



# **Request for Proposal**

## **Wake County Sheriff's Office Scheduling Solution RFP #23-052**

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Wake County, North Carolina  
P.O. Box 550  
Raleigh, North Carolina 27602

Proposals are due September 26, 2023, before  
3:00 pm local time

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# 1 Introduction

## 1.1 Introduction

The Wake County Sheriff's Office, Wake County, North Carolina ("the County") is seeking proposals from a qualified vendor to provide a Software Scheduling Solution. Throughout this request for proposals ("RFP"), the "Proposer" refers to qualified firms that submit Proposals.

## 1.2 Wake County

Wake County Sheriff's Office (WCSO): Wake County is the most populous county in North Carolina. The County consists of 12 municipalities and includes Raleigh, the County seat and State capitol. The County's population is estimated at over one million residents. It is our mission that the Wake County Sheriff's Office serve the citizens and visitors of Wake County by providing professional law enforcement, judicial and detention services that protect and preserve the Constitutional Rights of the people and mandates the fair and impartial enforcement of the law. Our agency employs approximately 1000 highly qualified, professional men and women, sworn officers and civilians, who work tirelessly – around the clock on behalf of its residents.

## 1.3 Scope of Services

The scope of services covered in this RFP is to provide the County with both software and implementation services for a scheduling solution for the WCSO. It is expected that the Vendor will be able to provide functionality further defined in this document and Attachment A.

## 1.4 General Proposal Requirements

When responding to this RFP, please follow all instructions carefully. Please submit proposal contents according to the outline specified and submit documents according to the instructions. Failure to follow these instructions will be considered a non-responsive proposal and may result in immediate elimination from further consideration.

By submitting a proposal, Proposers acknowledge that:

- 1.4.1 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 Proposers at any time to gather additional information.
- 1.4.2 Proposals will be received by the County at the time noted on the cover page of this document. At that point, the County will close the receipt of proposals and begin the evaluation process. The only information that will be released will be the names of the respondent(s). No other information will be disclosed, except as required by the evaluation process, until a contract is awarded.

The County, solely at its option, may disclose the name(s) of any firms or companies being considered or elevated during the process. Proposers are not to contact any county staff or elected official in reference to the process due to the nature of a competitive environment and to protect the integrity of the RFP process. As information becomes available and is relevant for release, that information will be shared with respondents.

## 2 General Submittal Requirements

### 2.1 Proposal Contact

This RFP and any subsequent action taken as a result thereof is issued by the Wake County Procurement Services in accordance with North Carolina General Statutes on behalf of the County. Proposal responses should be directed to Procurement Services, specifically to the Purchasing Director, as outlined below. In regards to this RFP and subsequent procurement process, vendors shall make NO CONTACTS, either written or verbal, with any Wake County employee, staff member, or Board of Commissioner members during the period beginning with the issuance of this document through approval of award unless authorized by the proposal contact. ***Any attempt by a Proposer to contact or influence a member or members of the aforementioned will result in the immediate disqualification of the Proposer from award for items or services on this RFP.***

**Proposal Contact:**

Melissa England  
Wake County Procurement Services  
[Melissa.England@wake.gov](mailto:Melissa.England@wake.gov)  
919-856-6327

### 2.2 Proposal Submittal Requirements

Proposers are required to prepare their proposals in accordance with the instructions outlined in this part and elsewhere in this RFP. Each Proposer is required to submit its proposal in a sealed package.

Three (3) copies shall be submitted to the address shown below as well as an electronic version on USB.

**Mailing Address:**

Melissa England  
Wake County Procurement Services  
Wake County Justice Center, 2<sup>nd</sup> Floor – Ste 2900  
301 S. McDowell Street  
Raleigh, NC 27601

The County must receive proposals no later than 3:00 PM on September 26, 2023. *The Proposer's name, RFP number, and proposal closing time and date must be marked clearly on the proposal submission.* The time of receipt shall be determined by the time clock in the Wake County Procurement Services office. The County will not be held responsible for the failure of any mail or delivery service to deliver a proposal response prior to the stated proposal due date and time. It is solely the Proposer's responsibility to: (1) Ascertain that they have all required and necessary information, documents and addenda, prior to submitting a response; (2) Ensure that the response is received at the correct location and time. Late responses, regardless of delivery means, will not be accepted. Fax or email responses will not be accepted.

