



COUNTY OF SANTA CRUZ

General Services Department
Purchasing Division

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COUNTY OF SANTA CRUZ, CALIFORNIA

Request for Proposal (RFP) #16P1-004

FOR

Electronic Document Management System

**PROPOSALS DUE:
February 16, 2017
5:00 PM Pacific Standard Time (PST)**

**In the General Services Department - Purchasing Division
701 Ocean Street, Room 330
Third Floor
Santa Cruz, CA 95060**

BUYER: Kevin Bratcher
Kevin.Bratcher@santacruzcounty.us

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SECTION 1 - INVITATION

The County of Santa Cruz is seeking proposals from qualified firms with proven experience providing software and implementation services for an enterprise wide Electronic Document Management System (“EDMS”). These proposals will be provided in accordance with terms, conditions and specifications established herein. It is the County’s intent to award all services to a single contractor.

SECTION 2 - INSTRUCTIONS TO RESPONDENTS

2.1 Preparation of RFP Proposal

Respondent shall submit a completed proposal with the required attachments, exhibits and explanatory materials, as applicable, and as specified herein. All attachments shall be identified with the Respondent’s name, RFP number and page number. No oral, telegraph, telephone, facsimile or electronic responses will be accepted. Proposal must be completed in ink, typewritten, or word-processed as specified herein.

2.2 RFP Process Schedule

The schedule for submittal and review of proposals and notification of Respondents follows. County may change these dates as it deems necessary or appropriate.

Activity	Date
Release RFP	January 10, 2017
Advertise RFP – Santa Cruz Sentinel	January 10 and January 17, 2017
Mandatory Pre-Proposal Conference	January 19, 2017
Deadline to Submit Written Questions	January 26, 2017
Dissemination of Written Questions and Answers	February 2, 2017
Deadline to Submit Proposals	February 16, 2017, 5:00 PM PST
Negotiate final Scope of Work and Contract	February – March 2017
Implementation	April 2017

2.3 Submission of Proposal

- A. Submit six (6) hardcopy sets: one (1) original signed in blue ink and marked “ORIGINAL” and five (5) identical copies; and one electronic copy in PDF and Microsoft Word (via USB drive or CD) of the completed proposal as specified herein including Exhibits and Attachments.
- B. Proposal documents shall be delivered in a sealed envelope, clearly marked **RFP #16P1-004** and addressed to:
General Services Department - Purchasing Division
Attn: Kevin Bratcher
701 Ocean Street, Room 330
Santa Cruz, CA 95060

2.4 Mandatory Pre-Proposal Conference

- A. ISD requires all prospective contractors (Respondents) to participate in a mandatory Pre-Proposal Conference (Conference), on January 19, 2017 from 3:00 PM to 5:00 PM PST at 701 Ocean Street Room 315, Santa Cruz, CA 95060.
- B. Respondents must participate in the Conference to participate in the RFP. County will reject proposals submitted by Respondents who do not participate in the Conference. Respondents unable to attend the Conference in person may participate by phone. Teleconference reservation requests must be emailed to the Buyer, Kevin Bratcher, no later than January 17, 2017 5:00 PM PST.
- C. No minutes will be recorded for this meeting. During the Conference, ISD staff will attempt to answer questions related to the preparation of a proposal (completing required attachments, etc.). Otherwise, Respondents must submit questions in writing to the Buyer by the Deadline to Submit Written Questions provided in the RFP Process Schedule. The Buyer will disseminate written questions and answers in the form of an addendum.

2.5 Deadline to Submit Proposals

The Deadline to Submit Proposals is February 16, 2017, 5:00 PM PST.

2.6 Multiple Proposals

Only one proposal will be accepted from any one person, partnership, corporation or other entity; however, several alternatives may be included in one proposal.

2.7 Late Proposals

Proposals received after the Deadline to Submit Proposals will be returned unopened.

2.8 Point of Contact

Respondents shall direct all questions regarding the RFP to the Buyer, Kevin Bratcher via e-mail at kevin.bratcher@santacruzcounty.us. No other person has the authority to respond to any questions submitted unless specifically authorized by Mr. Bratcher. Respondents may be disqualified for failure to adhere to this process.

2.9 References

- A. Respondents shall complete and submit Attachments #3 - #5, as applicable. Reference checks should confirm that Respondents have successfully performed the proposed services on similar projects, including completion within budget, schedule and scope.
- B. County reserves the right to check any or all references:
 - 1. Necessary to assess a prospective Respondent's past performance;
 - 2. Pertaining to similar projects that demonstrate experience that is relevant to the RFP scope of work; and/or
 - 3. Explicitly specified in the proposal or that result from communication with other entities involved with similar projects, including other industry sources and users of similar services known to County.

2.10 Non-Collusion Declaration

Respondent shall execute and submit Exhibit C – Non-Collusion Declaration.

2.11 Evaluation Criteria

- A. A committee comprised of representatives from the County will evaluate all proposals and select the Respondent who (1) best meets the needs as set forth in the RFP; (2) is best qualified; and (3) is best able to provide the requested services.

- B. It is County's intent to select the responsive and responsible Respondent that offers the greatest value to County based on an analysis of the following criteria:

Evaluation Criteria	Points
1. Experience performing work of this nature; experience of management, and personnel	40
- Experience providing EDMS software and implementation services	
- Qualifications of the firm and staff	
- Information provided by client references	
2. Understanding of the scope of work and approach	30
- Demonstrated understanding of the objectives	
- Approach to accomplishing the scope of work	
3. Compliance with the RFP and contractual requirements	10
4. Cost	20
Total	100

2.12 Reservations

County reserves the right to do the following at any time:

- A. Reject any and all proposals without indicating any reasons for such rejection;
- B. Waive or correct any minor or inadvertent defect, irregularity or technical error in the RFP or any RFP procedure or any subsequent negotiation process;
- C. Terminate the RFP and issue a new RFP anytime thereafter;
- D. Procure any services specified in the RFP by other means;
- E. Extend any or all deadlines specified in the RFP by issuance of an addendum at any time prior to the deadline for submittals;
- F. Disqualify any Respondent on the basis of any real or perceived conflict of interest or evidence of collusion that is disclosed by the proposal or by other means or other information available to County;
- G. Reject the proposal of any Respondent that is in breach of or in default under any other agreement with County;
- H. Reject any Respondent County deems to be non-responsive, unreliable, or unqualified;
- I. Accept all or a portion of a Respondent's proposal;
- J. Negotiate with any or no Respondents; and
- K. Terminate failed negotiations with any Respondents without liability, and negotiate with other Respondents.

2.13 Modification or Withdrawal of Proposal

Respondent may modify or withdraw proposal prior to the Deadline to Submit Proposals by formal written notice. All proposals (included all related materials) not withdrawn prior to the Deadline to Submit Proposals will become the property of County.

2.14 Discrepancies, Omissions and Interpretations

If Respondent observes a discrepancy or omission in, or is unclear about any RFP specifications or requirements, Respondent shall notify the Buyer via e-mail. The Buyer may issue clarifications or instructions in the form of an addendum. Respondent is responsible for seeking clarification on anything in the RFP that is unclear. County shall not be held responsible for interpretations. Respondent must submit questions in writing via email by January 26, 2017, 5:00 PM PST. The Buyer will disseminate written questions and answers in the form of an addendum. All addenda issued shall be incorporated into the contract awarded as a result of the RFP.

2.15 Notice of Intent to Award

Notice of Intent to Award may be issued upon receipt of all required documents.

2.16 Pre-Award Conference

If requested, the successful Respondent shall meet with County prior to the award of a contract to review the specifications and finalize the initiation of the proposed contract.

2.17 Responsibility and Performance

- A. County may at its sole discretion elect to not reject a proposal due to an error, omission, or deviation in the proposal. Such an election by County will neither modify the RFP nor excuse Respondent from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.
- B. County will consider Respondent to be the sole point of contact with regard to all contractual matters.
- C. Respondent shall provide the services of a qualified contract manager who will ensure that the services provided under the awarded contract are satisfactory.

2.18 Qualifications

Respondent shall provide the following information and/or documentation, in attachment form as part of the proposal and shall reference the RFP paragraph number.

