

**STEVENS COUNTY, WASHINGTON**

**REQUEST FOR PROPOSALS (RFP)**

**RFP NO. ATS-2008**

**PROJECT TITLE:** Assessment and Taxation System (ATS)

**PROPOSAL DUE DATE:** April 30, 2008, 3:00 PM – Pacific Daylight Time, Colville, Washington, USA.

Emailed bids will be accepted. Faxed bids will not be accepted.

**VENDOR ELIGIBILITY:** This procurement is open to those vendors who satisfy the minimum qualifications stated herein and are available for work in Washington State.

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**Introduction****1 INTRODUCTION**

Stevens County, a political subdivision of the State of Washington, invites you to respond to this Request for Proposal (RFP) with a sealed proposal for an Assessment and Taxation System (ATS) to be purchased for Stevens County.

For the purposes of this document, the words “response” or “proposal” shall mean the vendor’s submitted response to Stevens County’s RFP, inclusive of any materials identified as exhibits.

The term RFP shall be used to identify this document.

All hardware, training and services provided by supplier and all software licensed by the supplier hereunder and referenced with all the functionality represented within the supplier's response to this RFP will herein be called and referred to as the "Stevens County Assessment and Taxation System", hereinafter, denoted ATS.

In order to support reuse of this proposal for other projects, the term “The System” shall mean the Stevens County Assessment and Taxation System.

***1.1 Definitions***

User – Employees, contractors, volunteers, or outside companies that have a unique account to access a computing system operated by Stevens County Government.

Server Class Computer- Typically a multiprocessor computer with built in hardware/software fault tolerance, scalable architecture, and high input output capacity as compared to a workstation.

Workstation – Any computer used by Stevens County employees to perform work on Stevens County’s network. This includes workstations, laptops and PC tablets.

Client Software – Any software required to be loaded and run on a workstation in order for the ATS to function correctly. In a Client Server environment, the ATS Client software interacts with the User’s environment and the ATS server side services. The client’s environment may be a windows workstation, laptop, or PC tablet.

Server Software – Any software required to be loaded and run on a server class computer in order for the ATS to function correctly. In a Client Server environment, the ATS Server software is used to manage and control the services that process the ATS Client request and manage the ATS database. These Server services are typically run on one or more server class computers.

ATS System – This encompasses both the client and server side ATS environments.

**Introduction***1.2 General Information*

Stevens County seeks to acquire and implement a comprehensive, state-of-the-art automated ATS software product to provide efficient data entry, reliable internal processing and record retention, document assembly and reports, and an intuitive user interface that is easy to learn and use.

*1.3 Objective*

The ATS is intended to provide Stevens County a fully featured state of technology Assessment and Taxation system. We currently use an AS/400 system programmed by Compu-Tech as our automated system.

*1.4 Project Expectations*

The ATS shall be of an expandable modular design to readily incorporate additional future enhancements. It should be developed, tested, and maintained using a high-quality software development methodology for long-term reliability and technical efficiency.

Vendors should have substantial knowledge of assessment and taxation operation, functional and legal requirements in the State of Washington. Vendors shall have a demonstrable expertise developing, implementing, and maintaining Assessment and Taxation system software products.

The project will consist of the following project phases:

- 1) Procurement – Stevens County will develop a request for proposal and select a software vendor for an automated assessment and taxation system.
- 2) Installation – The selected vendor will work with Stevens County to install a test system for data conversion, interface integration and automated processes checkout.
- 3) Implementation and data conversion – The selected vendor will work with Stevens County to perform data conversion from the existing system, test all data and interfaces, and move into a production environment.
- 4) Training – The selected vendor will train the Stevens County Assessor, Treasurer, and Information Services staff on the operation of the selected system.
- 5) Support – The selected vendor shall support the system through the life cycle of the selected system.

**Introduction***1.5 Project Goals*

Stevens County will acquire software from a prime contractor who can meet minimum standards, which are highlighted in this document. It is anticipated that system will:

- Be functionally rich in capabilities to manage property assessment and taxation functions.
- The system will provide statistical information and enhance work flow
- Be capable of generating required forms for Assessment and Taxation
- Fully replace the current Assessment and Taxation system with no loss of system functionality
- Be compliant with Stevens County computer and networking standards
- Provide excellent security controls
- Be capable of operating in an enterprise networking environment
- Provide the capability of importing and exporting information (data)
- Be compliant with open standards
- Be compliant and supplement Stevens County Geographic Information System capabilities
- Provide data import and export capabilities

Minimum standards are defined as meeting at least 90% functionality as identified in Section 3, Functional Requirements.

