



## KANAWHA COUNTY COMMISSION

**P. O. Box 3627  
407 Virginia Street, East  
Charleston, WV 25336  
(304) 357-0117**

### Request for Proposals

Re: Enterprise Management System and Installation Services

Date: April 24, 2002

Fiscal Year: 2001-2002

Proposal Due Date: Proposals must be received on or before Friday, May 31, 2002, at 4:00 p.m. in the Kanawha County Commission Purchasing Department, 407 Virginia Street, East, 3<sup>rd</sup> Floor, Room 229, Charleston, WV 25301 (P. O. Box 3627, Charleston, WV 25336)

#### INSTRUCTIONS TO BIDDERS:

**\* THIS FORM MUST BE THE COVER SHEET FOR YOUR PROPOSAL**

1. Proposals must be received in a sealed envelope with the date and time of the bid opening on the outside of the envelope. Faxed proposals will **not** be accepted.
2. Unsigned Proposals will **not** be accepted.
3. Proposals must be F.O.B. Delivery Point, unless otherwise indicated in your proposal.
4. All proposals should be in ink, showing all the facts and the total amount of the bid.
5. The County reserves the right to accept or reject in part or in whole any proposal submitted, whichever is in the best interest of the County.

Item No.	Description
1	Enterprise Management System and Installation Services

Vendor Name: \_\_\_\_\_

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

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Telephone: \_\_\_\_\_

# **KANAWHA COUNTY, WEST VIRGINIA**

## **Request for Proposals for an Enterprise Management System and Implementation Services.**

RFP No. 02-000

April 24, 2002

Proposals are due by Friday, May 31, 2002 at 4:00 p.m. (EST)

Forward completed proposals to:

Jerie Whitehead

Purchasing Director

P. O. Box 3627

Charleston, WV 25336

Phone: (304) 357-0115

Fax: (304) 357-4674

[whiteheadj@kanawhacounty.com](mailto:whiteheadj@kanawhacounty.com)

## Table of Contents

Section	Description	Page
<b>Part 1</b>	<b>Background Information</b>	
1.1	About Kanawha County, West Virginia	
1.2	Issuing agent	
1.3	Current system	
1.4	Technology vision	
1.5	Project goals	
1.6	Summary of request	
1.7	Anticipated number of users	
<b>Part 2</b>	<b>RFP Administration</b>	
2.1	Submission deadline	
2.2	Proposal checklist	
2.3	Proposal costs	
2.4	Tentative decision schedule	
2.5	Evaluation criteria	
2.6	Selection process	
2.7	Guidelines	
<b>Part 3</b>	<b>Submittal requirements</b>	
3.1	Proposal format	
<b>Part 4</b>	<b>Technical/functional requirements</b>	
4.1	LIST EACH FORM AS SECTION	
<b>Part 5</b>	<b>Required Submission Forms</b>	

## **Part 1 – Background information**

### **1.1 About Kanawha County, West Virginia**

Kanawha County (also referred to herein as “the Government”) was formed by an Act of the Virginia Legislature in 1789, from portions of Greenbrier and Montgomery counties. “Kanawha” comes from a Native American name meaning “place of white stone,” most likely because of the area’s salt deposits. Kanawha County encompasses an area of about 913 square miles and had a 2000 U.S. Census population of approximately 200,000.

The leading industries in Kanawha County are chemicals, coal, glass and glassware, petroleum, natural gas, electric power, lumber, and mine machinery and equipment. In addition, Charleston, the capital of the state of West Virginia is located in Kanawha County.

Kanawha County is governed by, and generally acts through the County Commission of Kanawha County. The Commissioners (of which there are three (3)) are elected on a countywide basis. At present the Commissioners are: Dave Hardy, President; Henry C. Shores, Commissioner; and W. Kent Carper, Commissioner. The County Commission exists and operates pursuant to the authority given to it by Article 1 of Chapter 7 of the Code of West Virginia of 1931, as amended. The County Commission is located in Charleston, WV.

Commission President Dave Hardy is a native Kanawha Countian, and is active in many governmental functions. Commissioner Hardy received his law degree from the University of Tennessee in 1983, and gained his certification as a Certified Public Accountant in 1985. His undergraduate degrees are from the West Virginia Institute of Technology (B.S.B.A.) where he is a member of the Alpha Chi Scholastic Honorary Society. He has authored and co-authored various special focus articles in his field of litigation; most notably his publications include *Safety Conditions of Employment*, *West Virginia Chamber of Commerce Employment Law Handbook*, 1992, and the *Mine Safety and Health Notebook*, 1991. Commissioner Hardy is also on the Charleston Renaissance Corporation Board, and served on the Charleston City Council prior to his appointment to the County Commission.

