



**REQUEST FOR PROPOSAL (RFP) #19-5720
OPERATIONS MANAGEMENT SOFTWARE
GUADALUPE COUNTY
March 6, 2019**

PROPOSALS DUE: May 15, 2019 at 2:00PM CST.

Guadalupe County (herein after referred to as “County” or “Guadalupe County”) seeks competitive sealed proposals in response to this Request for Proposal (RFP) for Operations Management Software.

Competitive sealed proposals must be submitted with **one original, five (5) copies, and one electronic copy of the entire proposal on a flash drive.**

IMPORTANT DATE:

PROPOSAL DUE DATE and TIME: Proposals are due May 15, 2019 at 2:00PM CST.

Proposals must be delivered by mail, express mail, or in person to:

Mailing Address:

Purchasing Agent - Guadalupe County
212 West Nolte Street
Seguin, Texas 78155

All proposals must be in a sealed envelope clearly marked with proposal name, proposal number, and opening date in the lower left-hand corner of the envelope.

All questions regarding the specifications in this RFP must be emailed **before May 1, 2019** to the Purchasing Agent – Guadalupe County at purchasing@co.guadalupe.tx.us.

Respondents shall restrict all contact with the County and direct all questions regarding this RFP, to the County’s Purchasing Agent. Do not contact members of the Commissioners’ Court, Elected Officials, Department Heads, or other employees of Guadalupe County regarding this RFP. Contact with any of these prohibited individuals regarding this RFP, after issuance of the RFP and before selection is made, will result in disqualification.

Enclosed for your consideration is the RFP with all attachments. To be considered for this project, your firm must meet the qualifications and satisfy the requirements set forth in the RFP.

Offeror shall sign and date the offer as requested on each page. Offers, which are not signed and dated in this manner, may be rejected.

Please note that all offers **must be received at the designated location by the deadline shown**. Offers received after the deadline **will not be considered** for the award of the contract and shall be considered void and unacceptable in accordance with state law.

Guadalupe County is very conscious and extremely appreciative of the time and effort you have expended to submit an offer. If your response to this RFP is a "No Bid" response, submit a "Statement of No Bid" stating your reason and any requirement of this RFP which may have influenced your decision.

Any interpretation of the RFP will be made only by RFP Amendment issued by the Purchasing Office.

Guadalupe County reserves the right to accept or reject any or all bids/offers as it deems in its best interest and to waive any formalities, reserves the right to reject all RFP's in their entirety, select certain application software modules from specific vendors who submitted proposals, and reserves the right to award the contract in any manner deemed in the best interest of its residents.

It is the Bidder/Offeror's responsibility to verify the issuance of Addenda in regard to this Bid/Offer. All Addenda shall be submitted to all known Bidders/Offerors and shall be posted on the Guadalupe County Purchasing Website at:

<http://www.co.guadalupe.tx.us/purchasing/bids.php>.

Guadalupe County shall not be responsible for failed internet connections or power interruptions.

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I. INTRODUCTION

1.1. General Information

1.1.1. Guadalupe County is a political subdivision of the State of Texas. The governing body of the County is the elected five-member Commissioners Court in accordance with the Texas Constitution, Article 5, §18(b). The Commissioners Court consists of, the County Judge, who is elected at large to a four-year term, and four County Commissioners, each elected to represent a precinct within the County for a four-year term. In all Texas counties, the County Judge presides over Commissioners Court meetings.

1.1.2. Guadalupe County, which serves an area of 715 square miles, is located approximately one hundred miles inland from the Gulf of Mexico in south central Texas and is bounded by Comal, Hays, Caldwell, Gonzales, Wilson, and Bexar Counties. The population of the County has steadily grown from 64,873 in 1990 to 131,533 in 2010, with the U.S. Census Bureau estimating the County's current population at 155,265.

1.1.3. Questions concerning this Request for Proposal (RFP) must be emailed to the Purchasing Agent **no later than May 1, 2019**. All questions must be emailed to the Purchasing Agent at:

purchasing@co.guadalupe.tx.us

Note: It is the responsibility of the person submitting the question to verify that the County has received the question.

1.1.4. Deadline for Proposals is ***May 15, 2019, at 2:00 p.m. (Central Standard Time)***. **NOTE: The Time-Date Stamp Clock located in the Guadalupe County Purchasing Office, will serve as the OFFICIAL CLOCK for the purpose of verifying the date and time of receipt of proposals. Hours of delivery/service shall be between 8:00 a.m. and 4:00 p.m., Monday through Friday, unless otherwise stipulated.**

1.1.5. One original, five (5) copies, and one electronic copy of the entire proposal on a flash drive must be submitted in a sealed envelope clearly labeled with the proposal name, proposal number, and opening date in the lower left-hand corner of the envelope.

1.1.6. Acceptance - All Proposals must include a statement that they are valid for a minimum period of one hundred eighty (180) days subsequent to the RFP closing date.

1.1.7. Late Proposals - will not be considered. Each Proposer shall be solely responsible for ensuring that the County receives the Proposal within the time limit indicated.

1.1.8. Non-appropriation - The County may cancel the contract should the present or any future County Commissioners Courts not appropriate funds in any fiscal year for the payment of this agreement. No penalty shall attach in the event of any such non-appropriation. In the event of non-appropriation, the County shall give the successful Proposer written notice of cancellation and the County shall not be obligated to make any payments beyond the end of the fiscal year for which funds were appropriated (related to a subsequent fiscal year).

1.1.9. Costs – Costs related to preparation of a response shall be the responsibility of the Proposer. There is no expressed or implied obligation for Guadalupe County to reimburse Proposers for any expense

incurred in preparing a Proposal in response to this RFP and Guadalupe County will not reimburse Proposers for these expenses.

1.1.9. Ownership of Proposal – Each Proposal shall become the property of Guadalupe County upon submittal and will not be returned to Proposers.

1.1.10. Right of Rejection - Guadalupe County reserves the right to reject any or all Proposals submitted and to waive any informality in Proposals received.

1.1.11. Clarification or Additional Information Requested - During the evaluation process, Guadalupe County reserves the right, where it may serve Guadalupe County's best interest, to request additional information or clarifications from Proposers, or to allow corrections of errors or omissions. At the discretion of Guadalupe County, firms submitting Proposals may be requested to make oral presentations as part of the evaluation process.

1.1.12. Right of Retention - Guadalupe County reserves the right to retain all Proposals submitted and to use any ideas in a Proposal regardless of whether that Proposal is selected. Submission of a Proposal indicates acceptance by the firm of the conditions contained in this RFP, unless clearly and specifically noted in the Proposal submitted and confirmed in the contract between Guadalupe County and the firm selected.

1.1.13. Award - it is anticipated that Guadalupe County Commissioners Court will award the contract for an Operations Management Software on or before July 2, 2019, or as soon thereafter as possible.

1.2 General Contract Terms and Conditions

The parties, Guadalupe County, Texas, a political subdivision of the State of Texas, (hereinafter referred to as "County") and _____ (hereinafter referred to as "Vendor," "Offeror,"), hereby agree upon the following terms and conditions.

1.2.1 Contract - This Proposal, submitted documents and any negotiations, when properly accepted by Guadalupe County, shall constitute a contract equally binding between the successful offeror and Guadalupe County. No different or additional terms will become a part of this contract with the exception of a Change Order.

1.2.2. Conflict of Interest - No public official shall have any interest in this contract, except as permitted by and subject to the disclosure requirements of Vernon's Texas Codes Annotated, Local Government Code, Title 5, Subtitled C, Chapter 171.

1.2.3. Complete the Conflict of Interest Questionnaire (Texas Ethics Commission Form CIQ) - Complete this form and note if you have a conflict of interest with any County Official, Employee, or Department. The questionnaire should reflect the name of the individual with whom the conflict of interest occurs. If you have any questions regarding compliance with Chapter 176 of the Texas Local Government Code, please consult your legal representative. Compliance is the responsibility of each individual, business, agent or representative who is subject to the law's filing requirements.

1.2.4. Equal Opportunity – Neither party shall discriminate against any employee or applicant for

employment because of race, color, religion, sex or national origin.

1.2.5. **Confidentiality** - All information disclosed by Guadalupe County to the successful offeror for the purpose of the work to be performed or information that comes to the attention of the successful offeror during the course of performing such work is to be kept strictly confidential.