*1.6 SYSTEM REQUIREMENTS OVERVIEW*

The ATS is required to provide assistance and reduce workloads for operational and administrative arenas within the Stevens County Assessor's and Treasurer's Office. It is expected that the new system will provide the following minimum benefits:

- Eliminate duplicate and redundant entry of transactions
- Capture all events and information pertaining to the state of real property.
- Add and update name and address information. The system shall be able to manage both address of the site of the property and the billing address.
- Provide the capability to update administration areas, such as adding code values, new users, etc.
- Be compliant in an Enterprise networking environment.
- Provide the capability for programmatic updates or extraction of information. It is highly desired that eXtensible Markup Language (XML) interfaces are provided.

In response to this RFP, the supplier must also present a full plan for the implementation of their system including environmental requirements, staff assistance required, time and cost figures, and operational requirements, in terms of personnel and time.

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The County reserves the right to acquire standard office automation data processing components from its current approved provider. Standard components should be priced separately in the RFP in Section 5 - COSTS.

*1.7 SYSTEM AND FUNCTIONAL REQUIREMENTS*

Section 3 describes functional requirements of the ATS and section 4 describes the system hardware and software requirements, system sizing, and system configuration and performance requirements for Stevens County. These are considered to be minimum requirements; suppliers are encouraged to identify areas in their proposal which exceed the requirements or add additional functionality otherwise not requested and associated costs where applicable. The additional functionality should be identified in Section 3 after the Functional Specifications.

*1.8 TRANSACTION VOLUMES*

To assist a responder in understanding the size of Stevens County, we have provided the following statistics.

ACCOUNT	NUMBER
Leased Land Improvements Accounts	155
Mobile Home Only Accounts	1,672
Centrally Assessed (WADOR) Real Property Utility Accounts	50
Personal Property Accounts	1,656
Real Property Accounts	37,059
Centrally Assessed (WADOR) Personal Property Utility Accounts	257
TOTAL	40,849

For 2007 there were 40,554 billable accounts.

There are 95,703 records in the land file.

There are 74,963 records in the Improvements file

There are 67,215 records in the Sales file.

There are 41,610 records in the Personal Property Equipment Items file.

*1.9 HARDWARE AND ACCESS REQUIREMENTS**1.9.1 Data Entry Device Requirements*

Stevens County currently has approximately 350 workstations. It is estimated that at least 30 to 40 workstations will connect with the ATS on average. All of the workstations will have connectivity through the Network and are currently running Microsoft Windows XP

**Introduction**

Professional. There will be workstations that are owned by outside companies and currently connect to the ATS through a dial up connection. These desktops will use Windows XP Pro.

The Vendor shall provide license to Stevens County for its employees, contractors and contracted outside vendors to access the ATS. Our preferred method to update the information in the ATS is through XML message packets. Stevens County will be seeking a vendor that either already supports this capability or is moving in this direction.

**1.9.2 Printer Requirements**

Stevens County utilizes Hewlett-Packard business class networked printers for the majority of our printing needs. The ATS shall be compliant with all Hewlett-Packard business class networked printer models currently supported by Hewlett-Packard.

**1.9.3 Server Requirements**

Stevens County prefers to deploy the ATS on the version of the Microsoft Windows server operating system that is in production on the date that Stevens County goes “live” with the system. Currently this is Windows 2003 standard server. The vendor shall specify additional resource requirements as part of the RFP response.

Stevens County prefers that the ATS utilize the Windows 2003 Active Directory Network security for controlling access to its resources.

Stevens County prefers that server hardware be a Dell PowerEdge with as many fault tolerant features as possible.

**1.9.4 Other Technical requirements**

Section 4 contains additional information about Stevens County’s network environment and technical requirements. Section 4 is required to be fully filled out by the vendor.

**Administration****2 ADMINISTRATION**

This RFP contains sufficient information and instructions to enable qualified responders to prepare and submit proposals and supporting material. To be considered responsive, responders must submit a complete proposal that substantially satisfies the technical and functional requirements as stated in this RFP. This RFP contains system requirements, evaluation criteria, and responder's responsibilities if a contract is negotiated. This RFP also contains major terms and conditions that the successful responder will be expected to accept.

**2.1 Proposal Response Date and Location**

Responses must be received by the Stevens County Commissioners, 215 S. Oak, Colville, WA 99114, Room 214, prior to 3:00 p.m. Pacific Daylight Time, April 30th, 2008. LATE PROPOSALS WILL NOT BE ACCEPTED.