W. Kent Carper was born in Charleston, WV on April 7, 1952, and was admitted to the State Bar in 1979. President Carper graduated from West Virginia State College with a B.A. in 1975, and from Ohio Northern University where he received his J.D. in 1978. He has held many civic and public offices throughout his career, most notably those of Deputy Commissioner of Securities for the WV State Auditor’s Office, Assistant Prosecuting Attorney, Chief of Police and Director of the Department of Public Safety for the City of Charleston. He is a former President of the Charleston Fireman’s Civil Service Commission, and a former member of the Board of Directors for the Charleston Civic Center. President Carper is currently a member of the West Virginia Trial Lawyers Association (member, Board of Governors since 1989), and the Association of Trial Lawyers of America.

Henry C. “Hoppy” Shores is longest serving Commissioner in Kanawha County. No other Commissioner has ever been elected for four (4) terms. Commissioner Shores was born in Dunbar, WV, and has lived in Charleston, WV for most of his life. He attended local schools

and received the “Kennedy Award” as the outstanding high school football player in the State of West Virginia in 1949. He attended West Virginia University on a Loyalty Permanent Endowment Scholarship, and graduated with B.S. in Business Administration in 1954. While at WVU he set a Southern Conference record in the Conference Track Meet for the 440-yard dash, and was the President of his senior class at WVU. Commissioner Shores has been instrumental in extending water and sewage services to many areas of the County during his distinguished career. Commissioner Shores also served in the U.S. Army from 1954-1956, attended Officers training school, and served in the U.W. Army Reserve from 1956-1969.

There are six offices elected countywide, which are: County Commissioner (of which there are three (3)), County Clerk, Circuit Clerk, Assessor, Prosecuting Attorney and Sheriff/Treasurer.

The County Commission is the executive body for Kanawha County, and as such prepares the county budgets (with an annual General Fund appropriation of roughly \$30,000,000) and provides all the funding used by the County’s elected offices. The county currently has approximately 370 fulltime positions and roughly 30-35 part-time positions. During an election, the county adds another 960 employees to the payroll for poll workers. The county maintains approximately thirty (30) special funds with an aggregate appropriation of about \$20,000,000-\$25,000,000 dollars annually. The Assessor and the Sheriff also have additional revenue sources specified for special uses by West Virginia Code. The County Clerk’s office maintains the accounting system for the County’s financial administration and reporting.

While each Commissioner devotes much of their time to the administrative operation of the County, the fulltime responsibility for daily administrative functions fall upon the County Manager and the Deputy County Manager. The current County Manager is Daniel Blue, and the Deputy County Manager is H. Allen Bleigh, II.

Daniel E. Blue is a lifelong resident of South Charleston, WV located in Kanawha County, WV. Mr. Blue received his undergraduate degrees from West Virginia State College (B.S.B.A.) for Finance in 1974, and for Accounting in 1976. He also attended the West Virginia College of Graduate Studies. Mr. Blue’s career in government began in 1972, and in 1978 he became the Budget Director for the WV State Tax Department. Mr. Blue advanced in position throughout State government, and in 1984 became an accountant for the WV Worker’s Compensation Department where he audited employer’s compensation rates. In 1986, he became an Auditor and Financial Officer for the WV Secretary of State’s Office, and in 1989 became an Investment Auditor for the WV State Treasurer’s Office. Mr. Blue also worked as a Grant Officer for the WV Department of Environmental Protection before joining the Kanawha County Commission in 1991 as the Purchasing Director. In 1998, Mr. Blue became the Assistant County Manager/Budget Director. In April 2001, Mr. Blue was promoted to the position of County Manager and now conducts the daily administration of County affairs.

H. Allen Bleigh, II, CPA was promoted to the position of Deputy County Manager after serving two (2) years as the County’s first County Comptroller. Mr. Bleigh was born in Charleston, WV and gained his certification as Certified Public Accountant in 1999. He received

his undergraduate degree from West Virginia State College (B.S.B.A.) in 1997. Prior to his employment with the County Commission, Mr. Bleigh worked as an employee of the Sheriff/Treasurer for eight (8) years. He served in many capacities within this office including the position of Accounting Manager during his last two years of service with the Sheriff's Department. Since joining the County Commission in October 1999, Mr. Bleigh's responsibilities have included preparing the County's annual budget, acting as the County's Insurance Claims Administrator (the County operates a self-insured health care plan administered by Blue Cross Blue Shield), and advising the Commission in all financial and investment related decisions.

