



REQUEST FOR PROPOSAL

RFP #: 2023-01

Name: Enterprise Resource Planning (ERP) Software System

Department: Multiple

Issued: April 4, 2023

Due Date: June 16, 2023

RFP Administrator Dan McCorkle, Director
County of Del Norte
Department of Information Technology
840 9th Street, Suite 12
Crescent City, CA 95531
(707) 464-7207
rfp-erp@co.del-norte.ca.us

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Important Dates

- Virtual Introduction Meeting 4/13/2023 9:00 A.M. (PST)
Register at:
https://dnco.zoom.us/webinar/register/WN_UnSWk_OFTWqQotrM4NvSfw
- Final Date to Submit Questions 5/5/2023
- **Submittals Due to County 6/16/2023**
- Demonstrations 7/10/2023 – 7/21/2023 estimate only
- Notice of Intent to Award 7/31/2023 estimate only
- Questions are only accepted via email sent to: rfp-erp@co.del-norte.ca.us
- Register your company to receive email updates at:
<https://www.cognitofirms.com/CountyOfDelNorte1/RFPRegistrationERP>
- Check our website frequently for RFP updates and answers to questions:
<https://www.co.del-norte.ca.us/departments/BidOpportunities>
- Proposal must be submitted electronically at:
<https://www.cognitofirms.com/CountyOfDelNorte1/RFPSubmissionForm>

Original Documents Released with this RFP

- RFP 2023-01 Enterprise Resource Planning (ERP) Software System.pdf (This document)
- Exhibit A - System Requirements.xlsx
- Exhibit B - Model Contract
 - Model Contract.docx
 - Model Contract - Attachment I - Terms and Conditions.docx
 - Model Contract - Attachment II - Insurance Requirements.docx
 - Model Contract - Attachment III - Scope of Work.docx
 - Model Contract - Exhibit A - Acknowledgement of Other County Contracts.docx
 - Model Contract - Exhibit B - Software Licensing.docx
 - Model Contract - Exhibit C - Software Maintenance.docx
 - Model Contract - Exhibit D - Schedule of Charges and Payments.docx

1. RFP INTRODUCTION AND BACKGROUND

1.1. INTRODUCTION

With this Request for Proposals (RFP) County of Del Norte, California (the County) desires to purchase or otherwise acquire rights to use an Enterprise Resource Planning (ERP) System 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. Proposers offering on-premise, hosted services or software as a service (SaaS) systems are encouraged to propose.

1.2. ABOUT THE COUNTY

Del Norte County is California's northernmost coastal county, with a land area of approximately 1,070 square miles. The County is bounded by Curry County, Oregon, to the north, mountainous Siskiyou County to the east, Humboldt County to the south, and by the Pacific Ocean to the west. Crescent City, the county seat, is located roughly halfway between Portland, Oregon (330 miles north) and San Francisco, California, (350 miles south). Regionally, Crescent City is located approximately 85 miles north of Eureka, Humboldt County, about 26 miles south of Brookings, Oregon and 83 miles west of Grants Pass, Oregon and Interstate 5. Four federally recognized Tribes are located in the Del Norte region: Elk Valley Rancheria, Tolowa Dee-ni' Nation, Resighini Rancheria and the Yurok Tribe.

County government contains the following departments:

Administration	Health & Human Services
Agriculture	Human Resources / Risk Management
Assessor	Information Technology
Auditor-Controller	Probation
Board of Supervisors	Parks
Building Maintenance	Recreation
Child Support Services	Roads
Clerk / Recorder / Elections	Sheriff's Office
Community Development	Treasurer - Tax Collector
County Counsel	
District Attorney	
Emergency Services	

1.3. RESPONDENT ADMONISHMENT

Respondents are reminded that it is their responsibility to:

- Read carefully all of the contents of this entire document and address all requirements and follow all procedures of this Request for Proposal (RFP).
- Ask for clarification before the final due date of questions.
- Immediately inform the County of any problems with this solicitation.
- Be complete in response.
- Submit all responses by the required dates and times.