Responders may either have the proposal delivered or send it to Stevens County via electronic mail. In either case the proposals must be received prior to the deadline and they must be submitted in electronic format using the document templates provided. No paper copies will be accepted.

To send the proposal electronically, send to pcoleman@co.stevens.wa.us. The phrase "Stevens County Assessor/Treasurer System Proposal Response" must be put into the subject field on the submission.

The proposal may be delivered to the Stevens County Commissioners and must have the phrase "Stevens County Assessor/Treasurer System Proposal Response" written on it. If delivered we require that the proposal be delivered on a readable compact disk in Microsoft operating system format.

Stevens County Assessor/Treasurer System Proposal Response  
c/o Polly Coleman  
215 S. Oak Street, Room 214  
Colville, WA 99114

Proposals arriving after the deadline will be deleted and a message will be sent back indicating that Stevens County did not accept the bid response. All accepted proposals and accompanying documentation will become the property of Stevens County and may not be returned.

No proposals will be accepted after the above due date and time. Failure to follow all proposal preparation instructions may be cause to disqualify the vendor and may result in the return of responder's proposal unevaluated. All expenses for the preparation of proposals are the responsibility of the responder.

Vendors assume the risk of the method of dispatch chosen. Stevens County assumes no responsibility for delays caused by any delivery service. If the vendor chooses to have the proposal

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delivered, then it must be received prior to the deadline, postmarking by the due date will not substitute for actual proposal receipt.

All proposals must be submitted in electronic form at the office listed. No telegraphic, faxed, or telephone offers will be accepted.

**2.2 RFP COMMUNICATION LIAISON**

During the RFP process, the following Stevens County individual will be responsible for official communication with responders with regards to questions, both written and oral, project status, and award announcements. No provision in this RFP will be considered modified unless a written amendment is officially issued specifying such changes.

Contact Person:

Mark Curtis  
Director  
Stevens County Information Services  
215 S. Oak Street, Room 113  
Colville, WA 99114  
(509) 684-7505  
E-MAIL: mcurtis@co.stevens.wa.us

Questions for clarification about items in the ATS RFP are to be submitted to the Contact Person. All questions must be in writing and may be submitted either by electronic mail or letter (electronic documents are preferred). Questions will be accepted until April 25th, 2008, 4:30 p.m. Pacific Daylight Time. All questions will be reviewed and a response issued. The response to such questions will be issued to all vendors who have notified Stevens County of their intent to submit a proposal. Stevens County will use electronic mail and Stevens County's web site to notify vendors of answers to proposal questions.

**2.3 Letter of Intent**

All vendors intending on submitting a proposal to this RFP are requested to submit a letter of intent. The letter should identify the following information:

- Company Name
- RFP Contact for Company
- Address for Company Contact
- Phone Number for Company Contact
- E-mail address for Company Contact.

The Letter of Intent may be issued via letter or electronically mailed and must be received no later than April 25th, 2008. It is highly recommended that vendors submit the Letter of Intent as soon as possible to ensure that all notification regarding this procurement is received. The letter does not

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commit the vendor to respond to the RFP. All vendors who have submitted a letter of intent will receive notification of proposal changes or responses to questions submitted by other competitors.

*2.4 Vendor Conference*

Due to the size and scope of this procurement a vendor conference will be held on March 27th, 2008, at 10 a.m. Pacific Daylight Time at the Stevens County Courthouse, 215 S. Oak Street, Colville, WA 99114. Personnel from the Treasurer, Assessor, and Information Services departments will be available to answer questions about the ATS project.

*2.5 Proposal Presentation and Format Requirements*

All responding vendors shall submit their responses in the original Word or Excel documents provided in the download set.

The vendor may use Microsoft Excel to perform the vendor response to each requirement; however, each requirement must be numbered with the requirement number. As an example (Example vendor responses are given in red):

#	Category	Requirement	Requirement Level	Supported Yes/No/Plan	Vendor Response
5	Hardware Environment	Section 4.2 – Technology Requirements How is your documentation distributed? Is it available on CD-ROM? How often are corrections published? If distributed on CD-ROM are there any licensing restrictions on how many users can simultaneously access it?	I	YES	4.2.5 – We distribute our documentation via....

Table 2.5.1-1 Example Vendor Response

Foldouts containing charts, spread sheets, computer and video media, and oversize exhibits are permissible. Manuals and other reference documentation may be bound separately. All responses, as well as any reference material presented must be written in English. Stevens County prefers that any additional materials sent with the proposal be in electronic format. We prefer not to have any paper items delivered.