### 2.3 Proposer Expenses

The County will not be responsible for any expenses incurred by any Proposer in the development of a response to this Request for Proposal or any other activities associated with this procurement including but not limited to any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to Wake County and/or its representatives. Further, the County shall reserve the right to cancel the work described herein prior to issuance and acceptance of

any contractual agreement/purchase order by the recommended Proposer even if the Board of Commissioners has formally accepted a recommendation.

## **2.4 Interpretations, Discrepancies, and Omissions**

Should any Proposer find discrepancies, omissions or ambiguities in this RFP, the Proposer must at once request in writing an interpretation from proposal contact listed in Section 2.1. The deadline for submitting questions is August 28, 2023, by 5:00 PM EDT. All questions will be answered to the extent possible in the form of addenda to the specifications. The addenda will be available by September 8, 2023. All written requests for clarification should be addressed to the attention of Proposal Contact.

Failure to request an interpretation will be considered evidence that the Proposer understands the provision of the RFP.

The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the WCSO. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect. It is the WCSO's intent not to issue any addenda after September 8, 2023.

## **2.5 Tentative Schedule**

<b>Date</b>	<b>Event</b>
August 28, 2023 by 5:00 PM EDT	Vendor RFP Questions Due
September 8, 2023	County Response to Questions
September 26, 2023 by 3:00PM EDT	Proposal Responses Due
December 2023	Short List Vendor Demonstrations
Spring 2024	Contract Award

## **2.6 Pre-Proposal Questions**

The WCSO will also make a good faith effort to provide answers to questions arising around the RFP, if the request will further clarify the project's scope. All questions for further information shall be received by the County by August 28, 2023, before 5:00 PM EDT. A copy of all answers and further clarifications provided by the County to those making inquiries will be posted as an addendum to the RFP on the County's website by September 8, 2023.

## **2.7 Finalists and Interviews**

From the proposals received, WCSO staff may identify a short-list of finalists. The finalists will be expected to make a scripted product demonstration for its selection team and respond to questions during the demonstration either onsite in Raleigh, NC or via remote web conference (to be determined). SoftResources, LLC will support the County's core team in evaluating the submitted proposals. The County will make the final determination for both short-listed vendors and the selected vendor.

The County evaluators will consider the completeness of the proposal, how well the vendor complied with the response requirements, responsiveness of vendor to requests, the number and nature of

exceptions (if any), the total cost of ownership, and how well the vendor's proposed solution meets the needs of the County as described in the response to each requirement and form.

## **2.8 Award**

The County reserves the right to award a contract, based on initial offers received from Proposers, without discussion and without conducting further negotiations. Under such circumstances, the acceptance of a proposal by the County shall be deemed to be an acceptance of an offer and that such acceptance will be binding upon both parties. The County may also, at its sole discretion, have discussions with those Proposers that it deems to fall within a competitive range. The County may enter into negotiations separately with such Proposers. Negotiations with a Proposer may continue with a Proposer that the County has tentatively selected to award a contract to. The County shall not be deemed to have finally selected a Proposer until a contract has been successfully negotiated and signed by both parties.

## **2.9 Non-disclosure of County Information**

The Proposer and its agents shall treat all data and information gathered by the Proposer and its agents, including this RFP and all reports, recommendations, specifications, and data as confidential. The Proposer and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.

## **2.10 Retention of Proposer Material**

Any and all information submitted in conjunction with this RFP and the evaluation process will not be returned to the respondent.

# **3 General Terms and Conditions**

## **3.1 Certification**

The Proposer hereby certifies that it has carefully examined this Request for Proposal and the Proposer certifies that it understands the scope of the work to be done and that the Proposer has knowledge and expertise to provide the scope of the work. By signature on the response to the RFP, the Proposer certifies that its proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a proposal for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud, so that all proposals for the purchase will result from free, open and competitive proposing among all vendors. Further, the Proposer certifies that it understands that collusive bidding/proposing is a violation of Federal law and can result in fines, prison sentences, and civil damage awards.

