competition shall be permitted.

**A.9 Pre-Proposal Conference**

A pre-proposal vendor conference will be scheduled for each vendor separately on date described in Section A.10 (Task 3) by phone or web. Attendance at the pre-proposal conference is not mandatory, please register by emailing [dwemple@co.lassen.ca.us](mailto:dwemple@co.lassen.ca.us), if you plan on participating. Vendors intending to participate in the pre-proposal conference should request meeting access information when registering. Answers to questions submitted prior to the conference will be officially answered by addendum.

**A.10 Procurement Schedule**

The expected procurement schedule is listed below. The County reserves the right to change the procurement schedule. If changes are made, Vendors will be notified by the County in the form of an addendum to this RFP, emailed directly to all registered Vendors and posted on <http://www.lassencounty.org/government/resources>.

Procurement Schedule		
Task	Date	Description
1	4/12/18	RFP Released
2	4/27/18	Deadline for requests for clarification prior to pre-proposal conference - 4:00 PM
3	5/4/18	Pre-proposal conference – as scheduled
4	5/10/18	Last day to accept questions and requests for clarification on the RFP - 4:00 PM
5	5/18/18	Answers to submitted questions provided
6	5/31/18	Proposals due – 4:00 PM
7	6/6/18	Up to three Vendors elevated and notified for software demonstrations (if needed)
8	Week of June 11th	Software demonstrations and Implementation Presentations
9	June 19, 2018	Elevate and notify finalist Vendor(s)
11	7/13/18	Complete contract negotiations and Statement of Work (SOW)
12	July 24, 2018	Award of contract by Board
13	August 2018	Implementation Begins



**A.10.1** Software demonstrations and implementation presentations will be held on-site at County facilities and can cover all functional areas listed in this RFP. The County expects to elevate up to three (3) vendors for demonstrations. Demonstrations will address software functionality and implementation services. It is preferred that the key implementation team members that will be assigned to the project be present at the demonstration and lead the presentation about any implementation topics. To avoid unnecessary delays, the County expects that Vendors will be available for software demonstrations and on-site Discovery sessions on the dates identified on the procurement schedule (Section A.10). Vendors that cannot demonstrate their software during the dates identified by the County may be eliminated. The agenda and software demonstration scripts will be distributed to Vendors that have been short-listed for software demonstrations at the time of notification. The County reserves the right to change the dates as needed.

**A.10.2** Discovery sessions will consist of an additional on-site meeting with elevated Vendors to focus on implementation issues. After software demonstrations, it is expected the County will elevate either one (1) or two (2) proposals. Each elevated proposal team will receive a Request for Clarification (RFC) letter that will ask Vendors to clarify any necessary parts of the initial proposal. In addition, the RFC letter will identify a schedule for the on-site Discovery session that will include a detailed discussion of implementation issues. It is the expectation of the County that all key project team members will be available for the on-site Discovery sessions.

## **A.11 Evaluation Criteria**

The County will review all proposals received as part of a documented evaluation process. For each decision point in the process, the County will evaluate Vendors according to County-determined criteria and will then elevate a certain number of Vendors to compete in the next level. Vendors not previously elevated may be elevated on a later date.

The sole purpose of the proposal evaluation process is to determine which solution best meets the County's needs. The evaluation process is not meant to imply that one Vendor is superior to any other, but rather that the selected Vendor can provide and has proposed the best software and implementation approach for the County's current and future needs based on the information available and the County's best efforts of determination.

The proposal evaluation criteria, which will be developed by the County prior to opening of proposals, should be viewed as standards that measure how well a Vendor's approach meets the desired requirements and needs of the County. The criteria that will be used to evaluate proposals may include, but are not limited to the following:

- Cost, either as purchase price for software, services and annual support if it is a server-based system or as a subscription cost if it is a hosted system.
- Response to all schedules
- Software demonstrations



- Implementation approach
- Past experience with similar organizations and references
- Proposed integration to other modules / systems in RFP scope (Interfaces)
- Technical compatibility
- Overall understanding of the County's needs and project risk mitigation
- Project management approach
- Compliance with contract terms and conditions

The County reserves the right to determine the suitability of proposals on the basis of any or all of these criteria or other criteria not included in the above list. The County's evaluation team will then make a recommendation to be approved by the County's steering committee to elevate proposals for software demonstrations, discovery, and final contract negotiations.

## **A.12 Evaluation Process Summary**

The County will follow the evaluation steps summarized below:

- Proposal Opening: Proposal submittals shall be received and publicly opened. Only the names of Respondents will be read at this time.
- Compliance: A preliminary evaluation by the County shall determine whether each received proposal is complete and compliant with the all instructions and/or submittal requirements in the RFP. Any proposals that are incomplete or that do not comply with the instructions and/or submittal terms and conditions may be rejected and excluded from further consideration. Vendor proposals, which are compliant, are advanced to the written evaluation stage.
- Written Evaluation. The County will evaluate Vendor's written proposals according to the criteria outlined in Section A.11 (Evaluation Criteria). The highest ranked Vendor proposals will advance to the Software Demonstration/Interview Stage.
- Software Demonstrations/Interviews. Vendors that are advanced to this stage will be required to provide on-site software demonstrations to County Evaluators. The County will also interview key Vendor staff to be assigned to the project. The demonstrations and interviews will be conducted in accordance to Section A.10.1. The County will evaluate vendor demonstrations and interviews. Highest ranked Vendor proposals will advance to the Discovery stage.
- Discovery. Vendors advanced to this stage will be asked to make a second on-site presentation to discuss the details of the implementation strategy. The process will run in accordance with Section A.10.2.



- Negotiations. Upon satisfactory completion of the Discovery process, the County will select a finalist vendor(s) to complete software and implementation negotiations. If third-party software is involved, the County may elect to negotiate with these vendors first. The primary vendor will be expected to assist with negotiations. The final contract award recommendation will be made to the County Board of Supervisors for approval.
- Contract Award. Upon approval by the Board of Supervisors, the County Administrative Officer will award the contract upon signing it.