1.2.6. **Proprietary Information and Texas Public Information Act** – All material submitted to the County as part of the RFP shall become public property and subject to the Texas Public Information Act upon receipt. If a Proposer does not desire proprietary information in the Proposal to be disclosed, each page must be clearly identified and marked proprietary at time of submittal or, more preferably, all proprietary information may be placed in a folder or appendix and be clearly identified and marked as being proprietary.

Note: Items marked “proprietary information” must meet the Texas Public Information Act requirements. Marking the entire submission, or large portions of the Proposal, “proprietary” will not meet the spirit, or the letter of the law, and will not be treated as proprietary information.

1.2.7. **Addenda** - Any interpretations, corrections or changes to this RFP will be made by addenda. Addenda will be emailed to all who are known to have received a copy of this Request for Proposal. Offeror shall acknowledge receipt of all addenda with Proposal submission.

1.2.8. **Change Orders** - No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All change orders to the contract will be made in writing and approved by the Commissioners Court.

1.2.9. **Incorporation of Exhibits, Appendices and Attachments** – All of the exhibits, appendices and attachments referred to herein are incorporated by reference as if set forth verbatim herein.

1.2.10. **Assignment** - The successful offeror shall not sell, assign, transfer or convey any contract resulting from this RFP, in whole or in part, without the prior written consent of Guadalupe County Commissioners.

1.2.11. **Venue** - This agreement will be governed and construed according to the laws of State of Texas. This agreement is performable in Guadalupe County, Texas.

1.2.12. **Compliance with Laws** – Guadalupe County and successful Proposer shall comply with all federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals in any matter affecting the performance of the Contract and any ensuing Agreement, including, without limitation, Workers’ Compensation laws, salary and wage statutes and regulations, licensing laws and regulations. When required, the successful Proposer shall furnish the County with certification of compliance with said laws, statutes, ordinances, rules, regulations, orders, and decrees above as specified.

1.2.13. IRS Form W-9 Request for Tax Payer Identification Number and Certification:

The IRS W-9 Form must be completed, signed and returned with the Proposal response. More information on this form can be found at the Internal Revenue Service (IRS) website at <https://www.irs.gov/forms-pubs/about-form-w9>.

1.2.13.1. The County is exempt from federal excise and state sales tax; therefore, tax must not be included in this bid.

1.2.14. Certificate of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity at the time the business entity submits the signed contract to the governmental entity or state agency.

The Texas Ethics Commission adopted rules and requires online filing of Form 1295 through their Website. The completed form, which will include a unique certification number, must be submitted to the County as part of your proposal.

Information regarding how to complete the online form is available at:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

1.2.15. Texas House Bill 89 – Prohibition On Investment In Companies That Boycott Israel:

During the 85th Texas Legislative Session, a new state law went into effect with the passing of House Bill 89. Texas Government Code, Chapter 2270.002 states a government may not enter into a contract with a Company for goods or services unless the contract contains written verification from the Company that it 1) does not boycott Israel and 2) will not boycott Israel during the term of the contract. Proposer must complete the form certifying that they are in compliance with these requirements.

Prohibition on contracts with companies boycotting Israel per Texas Government Code, Chapter 2270.001, Definitions:

“Boycott Israel” has the meaning assigned by Section 808.001.

“Company” has the meaning assigned by Section 808.001.

“Government entity” has the meaning assigned by Texas Government Code, Section 2251.001.

1.2.16. Texas Senate Bill 252 – Prohibition On Contracting With A Company Doing Business With Iran, Sudan, Or A Foreign Terrorist Organization:

During the 85th Texas Legislative Session, a new state law went into effect with the passing of Senate Bill 252. Texas Government Code, Chapter 2252.152, states a government may not enter into a contract with companies engaged in active business operations with Sudan, Iran, a foreign terrorist organization or a Company that is identified on a list prepared and maintained under Texas Government Code Section 806.051, 807.051, or 2252.153. Proposer must complete the form certifying that they are in compliance with these requirements.

Prohibition on contracts with certain companies per Texas Government Code 2252.151 Definitions:

“Company” has the meaning assigned by Section 806.001.

“Foreign terrorist organization” means an organization designated as a foreign terrorist organization by the United States Secretary of State as authorized by 8 U.S.C. Section 1189.

“Government contract” means a contract awarded by a government entity for general construction, an improvement, a service, or a public works project for purchase of supplies, materials, or equipment. The term includes a contract to obtain a professional or consulting service subject to Texas

Government Code Chapter 2254.

“Government entity” has the meaning assigned by Texas Government Code, Section 2252.001.

1.2.17. **Section 2252.152 – Contracts with companies engaged in business with Iran, Sudan, or foreign terrorist organization prohibited.** A government may not enter into a governmental contract with a Company that is identified on a list prepared and maintained under Section 806.051, 807.051, or 2252.153.

1.2.18. **Section 2252.153 – Listed Companies.** The Texas Comptroller of Public Accounts shall prepare and maintain, and make available to each governmental entity, a list of companies known to have contracts with or provide supplies or services to a foreign terrorist organization.

1.2.19. **Standard Insurance Policies Required:**

All insurance requirements, including public liability and workers' compensation, as outlined in Texas State Statutes shall be met prior to any delivery and shall remain in effect during the life of the contract.

General Requirements applicable to all policies:

- Only insurance carriers licensed and admitted to do business in the State of Texas will be accepted.
- Deductibles shall be listed on the Certificate of Insurance and are acceptable only on a per occurrence basis for property damage only.
- "Claims Made" policies will not be accepted.
- Each insurance policy shall be endorsed to state that coverage shall not be suspended, voided, canceled, reduced in coverage or in limits except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to Guadalupe County.
- All insurance policies shall be furnished to Guadalupe County upon request.

The County requires that the Proposer awarded the contract maintain in force such insurance that will protect themselves and the County from claims which may arise out of, or result from the execution of, the work whether such execution be by themselves, their employees, subcontractors, or by anyone for whose acts may be liable.

1.2.20. **Insurance and Liability required:**

During the period of this Contract, contractor shall maintain at their expense, insurance with limits not less than those prescribed below. With respect to required insurance, Contractor shall:

- a. Name County as additional insured, as its interests may appear.
- b. Provide County a waiver of subrogation.
- c. Provide County with a thirty (30) calendar days advance written notice of cancellation or material change to said insurance.
- d. Provide the County a Certificate of Insurance evidencing required coverages within ten (10) calendar days after receipt of Notice of Award.
- e.. Submit an original certificate of insurance reflecting coverage as follows:

Professional liability insurance policy	\$1,000,000
Automobile Liability:	
Bodily Injury (Each person)	\$250,000.00
Bodily Injury (Each accident)	\$500,000.00
Property Damage	\$100,000.00
General Liability (Including Contractual Liability):	
Bodily Injury	\$500,000.00
Property Damage	\$100,000.00
Excess Liability:	
Umbrella Form	Not Required
Worker's Compensation:	Statutory

1.2.21. Indemnification - Successful offeror shall defend, indemnify and hold harmless Guadalupe County and all its officers, agents and employees from all suits, actions or other claims of any character, name and description brought for or on account of any injuries or damages (including but not restricted to death) received or sustained by any person, persons, or property on account of, arising out of, or in connection with the performance of the work or any negligent act or omission or fault of the successful offeror, or of any agent, employee, subcontractor or supplier in the execution of, or performance under, any contract which may result from Proposal award. Successful offeror shall pay any judgment with cost which may be obtained against Guadalupe County growing out of such injury or damages.

1.2.22. Termination of Contract - This contract shall remain in effect until contract expires, completion and acceptance of services or default. Guadalupe County reserves the right to terminate the contract immediately in the event the successful offeror fails to meet delivery or completion schedules, or otherwise perform in accordance with the accepted Proposal. Breach of contract or default authorizes the County to award to another offeror, purchase elsewhere and charge the full increase cost to the defaulting offeror.

1.2.23. Either party may terminate this contract with one hundred eighty (180) days written notice prior to either party stating cancellation. The successful offeror must state therein the reasons for such cancellation. Prior written notice must be delivered in person or sent by registered or certified mail, return receipt requested, proper postage paid, and properly addressed to: Guadalupe County Judge, 101 E. Court, Room 319, Seguin, Texas 78155.