## **3.2 Conflict of Interest**

By submission of a response, the Proposer agrees that at the time of submittal, it: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Proposer's services, or (2) will not benefit from an award resulting in a "Conflict of Interest." A "Conflict of Interest" shall include holding or retaining membership, or employment, on a board, elected office, department, division or bureau, or committee sanctioned by and/or governed by the County. Proposers shall identify any interests, and the individuals involved, on separate paper with the

response and shall understand that the County, in consultation with legal counsel, may reject their proposal.

### **3.3 Assignment**

No assignment of the Proposer's obligations or the Proposer's right to receive payment hereunder shall be permitted without prior consent of the County. The Proposer may not sell, assign, transfer or convey the contract resulting from this RFP, in whole or in part, without the prior written approval from the County.

### **3.4 Indemnification**

The Proposer will indemnify and hold both the County and the Wake County Sheriff ("WCSO") LLC harmless from any and all liability, expense, judgment, suit, or cause of action for personal injury, death, or direct damage to tangible property which may accrue against the County or the WCSO to the extent it is caused by the negligence of Consultant, its sub-consultants, or their employees or agents, while performing duties under this Agreement, provided that the County gives the Proposer prompt, written notice of any such claim or suit. The County shall cooperate with the Proposer in its defense or settlement of such claim or suit. This section sets forth the full extent of the Proposers general indemnification of the County and WCSO from liabilities that are in any way related to Proposers performance under this Agreement.

### **3.5 Independent Contractor**

It is understood that in the performance of any services herein provided, the Proposer shall be, and is, an independent contractor, and is not an agent or employee of the County and shall furnish such services in its own manner and method, except as required by this contract. Further, the Proposer has, and shall retain the right to exercise full control over the employment, direction, compensation, and discharge of all persons employed by the Proposer in the performance of the services hereunder. The Proposer shall be solely responsible for, and shall indemnify, defend, and save the County harmless, from all matters relating to the payment of its employees, including compliance with Social Security, withholding, and all other wages, salaries, benefits, taxes, exactions, and regulations of any nature whatsoever.

### **3.6 Payment**

Payment for the services rendered pursuant to the Agreement resulting from this RFP shall be made in amounts and at times set forth in the Agreement and shall be made upon receipt of original invoice(s) in accordance and in conformity with payment dates for bills and claims as established by the County. Prior to payment, the Proposer must submit an original dated itemized invoice of services rendered. (Photographs or facsimiles of invoices will not be accepted.) Any reimbursement for expenses as allowed in the Agreement that are included in the invoice(s) must be supported with attached original billings for such expenses.

### **3.7 Insurance**

Proposers shall obtain, at their sole expense, all insurance required in the following paragraphs and shall not commence work until such insurance is in effect and certification thereof has been received by Wake County's Finance Department.

Workers' Compensation Insurance, with limits for Coverage A: Statutory for State of North Carolina, and Coverage B - Employers Liability: \$500,000 each accident/disease each employee/disease policy limit.

Commercial General Liability, with limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

Commercial Automobile Liability, with limits not less than \$1,000,000 per accident for bodily injury and property damage applicable to any vehicle used during performance of services, including coverage for owned, hired, and non-owned vehicles. Evidence of commercial automobile coverage is only required if vehicles are used in the provision of services under this Agreement.

Professional Liability (Errors and Omissions), with limits not less than \$1,000,000 per claim and \$2,000,000 aggregate.