### **A.13 Proposal Submission Instructions**

- A.13.1** Proposals are to be submitted in sealed packages by **05/31/2018 at 4:00 PM Pacific time**. Late submissions will not be accepted.

*Submittal Address:*  
**Attention: Regina Schaap**  
**Lassen County Administration**  
**221 Roop Street, Suite 4**  
**Susanville, California, 96130**

- A.13.2** Failure to comply with the requirements of this RFP may result in disqualification. Proposals received subsequent to the time and date specified above will not be considered. Please note the following as part of the submittal process.
- A.13.3** Signature of the proposal by the Vendor constitutes acceptance by the Vendor of terms, conditions, and requirements set forth herein.
- A.13.4** Vendors are required to submit TWO (2) hard copies and TWO (2) electronic copies (on memory stick) of the proposal in a sealed package that is clearly labeled with the Vendor's company name, RFP Name, and contact information. Hard copies of the technical proposal must include a submittal letter signed by an authorized agent of each firm involved in the proposal. The letter should include appropriate contact information for each firm.
- A.13.5** Emailed and faxed proposals will not be accepted.
- A.13.6** Use Attachment 1 (RFP Submittal Checklist) to ensure that all required documents, forms, and attachments have been completed and submitted as instructed. By submitting a proposal, the Vendor is providing a guarantee to the County that, if chosen, it will be able to provide the proposed products and services during the period discussed in the RFP. Upon submission, all proposals shall be treated as confidential documents until the selection process is completed. All proposals and supporting documents become public information after an award has been made and are available for public inspection by the general public in accordance with State of California public records statutes. Vendors shall give specific attention to identify clearly those portions of its response that it considers confidential, proprietary commercial information or trade secrets. Respondents



are advised that, upon request for this information from a third party, the County will be required to make a determination whether the information can be disclosed.

**A.13.7** In the event that a Vendor desires to claim portions of its proposal exempt from disclosure, it is incumbent upon the Vendor to clearly identify those portions with the word “Confidential” printed on the top of each page for which such privilege is claimed. Examples of confidential materials include trade secrets and financial statements. Each page shall be clearly marked and readily separable from the proposal in order to facilitate public inspection of the non-confidential portion of the proposal. The County will consider a Vendor’s request for exemptions from disclosure; however, the County will make its decision based upon applicable laws. An assertion, by a Vendor that the entire proposal, or large portions, is exempt from disclosure will not be honored. Prices, makes and models or catalog numbers of the items offered, deliverables, and terms of payment shall be publicly available regardless of any designation to the contrary.

#### **A.14 Organization of Proposal**

The proposal must be organized into major sections defined in Section B. Specific instructions for each section are provided in Section B of this RFP. Any required attachments must be included in the proper section as indicated by the instructions.

#### **A.15 Format of Electronic Submission**

Vendors must provide electronic copies of all files on a USB memory stick using the following file formats. Attachments not listed in the table below do not have a required file format and may be supplied in either the original file format or PDF.

<b>RFP Section</b>	<b>Attachment/Document</b>	<b>Required File Format</b>
E.8	Attachment 8 (Functional Requirements)	Microsoft Excel (.xls or .xlsx)
E.9	Attachment 9 (Interfaces)	Microsoft Excel (.xls or .xlsx)
E.10	Attachment 10 (Conversions)	Microsoft Excel (.xls or .xlsx)
E.11	Attachment 11 (Costs)	Microsoft Excel (.xls or .xlsx)



## Section B: Detailed Submittal Requirements

So that competing proposals can be compared equally, Vendors must assemble their proposals in strict adherence to the submittal requirements identified in this section and following the formats required by Section A.14. Failure to follow all proposal organizational requirements may result in disqualification. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance and clarity of content. Proposals must address the sections and be presented in the same order.

### B.1 Executive Summary and Introductory Materials

**(Proposal Section 1.0)** The introductory material should include a title page with the RFP name, name of the vendor, address, telephone number, the date, a Letter of Transmittal, and a Table of Contents. The executive summary should be limited to a brief narrative (less than 3 pages) summarizing the proposal.

**B.1.1** Complete Attachment 1 (RFP Submittal Checklist)

**B.1.2** Complete Attachment 2 (Vendor Statement)

### B.2 Scope of Services

**(Proposal Section 2.0)** This section of the proposal should include a general discussion of the Vendor's overall understanding of the project and the scope of work proposed including the following:

**B.2.1** Complete Attachment 3 (Scope of Proposal)

**B.2.2** Complete Attachment 4 (Company Background)

**B.2.3** Complete Attachment 5 (References)

**B.2.4** Complete Attachment 6 (Technical Specification)

**B.2.5** Complete Attachment 7 (Maintenance and Support)

**B.2.6** Provide a statement about whether the primary Vendor's contract will/will not encompass any third-party product/service (if proposed) and/or whether the County will have to contract on its own for the product/service (if proposed).

**B.2.7** If software is to be hosted, provide a statement as to where it will be hosted, (i.e. city and state)

**B.2.8** List and describe all proposed software products that will be delivered as part of the project. If the software is sold by module, the Vendor must explicitly state the software module name and versions that are being proposed.



- All functional requirements that are responded to with a positive response (anything except “N”) are considered to be in scope. Proposed software and any necessary services required to meet the requirements of the RFP or implement the proposed software should be included in the proposal.