## 1.2 Issuing Agent

The Kanawha County Commission is issuing this RFP. Vendors are specifically instructed to **NOT** contact any elected officials or government employees for meetings, conferences or technical discussions related to the RFP. Unauthorized contact with elected officials or government personnel may result in rejection of the vendor's RFP response. All communications with the Government regarding this RFP should be directed to:

Mrs. Jerie Whitehead  
Purchasing Director  
Kanawha County Purchasing Division  
P. O. Box 3627  
Charleston, WV 25336  
Phone: 304-357-0115  
Fax: 304-357-4674  
[whiteheadj@kanawhacounty.com](mailto:whiteheadj@kanawhacounty.com)

Mr. H. Allen Bleigh, II CPA  
Deputy County Manager  
Kanawha County Commission  
P. O. Box 3627  
Charleston, WV 25336  
Phone: 304-357-0290  
Fax: 304-357-0788  
[allenbleigh@kanawhacounty.com](mailto:allenbleigh@kanawhacounty.com)

## 1.3 Current System

*Summary of our current system:*

- Approximate date of original installation 1986
- AS/400
- Time Clock, Direct Deposit, Worker's Compensation Reporting Program
- Inadequate financial and administrative reporting, lack of proper internal control features, complexity of use, lack of technical support, GASB 34.

*Highlights of current system's limitations and stand-alone software products:*

- Lack of integration with desktop applications.
- Inflexible chart-of-account/budget control structures.
- Inability to maintain a detailed online audit trail of financial data.
- Inability to create flexible ad-hoc reports for management and user purposes.
- Proliferation of independent databases throughout the organization.
- Inability to query databases and have access to online/real-time data.
- **Lack of technical support for existing software.**
- Lack of security features and internal control mechanisms
- Lack of vendor tracking data

- Need for an improved fixed asset tracking data
- Lack of an automatic Purchase Order numbering system
- Complexity of payroll functions and reporting
- No internal control mechanism that prevents system from issuing checks when budget has been exceeded—prior to issuing a Purchase Order
- Difficulty in retrieving historical data

## 1.4 Technology Vision

The Government expects to achieve substantial gains in productivity, efficiency and accuracy through the implementation of a new enterprise resource planning system. In addition, the Government seeks to minimize internal support costs by utilizing up-to-date technology, such as Windows 2000 and SQL Server or Oracle databases. The Government believes it has a responsibility to its citizens to stay current with technology and eventually to offer e-government services to its residents and businesses. By procuring an integrated *financial, human resource and property management system*, the Government seeks to position itself as a leading-edge county using innovative technology to deliver better service to its citizens.

## 1.5 Project Goals

The Government seeks proposals from software and implementation service providers that specialize in developing and installing Enterprise Resource Management (ERM) systems for the public sector. The Government realizes its current system hampers its ability to efficiently and effectively manage its data and deliver services to its citizens. By selecting and installing an ERM system, the Government seeks to:

- Simplify processes
- Apply “best practice” processes
- Streamline procedures
- Improve reporting and facilitate report distribution
- Enhance strategic planning and budgeting
- Achieve compliance with all federal regulations and standards (including **GASB 34**)
- Improve productivity by eliminating duplicate entry
- Prepare the county for the advent of e-government services
- Boost employee morale and retention by providing an intuitive, easy-to-use software solution

## 1.6 Summary of Request

The Government is seeking proposals for an integrated ERM system and comprehensive implementation services. The proposals shall include a recommendation for the system that best meets the Government’s functional requirements, as well as an estimate of the time, hardware and software requirements. In addition, the proposal shall include estimates of the amount of participation time required of Government personnel for implementation and operational maintenance. Other components of the proposal shall include training requirements and any recurring and non-recurring costs required for implementation and maintenance of the

recommended ERM system. The software and services package proposed by the winning vendor shall provide the Government with a single-source solution to replace the existing legacy MIS systems.

The Government seeks a single, integrated system that seamlessly combines the following required applications:

- General Ledger Accounting and Reporting
- Payroll including Direct Deposit functionality
- Purchasing
- Fixed Asset Management and Accounting
- Budget Preparation and Maintenance
- Updates for Improvements and Software Modifications

In addition to the required applications, the Government may also seek the following optional applications:

- Time Clock/Human Resource Management

The solution should be fully integrated, user-friendly and preferably web-based. In addition, it should utilize current programming languages, run on Windows 2000 or better, and use Oracle or SQL Server databases. The Government seeks an “out-of-the-box” solution that does not require programming modifications to meet the Government’s needs. Therefore, a table-based software solution is highly desired.

The Government seeks comprehensive installation and training services. It is the Government’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.

This is a long-term project consisting of the following phases:

1. **Pre-implementation planning:** The selected vendor works with our staff members to determine the ideal network architecture and to develop a comprehensive project plan covering all steps in the implementation.
2. **Data conversion:** The Government seeks a vendor knowledgeable about the various types of data files. The Government works with the vendor to ensure the necessary files are converted and provided to the vendor in an accessible manner. Required data is converted first with the optional data converted at a later date.
3. **Hardware and software installation:** The selected vendor must stage all hardware and software and deliver it to the Government ready to install.
4. **Technical training for the Government’s IT staff members :** The Government seeks a vendor that will provide high-quality training and comprehensive documentation to the Government’s information technology staff members. Topics discussed shall include system administration, system upgrades, data conversion and table-building.
5. **Process training for Government’s key business department staff members :** The selected vendor provides high-quality training and software usage manuals to selected system end-users.