**Administration****2.6 Proposal Certification**

The vendor must certify that all vendor proposal terms, including prices, will remain in effect for a minimum of ninety (90) days after the Proposal Due Date, that all proposed software has been operational at a non-vendor owned customer site for a period of ninety (90) days prior to the Proposal Due Date, that all proposed capabilities can be demonstrated by the vendor, and that the proposed software is currently marketed and sold. The Proposal Certification is in Section 6 of this RFP.

**2.7 Proposal Terms and Conditions****2.7.1 Multiple Proposals**

Vendors interested in submitting more than one proposal may do so, provided each proposal stands alone, and independently complies with the instructions, conditions, and specifications of the RFP.

**2.7.2 Waiver of Minor Administrative Irregularities**

Stevens County reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.

**2.7.3 Single Response**

A single response to the RFP may be deemed a failure of competition, and in the best interest of Stevens County, the RFP may be cancelled.

**2.7.4 Proposal Rejection**

Stevens County reserves the right to reject any and/or all proposals at any time without penalty.

Further, Stevens County reserves the right to not make an award, if it is deemed that no single proposal fully meets the technical and functional requirements of this RFP, or to award the contract for only a portion of the functionality identified herein.

**Withdrawal of Proposals**

Vendors may withdraw a proposal, which has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the vendor must be submitted to the RFP communication liaison. After withdrawing a previously submitted proposal, the vendor may submit another proposal at any time up to the proposal closing date and time.

**2.7.5 Non-endorsement**

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As a result of the selection of a vendor to supply products and/or services to Stevens County, Stevens County is neither endorsing nor suggesting that the vendor's product is the best or only solution. The vendor agrees to make no reference to Stevens County in any literature, promotional material, brochures, sales presentation or the like without the express written consent of Stevens County.

**2.7.6 Proprietary Proposal Material**

Any information contained in the proposal that is proprietary must be clearly designated. Marking the entire proposal as proprietary will neither be accepted nor honored. If a request is made to view a vendor's proposal, Stevens County will comply according to the Open Public Records Act, Chapter 42.17 Revised Code of Washington (RCW). If any information is marked as proprietary in the proposal, such information will not be made available until the affected vendor has been given an opportunity to seek a court injunction against the requested disclosure.

**2.7.7 No Obligation to Buy**

Stevens County reserves the right to refrain from contracting with any vendor. The release of this RFP does not compel Stevens County to purchase.

**2.7.8 Cost of Preparing Proposals**

Stevens County will not be liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations in response to this RFP.

**2.7.9 Errors in Proposal**

Stevens County will not be liable for any errors in vendor proposals. Vendors will not be allowed to alter proposal documents after the deadline for proposal submission.

Stevens County reserves the right to make corrections and amendments due to errors identified in proposals by Stevens County or the vendor. This type of correction or amendment will only be allowed for such errors as typing, transposition or any other obvious error. Vendors are liable for all errors or omissions contained in their proposals.

**2.8 Contract Terms and Conditions**

The following Terms and Conditions in all or in part may be incorporated into any contractual agreement between the vendor and Stevens County. Terms and conditions that use the word "shall", in this section, are considered requirements by Stevens County and are intended to be incorporated into any agreement between the vendor and Stevens County.

**2.8.1 Stevens County Rights to Award Contract**

Stevens County reserves the right to:

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- ❑ Award the contract according to the evaluation criteria set forth in Section 2.15 which includes due regard to quality of services, experience, compliance with technical and functional requirements and other factors, in addition to price.
- ❑ To make the award to any responder or combination of responders whose proposal(s), in the opinion of the Stevens County, is in the best interest of Stevens County. This determination may be made with due regard to quality of services, experience, compliance with the specifications, and other such factors as may be necessary in the circumstances.
- ❑ Stevens County reserves the right to use any information obtained through responder demonstrations, user surveys, site visits, or other means, inclusive of information obtained after the RFP submission, as criteria for proposal evaluation.

**2.8.2 Configuration Adjustment with Contract**

Stevens County reserves the right to select and exclude any equipment or software for the actual acquisition regardless of the configuration proposed by the vendor. The vendor will be consulted on any such adjustments whenever it is determined that the configuration adjustment may adversely impact system performance.

**2.8.3 Proposal Incorporated Into Contract**

The responder chosen for award shall be prepared to have its proposal incorporated, along with all of its other written correspondence concerning this RFP, into the contract. Any false or misleading statements found in a proposal will be grounds for disqualification. The proposal shall be added as an exhibit to any contractual agreement between vendor and Stevens County.