### B.3 Functional and Technology Requirements

**(Proposal Section 3.0)** This section describes the software and implementation scope of the overall project and the requirements for each functional area. Responses to the functional requirements should be completed to identify the capability of the software, the scope of the implementation plus if the requirement will be include under the scope of any proposed support agreement. Responses to the functional requirements shall use the following response codes:

<b>Functional Requirements Responses</b>	
<b>Column E: Available Responses</b>	
Y	Requirement Met and Proposed (Standard features in the generally available (product)
Y-ND	Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development)
N	Requirement Not Met with Proposal
I	Need More Information/Discussion
<b>Column J: Available Responses (if (Y-ND Selected in Column E)</b>	
FF	Feature Schedule for Future Release in Generally Available Software
EE	Feature Developed as Enhancement for this Project
<b>Column F: Available Responses</b>	
SS	Requirement and Feature Supported by Software Developer
TPS	Requirement and Feature Supported by Third Party
NS	Requirement and Feature Not Supported

Submit Attachment 8 (Functional Requirements)

- Failure to provide some requirements or excluding some requirements from scope will NOT eliminate the Vendor from contention. The County will evaluate the proposal as a whole including price/value comparisons when evaluating proposals.
- The requirements responses submitted will become part of the agreement. Vendors are expected to warrant both software and implementation of all positive responses (every response except “N” and “I”).
- The County will clarify any requirements with the response of “I” during software demonstrations. Immediately following software demonstrations, Vendors would be expected to re-submit Attachment 8 (Functional Requirements).
- For requirements, responses other than “N” or “I” Vendors must indicate the module or product that is required to meet the requirement.



- For requirement responses other than “N” or “I” Vendors must indicate the phase of the project that the functionality will be implemented.
  - All responses which are marked Y, or Y-ND will be considered to be included in the scope, and the cost proposal and all other information submitted in this proposal should reflect this. Furthermore, the module necessary to perform that functionality must be included in the scope and cost of this proposal.
  - Vendors must be ready to demonstrate any requirements listed as “Y” during software demos.
  - For functionality that is not currently available and not available for viewing at a demo, but that will be in scope for the project either as generally available features in a future release or as a customization, modification, or enhancement specific for this project, Vendors should indicated a response code of Y-ND and answer column J.
  - Vendors are also required to respond if the feature will be supported in the product as part of the proposed maintenance and support offering and the proposed provider of support. Support services shall include technical support, patches and upgrades that accommodate the requirement, and helpdesk support for the requirement.
- B.3.1** Identify any licenses, hardware, or other products not included in this proposal that would be required to operate any of the proposed solutions contained in this proposal.
- B.3.2** Describe the technical environment necessary for the proposed solution by completing Attachment 6 (Technical Specifications) for the proposed primary software and for each third party software solution (if applicable).
- B.3.3** Describe the proposed maintenance and support for each proposed software solution by completing Attachment 7 (Maintenance and Support).



## B.4 Interfaces

**(Proposal Section 5.0)** The County has provided anticipated interfaces in Attachment 9 (Interfaces).

Vendors should indicate their plan for the interfaces using the key presented below. If additional interfaces are proposed, please add them to the form and indicate how they will be implemented using the same key.

Item	Response	Response Description
<b>Interface Plan</b>	Permanent, Temporary, Go-Away	Permanent – permanent interface, even after the completed ERP solution is installed. Temporary – interface that is only required during Implementation. Go-Away – interface that is no longer required as a result of the new ERP solution.
<b>Type of Solution</b>	C,P	C - Configurable Solution P - Customized developed program
<b>Estimated Consulting Hours</b>	Number of Hours	Include the number of estimated consulting work hours to complete the interface.
<b>Included in Price</b>	Y,N	Indicate with a Yes or No whether or not the interface is included in the price.
<b>Type of Support</b>	S TPS NS	S - Requirement and Feature Supported by Software Developer TPS - Requirement and Feature Supported by Third Party NS - Requirement and Feature Not Supported
<b>Comments</b>	Text	Include any comments or assumptions relevant to those answers above.



## B.5 Conversions

**(Proposal Section 6.0)** Vendors must provide responses to the conversion requirements (Attachment 10 (Conversions)). If additional items to be converted are proposed, please add them to the spreadsheet. The following answer key shall be used when responding to the conversion requirements.

Item	Response	Description
<b>Agree</b>	Y/N	Respondents should identify whether or not your firm agrees that this item needs to be converted.
<b>Included in Price</b>	Y/N	If your firm agrees that this item needs to be converted, indicate with a Yes or No whether or not your firm's work effort to complete the conversion is included in the pricing schedule.
<b>Estimated Consulting Hours</b>	Number of Hours	Include the number of estimated consulting work hours to complete the conversion.
<b>Comments</b>	Text	Include any comments or assumptions relevant to the answers above.

## B.6 Implementation Plan

**(Proposal Section 8.0)** This section should describe the proposed implementation plan. Vendors should reference Section C.6 for listing of likely County resources devoted to this project.

- B.6.1** Provide a detailed plan for implementing the proposed system. This information must include:
- Proposed phasing for roll-out of proposed system
  - Explanation of advantages AND risks associated with this plan
- B.6.2** Explain the proposed plan for implementation. This information must include:
- Description of implementation tasks and activities
  - Description of key deliverables, including how they relate to the implementation approach and activities. *Please note the required deliverables listed in Section C.*
- B.6.3** Explain the proposed vendor staffing for the project including:
- How many staff will the vendor have assigned to the project
  - Approximate dedication to the project of each resource and approximate time work will be completed on-site vs. off-site
  - Major roles and responsibilities for each resource



**B.6.4** Explain proposed project management services including:

- Role of the vendor project manager
- Use of project collaboration site
- Expected role of the County project manager
- On-Site presence of Vendor project manager
- Proposed quality assurance procedures

**B.6.5** Explain the expected County staffing for the project including:

- Assumed participation in the project (average portion of FTE). This should include all time spent working on the project (including time spent with and without vendor consultants)
- Assumptions about prior skills / competencies of resources
- Refer to Section C.6 of the RFP for project staffing assumptions.

**B.6.6** Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered for both on-site and off-site training and web training services for the core project team, end users, and technology personnel (if required).