- A. Experience: Refer to Official Proposal Form.
- B. References: Refer to RFP Section 2.8.

2.19 Addenda

- A. These documents may not be changed by any oral statement. Changes to these documents will be written addendum issued by the Buyer or his designee.
- B. Addenda will be posted on the [General Services Solicitations website](#). If/when necessary, the Buyer will email a written addendum to all known Respondents of record.
- C. Respondent shall be responsible for ensuring that its proposal reflects any and all addenda issued by the Buyer or his designee prior to the proposal due date regardless of when the proposal is submitted.

2.20 Proprietary Information

To protect proprietary information, if any, Respondent must clearly mark proprietary information as such, submit it in a separate sealed envelope and only reference it within the body of the proposal.

2.21 Cost Liability

All costs incurred in the submission of a proposal or in making necessary studies, designs, or computer benchmarks of estimates for preparation of a proposal are the sole responsibility of the Respondent.

2.22 Protest and Appeals Procedures

Respondent shall execute and submit Exhibit E – Protest and Appeals Procedures.

SECTION 3 - STATEMENT OF WORK

3.1 **Background and Current Environment**

A. **Information Systems Department (ISD)**

ISD is responsible for the support and coordination of technology services in 26 County departments. This includes the provision and support of Countywide networks, Storage Area Networks and approximately 2,500 desktop computers, numerous business applications, County and departmental Internet and Intranet sites, as well as radio and telephone communications, records management, and reprographic services.

B. **County Information Technology Infrastructure**

The County has a mature enterprise level infrastructure and network. The County's integrated data network is comprised of 1 GB and higher Brocade Ethernet switches. AT&T Opt-E-Man and ASE fiber networks currently link over 35 sites. The network runs on Microsoft Windows Server 2008 Active Directory operating system. Application server and storage space is provided through a Storage Area Network, with a server environment infrastructure using VMware on the HP Blade platform. The County's email system is currently a hybrid system running Office 365 with Microsoft Exchange 2007, with a complete migration to Office 365 by December 2017. The desktop environment standard is currently Windows 10 with a standard of Internet Explorer 11. These standards are further outlined in Attachment #7.

C. **Strategic Initiatives**

The Electronic Document Management System is in support of Santa Cruz County strategic initiatives to make the most efficient and effective use of resources to reduce operating costs and increase productivity. Budgetary pressures to do more with less have increased the urgency to seek efficiencies within business units, which often rely on paper based processes. Departments want to improve their workflow processes and minimize the time spent searching for, retrieving, and re-filing documents. The current County standard for electronic document management is Westbrooke's Fortis which will be end of life (EOL) by December 2017. The County also has PDF files from a legacy mainframe print system that will be included as part of the new eDMS system.

D. **Departments**

In early 2016, ISD surveyed departments that are currently using Fortis for centralized document management. Feedback from the departments confirmed the major findings identified in this RFP. Table 3.1.D below identifies the participating departments.

Table 3.1.D Participating Departments

Department	Business Use of Document Management	Documents per Month (approx.)
Environmental Health	Storage of all departmental documents (paperless)	2100
Planning	Storage of permits, DVD building cards, Measure J data, photos, soil reports and related documents	600
Auditor/Tax Collector	W9s, paper time cards, remittance checks	800
Public Works	Central file repository for all documents and maps	600
Assessor	Archive of all documents (paperless office)	2000

Table 3.1.D.2 below identifies the business drivers considered by the survey.

Table 3.1.D.2 Business Drivers

Business Driver	Description
Faster Information Access	Reducing time spent on document retrieval from onsite and offsite locations, having fewer lost files
Compliance	Being able to respond to audit or legal discovery requests
Document Lifecycle Management	Managing documents from creation through final disposition
Cost Reduction	Ability to handle same or increased workload with same or lower headcount
Data Mining	Ability to extract patterns or trends from data for analysis
Workflow	Speeding up transactions through electronic workflow, using less paper
Storage Space	Reducing the amount of physical space devoted to storing paper documents
Environmental	Green initiatives, paperless office

Table 3.1.D.3 below identifies system features considered by the survey.

Table 3.1.D.3 System Features

System Features
Manage electronic documents - in a searchable shared repository / version control, check-in/check-out.
Automate workflows
Scan paper documents, direct import of common electronic document types (TIF, PDF, JPG, Microsoft Office standard formats such as .docx and .xls)
Import multi-tabbed documents such as Microsoft Excel workbooks
OCR Scan of color documents
Ability to merge or extract individual PDF pages within a document
Audit trails/control/access security to the document level
Intelligent indexing with multiple keys for one document
Full text search
Spell check on text within indexing
API/Integrating with other applications - collection of technologies and services which enable integration of systems and applications across the enterprise.
Email directly from system (smtp support)
Image annotation from within application
Export to common file types such as Adobe PDF, Microsoft Office standard formats
Barcode support for autoindexing

3.2 Scope of Work

ISD seeks to deploy an EDMS to serve as a standard County offering to departments for electronic document management needs. Vendor should propose a solution that best leverages the vendor's resources in providing services and minimizes the County's need to assign County staff in providing services. The vendor's proposed solution should address the business drivers, systems features, specific applications and concerns identified in Section 3.1.D. The County will chose a vendor to install the EDMS application and configure it for use; ISD will purchase core system functionality and choose software modules to add functionality based on user demand and available funding. The County is looking for a system that includes features consistent with an enterprise platform and is able to scale to an enterprise of the County's size. The system should include the following:

E. Document Imaging

Scanning hardcopy documents into the system and storing them in digital format. Document imaging technologies enable users to index or enter "metadata" into the system and always utilize some form of storage technology to save the digital version of the document.

F. Electronic Document Management

Tracking and storing "digitally born" documents and/or images of paper documents such that records can be accessed, managed and archived efficiently. Document/library services technologies are used to enable organizations to manage digital documents in a repository and to control the authoring, check in/out, and/or version control of documents being developed, managed or stored. They also enable users to index or enter "metadata" associated with documents into the system.

G. Work Flow

Automated passing of documents from one person or system to another person or system pursuant to logical rules.

H. Electronic Forms Processing

Creating and utilizing electronic forms to collect data in a standardized format and automatically enter or load the data into an EDMS solution. Network or web-based documents that either prompt for the entry of data or permit the entry of data into specific fields such that the data entered is associated with specific fields for records which would be managed by one or more databases.

I. Digital Signature

Mathematical scheme for demonstrating the authenticity of a digital message or document.

J. Application Integration

Framework in which a variety of technologies can work together to provide near real-time integration; integrate the EDMS with multiple line of business applications, allowing staff to retrieve relevant documents from within their line of business application. This includes required interoperability with Microsoft SharePoint 2013 or later.

K. Advanced Capture Options

Automated document separation technology that eliminates the need to manually sort documents and insert physical separator sheets during document preparation either using native functionality, or through existing integration, use advanced scanning features such as zonal Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), Optical Mark Recognition (OMR) and barcodes to facilitate recognition and indexing of documents.

L. Records Management

Implements rules associated with identifying the length of time specific types of information (regardless of whether referenced as a document, record, image, etc.) must be kept and the type of disposition that should occur at the end of that retention. This function categorizes and locates records, and identifies records that are due for disposition. The County expects the vendor to integrate the proposed EDMS with Fortis to manage electronic and/or digital records contained within the core EDMS.

M. Functionality for e-discovery

N. Browser and mobile device based client providing basic functionality

Provide users access to the system in a hosted browser controlled environment through a common web browser or smart phone app via internet or intranet.

O. Convenience Scanning Options

Use multifunction devices (such as copier-scanners) and/or dedicated all-in-one units to scan and index documents in the EDMS

P. Web content management

Manage the content, context, and operational records related to the development and publishing of websites.

Q. EDMS integration requirements

The County expects to integrate the EDMS with (1) Windows SharePoint Online, (2) Office 365 or Office 2013 or greater and (3) Windows Exchange Online.