Cyber Liability Insurance, with limits not less than \$3,000,000 per claim. Coverage shall be sufficiently broad to respond to the duties and obligations undertaken by Provider in this Agreement regarding sensitive information in any form in Provider's care, custody, or control, or for which Provider is legally responsible, and shall include but not be limited to third party liability coverage for loss resulting from denial of service, unauthorized access, security failure, system failure, extortion, or any failure to prevent disclosure of sensitive information, including but not limited to personal identifying information or protected health information. Breach/crisis response cost coverage must include actions required by federal and/or state statutes, and include but not be limited to notification, call center costs, regulatory fines and penalties, investigation, and identity theft and credit monitoring services, with limits sufficient to respond to these obligations

All insurance companies must be authorized to do business in North Carolina and have an AM Best rating of "A-/VII" or better; or have reasonable equivalent financial strength to the satisfaction of Wake County's Finance Department. If any required insurance policy expires during the term of this Agreement, Proposer must provide a certificate of insurance to the Wake County Finance Department as evidence of policy renewal prior to such policy expiration. Proposer shall be responsible for providing the Wake County Finance Department with 30-day notice of insurance policy cancellation or non-renewal during the term of this Agreement and for three years subsequent for any claims made coverage.

Response to this RFP indicates the ability to procure the coverages specified above. If Provider does not meet the insurance requirements specified above, alternate insurance coverage satisfactory to Wake County may be considered. Any request for consideration of alternate coverage must be presented within Proposer's response to this RFP.

### **3.8 Governing Law**

This RFP and any contract resulting therefrom shall be governed by and construed according to the laws of the State of North Carolina. Should any portion of any contract be in conflict with the laws of the State of North Carolina, the State laws shall invalidate only that portion. The remaining portion of the contract(s) shall remain in effect.

### **3.9 Confidential Information/Public Records Law**

INFORMATION SUBMITTED IN RESPONSE TO REQUESTS FOR BIDS, PROPOSALS, AND OTHER PROCUREMENT METHODS SUBJECT TO PUBLIC RECORDS LAW

Wake County is subject to North Carolina's Public Records Act located in Chapter 132 of the North Carolina General Statutes. As a result, information submitted to and received by Wake County in response to a Request for Proposal/Request For Bid/Request For Quote/Request for Qualifications, or any other procurement method (collectively "Procurement Process"), is considered public record and may be released for public inspection after the contract award, or as otherwise permitted under NCGS § 143, without further notice to the proposer. The County does not intend to elicit confidential or trade secret information in response to a Procurement Process and assumes no responsibility for the



submission of such information. Wake County reserves the right to share any information submitted in response to a Procurement Process with any person(s) or firm(s) involved in the review and evaluation phase of the Procurement Process.

#### CONFIDENTIAL OR TRADE SECRET INFORMATION

If a proposer nonetheless submits information in a bid proposal or other response to a Procurement Process and it considers such information to be confidential, then all four requirements of [NCGS 132-1.2](#) "Confidential Information" must be met for the County to consider withholding the information from public inspection in response to a public records request. **Among other legal requirements, information deemed to be "confidential" or "trade secret" by proposer must be clearly marked as such on the face of the document(s) at the time of the initial disclosure/submittal of RFP.** In addition, although not required by law, Wake County requests that any proposer who submits a proposal or response containing any such designation of confidentiality also submit a second copy of the proposal or response with the respective page(s) or section(s) redacted. The County will not agree to withhold an entire proposal or response from public inspection, thus proposers should refrain from including blanket restrictions on disclosure or all-encompassing claims of confidentiality.

When a public records request is made for information contained in or attached to a proposal or response that has been clearly marked as "trade secret" or "confidential" upon its submission, Wake County may, in its discretion and without further notice, release the redacted copy of the proposal or response to the requester if one has been previously submitted. Otherwise, the proposer will be notified of the request and given an opportunity to provide within a reasonable period a written explanation of the basis for claiming protection under N.C.G.S. 66-152 and N.C.G.S. 132-1 and/or a redacted proposal or response. The County shall make the final determination on release of the information. Should any civil action be brought against the County in an effort to compel or prevent the disclosure of information contained in a proposal or response that is deemed confidential by a proposer, the proposer may participate at its own expense; and by deeming any information in a proposal or response confidential, proposer further agrees to indemnify and hold harmless the County for and against any costs incurred by the County as a result of such litigation, including but not limited to fees or expenses arising out of N.C.G.S. 66-153 and N.C.G.S. 132-9.

### 3.10 Compliance with Laws and Regulations

Proposer must comply with all applicable State and Federal Laws. In the event any Governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the successful Proposer to notify Wake County at once, indicating in their letter the specific regulation which required such alterations. The County reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the contract.