- Explain any roles and responsibilities the County is expected to provide for the training effort including (but not limited to) training coordination, training material development, training delivery, documentation, etc.

## **B.7 Exceptions to the RFP**

**(Proposal Section 6.0)** All requested information in this RFP should be supplied. Vendors may take exception to certain requirements in this RFP. All exceptions shall be identified clearly in this section, with a written explanation of the exception and an alternate proposal (if applicable). The County, at its sole discretion, may reject any exceptions or specifications within the proposal.

*To avoid the scenario where the County is unable to negotiate successfully with its finalist vendor, any material exceptions to the RFP including those to the terms and conditions listed in Section D will be clarified prior to elevation for software demonstrations.*



## B.8 Sample Documents

**(Proposal Section 7.0)** Vendors should include sample copies of the following documents.

- B.8.1** Sample software license agreements for all proposed software. The sample agreement should contain a completed ordering document based upon the proposed software.
- B.8.2** Sample Implementation Services Agreement
- B.8.3** Sample Project Plan
- B.8.4** Sample of, or excerpt from a business process assessment / system design document / workflow map.

## B.9 Price Proposal

**(Proposal Section 10.0)** - Vendors should submit their price proposal according to the format provided in Attachment 11 (Cost) to this RFP.

- B.9.1** Identify major milestones as part of the project. It is required that costs will be invoiced upon completion of major milestones. Please provide a schedule of all payments necessary to complete the proposed scope in schedule 6.
  - Please note: the County will be assessing a 10% retainage fee for each milestone payment. The retainage will be released upon Final Acceptance of the system.**

**B.9.2** Complete and submit Attachment 11 (Cost)

- It is important that Vendors use the format presented in this RFP even if an additional format is provided. Attachment 11 (Cost) should include total price for all software, services, and additional costs to acquire all software and services referenced in the proposal, including third party prices. If third party products or services are included, do not provide separate version of Attachment 11 (Cost) for each third-party product.
- All pricing must be submitted as fixed by milestone. Costs listed as “to-be-determined” or “estimated” will not be scored.**
- All service costs must be provided on a task or completion basis with costs assigned to each milestone, deliverable and/or task. Vendors are required to fill in deliverables and tasks under the provided headers (project initial knowledge transfer, process analysis/system design, system build, testing, training, and closure) Additional detail may be provided to further explain deliverable/task costs.
- Vendors should include all software modules and state any limitations on module use. If no limitations are listed, the County will consider that pricing is based on full enterprise wide access for the County.



- Vendors must submit implementation costs as fully loaded rates that include all necessary travel or other expenses.** By submitting a proposal, all Vendors acknowledge that all pricing (including travel) must be a fixed fee or included in the implementation milestones.
- Vendors offering both purchased and hosted solutions should submit a separate Attachment 11 for each solution.



## Section C: Scope of Project

### C.1 Project Scope – Software

The project scope for procurement and implementation of software solutions is briefly described in the chart below. Specific functionality within each category listed below is more thoroughly described in Attachment 8 (Functional Requirements).

Functional Scope	
Financials/Purchasing	Human Resources/Payroll
<input type="checkbox"/> General Ledger/Budget Control <input type="checkbox"/> Accounts Payable <input type="checkbox"/> Accounts Receivable <input type="checkbox"/> Budget Preparation/Publishing <input type="checkbox"/> Fixed Assets <input type="checkbox"/> Project and Grant Accounting <input type="checkbox"/> Cash Management <input type="checkbox"/> Check Reconciliation <input type="checkbox"/> Contracts Management <input type="checkbox"/> Purchasing <input type="checkbox"/> Technology	Benefits <input type="checkbox"/> Human Resources <input type="checkbox"/> Payroll <input type="checkbox"/> Benefits Management <input type="checkbox"/> Time Entry

### C.2 Functional Vision

The County’s functional concept for the future solution is listed below.

#### Organizational Design

- The County desires a future system that can support the primary government as well as the business type activities simultaneously.
- The primary government uses modified accrual accounting. The business-type activities use modified and full accrual accounting.
- The primary government and each of the business-type activities should have their own security rules as well as business process rules.
- The system should be flexible to accommodate sharing of data (i.e., financial reporting, grant accounting, etc.)



- The system should be able to accommodate shared services so that business-type activities can leverage processes being managed by the primary government.

## **Organizational Design-Current & New Systems**

### **Accounts Payable**

- The County will need to maintain a central vendor database for all business-type activities.
- Each Department will be responsible for matching goods and services and providing supporting documentation (preferably electronic) to the accounts payable transaction.
- Authorized payments will be approved at the department level, the Auditor and processed centrally.

### **Accounts Receivable**

- Each of the County's departments will maintain highly unique receivables systems such as patient billing and tax systems. The scope for this project will only cover miscellaneous accounts receivable.
- Unique receivables systems will send summary revenue data to the central general ledger only.

### **Budget Control, Budget Preparation, Budget Publishing**

- The County Administration will manage budget controls.
- Budget preparation will be completed centrally; meaning, a central budget office will initiate the budget process. Departments will submit their budget requests online. Budget negotiation results will be stored as budget versions. The budget will be approved centrally.
- The County currently has the California State Budget format in Crystal Reports and will need to be able to interface budget information with the Crystal Report.

### **Capital Assets**

- Capital assets will be acquired (or put into service) by the primary government and they will be responsible for maintaining asset records and running depreciation.
- Assets for both the primary government and the business-type activates will be inventoried at year-end in the government-wide financial report.

### **Human Resources**

- All County Departments will follow the County Human Resources policies.



- Applicant tracking (or Talent Acquisition) will be online. The County HR department will assist with the hiring process for all departments.
- Each Department will be responsible for selecting new candidates (as long as they follow the County HR policy)
- Performance evaluations, discipline, and grievances will also be handled by the individual Department in coordination with the HR department.
- Each individual Department will responsible for terminating or separating employees. The County could also separate the employee through the County Human Resources Department.