3.3 Standards

The EDMS acquired must adhere to, at a minimum, the following industry standards:

- A. AIIM ARP-1-2009, Analysis, Selection and Implementation of Electronic Document Management Systems (EDMS). This includes, in particular, compliance with the Guidelines and Standards listed in Annex A.
- B. Workflow software must conform to the Workflow Management Coalition (WFMC) standards. These standards identify how they relate to other document management systems as well as to other compliant workflow systems.
- C. Official electronic records tracking and maintenance functionality included in DOD 5015.2-STD, certified at the most current version of the standard.
- D. Database applications must be Microsoft SQL 2012 or latest standard and be supported on Microsoft Server 2012 or later.
- E. Document management software must be XML compliant.
- F. ADA 508 - Federal accessibility standards established by 36 C.F.R. Section 1194, pursuant to Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794(d)).

3.4 Implementer

The selected vendor must have proven experience and expertise in the following areas:

- A. Supporting enterprise implementation of an EDMS;
- B. Effective project management;
- C. Staff certified in the proposed software solution;
- D. Migrating from other platforms;
- E. Providing ongoing maintenance and support;
- F. Selling and supporting scanner hardware;
- G. Business process re-engineering;
- H. Business case analysis;
- I. Training;
- J. Change management; and
- K. Working with public agencies.

3.5 Implementation Plan

The selected vendor will be required to prepare a detailed implementation plan that includes target dates and responsible parties for all tasks. For each implementation phase, vendor's proposal should illustrate vendor's responsibilities, milestones, and deliverables. The goal is to propose an approach to each phase that clearly demonstrates vendor's expertise in providing the most effective solution for the County. Implementation phases include:

- A. Planning;
- B. Software and hardware installation and configuration;
- C. Data conversion of current documents that reside in the Fortis Electronic Document Management system;
- D. Design, development, and finalization of data interface processes;
- E. Developing a pilot and acceptance testing;
- F. Installation on a test system which will remain in place for testing new releases and functionality;
- G. Iterative rollouts to individual departments and/or groups of users; and
- H. Maintenance.

3.6 Proposal Guidelines

A. Instructions

Vendors must prepare their proposals according to the instructions including format and forms outlined in this section. All parts, pages, figures, and tables should be numbered and clearly labeled. Vendors should not include preprinted marketing material. Vendors may be disqualified for failure to follow these instructions.

B. Proposal Format

Table 3.6.B Proposal Format

Section	Title
	Title Page
	Table of Contents
1	Executive Summary
2	Scope of Services
3	Vendor Qualifications and Experience
4	Proposed Application Software and Computing Environment
5	Third-Party Products/Optional Software
6	Responses to Functional/Technical Requirements
7	Implementation Plan
8	Training Plan
9	Maintenance and Support Program
10	Client References
11	Cost Proposal
12	Exceptions to the RFP
13	Sample Documents
14	Required Attachments

1. Section 1 - Executive Summary

Provide a brief narrative highlighting your proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. This section should not include cost quotations.

2. Section 2 - Scope of Services

a. It is the County's intent to acquire a core EDMS which will expand to meet the needs of all County Departments identified in this RFP. At a minimum, the system will allow all existing County staff to access the system for retrieval purposes. Additional integration and conversion costs beyond this minimum must be itemized separately so that the County may select the best options that fit within the budgeted amount. The County prefers to have either a site license or licensing by concurrent users rather than by named users. Vendors must itemize separately costs for the various types of users along with price break points. Vendors should propose all required hardware, application software, business case analysis, workflow re-engineering, data conversion, training and support. The application software provided by the awarded vendor must support the functional and technical needs specified herein (refer to Attachment #2 - Functional Requirements).

b. The implementation must be performed in such a manner as to provide the least possible interruption of current operations. At the end of the project, the system must be operational, compliant with County requirements, error-free, and able to process all converted data.

c. Provide a description of the methodology developed to perform all required services to meet the Scope of Work described in Section 3.2. Vendors should propose an aggressive schedule that will complete the project to purchase, install and test EDMS core functionality within 4-6 months from the beginning of implementation. Vendors must propose the most effective and cost efficient way to roll out the system to County departments over a one year period. This schedule should contain specific milestones and dates of completion which will be used to set schedules. Proposals should specify the extent of County personnel involvement deemed necessary, including key decision points at each stage of the project, and also the type(s) of any software that is anticipated to be used in the planning process.

3. Section 3 - Vendor Qualifications and Experience - Attachment #1

a. Provide information about vendor's company and any company that vendor proposes to partner/sub-contract with to fulfill this contract. Include specific information in this section concerning the vendor's experience in the services specified in this RFP, preferably within the State of California. The County will use this information to evaluate the vendor's stability and ability to support the RFP requirements. The County, at its option, may require a vendor to provide additional support and/or to clarify any information provided.

b. The County will evaluate the vendor's financial stability and capability to support the commitments set forth in response to the RFP. The County, at its option, may require a vendor to provide additional support and/or to clarify requested information.

4. Section 4 - Proposed Application Software and Computing Environment
Present in detail the features and capabilities of the proposed application software, and also address, in succinct narrative form (at least one paragraph per item), the following:
 - a. Modular Integration: (1) Proposed modules that are fully integrated (part of the base software) into the main EDMS application; (2) Proposed third-party applications and how they are integrated into the main EDMS application; and (3) Functional integration issues, such as shared security and workflow.
 - b. Technology architecture: (1) Platforms on which your software runs; (2) Optimal and minimum network requirements; (3) Optimal and minimum database requirements; (4) Optimal and minimum server requirements; (5) Optimal and minimum desktop (client) requirements; and (6) Whether or not your software requires a “thin client” (or browser based client) or a “thick client” on the desktop.
 - c. Administration/Development Toolsets: (1) Application toolsets that are included with the software; (2) Programming languages and skills that are required to maintain the software; (3) Tools that are available to customize the software (e.g., add fields, create new tables, change menus); and (4) Monitoring that is routinely required for optimal system performance (e.g., monitoring of audit files).
 - d. Security: (1) Security tools that are included with the software; (2) The way the following restrictions are accomplished: administrative tool access; application access; menu access; record access; field access; and querying/reporting access; (3) The way that security profiles are defined; and (4) The items that are included in the user security profile.
 - e. Workflow: (1) Workflow tools that are included in your software; (2) Standard workflows that are inherent in the system; and (3) The way that workflow rules are defined, and their flexibility and customizability.
 - f. Upgrade tools: (1) The frequency of upgrades; (2) The way that patches and fixes are applied; (3) The way that patches and fixes are deployed; (4) The way that upgrades are applied; (5) The amount of training (technical and end user) that is generally required with upgrades to the system; (6) Describe what happens to software customizations (e.g., user-defined tables and fields) during upgrades; (7) The number of versions of the software your company supports; and (8) Details of all upgrades and bug patches over the last five years.
 - g. Reporting and Analysis Tools: (1) Reporting tools that are available; (2) OLAP tools that are available; (3) Interfaces to popular desktop applications; and (4) Whether or not the same security definitions apply to the reporting tools as to the main EDMS software.
5. Section 5 - Third Party Products/Optional Software
 - a. Explicitly state the name of any third-party products that are part of the proposed solution to the County. For each third-party product state whether the vendor’s contract will encompass the third-party product and/or whether the County will have to contract on its own for the product. The cost of any third party products, including the software license, maintenance, implementation, training, and any other related costs must be included in the vendor’s total proposed cost.
 - b. Describe any products, features or other value added components recommended for use with the proposed system that have not been specifically requested in this RFP. Also provide proof that vendor has access to the third-party software source code (owned or in escrow) and that the vendor has the ability to provide long-term support for the third-party software components of its system. County may consider these products, features or other value-added components if they are determined to be of value to the County.

6. Section 6 - Responses to Functional/Technical Requirements
 - a. Complete Attachment #2 - Functional Requirements using the following answer key.