6. **Onsite user assistance:** The Government believes that user assistance provided onsite minimizes problems and speeds user acceptance. The Government requires the selected vendor to provide user assistance onsite during critical phases of the project implementation, such as parallel processing and initial live processing.
7. **Ongoing phone and Web-based support:** Following implementation, all users should have access to phone and/or Web-based support. We require support throughout the workday and seek a vendor that provides quick responses to our end-users' questions.

To ensure the project remains on time and within budget, the Government requires the selected vendor to assign a project manager to oversee the entire implementation project. This person works with our staff to ensure the project is executed on time and within budget.

The Government recognizes that the vendor selected will become the Government's long-term technology partner. Therefore, the Government will consider staff knowledge, support guarantees, and the vendor's technological history when awarding the contract. The Government seeks a vendor with proven experience installing and maintaining its system in other government entities similar to the Government.

The Government expects all vendors to propose a complete solution that includes hardware specifications, system software, enterprise software applications, comprehensive documentation, user training, conversion services, installation services, project management support and comprehensive ongoing support. Software providers may choose to select an implementation partner for the installation activities. Should this option be selected, the Government encourages the selection of an implementation partner with proven expertise in the public sector.

**Companies unable to provide the required products and services need not submit a response to this request.**

## 1.7 Anticipated Number of Users

The Government anticipates having two sets of users: concurrent and named. Concurrent users are those who actively utilize the system and complete many transactions daily. Named users are all users who have access to the system and utilize it both actively and non-actively. The number of both types of users varies, depending on the system.

System	Concurrent	Named
Financial	8	15
Human Resource	3	10
Property	1	10

The majority of usage occurs between 7:30 a.m. and 7:00 p.m., Monday through Friday. There will, however, be times throughout the year when weekend and evening access is required. The vendor should specifically indicate if there are times when the system cannot be accessed.

## **Part 2 – RFP Administration**

### **2.1 Submission Deadline**

All proposals are due no later than 4:00 p.m. (Eastern Standard Time) on the 31<sup>st</sup> day of May, 2002. Proposals must be delivered to:

**Mrs. Jerie Whitehead**  
Purchasing Director  
Kanawha County Commission  
P. O. Box 3627  
Charleston, WV 25336  
Phone: 304-357-0115

When submitting your proposals, separate your proposals into two (2) sealed envelopes: one envelope should contain your basic proposal including functional and technical descriptions—clearly mark this envelope “Technical Specifications.” The second envelope should contain your pricing information, and should be clearly marked “Pricing Quotation.” Clearly mark on the outside of both envelopes the RFP number, the name of the vendor, and the date and time of closing. Each proposal must be received by the date and time specified. **Any deviation from this requirement will result in your proposal being considered non-responsive, thus eliminating your company from further consideration.**

Interested parties assume all responsibility for sending and confirming receipt of proposals. We encourage you to submit proposals several days in advance and confirm that your document has been received. We reserve the right to reject late proposals, and not offer said RFP for consideration. Late proposals not accepted for consideration will be maintained on file unopened.

**Please submit one original paper copy, four (4) duplicate paper copies and two (2) electronic copies on CD-Rom (if possible).** The original copy should be clearly marked as such. Proposals received prior to the time of the opening will be securely kept, unopened. Upon bid opening, submitted proposals will be distributed to the evaluation committee. All materials submitted become the property of the Government and will not be returned. Furthermore, all proposals shall become public information once the RFP process is complete, and an award issued to the successful bidder.

### **2.2 Proposal Checklist**

Please use the following proposal checklist to ensure you are submitting a complete proposal. Clearly identify all CD-Roms with your business name and address.

- ☐ One original paper copy of the proposal clearly marked as “original”
- ☐ Four duplicate paper copies

- ☐ Two complete proposals saved on two separate CD-Roms, including all electronic spreadsheets, training manual examples and reference documents (if possible)
- ☐ Standard contract
- ☐ At least five pages of a training manual
- ☐ Example reports and screen shots
- ☐ Sample project plan
- ☐ Functional and technical requirements completed and saved electronically. Hard copy also provided.
- ☐ Separate quotation for pricing and technical specifications into two (2) clearly marked sealed envelopes. (ie-One envelope with pricing information only marked "Pricing Quotation," and one envelope with technical specifications marked "Technical specifications.")
- ☐ Completed and signed Bid Proposal Cover Sheet (provided by the Government)
- ☐ See Also Part V

## 2.3 Proposal Costs

Those submitting proposals do so entirely at their expense. There is no expressed or implied responsibility on the part of the Government to reimburse vendors for any expenses incurred for preparing or submitting proposals, providing additional information when requested by the Government, or participating in any selection interviews, and or costs of software demonstration.