### **Grant Accounting**

- The future solution will maintain central data about grants.
- The County Departments will be free to pursue their own grants; however, they will be required to get Board of Supervisor approval and budget approval. After a grant has been awarded, the department will be responsible for entering the accounting information. A central accounting authority would post the central record.
- Grant activity will be tracked by each Department and each Department will be responsible for reporting activity to the grant sponsor.
- At year-end, grants will be reconciled to the government-wide reporting.

### **Payroll**

- Payroll will continue to be managed by the primary government.
- All primary government departments and business type activity units will be utilizing the central ERP time entry system.
- Payroll checks and direct deposit will be issued centrally.
- Payroll vendors will be paid centrally.

### **Project Accounting**

- The primary government will set up all projects and departments can manage their projects independently.
- The central ERP system should track the activity throughout the year so that government-wide financial reporting for projects is achievable throughout the year and at the end of the fiscal year



### **Purchasing**

- All County Departments and the business-type activities processes follow a central purchasing policy.
- To enjoy economies of scale, the County should have the flexibility to combine purchase orders from the business-type activities and the primary government for leveraging discounts.
- Each Department will be responsible for receiving goods and services.

### **Contract Management, Purchase Orders and Encumbrances**

- The County's purchasing policy requires preauthorization and bidding on major purchases and contracts. The county uses Purchase Orders for one time purchases, Standing Purchase Orders for long terms price agreements and orders, and Contracts to authorize services and payment of services.
- The County encumbers costs associated with Purchase Orders, Standing Purchase Orders and Contracts to assure funds are available to payment.
- The County also monitors all contracts for compliance and tracks expenditures for each contract to assure the total actual payments do not exceed the maximum amount authorized.

### **Cash Management**

- The County's general ledger system currently maintains separate chart of accounts for the Treasurer allowing the treasurer to track funds balances and balance to the bank account. The auditor's office and the treasurer's office balance cash monthly to assure all activity is accounted for in both systems. All entries are processed by the auditor's office who posts them into the general ledger, which creates a batch cash entry to be posted on the treasurer's system.
- The County's cash management system allows for the tracking of investments for the investment pool. The county invests and manages funds for the School district, College district and JPAs and Special Districts who keep their funds in the county.
- The County's cash management system allows for the apportioning of interest quarterly.

### **Check Reconciliation**

- The County's warrant reconciliation system currently allows for positive pay to be uploaded to the bank after each check run.
- The County's warrant reconciliation system allows daily approval of all checks presented to the bank and for immediate rejection of checks being processed by the bank in error or fraudulent checks. This includes checks processed by the college and district schools who upload their own positive pay files.



### **C.3 Project Scope – Implementation Services**

The County is aware of the level of effort required for an ERP implementation and has extensive experience implementing ERP and other enterprise systems. The County also understands the importance of a disciplined implementation that includes services for project management, system design, documentation, testing, and training. The County also desires a project where implementation consultants will help configure the ultimate solution. Proposals utilizing a remote “homework” method where consultants simply train users on how to configure the software will not be viewed favorably. The County expects the consultants to train the County on best practices and not just simple configuration of the software.

The following requirements are expected to be used throughout the engagement:

#### **C.3.1 Project Management Methodology**

The County expects the Vendor to follow an industry standard implementation methodology. The Vendor must implement strong project management methodology practices that will enable the Vendor to conform to the proposed project delivery schedule.

#### **C.3.2 Reengineer Business Processes**

The Vendor must make a sincere effort to propose business practice changes that can be brought to the County through the new software solution as well as practice improvements based on the functional requirements that may be associated with processes surrounding the use of the new software. The Vendor should provide recommendations on associated implications and recommendations to deal with the implications.

#### **C.3.3 Leverage Standard Functionality**

The Vendor must maximize the software’s standard delivered functionality and look to finding creative ways to configure gaps between the County’s requirements and the standard software instead of proposing customizations, unless absolutely warranted and cost-value justified. Any proposed customizations must be clearly identified and justified by the Vendor, then submitted to ERP’s project team for consideration. No customizations to any software are to be made by the Vendor without written approval by the County’s ERP Project Team.

#### **C.3.4 Knowledge Transfer**

For project work that involves County staff for knowledge sharing or transfer, the Vendor will conduct this project work on-site and will work closely with staff and assigned project personnel to ensure day-today project knowledge transfer on all functional, technical and change management aspects of the project as appropriate for the nature of the software and managed services solution under the Project Scope of Work.



### **C.3.5 Software Installation**

The Vendor, working closely with the County Technology team, shall install all proposed software, and third-party software per relevant vendor installation requirements. The Vendor shall document all installation procedures, test results and operating procedures to maintain and update with fixes, patches and upgrades. Following the installation, the Vendor technical team shall continue to own, monitor and tune the environments, throughout the duration of the implementation, until the proposed and implemented solution is accepted at the end of the post-production period.

## **C.4 Project Scope – Implementation Deliverables**

To ensure quality throughout the implementation, the County's project will include, at a minimum, the following deliverables. The County recognizes that each Vendor may have their own implementation methodology to implement ERP; but it is the responsibility of the Vendor to map their implementation methodology with the specified project's requirements and tailor the proposed methodology to comply with the task, activity and deliverable requirements as described under this section. Each deliverable will be the responsibility of the vendor and will be formally presented to the County for review and sign off. For projects with multiple phases, the County expects each phase to contain each deliverable (unless noted)

**C.4.1 Comprehensive Project Plan** – Detailed listing of tasks for the entire project that includes the following for each task: due date, responsibility, predecessors. Tasks to include on the project plan will include all implementation activity, deadlines, milestones, sign offs, review periods, and deliverables.