Table 3.6.B.6 Functional Requirements Answer Key

Yes	Fully Provided "Out-of-the-Box"
3P	Third Party Software Required to Fully Provide Requirement
CFG	Configuration (Setup required with built-in tools and procedures but no change in source code is required)
RPT	Provided with Reporting Tool
CC	Customization Development to Underlying Code Required
NV	Provided in Very Next Version
NA	Not Available or Not Answered

- b. Use one code only per functional requirement. The spreadsheet is locked to enforce this. Vendor may provide additional explanatory details as applicable in a separate spreadsheet cross-referenced to the applicable requirement number. Vendor must respond to all functional requirements in the format presented in the attached spreadsheet. The responses to the requirements will be attached to the software license and implementation services contract.
 - c. For requirement responses other than "NA", vendors must indicate the module or product that is required to meet the requirement.
 - d. For all responses that indicate that functionality is available "Out-of-the-Box", whether through configuration, customization, or a reporting tool, or through a third party product, vendor must include the corresponding costs in vendor's proposal. Furthermore, vendor must include the module necessary to perform that functionality in the scope and the module's cost in vendor's proposal. If functionality is expected to be available in the very next version, please indicate the expected release date in the Comments column.
7. Section 7 - Implementation Plan

Provide a detailed plan for implementing the proposed system, including the following:

 - a. Detailed methodology for implementing enterprise software. Methodology shall include estimated timeframe, overview of phases and milestones, assumptions, and assumed responsibilities.
 - b. Detailed methodology for implementing third-party software. Methodology shall include estimated timeframe, overview of phases and milestones, assumptions, and assumed responsibilities.
 - c. Project organization chart showing the County and vendor staff.
 - d. Estimate of project work effort listing the estimated resource utilization (for both the County staff and the vendor) for each month. The County reserves the right to alter work effort ratios based on further discussion with vendor throughout the evaluation process.
 - e. Explanation of the rationale and/or assumptions forming the basis for the staffing plan proposed for both the vendor and County staff. This explanation should be in the context of the overall project plan and rollout strategy to enable the County to fully understand the implications of and need for the proposed staffing plan.
 - f. Description of any impact to the proposed staffing plan in the event that the County decides to shorten or lengthen the vendor's proposed project timeframe.

- g. Explanation of the extent to which the County should include a contingency factor for additional work effort in its project budget and staffing plan, based on your experience with similar organizations.
 - h. Work effort estimates for County staff. The work effort estimates for vendor staffing should be in line with the Cost Estimates related to implementation services (i.e., implementation costs should reflect estimated work effort hours times vendor's hourly rates). County must be able to estimate work effort for County staff and tie these estimates directly to the proposed implementation schedule. Vendors must provide this information to be considered for short-list presentations.
 - i. Description of the role of County and vendor staff for interface development. Provide the assumptions related to the work effort estimates for interfaces (e.g., the specific interfaces included in the work effort estimates). Also give a brief description of the interface development process including any special toolsets that will be utilized for the process.
 - j. Description of the role of County and vendor staff for data conversion. Provide the assumptions related to the work effort estimates for data conversion (e.g., amount and type of data to be converted). Also give a brief description of the data conversion process including any special toolsets that will be utilized.
 - k. Confirmation that the proposal contains the level of work effort that will be required to provide for the known customizations, modifications, and/or custom reports that the proposal response has indicated as necessary to deliver the functionality. Identify any assumptions related to these items.
 - l. Names, titles, and resumes of implementers likely to be assigned to this project.
 - m. Work effort and cost estimates that match assumptions presented in the cost schedule and the assumptions presented in the implementation methodology.
8. Section 8 - Training Plan
- Provide a detailed plan for training, including the following:
- a. Overview of proposed training plan/strategy, including options for on-site or off-site training services, for the core project team, end-users, and technology personnel.
 - b. The role and responsibility of the software and/or implementation vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to County end-users).
 - c. The role and responsibility of County staff in the design and implementation of the training plan.
 - d. The knowledge transfer strategy proposed by the software and/or implementation vendor(s) to prepare County staff to maintain the system after it is placed into production.
 - e. Descriptions of classes/courses proposed in the training plan. The vendor should specify the unit of measure for its training (e.g., units, classes, days, etc.) and define the hours associated with these units of measure. The vendor must be very clear about exactly what training courses are included in the cost of the proposal.
9. Section 9 - Maintenance and Support Program
- Specify the nature of any post-implementation and on-going support to be provided, including the following:
- a. Post-implementation support (e.g., number of months of on-site support after go-live).

- b. Telephone support (e.g., include toll-free support hotline, hours of operation, availability of 24 x 7 hotline).
 - c. Special plans defining “levels” of customer support (e.g., gold, silver). Clearly define which level of support is being proposed.
 - d. Response time for and definition of various types (levels of severity) of problems reported to the support network (e.g., critical issue response time).
 - e. Delivery method of future upgrades and product enhancements including historical frequency of upgrades by module. Also include a description of how content for enhancements is determined, and to what degree clients are able to provide input.
 - f. Availability of user groups and their geographic areas.
 - g. Problem reporting and resolution procedures.
 - h. Bug fixes and patches.
 - i. Support provided for third-party solutions.
 - j. Other support (e.g., on-site, remote dial-in, website access to patches, fixes and knowledge base).
10. Section 10 - Client References - Attachments #3 through #5
- The County will consider references for both the software and implementation vendors (if different) in its decision to award a contract. The County will contact all references provided. All contact information must be correct and up-to-date. Vendors must provide this information to be considered for software demonstrations.
- a. Software Vendors: Complete Attachment #3. Provide a minimum of three (3) client references that are similar in size and complexity to this procurement and that have utilized the proposed system (including the proposed version) in a comparable computing environment. References should be for fully completed (live) installations. Regional clients are preferred. Using Attachment #3, for each reference provide entity name and address, contact’s name, title, email address and telephone and fax numbers. Attach a description of the project (information on the “breadth” of the software solution), the service dates (begin and end dates of the project) and the project manager’s name, email address and phone number. Please confirm that each reference is willing to participate in a 30 minute reference check call and inform references that they will be contacted by the County.
 - b. Implementation Vendors: Complete Attachment #4. Provide a minimum of three (3) references (unless already included in the references for software firms) in which they served as the prime implementer (not a sub-contractor) for sites similar to the County in implementation requirements. References should be for fully completed (live) installations. Provide the same information requested for the software vendors (names, addresses, etc.). Please confirm that each reference is willing to participate in a 30 minute reference check call and inform references that they will be contacted by the County.
 - c. Third-Party Software Vendors: Complete Attachment #5. Provide a minimum of three (3) client references for the particular functionality to be provide that are similar in size and complexity to this procurement and that have used the prime enterprise software. Submit references for fully completed (live) installations. Provide the same information requested for the software vendors (names, addresses, etc.). Please confirm that each reference is willing to participate in a 30 minute reference check call and inform references that they will be contacted by the County.

11. Section 11 - Cost Proposal - Attachment #6

- a. Complete Attachment #6. Vendors must itemize costs by phase. The County reserves the right to contact vendors on cost and scope clarification at any time throughout the selection and negotiation process. Do NOT use “TBD” (to be determined) or similar annotations in the cells for cost estimates. All cells must be completed. The County is asking vendors to provide costs for all services with the understanding that they may have to make assumptions. Such assumptions must be documented. If you are additionally proposing a solution that is hosted or Software as a Service (SaaS) option, please additionally provide a cost proposal that describes the cost of the SaaS option over 5 years.
- b. Vendors must fully provide cost and work effort estimates to be considered for software demonstrations.
- c. The County 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. The County may also request revised pricing offers from vendors, and make an award and/or conduct negotiations thereafter.
- d. The following information related to the anticipated number of users is provided to assist vendors with pricing their proposals.
 - (1) While it is difficult for the County to envision exactly who will use the system and in what manner, vendors should utilize the following initial estimates for pricing purposes. The descriptions below are for reference purposes only and are provided as guidelines. They are not intended to be comprehensive, nor limiting. Please also note that the “Concurrent Users” and “Total Users” columns are intended to be completely overlapping. In other words, each column describes the same user population in a different way, so the Vendor should not add the two columns together when totaling the user count.