1.4. PROJECT BACKGROUND

The County's current financial system is a mix of off the shelf packages and in house programming. Data is contained within MS SQL databases, Access Databases, and spreadsheets. The current system is stable but lacks features and integration capabilities required to support the current and future needs of the County. Many users are completing business processes outside the ERP system, relying on MS Excel and other stand-alone applications to provide the necessary reporting and analysis to complete their job functions.

- **Systems used to make up current ERP:**
 - Sage 300 - General Ledger and Payroll
 - Sage HRMS - Human Resources
 - NeoGov - Applicant Tracking
 - In House Applications - Accounts Payable, Accounts Receivable, Banking, Budget Preparation
 - EasyACH

- **Additional software used in support:**
 - Google Workspace Enterprise
 - Microsoft Office Standard
 - FileZilla
 - CivicGov - Building Permits
 - CivicRec - Recreation Management
 - ShelterPro - Animal Services / Licensing

All County office locations are interconnected by an IP-based computer network that is operated and maintained by the County's Information Technology Department. This network provides shared file storage, electronic mail, calendaring, firewall, network security, and electronic document imaging and management services.

1.5. VIRTUAL INTRODUCTION MEETING

The County will host a virtual meeting to discuss this RFP and explain how we currently operate and what we hope to accomplish with a new ERP solution. Respondents are encouraged to attend this meeting which you can register for using the link below. The meeting will be held via a Zoom Webinar and questions can be submitted during this meeting. The meeting will be recorded and posted on our website.

Register for the Virtual Meeting at:

https://dnco.zoom.us/webinar/register/WN_UnSWk_OFTWqQotrM4NvSfw

END OF SECTION 1

2. SCOPE OF SERVICES

2.1. FUNCTIONAL AREAS

The following lists of functional areas of the desired future systems environment.

The County's priority will be on financial and payroll modules, and will consider including Human Resources modules if doing so is within our budget. The format of this RFP allows for respondents to submit proposals for any or all modules they feel appropriate.

Primary Functional Areas

- General Ledger and Financial Reporting
- Budgeting
- Purchasing, Bids, and Contract Management
- Accounts Payable
- Accounts Receivable and Cash Receipts
- Project Accounting and Grant Management
- Fixed Assets
- Time and Attendance
- Compensation Management
- Payroll

Secondary Functional Areas

- Human Resources and Personnel Management
- Applicant Tracking (Recruiting and Onboarding)
- Benefit Administration
- Learning and Performance Management
- Health & Safety and Risk Management

The List of Functional and Technical Requirements/Capabilities contained in **Exhibit A - System Requirements** contains the detailed functionality the County requires within each functional area in a future systems environment, as well as general and technical system requirements, and data conversion and interface scope.

The following table contains functional statistics of the County. These statistics are estimates and are provided for planning purposes only.

General Ledger and Financial Reporting

- Number of Active Funds: 250
- Number of Active Departments: 230
- Number of Active Accounts: 16,000

Chart of Accounts Structure

The County's chart of accounts (COA) structure is split into four segment

- Fund (3 digits)
- Department (3 digits)
- Line Item (5 digits)
- Project (3 digits)

Budgeting - Operational and Capital

- Operating Budget: 180 million
- Capital Budget: 3 million

Project Accounting and Grant Management

- Number of Active Grants: 500
- Number of Active Projects: 500

Purchasing, Bids, and Contract Management

- Number of Contracts per Year – over \$150,000: 15+
- Purchasing Structure (Decentralized)
- Number of Bids Awarded Per Year – over \$150,000: 50

Accounts Payable

- Number of Active Vendors: 7,100
- Number of AP Invoices Processed per Year: 15,000
- Number of 1099's issued per Year: 200
- Number of Payments per Year: 8,000

Accounts Receivable and Cash Receipts

- Number of Invoices/Statements per Year
- Number of Cash Collection Points (including all tender types)
- Number of Customers in Master File
- Number of Cash Receipts per Year

Fixed Assets

- Number of Active Capital Assets: 500+
- Number of Active Non-Capitalized Fixed Assets: 500+
- Fixed Asset Threshold: \$5,000

HR and Personnel Management, Performance Management, Applicant Tracking, and Benefits Administration

- Number of Full-Time Employees
- Number of Part-Time Employees
- Number of Seasonal Employees
- Number of Retirees
- Number of Applicants per Year
- Number of Bargaining Units
- Number of Benefit Plans
- Number of Leave Plans