**C.4.2 Technical Infrastructure Design and Implementation Plan** – Design for each of the production and non-production environments proposed by the Vendor, containing at a minimum detailed information on:

- (a) Methodology, tools, procedures, activities, and services for infrastructure installation, configuration and change
- (b) Recommendations/determination of any physical upgrades to County's current systems
- (c) Hardware specifications, sizing and capacity planning
- (d) Software bill of materials including system software, application software, middleware and databases
- (e) Security infrastructure
- (f) Network and connectivity
- (g) Performance characteristics
- (h) Availability, flexibility, and growth requirements.

**C.4.3 System Design Document** – Work product that identifies both the business process decisions as well as system configuration decisions for each in scope business process and system feature.



**C.4.4 Testing Scripts** – Test scripts based on the functional requirements and system design document that require successful completion of each item in scope (functional requirements) and the setup of the system (system configuration).

**C.4.5 Training Documentation** – Complete system manual for how to use the configured system

**C.4.6 Cutover Plan** – Complete list of activities required for Go-Live.

## C.5 Project Schedule

The County has no schedule restrictions; but is interested in moving off the existing support agreement quickly, efficiently, and safely. The County is looking to vendors to recommend the best practice rollout strategy for the proposed solution. When recommending the rollout strategy and schedule, Vendors should describe the reasons for their recommendations and clearly identify any implementation assumptions.

## C.6 Project Staffing

The County will make every effort to staff the project appropriately and understands that staffing a project is important to its success. The following table lists resources that the County expects to be available for the project, their applicable areas of knowledge/assumed roles in the project, and the maximum participation levels in the project.

<b>County Staff Participation</b>	
<b>Assumed Role</b>	<b>Maximum Participation (FTE)</b>
Project Manager	.50
Finance Project Team	.50
HR/Payroll Team	.50
Technology Lead	.50



### C.7 Statement of Work

The County will require the development of a detailed statement of work, including a high-level project plan, prior to contract signing. The statement of work will include and describe at least the following and may include additional items the County deems necessary:

- Project scope
- Project milestones
- Project deliverables
- High level project schedule (listing of phases and go-live dates)
- Project resources
- Project roles and responsibilities
- Project change control procedures

### C.8 Number of Users

It is difficult for the County to envision exactly who will use the system as implementation of the system will result in a major change in the way that the County does business. Vendors should plan to have all County departments with access to the system for several users to enter transactions. The following user counts identify expected users within each functional area. Additional users may be required for extra help and Vendors should plan to provide sufficient system access for the County to fully implement their desired business processes. Proposals should include services to complete implementation and any appropriate training to prepare all County staff for using the system. (Note: Employees are counted in multiple columns).

County Users		
Type of User	Estimated Number of Users	Estimated Number of Power Users
Financials	40	10
HR/Payroll	30	5
Budgeting	30	5
Purchasing	30	5
Cash Management	5	4
Technical/Administrative Users	5	5
Treasurer	5	2



### C.9 Current Applications

The following applications are used by the County for major business functions. Information about their replacement or interface is provided for the Vendor's convenience. The County intends to discuss the future use of these applications during software demonstrations and contract negotiations.

Current Applications			
Functionality	Application	Primary Owner/(s)	In Scope for Replacement
Finance/Budget/ AP	GenLed (in house)	Auditor	Yes
Payroll	ADS	Auditor	Yes
Human Resources	People TRAC	Human Resources	Yes
Property Tax Collection/Distribution	Crest	Treasurer/Auditor/Assessor	No
Cash Management	GenLed (in house)	Treasurer/Auditor	Yes
Deposit Permitting	GenLed (in house)	Treasurer/Auditor	Yes
Accounts Receivable	various		Yes
Fixed Assets	Bassets	Auditor	Yes
Check Reconciliation	GenLed (in house)	Treasurer/Auditor	Yes



## Section D: Contract Terms and Conditions

Below are important contract terms and conditions that the County expects to be part of an agreement with the finalist Vendor(s). Please indicate your willingness to comply with each condition by noting any exceptions per the instructions in section B.8 of this RFP. Contract terms in the final agreement should include but will not be limited to those listed below. The County will carefully evaluate any exceptions to the terms and conditions listed below.

### D.1 Key Personnel

The County requires assurances as to the consistency and quality of vendor staffing for its project. Key points of the County's key personnel provision include:

- D.1.1 The County shall have the ability to interview and approve key personnel proposed by the vendor.
- D.1.2 The County shall have the right to dismiss key personnel from the project.
- D.1.3 Vendor key personnel may not be removed from the project without the County's approval.

### D.2 Implied and Express Warranty

The Vendor will expressly warrant that the proposed and implemented system will conform in all material respects to the in scope requirements and specifications as stated in this RFP including the functional requirements in Attachment 8 (Functional Requirements) for a period no less than 12 months after final acceptance. The rights and remedies provided herein are in addition to and do not limit any rights afforded to the County by any other clause of this proposal.

### D.3 System Acceptance

For purposes of acceptance of the system (or portions thereof), the County intends to use a two-staged acceptance procedure for each phase and for the entire project. Key points include:

- D.3.1 "Conditional Acceptance" will occur at or prior to go-live. The County will have up to forty-five (45) days to test the system ("pre-live testing") before going live.
- D.3.2 The County will have a 90-day period after Conditional Acceptance to "live test" the system. Live testing is the County's opportunity to verify that the system complies with the functional requirements and any other written specifications delivered to the County by the vendor during the course of the project.
- D.3.3 If after the live testing the system performs in accordance with the system specifications (including the design document and functional requirements), the County will issue "Final Acceptance." The 90-day time frame for Final Acceptance shall be extended if problems are found in the live test. Specifically, the County expects to document the date the problem is found and the date it is certified as fixed. The acceptance period would pause when issues



are reported and would restart on the date the problem is certified as fixed. The warranty period shall begin at the time of Final Acceptance.