1.2.24. Performance of Contract - Guadalupe County reserves the right to enforce the performance of this contract in any manner prescribed by law or deemed to be in the best interest of the County in the

event of breach or default of resulting contract award.

1.2.25. **Invoices** - The invoices shall show:

- Firm name and address
- Detailed breakdown of all charges for the services delivered, stating the applicable period of time

1.2.26. **Payment** - Payment will be made within thirty (30) days after satisfactory acceptance by the County of all completed services and receipt of a valid invoice, in accordance with the Texas Government Code, Chapter 2251. Payment requests must be submitted in accordance with the contracted payment schedule.

1.2.27. **EVALUATION CRITERIA** - The County will conduct a comprehensive, fair and impartial evaluation of all Proposals received in response to this RFP. Each Proposal will be analyzed to determine the overall responsiveness and qualification under the RFP. The award of the contract shall be made to the provider whose Proposal is determined to be in the best interest of Guadalupe County, having the best value for the County. The County shall determine the best value as being the best offer resulting from negotiations, taking into consideration the relative importance of price and other factors set forth in the RFP in accordance with the Texas Local Government Code, Chapter 262.

1.2.27.1. The selection process will be based on the responses to this RFP, and any interviews/demonstrations required to verify the ability of the Offeror to provide the services/products/software proposed in response to this RFP, along with reference checks.

Evaluation factors and associated point values are listed below:

<i>FUNCTIONAL REQUIREMENTS- ability of the solution provider to meet all functional requirements as outlined in the Request for Proposal.</i>	<i>45 Points</i>
<i>PRICE</i>	<i>20 Points</i>
<i>IMPLEMENTATION STRATEGY</i>	<i>20 Points</i>
<i>DEMONSTRATED EXPERIENCE ON INSTALLATION AND MAINTENANCE ON SYSTEM BEING OFFERED WITH GUADALUPE COUNTY OR ANY GOVERNMENTAL ENTITY OR PRIVATE FIRM</i>	<i>10 Points</i>
<i>REFERENCES</i>	<i>5 Points</i>

1.3. SPECIAL PROVISIONS

1.3.1. Offer shall include copies of End User License Agreements, Service Level Agreements, Maintenance Agreements, or any other documents required for proposed software with RFP response for review and consideration by Guadalupe County.

1.3.2 For each year after the warranty period, the annual license/maintenance fee may not increase

more than 3% annually. Offeror shall provide the maximum warranty offered by the manufacturer (not less than one (1) year). Warranty shall begin after installation is complete and the system is fully tested and accepted by the County. Offeror's Terms & Conditions are subject to the review and approval of Guadalupe County. In the event of conflicting Terms & Conditions, the terms in the solicitation package shall prevail. Offeror must clearly identify any conflict with terms & conditions by denoting them on the same page where the conflicting terms and conditions appear.

1.3.3. After proposal opening and prior to award, Guadalupe County reserves the right to make a pre-award survey of Offeror's facilities and equipment to be used in the performance of this work. Proposer agrees to allow all reasonable requests for inspection of such facilities with two (2) business days advance notice. Failure to allow an inspection shall be cause for rejection of proposal as nonresponsive. Guadalupe County reserves the right to reject facilities or equipment as unacceptable for performance as a result of the pre-award survey.

1.3.4. Proposals will be opened so as to avoid disclosure of the contents to competing Offerors. Proposals will be kept secret during the process of negotiation. However, all proposals will be open for public inspection after award. If identified by the Offeror, Guadalupe County will make reasonable efforts to protect information that qualifies as trade secrets and/or confidential information under the Texas Public Information Act.

1.3.5. NEGOTIATIONS: The Purchasing Agent shall supervise all negotiations. Discussions may be conducted only with responsible Offerors who submit proposals determined to be reasonably susceptible of being selected for award. All Offerors will be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals. Revisions to proposals may be permitted after submission and before award for the purpose of obtaining best and final offers. Offerors may be required to submit additional data during the process of any negotiations. Guadalupe County reserves the right to negotiate the price and any other term with the Offerors. Any oral negotiations must be confirmed in writing prior to award.

1.3.6. DEVIATIONS: Requirements stated in this RFP shall become part of the contract resulting from this RFP unless the Offeror requests a deviation. Any requests for deviations from these requirements must be specifically defined by the Offeror in the proposal. If accepted in writing by Guadalupe County, the deviation shall become part of the contract. Guadalupe County reserves the right to modify the requirements of this RFP.

1.3.7. PROTESTS: Protests before award must be submitted in writing to the Purchasing Agent not later than six (6) calendar days after proposal opening, and protests after award must be submitted within ten (10) calendar days after award by Commissioners Court. The Purchasing Agent shall rule on the protest in writing within ten (10) calendar days from date of receipt. Any appeal of the Purchasing Agent's decision must be made within ten (10) calendar days after receipt thereof and submitted to the Purchasing Agent, who shall present the matter for final resolution to the Commissioners Court. Appellant shall be notified of the time and place the appeal is to be heard by Commissioners Court and afforded an opportunity to present evidence in support of the appeal.

1.3.8. Connectivity and Access to County Network, Systems, Software, and/or Information: The Contractor and Contractor personnel who will be providing and/or maintaining goods and/or services, and who may from time to time access County systems, networks, software, and/or

information, must be familiar with, and agree to adhere to and comply with the Security Requirements that pertain to and govern access to County computers, networks, software, and information including without limitation. Including but not limited to the Guadalupe County Vendor Access Policy, attached hereto and incorporated herein by reference.

1.3.9. Prices offered shall reflect the full Specifications/Statement of Work as defined per the RFP documents, inclusive of all associated costs for insurance, taxes, overhead, profit and bonding, if required and so identified. Offeror must include all incidental costs. Guadalupe County will not provide or allow for parking or travel reimbursements for the Offeror's employees. Offeror's offices, administration and/or place of business will not be on Guadalupe County premises and will be the Offeror's responsibility. It is also understood that any and all persons who provide services under Contract to Guadalupe County, resulting from this RFP, shall be and remain employees of the Offeror, not Guadalupe County. It is understood and agreed that the Offeror is solely responsible for all services being provided and shall provide adequate insurance to cover against any and all losses incurred by the Offeror's employees and or equipment during the course of the Contract.

1.3.10. Inter-local Participation - It is hereby made a precondition of any bid/offer for a Contract for supplies or services and a part of these specifications, and that the submission of any bid/offer in response to this request constitutes a bid/offer made under the same conditions, for the same price, and for the same effective period as this bid/offer, to any other governmental entity having or entering into an inter-local agreement with Guadalupe County.

1.3.11. The Offeror warrants that no persons or selling agency has been retained to solicit this Contract upon an understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial selling agencies maintained by the Offeror to secure business. For breach or violation of this warranty, County shall have the right to terminate this Contract without liability or in its discretion to, as applicable, add to or deduct from the Contract price for consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

1.3.12. Offeror shall maintain and make available all books, documents, and other evidence pertinent to the costs and expenses of this Contract for inspection, audit or reproduction by any authorized representative of County to the extent this detail will properly reflect these costs and expense. These include all costs; both direct and indirect costs, cost of labor, material, equipment, supplies, and services, and all other costs and expenses of whatever nature for which reimbursement is claimed under this Contract. All required records shall be maintained until an audit is completed and all required questions arising therefrom are resolved, or three (3) years after completion of the Contract term, whichever occurs first; however, the records shall be retained beyond the third year if an audit is in progress or the findings of a completed audit have not been resolved satisfactorily.

II. BACKGROUND

2.1. **Background.** The County has been using Cartegraph Director Software to facilitate work and asset management. The Road and Bridge Department is looking to fully automate their department and at the same time integrate the GIS system. Guadalupe County is also looking toward using the capabilities of the new software to include Environmental Health and Emergency Management. Ultimately, the County is seeking a system that is user friendly and maintains functional alignment with current business

processes, while also allowing increased customization and extensibility. The solution must also conform to the County's vision for increased interaction and integration with their parallel investment in GIS.