Table 3.6.B.11 Anticipated Numbers of Users

EDMS Full Deployment Scenario - Core Functions	Concurrent Users	Total Users
Retrieval: browser-based client users	500	2,800
Capture: workstations w/production scanners attached	10	50
Capture: Advanced scanning workstations (zonal OCR, ICR)	10	50
Electronic Doc Mgmt: Retrievers of electronic documents	500	2,800
Electronic Doc Mgmt: Creators of electronic documents	40	400
Workflow: Digital signers (replaces wet signature)	40	400
Electronic Forms: people creating	8	40
Electronic Forms: people filling in	80	500
Multi-function printer/scanners integrated w/EDMS	NA	80
Public accesses documents over the Internet, county population of 500,000 plus unknown others	500	250,000+
Test instance (active for all production functionality)		

(2) The County is expecting to fully deploy the EDMS solution to “Total Users” by the end of 5 years. The vendor is asked to propose the most effective way to spread this cost over a 5-year period. It is highly likely that some users will fall into more than one of the Core Functions as defined in Table 3.6.B.11; neither the rows nor columns are intended to be additive in any way. Rather, the breakdowns provided in Table 3.6.B.11 are intended only to assist vendors in proposing the correct number of various types of licenses. Vendors should include in their proposals all categories necessary to fully reveal costs for their proposed solutions.

12. Section 12 - Exceptions to the RFP

Vendors must supply all information requested in this RFP. However, vendors may take exception to certain requirements in this RFP and/or in the Terms and Conditions. All exceptions to either the RFP or the Terms and Conditions shall be clearly identified in this section and a written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the County, and the description of the advantages or disadvantages to the County as a result of the exceptions. The County, in its sole discretion, may reject any exceptions or specifications within the proposal. Vendors may also provide supplemental information, if necessary, to assist the County in analyzing responses to this RFP.

13. Section 13 - Sample Documents

Vendors should include **sample** copies of the following documents:

- Maintenance agreement
- Implementation services agreement
- Third party product agreement
- End user documentation (e.g., user guides, training materials)

14. Section 14 - Required Attachments

Vendors must complete and submit the following attachments. Vendors may complement the required information in these attachments with any supplemental information that enhances or further explains their responses, provides additional relevant information that they believe has not been requested, or otherwise allows the County to better evaluate their proposals.

- Attachment #1 - Vendor Qualifications and Experience
- Attachment #2 - Cost Proposal
- Attachment #3 - Functional Requirements
- Attachment #4 - Client References – Software Vendors
- Attachment #5 - Client References – Implementation Vendors
- Attachment #6 - Client References – Third-Party Software Vendors (if applicable)

SECTION 4 - STANDARD TERMS AND CONDITIONS

The following provisions are expected to form the basis for the contract between County and successful Contractor.

4.1 Purpose of Contract

The purpose of Contract is to establish the terms and conditions under which Contractor shall provide the services specified herein to County.

4.2 Term of Contract

The term of this contract shall be the date of Board of Supervisors' approval through June 30, 2018.

4.3 Amendment

Amendment to or modification of the terms and conditions of Contract shall be effective only upon the mutual consent in writing by the parties hereto.

4.4 Termination

County reserves the right to terminate Contract, in whole or in part, at any time, for any reason, without penalty. County shall give Contractor thirty (30) days written notice prior to the effective date of termination.

4.5 Assignment

Consultant shall not assign Contract, or any interest herein, without the written consent of County. County reserves the right to approve Contractor's assignee under whatever terms and conditions County may require. Contractor must provide County thirty (30) days written notice prior to sale of Contractor. County may elect to cancel Contract at that time. County may, at its sole discretion, permit the new owner to assume all existing Contract terms and conditions.

4.6 Licenses, Permits and Certifications

Contractor and Contractor's employees shall possess all applicable licenses, permits and certifications required by Federal, State and/or County codes and regulations and shall provide such licenses, permits and certifications to County upon request.

4.7 Compliance with Laws

Contractor shall comply with all Federal, State and local rules, regulations and laws.

4.8 Acknowledgment

Contractor shall acknowledge in all reports and literature that the Santa Cruz County Board of Supervisors has provided funding to Contractor.

4.9 Inclusion of Documents

The RFP, all addenda and the proposal submitted in response to the RFP shall become a part of any contract awarded as a result of the RFP unless otherwise indicated.

4.10 Presentation of Claims/Method of Payment

Presentation and processing of any or all claims arising out of or related to Contract shall be made in accordance with the provisions contained in Santa Cruz County Code Chapter 1.05, which by this reference is incorporated herein.

4.11 Off-Shore Outsourcing of Services

Contractor shall certify that all services performed on any purchase order or contract with County, either by Contractor or subcontractor(s) will be performed solely by workers within the United States.

4.12 Force Majeure

Contractor shall not be liable for any delays with respect to Contract due to causes beyond its reasonable control, such as acts of God, epidemics, war, terrorism or riots.

4.13 Severability

Should any part of Contract be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect the validity of the remainder of Contract, which shall continue in full force and effect; provided that the remainder of Contract can, absent the excised portion, be reasonably interpreted to give the effect to the intentions of the parties.

4.14 Controlling Law

Contract shall only be governed and construed in accordance with the laws of the State of California and the County, and the proper venue for legal action regarding Contract shall only be in the County of Santa Cruz.

4.15 Indemnification and Insurance

- A. Refer to Exhibit D - Indemnification and Insurance.
- B. County reserves the right to withhold payments to Contractor or cancel Contract in the event of non-compliance with the insurance requirements provided herein.

4.16 Default

- A. In addition to its remedies under paragraph 4.4, County may, by written notice of default to Contractor, terminate Contract in whole or in part if Contractor fails to:
 - 1. Make delivery of the supplies or to perform within the time specified herein or promised, or any extension thereof; or
 - 2. Perform any of the other provisions of Contract.
- B. In the event County terminates Contract in whole or in part, as provided in paragraph 4.16.A, County may procure, upon such terms and in such manner as County deems appropriate, supplies, services or work similar to those so terminated, and Contractor shall be liable to County for any excess costs for such similar supplies, services or work; provided that Contractor shall continue the performance of Contract to the extent not terminated under the provisions provided herein. Contractor shall not be liable for any excess costs if the failure to perform Contract arises out of causes beyond the control and without the fault and negligence of Contractor.

4.17 Equal Employment Opportunity

During and in relation to the performance of Contract, Contractor agrees as follows:

- A. Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, physical or mental disability, medical condition (cancer related), marital status, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to: recruitment; advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training (including apprenticeship), employment, upgrading, demotion, or transfer. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notice setting forth the provisions of this non-discrimination clause.

- B. If Contract provides compensation in excess of \$50,000 to Contractor and if Contractor employs fifteen or more employees, the following requirements shall apply:
1. Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, physical or mental disability, medical condition (cancer related), marital status, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to: recruitment; advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training (including apprenticeship), employment, upgrading, demotion, or transfer. In addition, Contractor shall make a good faith effort to consider Minority/Women/Disabled-Owned Business Enterprises in Contractor's solicitation of goods and services.
 2. Contractor may be declared ineligible for further agreements with County in the event of non-compliance with the non-discrimination clauses of Contract or with any of said rules, regulations or orders.
 3. Contractor shall cause the foregoing provisions of this subparagraph to be inserted in all subcontracts for any work covered under Contract by a subcontractor compensated more than \$50,000 and employing more than fifteen employees, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

4.18 Independent Contractor Status

- A. Contractor and County have reviewed and considered the principal test and secondary factors below and agree that Contractor is an independent contractor and not an employee of County. Contractor is responsible for all insurance (workers' compensation, unemployment, etc.) and all payroll related taxes. Contractor is not entitled to any employee benefits. County agrees that Contractor shall have the right to control the manner and means of accomplishing the result contracted for herein. It is recognized that it is not necessary that all secondary factors support creation of an independent contractor relationship, but rather that overall there are significant secondary factors that indicate that Contractor is an independent contractor.
- B. Principal Test:
Contractor rather than County has the right to control the manner and means of accomplishing the result contracted for.
- C. Secondary Factors:
1. The extent of control which, by agreement, County may exercise over the details of the work is slight rather than substantial;
 2. Contractor is engaged in a distinct occupation or business;
 3. In the locality, the work to be done by Contractor is usually done by a specialist without supervision, rather than under the direction of an employer;
 4. The skill required in the particular occupation is substantial rather than slight;
 5. Contractor rather than the County supplies the instrumentalities, tools and work place;
 6. The length of time for which Contractor is engaged is of limited duration rather than indefinite;
 7. The method of payment of Contractor is by the job rather than by the time;
 8. The work is part of a special or permissive activity, program, or project, rather than part of the regular business of County;
 9. Contractor and County believe they are creating an independent contractor relationship not an employer-employee relationship; and
 10. County conducts public business.