## 2.4 Tentative Decision Schedule

The Government has carefully considered its needs and devised the following schedule of RFP activities. It is the Government's intention to select a vendor by 06/19/2002 and to begin implementation activities by 07/01/2002.

### Tentative schedule of RFP activities:

Activity	Date	Time
Issue RFP to Vendors	04/29/2002	
Questions Due from Vendors (in writing)	05/06/2002	4:00 p.m.
Pre-Proposal Submission Conference- <b>Mandatory</b>	05/15/2002	10:00 a.m.
Responses Due from Vendors	05/31/2002	4:00 p.m.
Software Demonstrations, Oral Presentations, and Site Visits by Selected Vendors	06/10/2002 through 06/17/2002	
Vendor Selected	06/19/2002	
Contract Negotiations Completed	06/25/2002	
Implementation Begins	07/01/2002	

### **2.4.1 Pre-proposal conference**

The pre-proposal submission conference will be held on May 15, 2002 at 10:00 a.m. in the County Commission Courtroom located in the Old Courthouse, 407 Virginia Street East, 1<sup>st</sup> Floor, Charleston, WV 25301. The pre-proposal conference is **mandatory**, and attendance is required. Direct all contact regarding the pre-proposal conference to Mrs. Jerie Whitehead, Purchasing Director, P. O. Box 3627, Charleston, WV 25336 Phone: (304) 357-0115 or fax: (304) 357-4674.

During the pre-proposal conference, Government representatives will be available to answer questions relative to this RFP. Any ambiguities or inconsistencies should be forwarded to the Government, in writing, at least five (5) business days prior to the submittal date. Following the pre-proposal conference, an addendum to the RFP will be mailed to all vendors with the answers to all questions clearly stated.

## **2.5 Evaluation Criteria**

The intention of the Government is to procure a functionally complete, cost-effective, and integrated management system. Responses will be evaluated according to the following criteria:

- Quality, clarity and responsiveness of proposal in conformance with instructions
- Cost and quality of software/implementation services
- Functional/technical requirements (RFP Section 4)
- Installation and training plan
- Demonstrated performance of the proposed system elsewhere in the public sector
- System maintenance, updating and ongoing technical support
- Vendor financial stability
- Onsite demonstrations and visits to vendor sites
- Business References: Provide a list of all system installations for the last two (2) years

## **2.6 Selection Process**

A cross-functional team will complete the evaluation phase of this project. The highest level is the Government's Executive Steering Committee, composed of high-level managers and directors from throughout the county's departments. This group of managers is responsible for making the award recommendation to the County Commission – the final decision-making body. In addition to the Executive Steering Committee, the Government selected a team of subject matter experts. This team assists the Executive Steering Committee with evaluating the proposals, creating the short-list of vendors and making the final selection. The Executive Steering Committee and the subject matter experts, together, are responsible for the evaluation and ratings of proposals, vendor demonstrations, site visits, and any other tangible or intangible criteria.

### **2.6.1 Scoring of responses**

Submitted proposals will go through several stages of evaluation. During the initial evaluation, the Executive Steering Committee and subject matter experts analyze each vendor's responses to

the technical and functional requirements. Every vendor will respond to the questions using the following codes:

**Y = Yes, Provided:** Full capability is currently provided as a standard feature of the baseline software as provided through setup and configuration.

**R = Provided by Reporting Tool:** The proposed software does not currently provide the function as stated, but can be provided through the use of the reporting tools provided by the Vendor.

**M = Modification Required:** The proposed software does not currently provide the function as stated, but can be modified to include the function at an additional cost.

**N = Not Provided:** The proposed software does not provide the function and cannot be modified to provide the function.

The Government has assigned each question one of the following priority codes:

**5 = Core item.** This is an existing feature of our present software or a critical feature that we expect to be offered by the new application.

**4 = Near-core or must have item.** This feature is not offered by our present software but it is a required part of our work product and is being done either manually or through a stand-alone PC- or mainframe-based application.

**3 = Highly desirable feature, not offered by our present software.** Although not absolutely necessary to conduct our business, this feature will significantly enhance our productivity.

**2 = Desirable feature, not offered by our present software.**

**1 = Interesting feature that would improve our work effort.**

Using the response codes and the priority codes, each vendor's answers will be scored according to the following schedule:

<u>Your response</u>	<u>Our priority</u>	<u>Your score</u>
Y	5	20
Y	4	16
Y	3	12
Y	2	8
Y	1	4
R	5	15
R	4	12
R	3	9
R	2	6
R	1	3
M	5	10
M	4	8

M	3	6
M	2	4
M	1	2
N	5	-20
N	4	0
N	3	0
N	2	0
N	1	0

Your total score will be divided by the total possible “perfect” functional score. The result will be your final score.