**2.8.4 Cooperative Purchasing**

The Washington State Interlocal Cooperative Act RCW 39.34 provides a means for governmental agencies to cooperatively purchase goods and services. Responder shall agree that other Washington State municipalities may acquire the ATS software under terms equivalent to this contract.

**2.8.5 Graduated Payments Schedule**

Contract payments will be made to the Responder upon installation of the ATS and successful completion of performance periods based on the modules that have been installed or that have successfully completed a performance period.

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Stevens County will base payments on installation progress and/or successful completion of the performance period. The final payment schedule will be based upon a mutually agreed to implementation schedule established prior to contract award.

**2.8.6 Source Code /Software**

Copy of Software: To protect Stevens County in the event the supplier chooses not to perform or is no longer able to perform the required services, a copy of the Software Source Code will be supplied to Stevens County. Supplier will keep Software Source Code current with all customization and new release(s) of the product(s).

Escrow Account For Software: In lieu of providing a copy of software, Stevens County requests the Software Source Codes will be held in escrow, with Stevens County having full rights to all code in the event the Supplier ceases to perform required services. This includes all programs, libraries, and utilities required to build and maintain the software program. Supplier will keep the Software Source Code current with each new release of the product(s).

**2.8.7 Software Upgrades**

The software license to be negotiated with the successful responder will include a provision for software upgrades for the life of the contract.

**2.8.8 Compliance With Changes In Statutory Requirement**

The successful responder will guarantee continued compliance with Washington statutes for the life of the contract.

**2.8.9 Right to make multiple copies of software**

Stevens County shall have the right to make multiple copies of the software for the explicit purpose of recovering from a system failure or other disaster. It is Stevens County policy to backup all production systems each night and retain these backups for a period of four weeks.

**2.8.10 Documentation**

The vendor shall provide documentation for all proposed software.

If the vendor supplies documentation in paper form, then the successful vendor must provide at least two complete sets of operating manuals for the proposed software. One copy will be a reproduction master for use by Stevens County in producing operating manuals for internal usage. The vendor shall provide an unlimited license for Stevens County to copy and distribute the documentation for internal use. Vendor should also provide price quotations for providing documentation manuals as an alternative to Stevens County making its own copies.

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If the Vendor supplies documentation in electronic form, then Vendor shall provide an unlimited license for Stevens County to copy and distribute the documentation for internal use.

**2.8.11 Software Licenses for Training Machines**

Stevens County would like to discuss the possibility of having the software licensed free of charge for a training center for the purposes of training staff in its use. Stevens County agrees that such a license would only be for training purposes only, and cannot be used for production work.

**2.8.12 Third Party Software Compliance**

Vendor shall agree to ensure that software produced by vendor shall be compliant with the most current release of any third party software or operating systems required to operate the software within eighteen (18) months of official release of third party software by the manufacturer of that software. It is anticipated that Stevens County will enter into a service agreement with the winning vendor to ensure third party software compliance standards are met.

**2.8.13 GENERAL CONDITION OF CONTRACT**

The file "ATS RFP - Contract Example.doc" contains Stevens County Personnel Services Contract Agreement that will be used as a guide for preparing a final agreement with the successful vendor. All responders are advised to carefully read this Contract Agreement and to indicate any proposed changes in Section 5.7 of their proposals.

If a successful contract cannot be negotiated with the intended awardee, Stevens County reserves the right to terminate negotiations and pursue an agreement with the next highest rated proposal, repeating this procedure until a successful contract can be reached or all proposals rejected.

**2.9 General Terms and Conditions****2.9.1 Necessary Ancillary Software**

Unless specifically exempted by the terms of the RFP, all software, including language compilers, middleware, database interfaces, and system management tools, ordinarily furnished or prudently required to make the proposed software product a complete functioning system when installed on Stevens County supplied computers and operating systems will be furnished by the vendor, at no additional cost to Stevens County.

Stevens County reserves the right to procure through its own means third party commercially available software and hardware specified by the vendor in order for the ATS to function correctly. Third party software will include all items identified in the preceding paragraph, as well as, operating systems, and database systems.