4.19 Retention and Audit of Records

Contractor shall retain records pertinent to Contract for a period of not less than five (5) years after final payment under Contract or until a final audit report is accepted by County, whichever occurs first. Contractor hereby agrees to be subject to the examination and audit by the County Auditor-Controller, the Auditor General of the State of California, or the designee of either for a period of five (5) years after final payment under Contract.

4.20 Data Security and Privacy – Protected Information

Contractor acknowledges that its performance of services or activities under Contract may involve access to confidential information including, but not limited to, personally-identifiable information, protected health information, or individual financial information (collectively, "Protected Information") that is subject to Federal, State or other laws restricting the use and disclosure of such information. Contractor agrees to comply with all applicable Federal and State laws restricting the access, use and disclosure of Protected Information.

- A. Contractor agrees to hold County's Protected Information, and any information derived from such information, in strictest confidence. Contractor shall not access, use or disclose Protected Information except as permitted or required by Contract or as otherwise authorized in writing by County, or applicable laws.
- B. Contractor agrees to protect the privacy and security of County's Protected Information according to all applicable laws and regulations, by commercially-acceptable standards, and no less rigorously than it protects its own confidential information, but in no case less than reasonable care. Contractor shall implement, maintain and use appropriate administrative, technical and physical security measures to preserve the confidentiality, integrity and availability of the Protected Information.
- C. Within thirty (30) days of the termination, cancellation, expiration or other conclusion of Contract, Contractor shall return the Protected Information to County unless County requests in writing that such data be destroyed. Contractor shall certify in writing to County that such return or destruction has been completed.
- D. Contractor agrees to include the requirements contained in Sections 4.20.A through 4.20.D. inclusive, in all subcontractor contracts providing services under Contract.

SECTION 5 - OFFICIAL PROPOSAL FORM

The undersigned offers and agrees to furnish all work, materials, equipment and incidentals required to provide the services subject to this Request for the costs stated and in conformance with all plans, specifications, requirements, conditions and instructions herein.

1. Respondent's Legal Name:

Agency Name	
Agency Address	
Agency Telephone	
Agency Website	

2. Complete and submit the following in the manner and format specified in Section 3.6, including:

- Attachment #1 - Vendor Qualifications and Experience
- Attachment #2 - Functional Requirements
- Attachment #3 - Client References – Software Vendors
- Attachment #4 - Client References – Implementation Vendors
- Attachment #5 - Client References – Third-Party Software Vendors
- Attachment #6 - Cost Proposal

- Exhibit A - Respondent Fact Sheet
- Exhibit B - Designation of Subcontractors
- Exhibit C - Non-Collusion Declaration
- Exhibit D - Indemnification and Insurance
- Exhibit E - Protest and Appeals Procedures

3. Chief Executive Contact:

Name	
Title	
Telephone	

4. Primary Application Contact:

Name	
Title	
Telephone	
Email Address	

Executed in _____ California, on _____, 2016

Signature _____

Print Name _____

Title _____

Attachment #1
VENDOR QUALIFICATIONS AND EXPERIENCE

Instructions:

Complete Attachment #1 – Vendor Qualifications and Experience (Word document attached to the RFP document) as specified in Section 3.6. Do not submit this placeholder page in your proposal.

Attachment #1 VENDOR QUALIFICATIONS AND EXPERIENCE		
No.	Company Requirements	Response
1.	Identify the company name, title, Address, phone and fax numbers, and e-mail address of the primary contact person for this project.	
2.	Provide a brief overview of your company including company size and organizational structure, history, number of years in business, number of employees, nature of business, and description of clients.	
3.	Identify any parent corporation and/or subsidiaries, if appropriate.	
4.	Provide a brief description of your company's professional development policies.	
5.	Give a brief description of the evolution of your company's Electronic Document Management Systems (EDMS) software. Include the date of the first installed site and major developments that have occurred (e.g. new version, new modules, porting of software).	
6.	How many EDMS implementations for managing electronic documents has your company completed?	
7.	How many EDMS implementations has your company completed in California?	
8.	Describe the experience your company has had with public sector customers, specifically in the area of EDMS Software for managing documents. Include the length of time your company has worked with each public sector customer.	

Attachment #2 FUNCTIONAL REQUIREMENTS

Instructions:

Complete Attachment #2 – Functional Requirements (Excel document attached to the RFP document) as specified in Section 3.6. Do not submit this placeholder page in your proposal.

Attachment #2 FUNCTIONAL REQUIREMENTS

Document Capture

YES = Fully Provided "Out-of-the-Box"

3P = Third Party Software Required

CFG = Configuration (no changes to underlying source code)

RPT = Provided with Reporting Tool

CC = Custom Development to Underlying Code Required

NV = Provided in Very Next Version

NA = Not Available (or Not Answered yet)

If the solution is provided by a 3rd party tool, notate the required software package in the Comments column.

If a specific requirement will be available in a future version, specify the expected release date in the Comments column.

Reference Number	Functional Requirements	Response	Tools (Software Models) Required to Fulfill Requirements	Comments
CP 1.00	The system should allow for decentralized scanning capabilities so multiple locations and documents can input documents.	NA		
CP 2.00	The system should allow support of industry standard scanners and scanner APIs (ISIS, TWAIN, WIA etc).	NA		
CP 3.00	The scanners and scanning software should have OCR.	NA		
CP 4.00	A document recognized by the OCR software should have a zone adjusted by the software accordingly (search specific regions of the document based on document type).	NA		
CP 5.00	The OCR software should be able to read fonts of various sizes and types, including bold and italics.	NA		
CP 6.00	The system should support ICR (hand print and cursive) and OMR and barcodes.	NA		
CP 7.00	The system should display OCR results on screen for operator verification.	NA		
CP 8.00	The system should provide image enhancement capabilities to assure adequate image quality.	NA		
CP 9.00	The system should allow a user to view the properties of a scanned document and identify the scan station, time stamp, and scan station count at the time of scanning.	NA		

Attachment #3
CLIENT REFERENCES – SOFTWARE VENDORS

Attach a description of the project (information on the “breadth” of the software solution), the service dates (beginning and ending dates of the project) and the project manager’s name, email address and phone number. Refer to RFP Section 3.6 for additional information.

1.

Entity Name:

Entity Address:

Contact Name:

Contact Title:

Contact Email:

Contact Telephone:

Fax:

2.

Entity Name:

Entity Address:

Contact Name:

Contact Title:

Contact Email:

Contact Telephone:

Fax:

3.

Entity Name:

Entity Address:

Contact Name:

Contact Title:

Contact Email:

Contact Telephone:

Fax:

Attachment #4
CLIENT REFERENCES – IMPLEMENTATION VENDORS

Attach a description of the project (information on the “breadth” of the software solution), the service dates (beginning and ending dates of the project) and the project manager’s name, email address and phone number. Refer to RFP Section 3.6 for additional information.

1.

Entity Name:

Entity Address:

Contact Name:

Contact Title:

Contact Email:

Contact Telephone:

Fax:

2.

Entity Name:

Entity Address:

Contact Name:

Contact Title:

Contact Email:

Contact Telephone:

Fax:

3.

Entity Name:

Entity Address:

Contact Name:

Contact Title:

Contact Email:

Contact Telephone:

Fax:

Attachment #5
CLIENT REFERENCES – THIRD-PARTY SOFTWARE VENDORS

Attach a description of the project (information on the “breadth” of the software solution), the service dates (beginning and ending dates of the project) and the project manager’s name, email address and phone number. Refer to RFP Section 3.6 for additional information.

1.

Entity Name:

Entity Address:

Contact Name:

Contact Title:

Contact Email:

Contact Telephone:

Fax:

2.