2.2. Scope of Work. The County is seeking an integrated "off-the-shelf" solution that will meet its core requirements out of the box with minimal modifications. The goal of this strategy is to optimize system utilization for all users, improve response times, reduce errors, reduce manual efforts, improve analytical capabilities, and improve customer service. The County intends to minimize its total cost of ownership without any degradation in performance and level of service, and to implement a system in which it can remain on the system's upgrade path with minimal cost and business impact. The integrated modules and/or main functional areas for this project include:

- Asset Record Tracking
- Asset Lifecycle Management
- Parts/Supplies Inventory
- Preventive Maintenance/Scheduling
- Work Management
- Work Order Billing
- Reporting
- Dashboard Analytics

2.2.1. The County requires an asset management software system and its related installation, configuration, data conversion/migration, implementation, and training services to increase staff productivity and efficiency and to provide better management information to the organization's leadership. It is the County's preference to enter into an agreement with a single software solution provider that functions as a primary contact in providing the complete range of required functionality and related services.

2.2.2. The County is looking for a GIS-centric asset management solution that can support enterprise work and asset management. To establish a scalable system for the County that can accommodate these needs while remaining GIS-centric, a solution that can meet the County's needs, while also positioning for future expansion through the adoption of add-ons and integrations.

2.2.3. The County seeks comprehensive installation and training services. It is the County's intention that the selected vendor would provide project management, technical installation expertise and training to help alleviate employee stress and speed employee acceptance and usage of the new system. The proposed solution must include hardware specifications, system software, application software, comprehensive documentation, user training, conversion services, installation services, project management support, and comprehensive ongoing support.

2.2.4. This document is intended to be comprehensive, but does not relieve the Vendor of its responsibilities for all implementation and support task(s) critical to the successful design, deployment and operation of the system solution, whether included in this document or not.

2.2.5. Major deliverables listed under each section should not be construed by the Vendor to be an exhaustive list, but instead presents a representative listing of key deliverables that the County expects to be provided for each task. A final comprehensive list of deliverables will be defined in the contract between the County and the selected Vendor.

2.3. TENTATIVE SCHEDULE OF EVENTS

2.3.1. The following anticipated dates are for planning purposes only. These dates are subject to change and are provided as a reference so that Proposers are aware of the scheduling constraints associated with this Proposal.

Events	Target Dates
A. Release Request for Proposal	March 6, 2019
B. Final date for vendor questions	May 1, 2019
C. Proposal due date	May 15, 2019 by 2:00PM
D. Staff reviews of proposals	May 16 through May 31, 2019
E. Vendor Interviews	June 3 through June 27, 2019
F. Award Contract	July 2, 2019

2.3.2. At the conclusion of the Staff review of proposals, a short list of proposers will be selected for Vendor Interviews regarding this project. Vendor Interviews will be allocated a three (3) hour period, from 8:30 a.m. – 11:30 p.m. or from 1:30 p.m. – 4:30 p.m. Vendor Interviews will be organized with the first two hours being an overview of the vendor’s products and the last hour being a question and answer session. During this Vendor Interview, the vendor should demonstrate why their product is advantageous to the County.

III. TECHNICAL SPECIFICATIONS

3.1 Implementation Services:

3.1.1 The selected Vendor will be responsible for the delivery, installation and testing of all software, hardware, and other components required to support the adoption and use of the system.

3.1.2 The County requires that Vendors propose a project work plan and detailed schedule.

3.1.3 The Vendor shall propose a Project Plan to deliver, install and test, customize (if needed) and make operational its proposed system for a complete and functional system. A plan should also be provided for the protection of any customization through periodic updates, upgrades, and maintenance processes.

3.1.4 The Vendor shall provide a complete list of all computer hardware and proposed system architecture that is required to operate and fully optimize its Proposal. The Vendor shall cross-reference this list with the hardware required for each module/phase of the project and notify the County of required improvements and/or additions to the hardware described for a complete and functional system.

3.1.5 The Vendor shall provide a complete list of all third-party software, including any embedded software. This list shall include all third-party software that is required to operate its proposed Proposal as well as who is responsible for installation and configuration.

3.1.6 The Vendor shall include information on the process for periodic software updates and/or upgrades to the proposed software as well as a maintenance plan and pricing per year for ten (10) years beyond the stated warranty period. The Vendor should also propose the per year costs of continued maintenance.

3.2 Project Management Services:

3.2.1 The selected Vendor's project manager will have responsibility for the day-to-day management of the provider's project team in coordination with the County's designated representative.

3.2.2 The Vendor shall develop a detailed work breakdown structure (WBS), as well as an implementation plan and schedule, outlining the key phases, tasks, activities, dependencies, budgeted hours, assigned resources and deliverables for the project. The project schedule shall take into consideration County resource availability and identify any County resources that will be required. The schedule shall also clearly define the estimated resource hours associated with each element of the WBS.

3.2.3 The Vendor's Project Manager shall maintain and update the project schedule and other project plan documents throughout the lifecycle of the project and provide the County with updated versions of the plan and schedule at the County's request (at minimum, as changes to the plan and/or schedule are encountered). During the course of the project, the Vendor shall participate in status meetings and provide written status reports to the County on a schedule agreed to with the County project manager.

3.2.4 The Vendor shall maintain and update a Vendor organizational chart showing the personnel who will be assigned to this project, their titles/roles, and illustrate the lines of authority. Vendor shall submit requested changes to the content of the organization chart along with justification and resumes to the

County for review and approval prior to making any change to the organization chart for this project. Personnel changes made without County approval are subject for contract termination. Approval of changes in the Vendor's project team members shall not be unreasonably withheld by the County.

3.3 Site Installation

3.3.1 Upon system delivery to the County's designated site, Vendor shall provide a non-sales type experienced technical personnel to open, un-pack, observe for damage, set in place, and install all delivered equipment at the County's designated location in Seguin, Texas. The personnel performing the site installation shall be an employee of the Vendor.

3.3.2 The County shall observe the equipment as un-packed by the Vendor. Vendor shall replace/repair equipment discovered damaged to the satisfaction of the County at no additional cost to the County.

3.3.3 The Vendor shall coordinate delivery and installation with the County no less than one (1) week in advance. The installation activity shall only occur in the presence of the County during the County's normal working hours.

3.3.4 Upon installation, the Vendor shall energize the system and correct any observed anomalies. Notify the County's representative once the system is ready for the County to commence testing.

3.4 Training

3.4.1 The Vendor shall provide a plan for training on the proposed hardware and software system using experienced non-sales type training personnel who can lead the end-user and technical training. The County prefers "train the trainer" type training. The personnel performing the training shall be an employee of the Vendor.

3.4.2 All training shall be performed at the County's designated facility in Seguin, Texas. Include all costs associated training materials, travel, meals, expenses, etc. Provide the training in coordination with the County's schedule. The County reserves the right to record video and audio of the training sessions. The Vendor shall provide training materials electronically in a format acceptable by the County.

3.4.3 Training shall be provided for the County personnel to have hands on knowledge to program, troubleshoot, configure, maintain, and perform system administration activities for the installed system. Additionally, the training shall be provided for the personnel to program the equipment.

3.5 Acceptance Test

3.5.1 The Vendor shall plan, design, and implement a test environment that replicates the County's environment and the Vendor shall load the test environment with sufficient data to replicate the County's environment.

3.6 Data Conversion/Migration

3.6.1 The Department operates a work order, preventative maintenance and corrective maintenance database. The County would like to convert into the new system existing building infrastructure and

equipment codes already in place, in order to retain historical data information going back a minimum of ten (10) years. As an add-on option to the proposal, please provide the County with a methodology and an estimated cost to convert and migrate this data to your system.

3.6.2 The County has a large amount of information within the current asset management system and has requested that information be converted and imported. As part of the data conversion process, one needs to know the structure for both the source and target locations. Since the structure of the target location will not be finalized at this stage of the implementation, it is recommended that data conversion take place after the system is released for production use and the County has had ample time to make those post-implementation configuration changes that inevitably occur. This will prevent re-work from occurring during the conversion scripting process, as the target system configuration would be stable.

3.7 CORE APPLICATIONS

The core software applications anticipated to meet the requirements of this RFP are:

3.7.1 Technical Platform Requirements

3.7.1.1. The vendor's proposed solution can be delivered as a web-based, Software-as-a-Service model or as an on-premise model. The solution must be accessible via mobile devices and tablets.