Payroll

- Number of W2's per Year: 700
- Pay Frequency - Biweekly
- Number of Employees Paid per Cycle (average): 600

Time and Attendance

- Total number of employees entering time: 600
- Number of employees reviewing/approving time: 100
- Number of employees licensed for remote time capture using a mobile application: 500
- Number of employees licensed for reviewing/approving time using mobile application: 100
- Anticipated future time clock needs: 10
- Number of employees to use advanced scheduling functionality (e.g. shift swaps, minimum staffing, etc.): 50

2.2. ALTERNATE PROPOSALS, PARTNERSHIPS AND PROPOSERS OF SUBSETS OF FUNCTIONALITY

Alternate Proposals:

- Respondents may submit alternate Proposals for evaluation.
- Proposers may submit multiple Proposals for evaluation. For example, if a Proposer offers one or more “branded” products that may meet the needs of the County they are encouraged to separately propose each software package for consideration.
- Software companies that deliver their solution through one or more consulting firms (system integrators) are also allowed to submit more than one Proposal for consideration through differing consulting firms.
- A separate Proposal package submitted in accordance with Section 4 is required in order for the County to accurately evaluate each Proposal independent of the other.

Partnerships:

Respondents are encouraged to establish partnership relationships to fully provide all requirements defined by the RFP.

- Respondents engaged in a partnership relationship shall submit a single proposal in response to this RFP.
- Partnership relationships shall be clearly defined by proposal responses. Such definition shall identify the entity in the partnership relationship deemed to be the Prime Vendor. In the event a proposal that presents a partnership is selected, it is expected that a single contract be executed between the County and the Prime Vendor, and the Prime Vendor be responsible for any contractual relationship with the proposed partner(s).
- Each Vendor engaged in the partnership shall respond to any and all applicable portions of this RFP that relate to the work that will be performed, or the capabilities provided. For example, each Vendor shall provide references, and each Vendor shall respond to the Company Background and History questions.

Proposers of Subsets of Functionality:

As part of this process the County will be allowing Respondents to submit point solutions (best of breed), and encourages Respondents to participate in this process in order to consider and evaluate a range of marketplace offerings.

- The County is willing to consider best-of-breed solutions (“point” solutions). It is noted that the County wishes to minimize the number of solutions in a future environment, and as such will be considering point solutions subject to the conditions in this subsection.
- Proposers are also encouraged to propose a subset of functionality if the proposed software cannot provide functionality for all requested modules. Proposers may propose solutions that address a subset of functionality, provided the software is able to address, at a minimum, one of the following areas:
 - Financial Management Systems (Tabs 2 - 8 of Exhibit A)
 - Human Resource Information Systems (HRIS) (Tabs 9 - 16 of Exhibit A)
- This does not preclude Proposers from partnering, or addressing more than the tabs defined in a) and b) above but is rather intended to identify the minimum scope that must be presented in each proposal. The County will not be accepting standalone proposals for lesser scope than those areas identified above (example being a proposal addressing only Budgeting or Time Entry). The County will allow vendors to present options for standalone HRIS systems as defined in the bullet above, however it wishes to limit the number of overall HRIS systems in the County environment and requests that vendors limit the number of proposed third-party solutions to a minimum.
- The County has a preference for software solutions that provide for the highest level of fit, and facilitate the exchange of information between any disparate systems.
- The County will consider proposals of a subset of functionality on the relative merit of the functionality proposed based on the evaluation criteria laid forth in this RFP, and reserves the right to enter into negotiations for one or more proposers in order to achieve a “best-of-breed” solution.
- The County reserves the right to make one or more awards to competing Offerors for subsets of functionality as a result of this RFP. In the event the County should make awards to one or more competing Offerors, it shall be expected that additional discussion will take place between the County and the Offerors to define requirements and an approach to building an integration or interface between the selected systems. In such instances, the County expects that the Offerors will work together as necessary to develop the necessary integration once one has been identified.

2.3. COUNTY AND PROJECT STAFFING

The County intends to have functional and technical resources available during Project implementation, though it is noted that the County does not anticipate dedicating staff full-time to the implementation in addition to managing their core job responsibilities. This

applies to both functional resources as well as technical resources internal to the County.