Entity Name:

Entity Address:

Contact Name:

Contact Title:

Contact Email:

Contact Telephone:

Fax:

3.

Entity Name:

Entity Address:

Contact Name:

Contact Title:

Contact Email:

Contact Telephone:

Fax:

Attachment #6
COST PROPOSAL

Instructions:

Complete Attachment #6 – Cost Proposal (Excel document attached to the RFP PDF document) as specified in Section 3.6. Do not submit this placeholder page in your proposal.

Attachment #6 COST PROPOSAL					
<i>Instructions to Vendor: List all applicable costs in the table below. Where indicated to list items separately, add additional rows as needed. For Year 2-4 costs, add applicable licensing and maintenance cost by line item. Vendors are responsible for ensuring that Totals, Sub totals and Grand totals are correctly calculated on the spreadsheet.</i>					
Pricing Detail					
SOFTWARE, LICENSING AND HARDWARE	Year 1	Year 2	Year 3	Year 4	Total
Application Software (list modules separately)					0
					0
Seat licenses (List different types of seat licenses separately)					0
					0
Test / Development Instance					0
					0
Third Party software (list modules separately)					0
					0
Hardware necessary to meet the requirements of the RFP (list items separately)					0
					0
Subtotal - Software, Licenses and Hardware					0
SERVICES	Year 1	Year 2	Year 3	Year 4	Total
Project Management					0
System Design					0
Data Conversion					0
Interface configuration services to existing databases					0
Training Services					0
Other service related items (list below)					0
					0
Travel related expenses					0
					0
Subtotal - Services					0
					0
GRAND TOTALS	0	0	0	0	0

Attachment #7
HARDWARE SPECIFICATIONS

Blade Servers

- HP Blade Servers in an HPE c7000 enclosure
- HP Gen 8 Blades or greater

Network Interface Cards

- On board Ethernet: 2, Teamed Redundant NIC's for Server/Application, 1, Dedicated NIC for Management (ILO)
- HBA Fiberchannel: As required

Virtual Server Platform:

- ESX 5.5 update 3b, Vsphere 5.x (moving to 6.x in the Spring/Summer of 2017)

Storage infrastructure:

- Netapp CDOT 7.x

Server OS:

- Windows Server 2012 or greater, x64

Database Management System:

- MS SQL Server 2012 or greater

Web Server:

- Microsoft Internet Information Server (IIS)

Backup software:

- Commvault Simpana

Endpoint Protection:

- Crowdstrike Falconhost

System Management System:

- Compatibility with Microsoft System Center 2016
- Compatibility with SNMP Ver 3.0 for use with Network monitoring systems.

Standard Desktop Configuration:

- Windows 10 Pro
- Office 365 (Office 2013 or greater)
- Intel Core i5-6500 Processor (6Mb Cache, up to 3.6GHz)
- 8GBx1_UDIMM DDR4_2133MHz
- 500GH Hard drive, 7200RPM, 3.5", SATA III
- DVD-ROM/DVD Recordable
- Integrated Gigabit Ethernet
- Integrated Audio
- Enhanced Optical USB Mouse
- Keyboard US English Full size
- Lenovo T2324p 23" or 24" Wide Flat Panel Monitor

SECTION 6 - EXHIBITS

Exhibit A
RESPONDENT FACT SHEET

Name of Contractor: _____

Contractor Tax ID#: _____

Contractor operates and business is classified as:

___Sole Proprietor ___Partnership ___Corporation

___Government ___Fiduciary ___Other

Is Contractor:

1. Authorized to do business in California? Yes___ No___

2. A California-registered small business? Yes___ No___

3. A disabled-owned business? Yes___ No___

4. A women-owned business? Yes___ No___

5. A minority-owned business? Yes___ No___

6. Certified as a minority business by any public agency? Yes___ No___

If yes, name of agency: _____

Name of certifying officer: _____ Phone #: _____

7. A Disadvantaged Business Enterprise (DBE) according to the definitions on page 18.

If yes, indicate composition of ownership below.

___% Disabled ___% Women ___% Black

___% Hispanic ___% Asian American ___% Native American

Contractor has been in continuous operation under the present business name for ___years.

Contractor's annual sales volume is \$_____

Has Contractor or any of its principals been debarred or suspended from contracting with any public entity? Yes___ No___

If "Yes", identify the public entity and the name and current phone number of a representative of the public entity familiar with the debarment or suspension, and state the reason for or circumstances surrounding the debarment or suspension, including but not limited to the period of time for such debarment or suspension.

Minority/Women/Disabled-Owned Business Enterprises Definitions
(Refer to Exhibit A)

Standard definitions for Minority/Women/Disabled-Owned Business Enterprises for the purposes of Santa Cruz County contract compliance procedures shall be as follows:

1. A **Minority Business Enterprise** (MBE) is a small business owned and controlled by one or more minorities or women. Owned and controlled means that:
 - a. At least 51 percent of the small business concern is owned and controlled by one or more minorities or women or, in the case of a publicly owned business, at least 51 percent of the stock of which is owned by one or more minorities or women; and
 - b. The management and daily business operations are controlled by one or more such individuals.
2. A **Women Business Enterprise** (WBE) is a small business, owned and controlled by one or more women. Owned and controlled means that:
 - a. At least 51 percent of the small business concern is owned by one or more women; and
 - b. The management and daily business operations are controlled by one or more women who own it.
3. A **Disabled-Owned Business Enterprise** (DOBE) is a small business owned and controlled by one or more disabled persons. Owned and controlled means that:
 - a. At least 51 percent of the small business concern is owned by one or more disabled persons; and
 - b. The management and daily business operations are controlled by one or more disabled persons who own it.

Certain projects conducted under Federal and/or State oversight may have additional definitions and requirements.

Exhibit B
DESIGNATION OF SUBCONTRACTORS

Provide the following information for each subcontractor. A Subcontractor is one who either (1) performs work for or (2) provides a service to the Respondent. If there are no subcontractors, please state "NONE".

1. Subcontractor Name:

Subcontractor Address:

Services to be performed:

2. Subcontractor Name:

Subcontractor Address:

Services to be performed:

3. Subcontractor Name:

Subcontractor Address:

Services to be performed:

4. Subcontractor Name:

Subcontractor Address:

Services to be performed:

Exhibit C
COUNTY OF SANTA CRUZ NON-
COLLUSION DECLARATION

TO BE EXECUTED BY RESPONDENT AND SUBMITTED WITH RFP

I, _____, am the
(Print Name)

_____ of _____,
(Position/Title) (Company)

the party making the foregoing Proposal, affirming that this Proposal is not made in the interest of, or on behalf of, any undisclosed person, business or other entity; that this Proposal is genuine and neither collusive nor bogus; that the Respondent has not directly or indirectly induced or solicited any other Respondent to submit a bogus Proposal; and has not directly or indirectly colluded or arranged with any other Respondent or anyone else to submit a bogus Proposal, or that any other Respondent or anyone else shall refrain from submitting a Proposal; that the Respondent has not in any manner directly or indirectly, sought by agreement, communication, or conference with any other Respondent or anyone else to fix the Proposal price of the Respondent or of any other Respondent, or to fix any overhead, profit, or cost element of the Proposal price, or of that of any other Respondent, or to secure any advantage against the public body awarding the contract or of anyone interested in the proposed contract; that all statements contained in this Proposal are true; and that the Respondent has not, directly or indirectly, submitted his/her Proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any person, business, bid depository or other entity, or to any member or agent thereof to effectuate a collusive or bogus Proposal or Proposal price.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct:

(Signature)

(Date)

Exhibit D
INDEMNIFICATION AND INSURANCE

Indemnification for Damages, Taxes and Contributions

In conjunction with work performed at and/or for County, to the fullest extent permitted by applicable law, Contractor shall exonerate, indemnify, defend, and hold harmless County (which for the purpose of paragraphs 5 and 6 shall include, without limitation, its officers, agents, employees and volunteers) from and against:

1. Any and all claims, demands, losses, damages, defense costs, or liability of any kind or nature which COUNTY may sustain or incur or which may be imposed upon it as a result of, arising out of, or in any manner connected with the CONTRACTOR'S performance under the terms of this Contract, excepting any liability arising out of the sole negligence of the COUNTY. Such indemnification includes any damage to the person(s), or property(ies) of CONTRACTOR and third persons.
2. Any and all Federal, State, and Local taxes, charges, fees, or contributions required to be paid with respect to CONTRACTOR and CONTRACTOR'S officers, employees and agents engaged in the performance of this Contract (including, without limitation, unemployment insurance, social security and payroll tax withholding).