3.7.1.2. SaaS models provide a lower Total Cost of Ownership (TCO) and higher ROI.

3.7.1.3. The intent of the County is to acquire a software application system that will operate on the following computer/network platform listed below for a minimum of four years. Any deviation to this environment should be disclosed in this section of the proposal with the estimated costs. If the technical requirements meet that of the software applications, please include a narrative acknowledgment of this fact.

3.7.1.4. Please state whether the platform would be a minimum specification or a recommended specification for hardware, system software, and application software requirements.

3.7.1.5. Computer/Network Specifications. The County prefers a vendor-hosted solution with secure internet-based client access from Microsoft Windows PC workstations and a variety of mobile devices, but we will also consider customer-hosted solutions.

3.7.1.5.1. If vendor proposes a hosted solution, vendor will be responsible for custom in house built reports.

3.7.1.5.2. If vendor proposes using County owned servers, vendor will be responsible for remote mobile security.

3.7.1.6. Our network operating environment is based on Microsoft Active Directory, Server 2012 R2. We employ a gigabit LAN backbone and offer 100mbit bandwidth to each node. Our client workstations currently run Windows 10, Office 2013, and all browsers. We also have numerous mobile clients running Windows, Apple iOS, and Android platforms. These mobile clients do not reside on our network, but do connect to a number of internal systems via secure internet links.

3.7.1.7. Computer/Network Specifications

3.7.1.7.1. Provide a detailed narrative and network diagram(s) describing the topology of your solution, where it resides in relation to other network elements, and the paths and means of communication between application, database, and clients.

3.7.1.7.2. Specific and detailed hardware and software requirements, speaking to (as necessary) server hardware and operating system, database software, database reporting software, any specialized backup and recovery tools, client (fixed and mobile) hardware and operating system, peripheral hardware, and any additional hardware or software needed to utilize and fully leverage the features of your system.

3.7.1.7.3. An overview of your data import/conversion process. (Our existing data sources include Excel spreadsheets and a legacy flat-file system that allows for ASCII export.) It is understood that data conversion will be discussed in more detail with all finalists, and that this overview will be the foundation for that effort.

3.7.1.7.4. An overview of your data reporting methodology – software used, reports included as a function of your proposal, pricing and lead time estimates for additional reports, ability to customize existing reports, requirements for viewing/printing/utilizing reports, and any other pertinent details.

3.7.1.7.5. Specific and detailed information regarding updates and upgrades to your system. Acknowledging that this may be outlined elsewhere in your response with respect to system pricing and logistics, please provide an overview of each process – expected downtime, roles and responsibilities, requirements, forecasted development timelines, and any other pertinent information.

3.7.1.7.6. An overview of your support methodology, including service level commitments for response time, methods of contact, paths of escalation, and any other pertinent details. Please also outline – if not mentioned above – any specific requirements for your remote access into our network for support, maintenance, and associated tasks.

3.7.1.8. If you offer a hosted solution, provide the following:

3.7.1.8.1. Any specific details not included above regarding connectivity to your hosted environment. Describe your service level commitment with respect to system availability, data backup and recovery methodology, maintenance and system upgrade windows, and any other pertinent details.

3.7.1.8.2. Any specific details not included above regarding client connectivity. Please include network topology details and any hardware and software requirements. Include specifics regarding client software application(s) – installation details, necessary user rights/privileges for installation and use, dependencies on operating system or other application parameters, and any other pertinent information.

3.7.1.8.3. In your proposal, include any additional pertinent technical information that you deem appropriate.

3.7.2 Asset Management System (AMS)

3.7.2.1. Comprehensive software to facilitate enterprise work and asset management.

3.7.2.2. Software that will assist in managing the current and future activities of deciding how to develop, operate, and maintain infrastructure in order to achieve the greatest possible economic and environmental benefits from that investment.

3.7.2.3. Ability to create asset and track asset attributes

3.7.2.4. Assets contain attribute data to track asset condition and useful life

3.7.2.5. Add and view attachments to both asset records and inspection records

3.7.2.6. Track various types of assets: roads, bridges, signs, vehicles, equipment, etc...

3.7.2.7. Ability to track work completed on assets including manpower requirements, materials needed and used

3.7.2.8. Able to easily view the history of work performed on an asset, the resources used and the cost as well as a summary of the total cost of maintaining an asset

3.7.3 Inspections

3.7.3.1. Assess the condition of assets and maintain a history that can be used to monitor trends over time.

3.7.3.2. Document inspection results which impact asset condition

3.7.3.3. The forms to record the inspection data must support existing processes, whether digital or paper.

3.7.3.4. Inspection condition scores can be calculated and written back to the GIS feature.

3.7.4 Fleet Maintenance / Management Specifications

3.7.4.1. Fleet Maintenance Management module that provides vehicle information, preventative maintenance scheduling, parts management, cost accounting, work order functions, fuel management, vehicle tracking and analytical tools (tool inventory/checkout).

3.7.4.2. Streamlined maintenance scheduling, easy access to vehicle history records, and enhanced integration with fueling, inventory, and financial systems.

3.7.4.3. VEHICLE INFORMATION

3.7.4.3.1. Enables one time equipment information entry such as unit number or VIN that auto-populates the vehicle or equipment's data into the maintenance and fuel management systems or other third party applications

3.7.4.3.2. Allows vehicle usage data fed into system including AVE speed, fuel usage, miles and hours from Application Programming Interfaces (API's).

3.7.4.3.3. Ability to show vehicle/ equipment additions, deletions, and changes by user

3.7.4.3.4. Allows Vehicle Rate Cost per Hour to be updated each year, according to FEMA Standards, without any previous Work Orders or Vehicle Usage being compromised in the process.

3.7.4.4. PREVENTIVE MAINTENANCE SCHEDULING

3.7.4.4.1. Ability to display upcoming services in various formats such as calendars, lists or by type of service or vehicle.

3.7.4.4.2. Preventative maintenance tasks that are based on specific equipment and schedules based on either calendar and meter events measured in both miles and hours.

3.7.4.5. PARTS MANAGEMENT

3.7.4.5.1. Have a bar coding system for parts and vehicles.

3.7.4.5.2. Ability to assign repair parts for each mechanical task for each vehicle.

3.7.4.5.3. Link work order part requirements to on-hand stock

3.7.4.5.4. Bar coded repair part inventory system that tracks repair parts from receipt, to stock, to installation.

3.7.4.5.5. Customizable demand history analysis for repair part usage.

3.7.4.5.6. Recommended stock levels and reorder limits based on demand history against on hand stock.

3.7.4.5.7. Real-time automatic deduction of parts from the on-hand quantity based on work order demands.

3.7.4.5.8. Backward tracking for on hand repair parts to vehicle providing recommendations for deletion of obsolete repair parts.

3.7.4.5.9. Real time on-hand parts inventory quantities that does not require manual re-calculation.

3.7.4.5.10. Repair parts forecasts based on upcoming services and demand history.

3.7.4.5.11. Enables one time-entry for repair parts, then populates multiple data bases such as work orders, bench stock, and procurement for each repair part.

3.7.4.5.12. Once entered, the system manages the part from the initial request through the maintenance software through the on hand bench stock inventory and eventually through the County's procurement software New World Systems.

3.7.4.5.13. Allows attachment of PDF, MS Word or Excel or other documents to purchase Requests.

3.7.4.5.14. Allows manual adjustment of on hand quantities.

3.7.4.5.15. Allows partial receipt of purchase orders.

3.7.4.5.16. Ability to show inventory, additions, deletions, and changes to inventory by user

3.7.4.5.17. Ability to track and cross reference parts by either internal or external part numbers

3.7.4.6. COST ACCOUNTING

3.7.4.6.1. Expense reports and invoicing that can be customized based on site, equipment types, or specified individual equipment.

3.7.4.6.2. Track expenditures by agency for each piece of equipment.

3.7.4.6.3. Track fleet usage costs by meter either in hours or mileage measuring fuel, repair parts and labor for project planning and cost forecasting.

3.7.4.6.4. Reports on fleet costs based on hours and mileage from Application Programming Interfaces (API's) to facilitate data import from third party applications.

3.7.4.7. WORK ORDER FUNCTIONS

3.7.4.7.1. Ability to track equipment/vehicle maintenance by department and vehicle

3.7.4.7.2. Work orders that allow free text entry by technicians, and also records service and labor descriptions as well as parts listing sections.