Staffing considerations are a consideration for the County in terms of both the implementation process as well as supporting the software once in an operations mode. Vendors are encouraged to submit questions to the County to solicit such additional information as is necessary to adequately estimate the resource commitments that would be expected of the County during implementation, and post go-live for ongoing support of the system(s). Additional resource planning will be performed based upon the selected Respondent(s).

Respondents shall clearly indicate in the proposal the estimated level of County resource involvement in the implementation process, in order to allow the County to perform adequate planning.

2.4. DEPLOYMENT MODEL

The County is open to considering various deployment models, and has structured the RFP to allow for the evaluation of the deployment model as but one factor in the overall procurement process. The County wishes to evaluate the greatest range of marketplace offerings feasible through this process.

The County does have a slight preference toward a Software as a Service (SaaS) offering, due to the nature of how system updates are typically deployed and availability of the system considerations for these mission-critical systems. For other deployments (on premise and proposer hosted) the County is interested in understanding additional support models/offerings such as disaster recovery services.

The County recognizes there are many factors contributing to a comparison of cost Proposals for these various deployment methods including needed infrastructure and/or hardware costs, the potential for reduced hardware and support costs in hosted/SaaS models, a particular Proposer's approach to managing upgrades, and technical staffing needs. It is well understood among the County team that a "higher" cost from a SaaS vendor may be equalized by considering these other cost areas when comparing to an on premise deployment. The County will consider, in no particular order, the following deployment models:

- On Premise (locally hosted at the County, perpetual licenses)
- Software as a Service (SaaS or subscription-based models)
- Proposer hosted (hosted and managed by the Proposer, perpetual licenses)

This solicitation is not a bid process nor will it follow a lowest-priced responsive Proposal process, but will be based on most advantageous Proposal(s) utilizing the Evaluation Criteria listed in the RFP, including the review of life cycle costs (i.e. recurring costs, hardware, third-party licenses, etc.).

In developing proposals, the Proposer(s) shall clearly define the proposed deployment model including the licensing model as well as any perceived benefits of the proposed model. In the event two or more products are proposed under the same proposal (e.g. through a partnership or offered by the same company) the Proposer shall clearly indicate in both the technical proposal and cost proposal the deployment model for each proposed software product.

The County does not have a preference as to a specific hosting location, but does have a preference toward the hosting being within the contiguous United States. Vendors are

requested to specify the hosting location in proposal responses.

2.5. NUMBER OF USERS

The following user counts by module contained in the table below are estimates and are provided for planning purposes only. The number of users represents the anticipated future number of users of a new system.

- Departmental (Core/Power) Users:** This category of users includes those County staff that will interact with the system modules on a regular basis, and conduct core business processes within the system as power users. Such examples include, but are not limited to: Payroll Clerk, Financial Analyst, System Support Specialist, etc.)
- Customer Department Users:** This category of users includes those County staff that will interact with the system modules as internal customers by either initiating transactions (e.g. entering a payment or entering a requisition), reviewing/approving transactions (e.g. reviewing leave requests, reviewing requisitions entered by a subordinate), or consuming information (e.g. reviewing departmental budget).

Functional Area	Departmental (Core/Power) Users	Customer Department Users
General Ledger and Financial Reporting	10	100
Budgeting	5	50
Purchasing, Bids, and Contract Management	5	20
Accounts Payable	10	100
Accounts Receivable and Cash Receipts	10	100
Project Accounting and Grant Management	5	20
Fixed Assets	5	50
Applicant Tracking (Recruiting and Onboarding)	5	100
Human Resources and Personnel Management	5	100
Benefit Administration	5	20
Employee Self Service Portal	10	600
Learning and Performance Management	10	600
Time and Attendance	10	600
Compensation Management	5	50
Payroll	10	50

Health & Safety and Risk	5	50
<p>It is anticipated that some users will use multiple modules, causing overlap in each functional area. The counts are broken down by functional area to allow Respondents to formulate responses based on each. The County estimates that:</p> <ul style="list-style-type: none"> ● The total number of licensed regular daily users of the system (requiring the ability to add, edit, and view content) using a named-seat basis may be around 100 ● The total number of regular daily concurrent users to be around 50 (unnamed license seats – in other words, how many people are expected to be accessing the system/module at the same time. This is in contrast to named users who have dedicated licenses tied to a unique login/user ID) ● The County anticipates that all employees (up to 600 during peak seasons) would have access to self-service portal functionality 		