**Administration****2.9.2 Prime Contractor Relationship**

Stevens County intends to contract only with the responder of the winning proposal to be known as the Prime Contractor. The responder selected will be solely responsible for performance of the entire system. Subcontracting assignments are allowed under this contract but Stevens County requires that information about any subcontracting relationship be provided as part of the proposal. In the event of a subcontracting arrangement, the prime contractor assumes all responsibility for delivery, installation, maintenance and any support service including documentation that is supplied by the subcontractor. In no event will the Prime Contractor subcontract for more than fifty percent (50%) of the total value of the contract. Maintenance of systems software, if provided by a third party acceptable to Stevens County, is exempted from the requirements of this section.

Joint ventures between two or more responders will not be considered nor will any sharing of the performance obligation with a third party be considered.

**2.10 Delivery**

The vendor assumes responsibility for the delivery, installation, maintenance, and initial adjustment of all vendor supplied equipment, software, and support services proposed.

**2.11 Respondent Demonstration**

At the option of Stevens County and as a condition prior to contract award, respondents may be required to demonstrate the functionality of equipment/systems proposed. The demonstration must be conducted with the products proposed and must be able to demonstrate the functionality and speed as stated in the responder's proposal.

Failure to agree to the demonstration will disqualify the responder. Failure to use the products proposed or failure to achieve the performance proposed may disqualify the responder. If Stevens County elects to have demonstrations conducted, it is highly desirable that these occur at facilities located in Colville, WA, as this will permit the greatest participation by the staff.

In addition, the Responder demonstration will enable Stevens County to verify response to the RFP Functional and Technical Requirements. Should the demonstration reveal variations from the responses to the RFP, Stevens County reserves the right to adjust the scoring to reflect actual conditions of the proposed system. Final scoring will be calculated taking into account any adjustments that need to be made.

It is understood that any associated costs for on-site responder demonstrations or benchmark test will be incidental to the contract and those costs will not be passed on to the Stevens County.

At the option of Stevens County and as a precedent to contract award, Stevens County employees may visit sites deemed similar to Stevens County for the purpose of evaluating the fully installed product in an operational environment.

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*2.12 TIMELINES*

*2.12.1 Planned Project Schedule*

The following schedule of events is anticipated:

Event	Anticipated Completion Date
Issue RFP	3/5/2008
Vendor Conference	3/27/2008
Receive Intent to Respond	4/25/2008
Receive RFP Responses	4/30/2008
Select Preferred Responder	6/30/2008
Begin Implementation	8/1/2008
Complete Implementation	Depends on project time-line but not later than 3/31/2009

Table 2.12.1-1 Anticipated Completion Dates

Stevens County will conduct appropriate follow up with the finalist respondent(s) to select the preferred system. These activities may include: interviews, demonstrations, site visits, reference checks, and any other activities considered necessary to make an informed selection for the Stevens County.

*2.13 RESPONSE FORMAT AND CONTENT*

Elaborate documentation, expensive binding, detailed artwork, or other embellishments are neither necessary nor desirable. The responder may include additional information, such as an Executive Summary, but this will not be used in the final evaluation.

*2.13.1 Response Instructions*

The responder is expected to respond to sections 3 through 6. The first area of the functional requirements, Section 3, contains a list of the functional requirements by module. The second area, Section 4, contains technical requirements for the ATS. The third area, Section 5, includes Responder Experience, Implementation Strategy, and Capability. The final area, Section 6, includes cost. The file “ATS RFP-DOCUMENT MAP.DOC”, included in the RFP download set, provides a map to each section and the file name associated with each section.

Each responder will be provided Microsoft Word 2003 and Microsoft Excel 2003 documents in order to complete the RFP response. It is the expectation of Stevens County that the vendor use these documents, in their electronic form. Use of these documents will help to ensure a consistent response to this RFP.

A Mandatory Requirement (MR) is an extremely important requirement for the operation of the ATS Project. A NO response to any requirement indicated by MR can result in an automatic disqualification and elimination of the responder's response to this RFP. All questions within

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Sections Three through Six should be answered. Below is a sample of the format used throughout Section 3 and 4 and of this RFP.

THE CODES DEFINED BELOW MUST BE USED TO RESPOND TO EACH QUESTION.

Section 4.2 – Technology Requirements					
#	Category	Requirement	Requirement Level	Supported Yes/No/Plan	Vendor Response
1	General	Feature and/or Functionality	MR		
2	General	Explain Feature and/or Functionality	I		

Table 2.13.1-1 Example Requirements Table

The “Supported Yes/No/Plan” and the “Vendor Response” fields are to be completed by each submitter.