3.7.4.7.3. Provide customizable work order report that provides a list of current active work Orders.

3.7.4.7.4. Embedded Vehicle Maintenance Reporting System (VRMS) and or industry labor rates for each maintenance task for each specific vehicle and piece of equipment.

3.7.4.7.5. Ability to measure technician work hours against established labor rates for specific tasks using industry standard labor guides.

3.7.4.7.6. Enables user maintenance requests through the network for repairs and services.

3.7.4.7.7. Outside repair service tracking.

3.7.4.7.8. Allows attachment of PDF, MS Word or Excel or other documents to work orders.

3.7.4.7.9. Allows work orders to be assigned an unlimited number of terminals and/or hard copy.

3.7.4.8. FUEL MANAGEMENT. Provide integrated real time fuel management system or provides Application Programming Interfaces (API's) to facilitate data import from third party applications such as odometer readings from fuel management system or export to fuel management system.

3.7.4.9. ANALYTICAL TOOLS

3.7.4.9.1. Calculate availability percentage by type of vehicle, owning agency, and reason over specified periods of time.

3.7.4.9.2. Capability to report down time by type of vehicle, owning agency, and reason over specified periods of time.

3.7.4.9.3. Ability to run detail and summary maintenance reports by vehicle

3.7.4.9.4. Ability to run detail and summary maintenance reports by department

3.7.4.9.5. Customizable reporting feature.

3.7.4.10. IT ARCHITECTURE. Provide Application Programming Interfaces (API's) to facilitate data import from third party applications such as odometer readings from fuel management system, and exporting to third party applications.

3.7.5 GIS Capabilities

3.7.5.1. The County is seeking a software system that will provide for infrastructure data collection and GIS-centric work order processing that will leverage the GIS environment currently in use.

3.7.5.2. The County is looking for a strong and seamless integration with the current County GIS system.

3.7.5.3. Currently, the County maintains an enterprise license agreement with ESRI. The GIS Enterprise is built on the ArcGIS Server Enterprise and is currently configured for field data collection through proxy access.

3.7.5.4. Currently, the County's GIS App server is Windows 2012 R2 on Virtual Server using 16 Gig dynamic memory.

3.7.5.6. Currently, the County's GIS Database server is SQL 2012 Version 11 on Virtual server.

3.7.5.7. The GIS system could either be a hosted or local system but would be accessible to other departments with an expected total number of more than 100 public users.

3.7.5.8. Must be 100 percent compatible with existing County GIS System

3.7.5.9. Must be capable of a minimal 100,000 features

3.7.5.10. Provide seamless interaction between the GIS and work order/permitting interface

3.7.5.11. Provide mapping capabilities of work order and permit activities

3.7.5.12. Allow user to select GIS feature and see work order and/or permit history

3.7.5.13. Provide tools to map work orders thematically or by user-defined queries

3.7.5.14. Report writing capability based on relational SQL database

3.7.5.15. Ability to read GIS tables of standards such as street name and use drop-down menus for consistency

3.7.5.16. Allow for the creation of GIS features through the work order/permitting interface

3.7.5.17. Manage public assets, need to know what they are and where they are located.

3.7.5.18. Track pavement conditions, signs, signals, and other County assets.

3.7.5.19. Perform spatial analysis and visualize the performance of the network as well as create map reports to convey this information.

3.7.6. Material Management / Inventory. Track and manage inventory based on work activity transactions. Material Management / Inventory are typically consumables and materials that can be allocated against specific work orders to allow more comprehensive and accurate accounting. As materials are used to complete assigned work orders, stock in the associated Material Management / Inventory is reduced.

3.7.6.1. Complete inventory and stocking system using bar code scanner

3.7.6.2. Ability to run real time inventory and historic inventory levels

3.7.6.3. Link work order material requirements to on-hand stock

3.7.6.4. Bar coded Material Management / Inventory system that tracks Material Management / Inventory from receipt, to stock, to work order.

3.7.6.5. Customizable demand history analysis for Material Management / Inventory usage.

3.7.6.6. Recommended stock levels and reorder limits based on demand history against on hand stock.

3.7.6.7. Real-time automatic deduction of Material Management / Inventory from the on-hand quantity based on work order demands.

3.7.6.8. Backward tracking for on hand Material Management / Inventory providing recommendations for deletion of obsolete Material Management / Inventory.

3.7.6.9. Real time on-hand Material Management / Inventory quantities that does not require manual recalculation.

3.7.6.10. Material Management / Inventory forecasts based on upcoming work orders and demand history.

3.7.6.11. Enables one time-entry for Material Management / Inventory, then populates multiple data bases such as work orders, stock, and procurement recommendations for each item of Material Management / Inventory.

3.7.6.12. Allows manual adjustment of on hand quantities.

3.7.6.13. Ability to show inventory, additions, deletions, and changes to Material Management / Inventory by user.

3.7.6.14. Ability to track and cross reference Material Management / Inventory by either internal or external part numbers.

3.7.7. Work Order Management. Create, update, and complete work orders with task level assignments. Ability to track equipment, labor, and materials to obtain more accurate and complete costs.

3.7.7.1. Calendar schedule of all jobs, crews and personnel

3.7.7.2. Manage unlimited number of work orders

3.7.7.3. Assign work orders to a specific crew(s)

3.7.7.4. Schedule and prioritize work orders that are assigned to crew(s)

3.7.7.5. Route requests to appropriate personnel

3.7.7.6. Provide daily work order lists to include equipment and supplies needed

3.7.7.7. Schedule jobs on a recurring basis or in the future

3.7.7.8. Track all work order activities

3.7.7.9. Track work order history

3.7.7.10. Ability to place flags within the work flow based on specific rules

3.7.7.11. Allow for multiple work requests to be linked to one work order

3.7.7.12. Track compliance deadlines and or

3.7.7.13. Allow for material list and costs to be tallied for each work order

3.7.7.14. Automatically calculate fees, if applicable

3.7.7.15. Query of work orders by all entered fields

3.7.7.16. Creation and saving of custom reports

3.7.7.17. Automatically print any required correspondence that must be mailed or given to citizen or entity

3.7.7.18. Send automated emails to update statuses of work order

3.7.7.19. Attach multiple photos, video and/or other electronic document to work orders

3.7.7.20. Access electronic documents in standard formats

3.7.7.21. Import/export interface capability with GIS database server

3.7.7.22. Link work orders to spatial features stored in GIS

3.7.7.23. Service Requests

3.7.7.23.1. Enter requests/concerns/complaints, track status, and create work orders.

3.7.7.23.2. Facilitates 'Call Center' functionality with defined request types and optional, scripted questions that can handle input from staff and citizens alike.

3.7.7.24. Projects

3.7.7.24.1. Activity with a designated project, which effectively allows costs to be rolled up and decremented from defined budgets.

3.7.7.24.2. Likewise, costs associated with a sub-project are rolled up into the parent project, which offers a level of monitoring that can be tailored to the required reporting granularity.

3.7.8. Accounting

3.7.8.1. Compliant with Government Accounting Standards Board Statement (GASB) No. 34 requirements for maintaining and reporting value and depreciation of infrastructure assets.