2.6. PROJECT MANAGEMENT DOCUMENTATION

The following information establishes the expectation of the minimum level of project management documentation to be provided by Respondents as a part of, but not exclusively, the resulting implementation services offered. As part of the implementation scope, following signing of a contract, the selected Contractor(s) shall develop and provide the County with the following items:

- Project Management Plan: a detailed Implementation Project Plan that, at a minimum, includes the following:
 - Objectives
 - Deliverables and Milestones
 - Project Schedule
 - Resource Management Processes
 - Scope Management Processes
 - Schedule Management Processes
 - Risk Management Processes
 - Quality Management Approach
 - Communication Management Approach
 - Organizational Change Management Approach
 - Status Reporting
- Data Conversion Plan
- Training Plan
- System Interface Plan
- Testing and Quality Assurance Plan
- Pre- and Post-Implementation Support Plan
- System Documentation
- Risk Register

2.7. BUDGET

The County is committed to fully funding the one-time and recurring annual costs for the acquisition of the software (whether a licensed model or a subscription model is selected as a result of this process). Budget planning for this initiative is ongoing, and a specific amount for the software and implementation services portion has not yet been determined. A final budget will be programmed based on the results of this RFP and final contract negotiations.

The County is sensitive to the total costs, and has listed cost as one of the several evaluation criteria in the RFP; however, this is not an opportunity to identify the lowest priced solution. This RFP opportunity is being presented as a best value solicitation, and not a lowest priced bid, opportunity.

2.8. PERSONNEL

All of the Contractor's personnel providing goods and services under the contract shall possess the necessary skills, experience, and knowledge, to perform their assigned duties. In the event assigned personnel are providing non-conforming or unsuitable services, the County shall notify Contractor and provide the opportunity to rectify the deficiency. If unable to cure the nonconforming services, Contractor shall remove from the project and replace the Contractor's personnel that the County deems unsuitable for the project with a resource possessing the necessary skills, experience, and knowledge, to perform their assigned duties in a satisfactory manner.

2.9. SOFTWARE UPGRADES

The County shall be entitled to any and all upgraded versions of the software covered in the contract that becomes available from the Contractor. Such upgrades shall be provided at no cost to the County so long as a valid maintenance and support agreement, or if applicable software as a service licensing agreement, is in place.

2.10. PERFORMANCE REVIEW

The Respondent may be required to meet with the County's Project Manager not less than once per quarter to conduct a performance review of the Respondent. These meetings will be either in person at County offices, or via teleconference or web-conference with not less than two in-person meetings per year. This performance review will include a review of the pricing, delivery performance, customer service, and improving operational efficiencies.

END OF SECTION 2

3. FORMAT FOR PROPOSALS

Responses to the Request for Proposals must be made according to the requirements set forth in this section, both for content and for sequence. Failure to adhere to these requirements or inclusion of conditions, limitations or misrepresentations in a response may be cause for rejection of the submission. Use 8-1/2" x 11" sheets (fold outs are acceptable for charts, etc.). Type size must be large enough to be easily legible, but shall not be smaller than 10 point. The County shall receive all Submissions no later than;

June 16, 2023 by midnight.

Electronic Submission:

The County of Del Norte requires electronic submission of your proposal. Use the following link to access an electronic form to submit your proposal. You will be required to create an account. If you would like to test the submission process, click on the link below and follow the instructions on the form to submit a test.