#### **D.4 Delivery of the Project Plan**

The project plan is to be delivered within a contractually specified timeframe after contract signing. Delay or failure to complete in a timely manner in this regard will result in the assessment of liquidated damages up to \$1,000 per day.

#### **D.5 Prohibitions on Public Contract for Services**

- D.5.1** The Vendor shall not knowingly employ or contract with an illegal alien to perform work under the Contract; or enter into a contract with a subcontractor that fails to certify to the successful Vendor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under the Contract.
- D.5.2** The Vendor shall verify or attempt to verify through participation in the Basic Pilot Verification program, as administered by the United States Department of Homeland Security, that the Vendor does not employ any illegal aliens. If the successful Vendor is not accepted into the Basic Pilot Verification Program prior to entering into the Contract, the successful Vendor shall apply to participate in the Program every three months until the successful Vendor is accepted or the Contract has been completed, whichever is earlier. Information on applying for the Basic Pilot Verification Program can be found at: <https://www.vis-dhs.com/employerregistration>
- D.5.3** The Vendor shall not use the Basic Pilot Verification Program procedures to undertake pre-employment screening of job applicants while the Contract is being performed. (a) If the Vendor obtains actual knowledge that a subcontractor performing work under the Contract knowingly employs or contracts with an illegal alien, the Vendor shall be required to: i. Notify the subcontractor and the County within three days that the Vendor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and ii. Terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to (3)(a)(i) of this Contract, the subcontractor does not stop employing or contracting with the illegal alien; except that the Vendor shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien. (b) The Vendor shall comply with any reasonable request by the Department of Labor and Employment made in the course of an investigation that the department is undertaking pursuant to its authority.
- D.5.1** If the Vendor fails to comply with any requirement of this section, the County may terminate the Contract for breach and the Vendor shall be liable for actual and consequential damages.



## **D.6 Termination**

- D.6.1** The County may, by written notice to the Vendor, terminate the contract if the Vendor has been found to have failed to provide products or perform services in a manner satisfactory to the County as per Contract specifications, including delivery as specified. The date of termination shall be stated in the notice. The County shall be the sole judge of non-performance.
- D.6.1** The County may cancel the contract upon thirty days written notice for reason other than cause. This may include the County's inability to continue with the contract due to the elimination or reduction of funding.

## **D.7 Non-Appropriation of Funds**

The financial obligations of the County as set forth herein after the current fiscal year are contingent upon funds for the purpose being appropriated, budgeted and otherwise available.

## **D.8 Indemnification and Insurance**

Contractor shall indemnify and hold harmless the County from and against all claims, damages, losses, and expenses arising out of or resulting from acts or omissions of the Contractor, Contractor's subcontractors or otherwise arising out of the performance of services by Contractor. No later than seven days after execution of this Agreement, Contractor shall provide the County with certificates of insurance evidencing the types and amounts of insurance specified below:

- D.8.1** Workers' Compensation Insurance coverage for all of CONTRACTOR's employees and other persons for whom CONTRACTOR is responsible to provide such insurance coverage, as provided by Division 4 and 4.5 of the California Labor Code.
- D.8.2** Comprehensive general liability insurance including comprehensive public liability insurance with minimum coverage of One Million Dollars (\$1,000,000) per occurrence and with not less than One Million Dollars (\$1,000,000) aggregate; CONTRACTOR shall insure both COUNTY and CONTRACTOR against any liability arising under or related to this Agreement.
- D.8.3** During the term of this Agreement, CONTRACTOR shall maintain in full force and effect a policy of professional errors and omissions insurance with policy limits of not less than One Million Dollars (\$1,000,000) per incident and One Million Dollars (\$1,000,000) annual aggregate, with deductible or self-insured portion not to exceed Two Thousand Five Hundred Dollars (\$2,500).
- D.8.4** Comprehensive automobile liability insurance with minimum coverage of Five Hundred Thousand Dollars (\$500,000) per occurrence and with not less than Five Hundred Thousand Dollars (\$500,000) on reserve in the aggregate, with combined single limit including owned, non-owned and hired vehicles.



**The limits of insurance herein shall not limit the liability of the CONTRACTOR hereunder.**

Insurance coverage shall not be reduced below the limits described above or cancelled without County's written approval of such reduction or cancellation. Reduction, cancellation or termination of insurance coverage, or failure to obtain insurance coverage, without the County's written approval shall constitute a material breach of the Agreement and shall automatically terminate the Agreement. Contractor shall require that any of its agents or subcontractors who enter upon the County's premises shall maintain like insurance. Certificates of such insurance, of agents and subcontractors, shall be provided to the County upon request. With regard to all insurance, such insurance shall:

1. Be primary insurance to the full limits of liability herein before stated and, should County have other valid insurance, County insurance shall be excess insurance only; and
2. Not cancelled without thirty (30) days prior written notice to the County.



## Section E: Attachments

### E.1 Attachment 1 (RFP Submittal Checklist)

Submittal Checklist		
Section	Item	Submitted
E.2	Attachment 2 (Vendor Statement)	
E.3	Attachment 3 (Scope of Proposal)	
E.4	Attachment 4 (Company Background)	
E.5	Attachment 5 (Reference Form)	
E.6	Attachment 6 (Technical Specifications)	
E.7	Attachment 7 (Maintenance and Support)	
E.8	Attachment 8 (Functional Requirements)	
E.9	Attachment 9 (Interfaces)	
E.10	Attachment 10 (Conversions)	
E.11	Attachment 11 (Cost)	



**E.2 Attachment 2 (Vendor Statement)**

**PROPOSAL FORM  
ERP Solution and Implementation Services**

**VENDOR'S STATEMENT**

I have read and fully understand all the special conditions herein set forth in the foregoing paragraphs, and by my signature set forth hereunder, I hereby agree to comply with all said special conditions as stated or implied. In consideration of the above statement, the following proposal is hereby submitted.