### 3.11 Acceptance

Submission of any proposal indicates a Proposer's acceptance of the conditions contained in this RFP unless clearly and specifically noted otherwise in the proposal.

Furthermore, the County is not bound to accept a proposal on the basis of lowest price, and further, the County has the sole discretion and reserves the right to cancel this RFP, and to reject any and all proposals, to waive any and all informalities and/or irregularities, or to re-advertise with either the identical or revised specifications, if it is deemed to be in the County's best interests to do so. The County reserves the right to accept or reject any or all of the items in the proposal, and to award the contract in whole or in part and/or negotiate any or all items with individual Proposers if it is deemed in the County's best interest. Moreover, the County reserves the right to make no selection if proposals are deemed to be outside the fiscal constraint or not in the best interest of the County.

### **3.12 Additional Services**

The County reserves the right to negotiate additional services with the Vendor at any time after initial contract award.

### **3.13 E-Verify**

To ensure compliance with the E-Verify requirements of the General Statutes of North Carolina, all contractors, including any subcontractors employed by the contractor(s), by submitting a bid, proposal or any other response, or by providing any material, equipment, supplies, services, etc., attest and affirm that they are aware and in full compliance with Article 2 of Chapter 64, (NCGS64-26(a)) relating to the E-Verify requirements.

### **3.14 Iran Divestment Act**

By signing this agreement; accepting this contract/purchase order; or submitting any bid, proposal, etc., vendors and contractors certify that as of the date of execution, receipt, or submission they are not listed on the Final Divestment List created by the NC Office of State Treasurer pursuant to [NCGS 147 Article 6E, Iran Divestment Act](#), Iran Divestment Act Certification. Vendors and contractors shall not utilize any subcontractor that is identified on the Final Divestment List. In addition, any organization defined under NCGS 147-86.80(2), Divestment from Companies Boycotting Israel, shall not engage in business totaling more than \$1,000 with any company/business, etc. that boycotts Israel. A list of companies that boycott Israel is maintained by the NC Office of State Treasurer, pursuant to NCGS 147-86.81(a)(1). Any company listed as boycotting Israel is not eligible to do business with any State agency or political subdivision of the State.

### **3.15 Federal Uniform Guidance**

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable):

Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324)

### **3.16 Anti-Discrimination**

In consideration of signing this Agreement, the Parties hereby agree not to discriminate in any manner on the basis of race, natural hair or hairstyles, ethnicity, creed, color, sex, pregnancy, marital or familial status, sexual orientation, gender identity or expression, national origin or ancestry, marital or familial status, pregnancy, National Guard or veteran status, religious belief or non-belief, age, or disability with reference to the subject matter of this Contract. The Parties agree to comply with the provisions and intent of Wake County Ordinance SL 2017-4. This anti-discrimination provision shall be binding on the successors and assigns of the Parties with reference to the subject matter of this Contract.

## 4 Detailed Submittal Requirements

### 4.1 Proposal Format

Proposers shall prepare their proposals in accordance with the instructions outlined in this section. Each Proposer is required to submit the proposal in a sealed package. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of the RFP. The utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections with tabs for each section:

SECTION	TITLE	INFORMATION TO BE INCLUDED
Section 1	Cover Letter	Provide a signed Cover Letter.
Section 2	Company Background	Provide company background and experience; include an organization chart and project team composition. Any subconsultants must be identified with similar background. <b>Please limit this to no more than 3 pages.</b>
Section 3	Key Requirements and Pricing Estimates	Complete the Key Requirements & Pricing Estimates form – Attachment A.  <b><u>Attachment A MUST be responded to in MS Word with its original formatting intact.</u></b>
Section 4	Customer References	Complete the Customer References form – Attachment B.
Section 5	Vendor Technical Questionnaire	Complete the Vendor Technical Questionnaire – Attachment C
Section 6	Implementation Methodology	Provide a brief overview of your implementation methodology and the expected timeframe for this project. <b>Please limit this to no more than 3 pages.</b>

Instructions relative to each part of the response to this RFP are defined in the remainder of this section. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included.