Submit your proposal here:

<https://www.cognitoforms.com/CountyOfDelNorte1/rfpsubmissionform>

***If you have any problems accessing or using the form, or would like an alternate method of submitting your proposal, you must request so at least two days prior to the due date by emailing rfp-erp@co.del-norte.ca.us**

Your response shall include all items listed below. You can either combine all items into one electronic file or submit multiple files, naming each file with the following titles.

a) Mandatory Content and Sequence of Submittal:

- i) **Cover Letter** shall be a maximum two-page Cover Letter and introduction, and shall include the name and address of the firm submitting the proposal, together with the name, address and telephone number of the contact person who will be authorized to make representations for the firm, the firm's federal tax ID number and a list of subcontractors, if any. The cover letter shall include a statement that the proposal is valid for 60 days after receipt.
- ii) **Experience Summary** shall be a maximum of eight pages (not including resumes) in length and shall describe the firm's general history and experience in the request system. Experience and focus in the public sector is of vital importance.
 - (1) This section shall include a general history and description of your firm, including number of years you have been engaged in developing and supporting related systems, number of employees, organizational structure, and background of the principal personnel.
 - (2) Provide brief resumes of those personnel who will be assigned to work on the project. To ensure continuity, the County will require that the Contractor designate those employees who will be working on the project and not make substitutions without the County's written consent. The Contractor will be expected to designate a Project Manager with both system and information technology experience.
 - (3) Provide details on any litigation in which your firm has been engaged in the past

five (5) years.

- (4) Provide any additional information about your firm that you believe would be helpful to the County in evaluating your proposal.
 - (5) Describe related past projects completed along with a discussion comparing similarities with this proposed project.
 - (6) This section shall also contain a comprehensive list of references wherein similar services were performed. At a minimum, the following information must be included for each client reference:
 - (a) Client name, address, contact person name, telephone number, and email address.
 - (b) Detailed description of services provided similar to the services outlined in the Draft Scope of Work.
- iii) **System Features and Functionality** shall include completed Exhibit A as well as an overview description of system functionality with screen shots and examples as needed to clearly describe how the system integrates workflows, eliminates redundant data entry, and connects to supporting systems
- (1) Provide a detailed description of each software module, hardware component and service item. Describe the hardware and operating system requirements of the proposed system. Describe how the proposed system can integrate with other third party applications/services, through either standard interfaces or with strategic alliances that your firm has developed.
 - (2) Provide samples of reports that may be generated from the proposed system.
 - (3) Provide a sample copy of your firm's service agreement with clear descriptions of what is covered and what the maximum allowed response time will be.
 - (4) Describe the product road map for the proposed system, including planned upgrades or major revisions, and the customer relations model that will be followed to plan for these events, including providing training on any system changes and enhancements.
 - (5) Describe in detail the application's technical architecture, security architecture, components, dependencies, and architectural (not functionality) roadmap. Describe your commitment and timeline to keep pace with new dependent third party software components and innovations. Also respond for any dependent third party components.
 - (6) Describe how your firm manages overall code development processes, particularly when creating customs for a client. Describe the process for code release management to customers' production sites.
 - (7) Describe the system's overall functionality, components, services, abilities, and processes for information security, auditability, server/desktop manageability/administration, and overall disaster recovery requirements and capabilities.

(8) The proposal shall also include the timeline for completing all required tasks.

iv) **Description of Approach** shall include all of the following activities:

- (1) Discovery and analysis of County business requirements
- (2) Analysis of current systems and data conversion
- (3) Configuration of the hosting environment in conjunction with County network operations staff
- (4) Software installation and configuration
- (5) Training, including training on operation of the system as well as training to perform diagnostics of system problems. All training is to be presented at County facilities.
- (6) Acceptance testing
- (7) Parallel process monitoring
- (8) Final implementation
- (9) Documentation – describe the system-level and end-user documentation that will be provided to the County.
- (10) Data back-up and disaster recovery methodology, including documentation, implementation, training, testing, and verification
- (11) On-going maintenance and support
- (12) Describe your firm's methods for controlling and revising the project plan. These should include plans and requirements for risk identification and management, ongoing communication with the County, and change orders.
- (13) Describe the nature and level of involvement that is expected from County technical and department personnel during implementation of the system and in ongoing operations.

v) **Cost** shall detail the cost portion of the proposal. Provide an itemized breakdown of all costs associated with each proposed software module and related support services including but not limited to:

- A. Software license costs
- B. Implementation costs, including all activities listed in section iv) above
- C. Annual maintenance costs corresponding to the proposed service agreement
- D. Data Conversion: We acknowledge that calculating data conversion with limited information from this RFP can be challenging. The last tab of Exhibit A provides some guidance on the types of data we are looking to have converted. The County has technical staff that can reformat the data as needed, so you can assume that the County will provide the data in a text format that will match your import specifications.
- E. Hourly rate for any additional services, such as customizations, additional training and emergency response
- F. Basis for cost adjustments on subsequent years of a contract
- G. Additional cost projections over the next five years relating to product upgrades or major revisions