The specifications table is presented first. This table specifies requirements that the system is to perform or asks for information about the system. The column of the table denoted “Requirement Level” may contain codes as follows:

Requirement Designation	Expectation
MR	The requirement or function specified is a mandatory requirement.
HD	The requirement or function specified is highly desirable
D	The requirement or function specified is desirable
O	The requirement or function specified is optional
I	Stevens County requests further information on the requirement or function

Table 2.13.1-2 Requirements Designation Definitions

In the rightmost column in the specifications table, denoted “Supported YES/NO/PLAN”, the vendor is to specify one of the following options:

Option	Definition
YES	The current production release of the software provides this feature without modification.
NO	This feature is not provided or planned.
PLAN	This feature is planned for inclusion in a scheduled future release. Please provide estimated release date.

Table 2.13.1-3 Vendor Response Options for Specification Tables

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The second section contains a "VENDOR RESPONSE" area. It is expected that the responder will elaborate responses to the RFP in this section and it is strongly encouraged to provide examples of how the product meets the specification. The response to each description will be preceded by the number of the question or requirement as given in each table. Substitution of the user's guide or system reference manual will not be considered sufficient in meeting the general function requirements. An example follows (example vendor response is indicated in red):

Section 4.2 – Technology Requirements					
#	Category	Requirement	Requirement Level	Supported Yes/No/Plan	Vendor Response
1	Operating Systems	The Proposed system shall operate on a Microsoft Window Server 2003 (or later) operating system.	MR	Yes	Our current platform supported is Microsoft Windows 2003
2	Operating Systems	If the system does not run on a Microsoft Windows Server 2003 system, what operating system is supported?	I	Yes	Our current platform can run on Windows 2003 and HP-UX Version 11 systems.

Table 2.13.1-4 Example Requirements Table

The "VENDOR RESPONSE" area of the specification may be as long as required, in order for all responses to be adequately addressed. If the vendor needs additional pages for the response, this is acceptable as long as:

- 1) The vendor response section states that the response is in a different section and the response indicates where the response can be specifically found, and;
- 2) The response is designated by the number of the requirements, in the case above, 4.2.2.

2.14 User Definition for Software License

For purposes of the software licenses provided in this agreement, "user" for each component of the system is to be defined as follows:

1. An individual that is actively accessing the operating system environment (requires an account on the system and a login to the system).
2. Each concurrent access to the application software is considered as one user for the ATS application license. Multiple Sessions originating from the same "user" are not considered as uniquely different access to the application software.

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*2.15 Evaluation Process*

The Stevens County ATS project team will review the responses to this RFP. This team includes representatives from Stevens County Assessor, Treasurer and Information Services. The project team will make recommendations to the Stevens County Board of County Commissioners based on the written RFP response(s), demos of applications modules, references, and other criteria.

Due to short intervals associated with the schedule for this project it is suggested that responders meet the requirements of this RFP with standard, currently available products and services. This approach will ensure that minimum time and effort is spent in developing new products and that the associated costs will be as low as possible.

Negotiation of this contract will commence with the responder submitting the best proposal in accordance with the evaluation categories contained in this section. A responder may be eliminated from consideration for failure to comply with all of the mandatory requirements or failure to comply with RFP instructions within Section 2. Mandatory features are identified on the right-most side of each requirement with the code MR.

To help responders understand Stevens County priorities and to structure a fair evaluation of all proposals, the Evaluation Committee has developed the following evaluation categories and the possible maximum percentage points that each will receive in proposal review.

Category	Total Points Awarded	Percentage of Total Points
Cost	30	30%
Functional Requirements	30	30%
Technical Requirements	25	25%
Experience and Capability	15	15%

Table 2.15-1 Total Points Award by Evaluation Category

**2.15.1 Cost**

Overall five year cost, including software, software warranty, software assurance and hardware/software maintenance, and initial implementation costs, data conversion costs, training costs, and all other associated costs required in response to this RFP will be required. Pricing will be checked for completeness and mathematical accuracy. Errors and inconsistencies shall be handled according to the severity of the error. Minor mathematical errors will be called to the attention of the responder and responder will make corrections. Substantial errors will be reviewed with the responder or, at Stevens County's option, the proposal may be disqualified.

The cost element of the evaluation category, however, will only be factored in with the top three (3) highest rated firms. This will be derived from the scoring of the functional, technical, and experience/capability evaluation category. Ultimately the cost evaluation/analysis will be used as a qualitative and quantitative indicator, which will help determine the highest rated proposal.

**Administration****2.15.2 Functional Requirements**

All proposals will be evaluated to ensure that they meet all functional requirements that are listed in the RFP. Mandatory requirements will be evaluated to determine whether the intent of the requirement will be met. If these responses do not meet the intent of the mandatory requirement, the proposal may be determined to be non-responsive and may be disqualified.