Insurance

CONTRACTOR, at its sole cost and expense, for the full term of this Contract (and any extensions thereof), shall obtain and maintain, at minimum, compliance with all of the following insurance coverage(s) and requirements. Such insurance coverage shall be primary coverage as respects COUNTY and any insurance or self-insurance maintained by COUNTY shall be considered in excess of CONTRACTOR'S insurance coverage and shall not contribute to it. If CONTRACTOR normally carries insurance in an amount greater than the minimum amount required by the COUNTY for this Contract, that greater amount shall become the minimum required amount of insurance for purposes of this Contract. Therefore, CONTRACTOR hereby acknowledges and agrees that any and all insurances carried by it shall be deemed liability coverage for any and all actions it performs in connection with this Contract. Insurance is to be obtained from insurers reasonably acceptable to the COUNTY.

If CONTRACTOR utilizes one or more subcontractors in the performance of this Contract, CONTRACTOR shall obtain and maintain Contractor's Protective Liability insurance as to each subcontractor or otherwise provide evidence of insurance coverage from each subcontractor equivalent to that required of CONTRACTOR in this Contract, unless CONTRACTOR and COUNTY unless modified or waived by COUNTY.

1. Types of Insurance and Minimum Limits
 - a. Worker's Compensation in the minimum statutorily required coverage amounts. This insurance coverage shall be required unless the Contractor has no employees and certifies to that fact.
 - b. Automobile Liability Insurance for each of Contractor's vehicles used in the performance of Contract, including owned, non-owned (e.g. owned by Contractor's employees), leased or hired vehicles, in the minimum amount of \$500,000 combined single limit per occurrence for bodily injury and property damage. This insurance coverage is required unless the Contractor does not drive a vehicle in conjunction with any part of the performance of Contract and Contractor and County both certify to that fact.

- c. Contractor Comprehensive or Commercial General Liability Insurance coverage at least as broad as the most recent ISO Form CG 00 01 with a minimum limit of \$1,000,000 per occurrence, and \$2,000,000 in the aggregate, including coverage for: (a) products and completed operations, (b) bodily and personal injury, (c) broad form property damage, (d) contractual liability, and (e) cross-liability.
- d. Professional Liability Insurance in the minimum amount, to be determined by Contractor and County as applicable, combined single limit.

2. Other Insurance Provisions

- a. As to all insurance coverage required herein any deductible or self-insured retention exceeding \$5,000 shall be disclosed to and be subject to written approval by County.
- b. If any insurance coverage required in Contract is provided on a “Claims Made” rather than “Occurrence” form, Contractor agrees that the retroactive date thereof shall be no later than the date first written above (in the first paragraph on page 1), and that it shall maintain the required coverage for a period of three (3) years after the expiration of Contract (hereinafter “post Contract coverage”) and any extensions thereof. Contractor may maintain the required post Contract coverage by renewal or purchase of prior acts or tail coverage. This provision is contingent upon post Contract coverage being both available and reasonably affordable in relation to the coverage provided during the term of Contract. For purposes of interpreting this requirement, a cost not exceeding 100% of the last annual policy premium during the term of Contract in order to purchase prior acts or tail coverage for post Contract coverage shall be deemed to be reasonable.
- c. All policies of Comprehensive or Commercial General Liability Insurance shall be endorsed to cover the County of Santa Cruz, its officials, employees, agents and volunteers as additional insureds with respect to liability arising out of the work or operations and activities performed by or on behalf of Contractor, including materials, parts or equipment furnished in connection with such work or operations. Endorsements shall be at least as broad as ISO Form CG 20 10 11 85, or both CG 20 10 10 01 and CG 20 37 10 01, covering both ongoing operations and products and completed operations.
- d. All required policies shall be endorsed to contain the following clause:

This insurance shall not be canceled until after thirty (30) days’ prior written notice (10 days for nonpayment of premium) has been given to the contracting department. Should Contractor fail to obtain such an endorsement to any policy required hereunder, Contractor shall be responsible to provide at least thirty (30) days’ notice (10 days for nonpayment of premium) of cancellation of such policy to the County as a material term of Contract
- e. Contractor agrees to provide its insurance broker(s) with a full copy of these insurance provisions and provide County on or before the effective date of Contract with Certificates of Insurance and endorsements for all required coverages. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor’s obligation to provide them. All Certificates of Insurance and endorsements shall be delivered or sent to the contracting department.
- f. Contractor hereby grants to County a waiver of any right of subrogation which any insurer of said Contractor may acquire against the County by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the County has received a waiver of subrogation endorsement from the insurer.

Exhibit E PROTESTS AND APPEALS PROCEDURES

1. Protests and Appeals of Procurement Awards

Any actual or prospective bidder, offeror or contractor who is allegedly aggrieved in connection with the solicitation or award of a contract, may protest to the General Services Department Director (GSD Director). The protest shall be submitted in writing to the GSD Director (Purchasing Agent) within five (5) business days after notification of the recommendation of award.

2. Protests to the GSD Director

- a. The GSD Director shall issue a written decision within ten (10) working days after receipt of the protest. The decision shall:
 1. State the reason for the action taken;
 2. Inform the protestant that a request for further administrative appeal of an adverse decision must be submitted in writing to the Clerk of the Board of Supervisors (Clerk of the Board) within seven (7) business days after receipt of the decision by the General Services Director. If the award is not subject to approval by the Board of Supervisors (Board), the GSD Director shall make the final decision on the merits of the protest.
- b. The GSD Director shall discuss with County Counsel all protests prior to issuing a written decision.

3. Appeals to the Board of Supervisors

If so requested, as set forth in Section 2(b) above, and if the award is subject to approval by the Board, the decision of the GSD Director may be appealed to the Board. If the award is not subject to approval by the Board, the GSD Director shall make the final decision on the merits of the protest per Section 2.

4. Appeal Time Limits

Appeals of decisions shall be initiated within ten (10) days of the decision. The County shall be considered an interested party. If the appeal period ends on a day when County offices are not open to the public for business, the time limits shall be extended to the next full business day.

5. Initiation of Appeals

- a. An appeal shall be filed with the Clerk of the Board on a form provided and shall state, as appropriate, any of the following:
 1. A determination or interpretation is not in accord with the purpose of these procedures or
 2. County Code;
 3. There was an error or abuse of discretion;
 4. The record includes inaccurate information; or
 5. A decision is not supported by the record.
- b. In the event of a timely appeal before the Board under this Section, the County shall not proceed further with the solicitation or with the award of the contract until the appeal is resolved, unless the County Administrative Officer, in consultation with County Counsel, the GSD Director, and the using department, makes a written determination that the award of the contract without delay is necessary to protect a substantial interest of the County.

6. Appeal Procedure

- a. Appeal Hearing Date. An appeal shall be scheduled for a hearing before the Board within thirty (30) days of the County's receipt of an appeal unless the protestor and County consent to a later date.
- b. Notice and Public Hearing. An appeal hearing shall be a public hearing. Notice of the public hearing shall be mailed or delivered to the protestor within ten (10) days of the scheduled hearing date.
- c. Hearing. At the hearing, the Board shall review the record of the decision and hear oral explanations from the protestor and any other interested party.
- d. Decision and Notice. After the hearing, the Board shall affirm, modify or revise the original decision. When a decision is modified or reversed, the Board shall state the specific reasons for modification or reversal. The Clerk of the Board shall mail notice of a County Board decision. Such notice shall be mailed to the protestor within five (5) business days after the date of the decision and to any other party requesting such notice.
- e. A decision by the Board regarding an appeal shall become final on the date the decision is announced to the public.

I acknowledge and will abide by the Protest and Appeals Procedures provided herein.

Signature

Print Name

Date