- H. Any other cost considerations relative to the total cost of implementation of the proposed system
 - I. Prices quoted shall be valid until a contract is entered into as a result of this RFP and shall be fixed for the term of the contract.
- vi) **Draft Scope of Work** shall be identified as “Attachment III – Scope of Work” for incorporation in the final contract to be awarded to the successful firm. This is the document in which the proposing firms are requested to describe the work they will perform to complete this project. Should there be any tasks that are expected to be performed by the County, these should also be clearly described as County tasks in the Draft Scope of Work. If the proposing firm included a not-to-exceed price in the proposal, the proposed billing rate for all reimbursable expenses should be included in the Draft Scope of Work.

END OF SECTION 3

4. SELECTION PROCESS

The selection committee will include representatives from the originating department(s) and may include staff from other departments of the County. The criteria for selecting the firm includes but is not limited to the items below:

a) Experience and References.

- Firm's general history, organizational structure, and background of key personnel
- Resumes of personnel assigned to project
- Any litigation
- Additional information
- Related past projects
- References

b) System Features and Functionality.

- Security Features
- Completed Exhibit A
- Overview description of system functionality
- Detailed description of software/hardware and support service
- Integration
- Sample reports
- Service agreement
- Product road map
- Technical architecture
- Code development process
- System's overall functionality, components, services, abilities, etc
- Timeline

c) Description of Approach

- Discovery and analysis of County requirements
- Analysis of current systems and data conversion
- Configuration of hosting environment
- Development and implementation of interfaces
- Software installation and configuration
- Training
- Acceptance testing
- Final implementation
- Documentation
- Data back-up
- On-going maintenance and support
- Methods for controlling and revising project plan
- Level of involvement expected from County

d) Cost

- License
- Implementation
- Annual maintenance
- Hourly rate
- Basis for cost adjustments

- Additional cost projections
- Any other cost considerations
- Data Conversion

The County may discuss the proposals and negotiate modifications of the proposal, draft scope of work, terms and conditions and pricing with the prospective firm as a part of the selection process.

4.1. SUBMITTAL EVALUATION

Overall criteria used to evaluate responses to include:

Criteria	Weight
Experience and References	10%
System Features and Functionality	50%
Description of Approach	20%
Cost	20%
Total	100%

Following the evaluation of the written proposals, the proposer(s) receiving the highest scores shall provide a system demonstration, including an opportunity for County staff to engage in a hands-on test of the system. Demonstrations shall be conducted as part of the final selection process. Demonstrations may or may not have their own separate scoring during the evaluation process.

4.2. RULES OF PROCUREMENT

Time Line Summary

Event	Date
Solicitation Publication	4/4/2023
Virtual Introduction Meeting	4/13/2023 9am
Final Date to Submit Questions	5/5/2023
County Responses to Questions	5/19/2023
Submittals Due to County	6/16/2023 by midnight
Proposals Evaluated by County	6/19/2023 – 6/23/2023 estimate only
Demonstrations	7/10/2023 – 7/21/2023 estimate only
Notice of Intent to Award	7/31/2023 estimate only

Question Submission:

Any questions related to this RFP are to be directed to Information Technology at

rfp-erp@co.del-norte.ca.us by **5/5/2023**. **Do not** contact other County personnel or selection committee members regarding this project or the selection procedures.

Responses to questions and any updates to this RFP will be posted on the County website at <https://www.co.del-norte.ca.us/departments/BidOpportunities>. A link for this specific RFP will be included under **Bid Opportunities Menu** on the top left of the page.