The Executive Steering Committee and subject matter experts will also evaluate each proposal based on pricing and compare each vendor’s pricing with their score. Higher prices will be considered in conjunction with higher scores and the needs of the Government.

Following the evaluation of the written proposals and discussions by the Executive Steering Committee and subject matter experts, the responses will be ranked to establish their order. You may be asked to provide on-site demonstrations once the evaluation process is complete.

## 2.6.2 Vendor demonstrations and site visits

Short-listed vendors may be asked to provide a comprehensive demonstration. In addition, the Government reserves the right to visit one installed site, selected by the vendor.

During the demonstrations, vendors are expected to show the Government the latest version **released** of their systems. Demonstrations will be evaluated on the degree to which the demo matches the RFP representations, the product’s perceived ease of use, and the vendor’s overall use of current technology. Please limit the amount of discussion in your presentation to concentrate on the actual usage of your system.

For vendors requested to provide site visits, the Government prefers the site selected be similar to the Government and be running the same version of the software demonstrated. Site visits will be evaluated on the basis of perceived client satisfaction and how well the software appears to match the vendor’s representations in the RFP and during the onsite demonstration.

## 2.6.3 Award

The award will be granted to responsible vendor(s) that are licensed and qualified by experience to perform the services specified. The vendor chosen for award should be prepared to have the proposal incorporated, along with all other written correspondence concerning this RFP, into the contract. Any false or misleading statements found in the proposal will be grounds for disqualification. **All proposals submitted shall be valid for a period of 120 calendar days from the date of proposal opening.**

## 2.7 Guidelines

### **2.7.1 The rights of the Government**

The Government, at its sole discretion, reserves the right to:

1. Reject any and/or all responses with or without cause.
2. Reject all responses and seek new responses when such action is judged to be in the best interests of the Government.
3. Request and receive additional information as the Government believes is necessary and to disqualify any company and reject any responses for failure to promptly provide such additional information.
4. To waive any informalities or incomplete responses and to disregard all non-conforming, non-responsive or conditional proposals.
5. Negotiate with any and all Vendors.

### **2.7.2 Acceptance**

Submission of any proposal indicates acceptance of the conditions contained in the RFP unless clearly and specifically noted otherwise in the proposal.

### **2.7.3 Inquiries**

Interested vendors may contact Mrs. Jerie Whitehead, Purchasing Director by PHONE; (304) 357-0115 or E-MAIL: whiteheadj@kanawhacounty.com with questions about this RFP. Technical questions may be directed to Mr. Dennis Wyer, Data Processing Manager by PHONE: (304) 357-9810 or E-MAIL: wyerd@kancocomm.com. The Commission is accepting written requests for clarification concerning the meaning or interpretations of this RFP until May 6, 2002 at 4:00 p.m.. (See Section 2.4.1).

### **2.7.4 Worker's compensation**

The vendor shall procure and maintain Worker's Compensation Insurance covering all employees with limits meeting all applicable state and federal laws for the life of the Contract/Agreement. This coverage shall include Employer's Liability with limits meeting all applicable state and federal laws. This coverage shall extend to any subcontractor that does not have their own Worker's Compensation and Employer's Liability Insurance.

### **2.7.5 Confidential matters**

Any information submitted to the County as part of this RFP process shall be considered public information once the RFP is received.

### **2.7.6 Exceptions and omissions**

Should any vendor find any omissions, discrepancies or ambiguities in this RFP, the vendor should notify the Government in writing immediately. All questions will be answered to the

extent possible in the addendum released on May 16, 2002. Please note that all omissions, discrepancies, or ambiguities are not purposeful. Please direct all requests to:

Mrs. Jerie Whitehead  
Purchasing Director  
Kanawha County Commission  
P. O. Box 3627  
Charleston, WV 25336  
whiteheadj@kanawhacounty.com

### **2.7.7 Contractual guarantees**

By submission of a proposal, the vendor certifies that:

The prices in this proposal have been arrived at independently and without consultation, communication, or agreement, for the purpose of restricting competition as to any matter relating to such prices, with any other vendor.

The vendor has not paid or agreed to pay any fee or commission, or any other item of value contingent on the award of this contract to any employee, official, or current contracting consultant of the Government.

The vendor will not subcontract any part of the software or implementation project without the prior written permission of the Government.

All proposals submitted shall be valid for a period of 120 calendar days from the date of proposal opening.

## **Part 3 – Submittal Requirements**

### **3.1 Proposal Format**

To facilitate the analysis of responses to this RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this section. Vendors whose proposals deviate from these instructions may be considered non-responsive and disqualified at the discretion of the Government.