3.7.8.2. Ability to account for cost based on per project or per road basis

3.7.8.3. Ability to update equipment rates without affecting prior history

3.7.8.4. Ability to mass update employee hourly rates without affecting prior history

3.7.8.5. Assign and track grades of roads

3.7.8.6. Reports to include condition of roads

3.7.8.7. Reports to include hours, equipment, and material used on each road broken down by function and cost of each

3.7.8.8. Maintain historic reports for value and improvements to roads

- 3.7.8.9. Cost by road, job, and by date
- 3.7.8.10. Differentiate between maintenance and capital improvements
- 3.7.8.11. Classify type of work (reseal preventative maintenance.....)
- 3.7.8.12. Document number of total linear feet and square yards
- 3.7.8.13. Account for maintenance through work orders that add value and extend asset life
- 3.7.8.14. Search and filter capabilities that allow users to report by location or other criteria
- 3.7.8.15. To expense a vehicle/equipment and denote which employee was driving/using

- 3.7.9. GASB 34 – Modified Approach for Reporting Infrastructure
 - 3.7.9.1. Roads need to be able to be assigned a grade, this needs to be able to be tracked historically
 - 3.7.9.2. Must be able to print reports on ‘level or condition of roads’
 - 3.7.9.3. Differentiate between maintenance and capital improvements
 - 3.7.9.4. Classify type of work (reseal, preventative maintenance, reconstructions/capital improvement, new roads, etc.) and cost allocated to each type, by year (date).
 - 3.7.9.5. Need detail and summary reports
 - 3.7.9.6. Report showing historic value of roads, cost of additional work by classification
 - 3.7.9.7. Document total number of linear feet and square yards, and show current value and historic value
 - 3.7.9.8. Track paved roads and gravel roads (linear feet and square yards)

- 3.7.10. Grant Reporting (FEMA, TxDOT, etc.)
 - 3.7.10.1. Detailed reports are needed by multiple factors (such as by road, by work order, by date) which show the detail of the cost including labor, equipment, and materials
 - 3.7.10.2. Labor cost - individual employee labor cost (needs to show project, road, work order, date, number of hours and total cost; 2 hours @ \$14/hour would show as 2 hours with a cost of \$28.00)
 - 3.7.10.3. Equipment hours - show the specific piece of equipment was used on a specific date, asset number, employee who used the equipment, and the number of hours the equipment was used.
 - 3.7.10.4. Equipment rate usage table – need the ability to update the rates as of an effective date (i.e. FEMA changes equipment rates as of a certain date) without effecting the prior history.
 - 3.7.10.5. Employee pay rates – pay rates in system by specific employee
 - 3.7.10.6. Materials should reference the specific invoice and vendor or should reference “inventory”

3.8 OPTIONAL APPLICATIONS. As an add-on option to the proposal, please provide the County with the information and estimated costs that include the following optional features:

- 3.8.1. Environmental Health Permits, licensing and land (PLL) Management.
 - 3.8.1.1. Permitting: Monitor all public and private building activity, issue a variety of permit types (building, grading, mechanical, electrical, and encroachments, etc), link to related records, account for all appropriate fees, and validate contractors.
 - 3.8.1.2. Inspection Tracking and Scheduling: Track both routine and periodic inspections of buildings and property, and manage all building inspection scheduling activities.
 - 3.8.1.3. Plan Application Tracking: Provide on-line and reporting capabilities of all plan check and review activities from permit issuance to project.
 - 3.8.1.4. Reporting: Generation of ad-hoc reports using any combination of all data elements maintained by land use and permitting systems.
 - 3.8.1.5. Code Enforcement: Allows for the monitoring of codes and management of violations associated with all building projects.

- 3.8.1.6. Development Review and Tracking: Necessary software tools and integrated databases for central coordination and tracking of the general development review processes.
- 3.8.1.7. Electronic Plan Review Management: Fully integrated electronic plan review management tool to concurrently review plans, redline, comment, upload, convert plans to PDF and publish/share with the applicant. Users can easily identify changes made from one submittal to the next.
- 3.8.1.8. Public Online Application Submittal, Complaint and Inquiry Capabilities: The software will have the capability to integrate with existing web site and allow public online submittal of complaints, access of information, online permit applications, and plan submittal.
- 3.8.1.9. Record permits for septic, floodplain, driveway, and utility
- 3.8.1.10. Manage unlimited number of permits
- 3.8.1.11. Route requests to appropriate personnel
- 3.8.1.12. Assign inspections to specific personnel
- 3.8.1.13. Schedule inspections on recurring basis or in the future
- 3.8.1.14. Provide daily inspection list
- 3.8.1.15. Track all permit activity
- 3.8.1.16. Track inspection history
- 3.8.1.17. Track permit user interaction
- 3.8.1.18. Ability to place flags within the work flow based on specific rules
- 3.8.1.19. Send warnings of expiring contracts
- 3.8.1.20. Allow for multiple inspections to be linked to one permit
- 3.8.1.21. Track compliance deadlines
- 3.8.1.22. Automatically calculate fees, if applicable
- 3.8.1.23. Track fee payment history
- 3.8.1.24. Query of permits by all entered fields
- 3.8.1.25. Creation and saving of custom reports
- 3.8.1.26. Automatically print any required correspondence that must be mailed or given to citizen or entity
- 3.8.1.27. Send automated emails to update statuses of permit, warn of expiration of contracts or delinquent inspection reports.
- 3.8.1.28. Attach multiple photos, video and/or other electronic document to permit
- 3.8.1.29. Access electronic documents in standard formats
- 3.8.1.30. Link permits to spatial features stored in GIS

3.8.2. Emergency Management

- 3.8.2.1. Assist emergency management teams from preparation and planning to response and recovery.
- 3.8.2.2. Track service requests, work orders, and other emergency activities across all departments.
- 3.8.2.3. Project tracking, communicating event data to the public, and GIS data will enable the County to identify damage as it occurs in real-time and communicate necessary updates to the public.
- 3.8.2.4. After a disaster, detailed project tracking that assists the County to quickly produce thorough FEMA reports and reimbursement requests.

IV. INFORMATION REQUESTED FROM OFFERORS

Your proposal must contain all the items listed below and in the exact sequence of the tabs listed below.

Tab A. OFFEROR CERTIFICATION; AFFIDAVIT OF NON-COLLUSION, NON-CONFLICT OF INTEREST, ANTI-LOBBYING; CONFLICT OF INTEREST QUESTIONNAIRE (CIQ) FORM; INDEMNITY AGREEMENT; SWORN VERIFICATION OF STATEMENT; W-9 FOR TAXPAYER IDENTIFICATION; and CERTIFICATE OF INTERESTED PARTIES FORM 1295.

Tab B. Letter of Transmittal

1. Briefly state your understanding of the services being requested.
2. Give the names of the persons authorized to make representations for your company, their titles, addresses, telephone numbers, and fax numbers.

Tab C. Title Page - Show the subject, name of your company, address, telephone number, fax number, name of contact person and date.

Tab D. Profile of Proposing Company

1. State whether the firm is local, regional, national.
2. Briefly describe the firm's experience in providing the services being requested.
3. Give the location of the office(s) which will provide the service to the County. Identify the specific individuals who will do the work and describe their qualifications and experience.
4. Provide a list of five (5) references familiar with the firm's capability to deliver the services requested for similar projects. Include contact numbers, phone numbers and a description of the services provided.

Tab E. Response to RFP

Include a response addressing information requested in RFP, including implementation strategy and cost summary.

Tab F. Miscellaneous Requirements

1. Include copy of most recent balance sheet financial statements.
2. Provide details of any past or pending litigation, or claims filed, against your firm that may affect your performance under a Contract with the County.
3. Identify if your firm is currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity. If so, specify date(s), details, circumstances, and prospects for resolution.

**ATTACHMENT A: RFP#19-5720 Operations Management Software
GUADALUPE COUNTY
OFFEROR CERTIFICATION**

LEGAL NAME OF CONTRACTING COMPANY		
FEDERAL I.D. # (Company or Corporation)		
TELEPHONE NUMBER	E-MAIL ADDRESS	
CONTACT PERSON	TITLE	
COMPLETE MAILING ADDRESS	CITY & STATE	ZIP CODE
COMPLETE STREET ADDRESS	CITY & STATE	ZIP CODE

CERTIFICATION

The undersigned certifies it can and will provide and make available, at a minimum, all services set forth in this agreement. The undersigned affirms that they have read and do understand the statement of work and specifications and any attachments contained in this RFP package.

The undersigned agrees this Proposal becomes the property of Guadalupe County after the official opening.

The undersigned affirms that they are familiarized with the local conditions under which the work is to be performed; satisfied himself/herself of the conditions of delivery, handling and storage of equipment and all other matters, which may be incidental to the work, before submitting a Proposal.

The undersigned agrees if this Proposal is accepted, to furnish any and all items/services upon which prices are offered, at the price(s) and upon the terms and conditions contained in the RFP. The period for acceptance of this RFP will be 180 calendar days.

The undersigned affirms that they are duly authorized to execute this contract, that this Proposal has not been prepared in collusion with any other Respondent, nor any employee of Guadalupe County, and that the contents of this Proposal have not been communicated to any other Respondent or to any employee of Guadalupe County prior to the official Proposal opening.