END OF SECTION 4

5. TERMS AND CONDITIONS

5.1. COUNTY RESERVED RIGHTS

All proposing firms responding to this RFP should note the following:

- a) All work performed for Del Norte County, including all documents associated with the project, shall become the exclusive property of Del Norte County.
- b) The selected firm is expected to perform and complete the project in its entirety.
- c) Any and all costs including travel, arising from development and delivery of a response to this RFP incurred by any proposing firm shall be borne by the firm without reimbursement by Del Norte County.
- d) The selected Respondent shall remain an independent Contractor, working under his/her own supervision and direction and is not a representative or employee of the County. The Respondent agrees to file tax returns and pay all applicable taxes on amounts paid pursuant to this Contract.
- e) The opening of proposals in response to this Solicitation is not subject to attendance by the general public. This restriction is necessitated by the fact that the contract award is subject to negotiations, and it would be unfair for competing companies to know the prices quoted by one another.
- f) The successful Respondent must be prepared to begin work promptly following execution of the contract and is expected to complete the project in its entirety.
- g) Issuance of this Solicitation in no way constitutes a commitment by the County to award a contract. If the County determines it is in its best interest to do so, no Respondent may be selected and no contract may be executed.
- h) Upon acceptable negotiations and contract award, the Respondent shall be required to execute the standard County Contract as provided in Exhibit A and comply with County insurance requirements. The County may modify the contractual requirements of the contract prior to execution of a contract for services.
- i) The County reserves the right to request additional information from Respondents that have submitted a response to this Solicitation and to enter into negotiations with more than one Respondent should a contract be awarded or to award a purchase order or contract to the Respondent(s) with the most favorable quotation without conducting negotiations. The County reserves the right to award more than one contract if it is in the best interest of the County.
- j) The County reserves the right to reject any or all submittals received if the County determines that it is in its best interest to do so. Further, the County may cancel or amend this Solicitation at any time and may submit similar solicitations in the future.
- k) The County may reject any submittal that does not meet all of the mandatory requirements of this Solicitation, is conditional or is incomplete.
- l) The County may request clarification of any submitted information and may request additional information on any or all responses provided and may waive minor inconsistencies deemed to be irrelevant.

- m) Firms that submit a proposal in response to an RFP but are unsuccessful in their attempt to obtain a contract or recommendation for contract award may request a debriefing to learn the general reasons for selection of a competitor for contract award. Requests for debriefings shall be directed to the Information Technology Department, 840 9th Street, Suite 12, Crescent City, CA 95531 telephone (707) 464-7207. Debriefings may be conducted via telephone, Email or during a face-to-face meeting at the County offices in Crescent City, California.
- n) Firms that have received a debriefing, but continue to feel aggrieved in connection with the solicitation or award of a contract may submit a protest to the County Purchasing Agent, County Administration, 981 H Street, Suite 210, Crescent City, CA 95531. All protests must be made in writing, signed by an individual authorized to sign the submitted proposal, and must contain a statement of the reason(s) for the protest: citing the law, rule, regulation or procedure on which the protest is based. Contractor capabilities, project characteristics and/or pricing features that were not included in the firm's proposal shall not be introduced during the protest process. The protest shall be submitted within seven (7) working days after such aggrieved firm knows or should have known of the facts giving rise thereto or within seven working days following the debriefing.

5.2. MODEL CONTRACT

The firm selected shall be expected to execute a contract substantially as the one shown in **Exhibit B**.

5.3. DISCLOSURE OF INFORMATION

All information and materials submitted to the County in response to this RFP may be reproduced by the County for the purpose of providing copies to authorized County personnel involved in the evaluation of the proposals, but shall be exempt from public inspection under the California Public Records Act until such time as a Contract is executed. Once a Contract is executed, the California Public Records Act limits the County's ability to withhold data relating to proprietary information or trade secrets, as defined by statute. If a firm's proposal contains any such proprietary information or trade secret that the firm does not want disclosed to the public, subsequent to the execution of the Contract, each sheet of such information SHALL be marked by the firm as "proprietary information" or "trade secret." If, after the Contract is executed, a third party requests a copy of any firm's proposal and such documents contain material marked "proprietary information" or "trade secret," the County shall withhold that information if it meets the statutory definition of proprietary information or trade secret and the firm agrees to defend, indemnify, and hold harmless the County, its officers, volunteers and employees from liability of any nature or kind due to the use of any copyrighted or uncopyrighted composition, trade secret, patented or unpatented invention, article, service or appliance furnished or used as a result of this Solicitation and any potential subsequent purchase order or contract. Your submission of a response is considered your consent to the County's disclosure of the submitted information.

END OF SECTION 5