Vendors shall prepare proposals as simply as possible and provide a straightforward, concise description of its capabilities to satisfy the requirements of the RFP. The technical/functional requirements response section of the proposal must be submitted on CD-Rom (in Microsoft Excel) AND in hardcopy as part of the submitted document. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables shall be numbered and clearly labeled. The proposal must be organized into the following sections:



Section	Title
	<b>Title Page</b>
	<b>Letter of Transmittal</b>
	<b>Table of Contents</b>
<b>1.0</b>	<b>Executive Summary</b>
<b>2.0</b>	<b>Company Background and Staff Biographies</b>
<b>3.0</b>	<b>Proposed Application and Security Software</b>
<b>4.0</b>	<b>Proposed Technology and Technology Vision</b>
<b>5.0</b>	<b>Responses to Functional/Technical Requirements</b>
<b>6.0</b>	<b>Implementation Support and Training</b>
<b>7.0</b>	<b>Maintenance Program</b>
<b>8.0</b>	<b>Client References</b>
<b>9.0</b>	<b>Cost Proposal</b>
<b>10.0</b>	<b>Contract Terms and Conditions</b>
<b>11.0</b>	<b>Sample Documents</b>
	<b>Diskette</b>

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

### **3.1.1 Executive summary (Section 1.0)**

This part of the response to the RFP should be limited to a brief narrative highlighting the vendor's proposal. The summary should contain as little technical jargon as possible and be oriented toward non-technical personnel. Please do not include cost quotations in this section.

### **3.1.2 Company background and staff biographies (Section 2.0)**

The Government seeks information about each vendor in order to evaluate the company's stability and ability to support the commitments set forth in response to this RFP. The Government, at its option, may require a vendor to provide additional support and/or clarify requested information.

The vendor should outline the company's background, including:

- Company's mission or vision statement
- Length of time the company has been in business
- Brief description of the company size and organization
- % of business in public sector
- Most recent audited financial statement for the software vendor and the software implementation firm (if using a secondary installation team)
- Nature of the vendor's commitment to the public sector and its customers

The Government seeks a meaningful, substantive, and long-term relationship with the selected software provider and realizes that a vital resource will be the vendor's staff members. Please provide biographies of key staff members, including the company's president, client services

manager, development manager, and sales manager. The Government also seeks biographies of staff members who will be involved with the Government's implementation. Include key facts about each person, such as length of employment with the vendor, job responsibilities, previous work experience, and certifications held.

### **3.1.3 Proposed application and security software (Section 3.0)**

The vendor must present, in detail, the features and capabilities of the proposed application software. Please provide, in succinct narrative form, information about the integration and features of each application recommended in this response. The Government is also interested in the benefits the Government can expect to realize. The Government is particularly interested in built-in time-saving workflows, electronic approval routing, and integrated help and searches. Please highlight these capabilities in your software narratives.

The Government believes it has a fiduciary responsibility to install a secure system. Please describe the security features of your software. Your response shall answer the following questions:

- How many levels of security are available?
- Are rights given on an individual or group basis?
- What is your security methodology?
- What programming knowledge does our security administrator need to possess?
- How does your software protect against viruses when conducting "e-commerce" type transactions?

### **3.1.4 Proposed technology and technology vision (Section 4.0)**

The Government is interested in partnering with a vendor having a strong history of technological advancement that provides state-of-the-art technology. Please provide information about the current technologies employed by your systems (modern programming languages, servers, databases, and operating systems). Please provide a short narrative history of your application development and a description of any recent changes you have implemented.

The Government also seeks specific information about your proposed solution. Please list the hardware environment and operating system required to utilize the proposed software. If there is more than one suitable hardware platform, list all options indicating the relative strengths and drawbacks (if any) of each. Note: The Government prefers systems a Windows 2000 or Windows XP operating environment.

The database is the heart of any integrated system. Provide a description of the Relational Database Management System (RDBMS) utilized by the proposed integrated financial system. List any fourth generation features utilized in constructing the proposed system and any additional required or optional end-user productivity tools. In the event there is more than one suitable database platform, list all options indicating the relative strengths and weaknesses of each. Note: The Government prefers a SQL Server or Oracle database environment.

The vendor should explicitly state the name of any third-party products that are part of the proposed solution to the Government's list of requirements. For each third-party product, there should be a statement about whether the contract would encompass the third-party product and/or whether the Government would have to contract on its own for the product.

Include a description of any products, features, or other value-added components available for use with the proposed financial system that have not been specifically requested in this RFP. The Government will consider your suggestions.

### **3.1.5 Responses to the functional/technical requirements (Section 5.0)**

Responses to the requirements listed in Part IV of this RFP must be provided in this section of the vendor's proposal. With this RFP, every vendor received a diskette containing the functional/technical requirements in electronic form. Vendors should use the format provided and add explanatory details as necessary in a separate spreadsheet using the requirement number as a reference. Use the following answer key when responding to the requirements:

**Y** = **Yes, Provided:** Full capability is currently provided as a standard feature of the baseline software as provided through setup and configuration.