**One time Cost:**

	\$	
Written Amount		Amount

**Annual Cost for \_\_\_\_\_ years:**

	\$	
Written Amount		Amount

WE, THE UNDERSIGNED, HEREBY ACKNOWLEDGE RECEIPT OF

Addenda # \_\_\_\_\_ Addenda # \_\_\_\_\_

If None, Please write NONE.

_____	_____
Company Name	Date
_____	_____
Address	Signature
_____	_____
City, State, Zip	Printed Name



REQUEST FOR PROPOSALS FOR ERP SOLUTION AND IMPLEMENTATION SERVICES  
LASSEN COUNTY, CALIFORNIA

<hr/>	<hr/>
County	Title
<hr/>	<hr/>
Telephone	Fax
<hr/>	
E-mail Address	



**E.3 Attachment 3 (Scope of Proposal)**

Identify the scope of the proposal and if the proposal contains software and services for each scope option. Scope options are defined in the RFP in section A and Section C.

---

**Software and Implementation Services:**

*Primary Software Firm* \_\_\_\_\_

*Software Product Proposed* \_\_\_\_\_ *Version* \_\_\_\_\_

*Primary Implementation Firm* \_\_\_\_\_

**Third Party Products/Services**

- Third Party Products/Services Proposed
- No Third Party Products/Services Proposed

*Firm* \_\_\_\_\_ *Purpose* \_\_\_\_\_

*Firm* \_\_\_\_\_ *Purpose* \_\_\_\_\_

*Firm* \_\_\_\_\_ *Purpose* \_\_\_\_\_

**Name of Individual / Firm Submitting Proposal:**

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**Signature of Vendor:**

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**E.4 Attachment 4 (Company Background)**

Complete one form for each firm included in the proposal.

<b>Company Background</b>	
Company Name:	
Location of corporate headquarters:	
<b>Vendor Experience</b>	
# of years in business:	
# of years providing systems/services to public sector:	
<b>Customer Base:</b>	
# of clients using proposed software/services	
Last five most recent contracts	
# of other public sector clients in California	
List all clients in California	
<b>Market Focus:</b>	
Identify other industries that your solution serves	
<b>User Group:</b>	
Identify national and regional user groups	
Explain the purpose and function of user groups	
<b>If not Primary Vendor</b>	
# of past projects partnering with primary Vendor	
Official Partnership status/certification (if applicable)	
<b>About the Company</b>	
Number of Total Employees:	
Number of Employees Providing Implementation Services (if applicable)	
Number of Employees Supporting Product (Maintenance and Support) (if applicable)	
Number of Employees Dedicated to Product Development (if applicable)	



### E.5 Attachment 5 (Reference Form)

Please provide at least five (5) references for past projects that include products and services similar to those proposed for this RFP. Please use the following format in submitting references

#### GENERAL BACKGROUND

Name of Client: \_\_\_\_\_

Project Manager/Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Software Program/Version: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Number of Employees: \_\_\_\_\_ Size of Operating Budget: \_\_\_\_\_

#### PROJECT SCOPE

Please indicate (Circle) functionality installed:

Financials

Human Resources

Purchasing

Payroll

#### TECHNOLOGY INFORMATION

Server Platform:

Database Platform:

Desktop Platform:

#### IMPLEMENTATION INFORMATION

Project Duration: \_\_\_\_\_

Initial Go-Live: \_\_\_\_\_

Describe Role on Project: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



REQUEST FOR PROPOSALS FOR ERP SOLUTION AND IMPLEMENTATION SERVICES  
LASSEN COUNTY, CALIFORNIA

Project Challenges: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Major Accomplishments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**E.6 Attachment 6 (Technical Specifications)**

<b>Technical Specifications</b>	
Infrastructure	
Optimal and minimum network requirements	
Optimal and minimum database requirements	
Optimal and minimum application server Requirements	
Optimal and minimum database server Requirements	
Optimal and minimum desktop (client) Requirements	
Is content delivered through a web browser (which browsers are supported?)	
If client software is required to be installed on the desktop, describe the application	
<b>Reporting</b>	
Does the software come with a report writer? (Which one)	
Describe your audit logs and analysis tools to review user access/changes	
Does the report writer utilize a separate database?	



<b>Security</b>	
Describe your approach to system security—physical and access control	
What security tools are provided in software?	
Identify data encryption approach used	
Does system support Active Directory?	
Does system support single sign on?	
<b>System Administration</b>	
Provide a list of all system administrator tools and their functions	
Provide benchmark statistics for proposed application. Benchmarks should be based on Microsoft Windows Servers and Microsoft Windows desktops	
How are upgrades performed? How often are patches and fixes released? Describe your notification system for failures and predicted failures.	
What statistics do you have regarding uptime of system availability and how do you measure it?	
If presenting a vendor hosted solution, describe your data centers environment, including general location and approach to fault tolerance & redundancy	



**E.7 Attachment 7 (Maintenance and Support)**

Proposed Maintenance and Support	
Post-implementation Support:	
Days of on-site support after go-live	
Other on-site support after go-live (month-end, quarter-end, year-end, open enrollment, etc.)	
Telephone Support:	
Hours available (and time zone)	
Problem Reporting and Resolution Procedures	
Response time for various levels of severity	
User Groups:	
Local User Group	
User Group Members (number)	
Third Parties:	
Support provided for third party products?	
Upgrades/Patches:	
Upgrade Frequency (major and minor releases)	
How are upgrades delivered?	
Are upgrades required?	
How many versions are currently supported?	



**E.8 Attachment 8 (Functional Requirements)**

(See Separate Excel Spreadsheet)

**E.9 Attachment 9 (Interfaces)**

(See Separate Excel Spreadsheet)

**E.10 Attachment 10 (Conversions)**

(See Separate Excel Spreadsheet)

**E.11 Attachment 11 (Cost)**

(See Separate Excel Spreadsheet)