By signing this Proposal, Proposer guarantees, I do hereby declare that I have read the Request for Proposal in which our Proposal is submitted with full knowledge of the requirements, and do hereby agree to furnish all services in full accordance with the requirements outlined in the RFP.

SIGNATURE	DATE
Typewritten or Printed Name	Title

This page must be page 1 of the proposal, or the proposal may be rejected.

ATTACHMENT B: COST SUMMARY

All costs are to be itemized including software, services and all third party products or services for this implementation. If the system can be sold as modules, the cost of each module should be listed individually. Third-party products need to have manufacturer names and model numbers with the associated cost.

A.	One-time Costs
-----------	-----------------------

ONE-TIME COSTS	AMOUNT
Peripheral Equipment (Itemize)	
Software (Itemize all required modules, interfaces, and third party products)	

ONE-TIME COSTS - Continued	AMOUNT
Database Licensing Costs (Purchased by the County)	
Implementation (Include number of days on site and purpose)	
On-Site Training (Include number of days and description of work)	
Other Costs (Describe)	
TOTAL ONE-TIME COSTS	\$

B.	Annual Recurring Costs
-----------	-------------------------------

ANNUAL RECURRING COSTS	AMOUNT
Additional Equipment Maintenance (Itemize)	
Software Maintenance and Support (Itemize costs of all modules for the first 5 years)	
Other Costs (Describe)	
TOTAL RECURRING COSTS	\$

C. Proposal Pricing

Pricing should include full software documentation, one year of maintenance (both onsite and "800" line) and one year of updates in accordance with specifications.

Item	Description	Cost
Software Cost	Includes Server __ workstations __ interface and modules:	
Project Management	All project management services for full implementation	
Installation of the software	__ days onsite, includes all travel and living	

Training	__ days onsite, includes all travel and living	
Additional Costs/Services		
Data Conversion	Conversion of current data to new system	
Customized Services		
Report Writer Training	Training for __ people	
Optional Modules	Provide itemized details	
Additional costs	Provide itemized details of additional costs for full implementation	

Any costs that are not itemized on this bid sheet but necessary for a full implementation of the software to production will be considered standard and included in the total cost.

D. Total Maintenance and Support Costs

These costs are for Year 1 upon installation through Year 6.

Year 1	Included in software cost
Year 2	\$
Year 3	\$
Year 4	\$
Year 5	\$
Year 6	\$

E. Support Services and Maintenance Fee Includes:

Note: Update costs should be included in the maintenance costs. If not included, explain in space provided.

ATTACHMENT C:

DISCLOSURE REQUIREMENTS

Chapter 176 of the Texas Local Government Code mandates the public disclosure of certain information concerning persons doing business or seeking to do business with Guadalupe County, including affiliations and business and financial relationships such persons may have with Guadalupe County officers.

An explanation of the requirements of Chapter 176 is located at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>.

A list of County officials is located at www.co.guadalupe.tx.us.

The Conflict of Interest Questionnaire (CIQ) form can be obtained at https://www.ethics.state.tx.us/filinginfo/conflict_forms.htm

Complete a CIQ form and submit with your response.

By doing business or seeking to do business with Guadalupe County, you acknowledge that you have been notified of the requirements of Chapter 176 of the Texas Local Government Code and that you are solely responsible for complying with them.

ATTACHMENT D:

AFFIDAVIT OF NON-COLLUSION, NON-CONFLICT OF INTEREST, ANTI-LOBBYING

By submission of this Proposal, the undersigned certifies that:

1. Neither the Proposer nor any of Proposer's officers, partners, owners, agents, representatives, employees, or parties in interest, has in any way colluded, conspired, or agreed, directly or indirectly with any person, firm, corporation or other Proposer or potential Proposer any money or other valuable consideration for assistance in procuring or attempting to procure a contract or fix the prices in the attached Proposal or the Proposal of any Proposer, and further states that no such money or other reward will be hereinafter paid.
2. No attempt has been or will be made by this Company's officers, employees, or agents to lobby, directly or indirectly, the Guadalupe County Commissioners Court or its employees between Proposal submission date and award by Guadalupe County.
3. No officer or stockholder of the Proposer is a member of the staff, or related to any employee of Guadalupe County except as noted herein below:

4. The undersigned certifies that he/she is fully informed regarding the accuracy of the statements contained in this certification, and that the penalties herein are applicable to the Proposer as well as to any person signing on his/her behalf.

Signature: _____

Title: _____

Printed Name: _____

Date Signed: _____

ATTACHMENT E:

INDEMNITY AGREEMENT

The Company agrees to and shall indemnify, hold harmless and defend the County, its officers, agents and employees from and against any and all claims, losses, damages, causes of action, suits, and liability of every kind; including all expenses of litigation, court costs, and attorneys' fees, for damage to any property, loss of revenue, or any other injuries or damages arising out of or in connection with the services performed by the Company, pursuant to this Proposal, the conduct or management of the Company's activities, or from any act or omission by the Company, its agents, employees, or subcontractors, where such damages, losses or injuries are caused by the joint or sole negligence of the Company.

It is the expressed intention of the parties hereto, both the Company and the County, that the indemnity provided for in this paragraph is indemnity by the Company to indemnify and protect the County from the consequences of the Company's own negligence, where that negligence is a concurring cause of the resulting injury, death or damage. Furthermore, the indemnity provided for in this paragraph shall have no application to the County for any claim, loss, damage, and cause of action, suit and liability where the injury, loss or damage results from the sole or the concurrent negligence of the county.

In the event that any action or proceeding is brought against the County by reason of any matter from which the County is indemnified herein, the Company further agrees and covenants to defend the action or proceeding by legal counsel acceptable to the County. This article shall survive the expiration or termination of the agreement.

Signature of Official Representative of Firm

Name of Official Representative (typed)

Title

ATTACHMENT F:

**SWORN VERIFICATION OF STATEMENT REGARDING:
ISRAEL BOYCOTT
AND
PROHIBITION ON CONTRACTING WITH A COMPANY
DOING BUSINESS WITH IRAN, SUDAN, OR A FOREIGN TERRORIST ORGANIZATION**

By signing below, you affirm that you have the authorization to make the statements below for the Company submitting this Proposal. You affirm that you are fully aware of the facts stated in this statement.

In accordance with Texas Government Code Section 2270.02, this Company does not boycott Israel and will not boycott Israel during the term of this contract.

In accordance with Texas Government Code Section 2252.152, this Company does not engage in active business operations with Sudan, Iran, a foreign terrorist organization or a Company that is identified on divestment statute lists prepared and maintained by the Texas Comptroller of Public Accounts.

Signature of Person Authorized to Sign Contract: _____
Date

Printed Name and Title of Signer: _____

Name of Company: _____

ATTACHMENT G: W-9 REQUEST FOR TAXPAYER IDENTIFICATION

Form W-9 (Rev. November 2017) Department of the Treasury Internal Revenue Service	Request for Taxpayer Identification Number and Certification ▶ Go to www.irs.gov/FormW9 for instructions and the latest information.	Give Form to the requester. Do not send to the IRS.
1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.		
2 Business name/disregarded entity name, if different from above		
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>	
5 Address (number, street, and apt. or suite no.) See instructions.	Requester's name and address (optional)	
6 City, state, and ZIP code		
7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
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	-		-		-		-		

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

ATTACHMENT H: CERTIFICATE OF INTERESTED PARTIES

In 2015, the Texas Legislature adopted House Bill 1295, which added Section 2252.908 of the Government Code. The law states that a government entity may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the government entity. The disclosure of interested parties will be submitted online via Form 1295 through the Texas Ethics Commission website and must be submitted to the governmental entity prior to any signed contract and/or vote by the governing authority.

Business Entity must complete Form 1295 in electronic format on the Texas Ethics Commission website: (https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm)

Upon receipt of a completed Interested Parties Disclosure Form, Texas Ethics Commission issues a Certification of Filing to the Business Entity and the Business Entity download and print the Form 1295. An authorized agent of the business entity will need to sign the printed copy of the form.

At the time of submission of the solicitation to the County, the Business Entity must submit the completed Form 1295 with the Certification of Filing with their bid/proposal (i.e.: bid, rfp, rfq, soq, etc.) to the County.