### 4.2 Attachment A – Key Requirements and Pricing Estimates

Please see the separate Key Requirements and Pricing Estimates document in MS Word format that has been provided as part of this RFP.

The document is not a comprehensive list of all WCSO requirements, but includes the key requirements that will be used to evaluate the proposals and will be incorporated into the signed contracts.



Each requirement has a ranking indicating the importance of the requirement to the County.

R = Required

I = Important

N = Nice to Have

E = Explore (see if the vendor could support this requirement, but not required)

Software applications that are missing a considerable number of required features and technology preferences may be eliminated from consideration.

Vendors must **provide a self-rating and a comment for every line item based on the table below**. If the requirement does not pertain to the proposal being submitted, enter "N/A". The comment should include a **brief 1 to 3 sentence explanation** of how the item is supported.

**Please do not modify the format, font, numbering, etc. of this form. The form MUST be submitted as a separate document in MS Word in your RFP response.** If a submitted RFP includes blank responses the document may be eliminated from consideration. Apply the following rating system to each line-item requirement:

SECTION	INFORMATION TO BE INCLUDED
Y	Fully supported by the current release of the software.
3P	Supported with third party software (i.e., software not directly owned or controlled by the vendor submitting the proposal).
C	Customization is required to meet the requirement (e.g., changes to the underlying code must be made, a report must be specifically developed for the customer, tables have to be created or modified, etc.). Causes extra coding or upgrade work to implement new versions or upgrades.
F	Future functionality supported in the next release of the software (or releases) within the next 1 – 2 years.
N	Not supported.

**Sample Response Format:** Please use the format below when completing your response.

	General	Rating and Comment
R	1. Audit Trail with user, date, and time stamp throughout all modules.	Y - System logs all transactions and stamps them with user, date, time, and before/after values. A report can be generated to review audit history.



### 4.3 Attachment B – Customer References

Provide at least three references that are similar in size and scope to the WCSO, and that have implemented the proposed software in the past five years. Reference sites should be fully implemented and live on the current version of the software.

<b>Name of Customer:</b>	
<b>Concurrent Users:</b>	<b>Named Users:</b>
<b>Contact Name/Title:</b>	<b>Telephone #:</b>
<b>Modules/Functionality Installed:</b>	
<b>Go Live Date:</b>	
<b>Other comments:</b>	

<b>Name of Customer:</b>	
<b>Current Users:</b>	<b>Named Users:</b>
<b>Contact Name/Title:</b>	<b>Telephone #:</b>
<b>Modules/Functionality Installed:</b>	
<b>Go Live Date:</b>	
<b>Other comments:</b>	

<b>Name of Customer:</b>	
<b>Concurrent Users:</b>	<b>Named Users:</b>
<b>Contact Name/Title:</b>	<b>Telephone #:</b>
<b>Modules/Functionality Installed:</b>	
<b>Go Live Date:</b>	
<b>Other comments:</b>	

#### **4.4 Attachment C – Vendor Technical Questionnaire**

All Proposers must fill out and return the supplied Vendor Technical Questionnaire regarding their proposed software solution.

## **5 Evaluation Criteria**

### **5.1 Selection Participants**

The County has established a team of staff to evaluate vendors, and hired a consultant, SoftResources LLC, to assist the County in the selection process. This team will be responsible for the evaluation of the proposals.

### **5.2 Evaluation of Proposals**

Responses will be evaluated based on the following criteria plus any other criteria the selection committee deems appropriate.

1. Compliance to the RFP requirements; quality, clarity and completeness of services proposed in relation to the scope of work in the response
2. Proposer's Proven Knowledge and Experience
3. Proposed software solution meeting the needs of the WCSO (Attachment A and Attachment C) – Key Requirements and Technical Questionnaire
4. Client References (Attachment B)
  - Capability of the Proposer to undertake and support services as described by this Request for Proposals based on reputation and customer references regarding the Vendor's performance for organizations with needs similar to the County's, particularly in the government sector.
5. Cost effectiveness and value of proposal
6. Other criteria deemed appropriate by the County