**R** = **Provided by Reporting Tool:** The proposed software does not currently provide the function as stated, but can be provided through the use of the reporting tools provided by the Vendor.

**M** = **Modification Required:** The proposed software does not currently provide the function as stated, but can be modified to include the function at an additional cost.

**N** = **Not Provided:** The proposed software does not provide the function and cannot be modified to provide the function.

The Government encourages vendors to attach an addendum to this section detailing any software features the vendor believes that the Government would benefit from but that were not specifically requested.

### **3.1.6 Implementation support and training (Section 6.0)**

The vendor must provide a detailed plan for implementing the proposed system. Key activities must include:

- Developing a comprehensive project plan
- Pre-installing or staging all hardware and software
- Delivering all software to the Government and installing it into our network
- Conversion guidance and phone assistance as necessary
- Onsite user assistance during critical activities, such as initial live processing

In addition, provide information about your project management process and the frequency of updates and progress reports. The Government prefers a vendor having a streamlined project management approach with regular project updates.

Note: The Government acknowledges that it does not possess the staffing necessary to complete the entire installation alone. The vendor may be required to provide up to 50% of the staffing and shall work in conjunction with the Government's employees. The Government will assign a project manager to work with the vendor's project manager throughout the installation.

The Government believes that thorough training is necessary to the success of the system. Detail the training activities included in your proposal. The Government specifically seeks the following information:

- Training methodology
- Documentation descriptions
- General time frames for training activities
- Ideal class sizes
- Types of training provided (technical AND end-user)
- Location of training
- Continuing training opportunities

In addition, the vendor must provide at least five pages of a sample software manual for the Government's review.

### **3.1.7 Maintenance program (Section 7.0)**

The Government desires to partner with a technology company providing top-quality customer services. Please provide information about the support your organization provides, including:

- Phone and web-based help
- Tracking system for ensuring requests are promptly addressed
- Any special support plans
- Frequency and delivery mechanism for new software releases
- Notification and delivery method for bug fixes and patches
- Other support

### **3.1.8 Client References (Section 8.0)**

Every vendor must provide client references for installations that have occurred during the last two (2) years, preferably organization's similar in size and complexity to the Government. List the "breadth" of the software solution (e.g., GL, AP, Payroll/HR etc.). Information should include at the minimum: date of installation, date implementation was completed, name of client reference, jurisdiction, address, telephone, and fax numbers. If the implementation provider is a separate company, references must be provided for both. ALL references may be contacted should your company be elevated to the short-list of vendors.

### **3.1.9 Cost Proposal (Section 9.0)**

Every vendor must document the complete costs for licensing, installation and ongoing support of their proposed systems. The Government reserves the right to contact vendors for cost and scope clarification at any time during the selection and negotiation process. Please provide as much detail as possible.

Each vendor's cost proposal should include the following key categories:

- License fees for each application and supporting programs (reporting programs, etc.)
- Training fees for each application and supporting programs (reporting programs, etc.)
- Hardware and system software
- Annual Maintenance fees
- Implementation services divided into:
  - Project management
  - Technical services
  - Parallel testing/production user assistance
  - Data conversion
  - System staging
  - Onsite installation and technical staff training
- Annual Maintenance fees

The Government realizes costs are based on some assumptions and pledges to work with all vendors during the negotiation process to arrive at a fair and equitable agreement. Vendors are welcome to provide documentation about any assumptions made during the creation of the pricing. For example, conversion fees may be based on a certain number of data files or on the complexity of converting the data.

The Government may award a purchase contract, based on initial offers received without discussion of such offers. A vendor's initial offer should, therefore, be based on the most favorable terms available from a technical and price standpoint.

### **3.1.10 Contract terms and conditions (Section 10.0)**

The vendor is to provide an example contract with the response. This contract will become the basis of contract negotiations with the selected vendor.

### **3.1.11 Sample documents (Section 11.0)**

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

- Standard contract (in Section 10)
- Standard reports
- Sample implementation plan
- Custom reports created with the software preferred by the Vendor
- A selection of screen shots showing, at a minimum, the following:
  - Entry screen to the system
  - Menu screen
  - Journal entry screen
  - Report initiation screen
  - New employee entry screen

#### **Part 4 – Technical/Functional Requirements**

***PLEASE CALL (304) 357-0115 OR E-MAIL YOUR MAILING ADDRESS ([JERIEWHITEHEAD@KANAWHACOUNTY.COM](mailto:JERIEWHITEHEAD@KANAWHACOUNTY.COM)) AND WE WILL MAIL THE PACKAGE. IT IS TOO LARGE TO E-MAIL.***

#### **Part 5—Required Submission Forms**

Each vendor must complete and return with their proposal a Vendor Registration and Disclosure Statement that will be provided if the package for Part 4 above is requested. Additionally, we request a copy of the vendor's certification that their Worker's Compensation premiums are currently paid.