**2.15.3 Technical Requirements**

All other requirements of the proposal, including implementation plans, system maintenance plans and options will be evaluated in this category. The following list provides an overview of significant technical areas of concern.

- Open Systems Architecture
- Upward compatibility and migration path
- Conformance with industry standards adopted by Stevens County
- Compatibility with Stevens County Information Services direction
- Integration with other Stevens County operated systems including data import/export capability
- System Architecture
- Scalability
- Performance
- Information work flow processing methodology

**2.15.4 Responder Experience and Capability**

This section includes responder references, credentials, experience, similar installations, and commitment. The following list provides an overview of the areas of interest.

- Application software development plan and development methodology
- Demonstration of expertise in application area
- Comprehensive maintenance plan
- Hardware and software technical support
- Comprehensive training plan
- Key personnel assigned to project and resources available to ensure corporate commitment
- Past relevant experience with this type of project and ability to demonstrate relevant experience.
- Corporate commitment to products and product lines
- Demonstrated financial stability and commitment

The responder must provide references, which contain elements of all modules sought in this proposal. Questionnaires may be sent to customer references by Stevens County or contacted by telephone. Secondary references may also be contacted. If necessary, multiple references can be used.

**Administration**

Responder's references will be contacted and interviewed. Basic areas of concern will be:

- Quality and performance of recommend equipment required to operate the ATS.
- Verification that proposed system performs as presented by respondent
- Installation of hardware and software
- Effective maintenance and technical support
- Review of any problems and their resolution
- Overall opinion of responder's performance and personnel
- Projected vs. actual costs
- Stability and performance to specification of product line

Responses by responder's customers will be evaluated individually and as a whole. At the option of Stevens County, negative responses may be reviewed with the responder if they are considered a singularity. Consistent unfavorable responses will have a negative effect on the evaluation and may warrant disqualification of a proposal.

**Functional Requirements**

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**3 FUNCTIONAL REQUIREMENTS**

*3.1 Instructions*

Functional requirements are in the file Stevens ATS RFP 3.2.xls. Please use this file to respond to functional requirements.

**Technical Requirements****4 STEVENS COUNTY ATS TECHNICAL REQUIREMENTS**

This section contains technical requirements for the system. The first part of this section provides each vendor with an overview of our current network capabilities and standards. It also provides information on any projects and/or operational philosophies that may be relevant to implementation and support issues relating to the system.

After this introduction, the technical requirements section starts. In this section, we will state specific requirements that the Stevens County would like to have the system incorporate. Stevens County will also use this section to ask specific questions about the system.

Reminder: As stated in Section 1 of this RFP, whenever use of the words “the system” appears, it is referring to the ATS. Use of this nomenclature will provide maximum re-use of this RFP for other proposals we are planning.

**4.1 Technology Environment**

The Stevens County Assessor’s and Treasurer’s offices are connected to the Stevens County backbone network on CAT6 lines, running at speeds at or about 1 GBit/Second. Stevens County uses TCP/IP as our networking standard.

**4.1.1 Workstations**

Stevens County operates a network that contains approximately 350 workstations running Microsoft’s Windows XP Professional Operating System.

Stevens County works to replace each workstation once it has been in service for three years. This means that we are consistently enhancing the performance capabilities of the workstations, but that in some cases we are two-to-three years behind currently available machines. Our minimum supported station specifications follow:

Minimum Workstation (Machines greater than 1 year old)

- Pentium IV 3.0 Ghz
- 512 MBytes of RAM
- 80 GB hard drive
- Windows XP with SP2
- Office 2003 SP-2

**4.1.2 Servers**

The network contains several servers. Most of these servers run the Microsoft Windows Operating System. Currently, Stevens County operates the following operating systems on our network servers:

- Microsoft Windows 2003 Standard Release 2

**Technical Requirements**

Stevens County has standardized on Dell's PowerEdge (Dual Xeon 30. GHz processors with 4GB RAM) hardware class servers for its windows servers.

Stevens County has standardized on the Microsoft Windows Server 2003 operating system for our network environment. The successful vendor to this RFP shall have a solution that supports this standard.

#### 4.1.3 Database Management System (DBMS)

As in many Counties, it seems that we operate, or have operated every database management system that has ever been devised. This has proven to be highly inefficient, and internal support for systems becomes significantly difficult in a many DBMS environment.

Stevens County has standardized on Microsoft's SQL Server for our DBMS. It is considered highly desirable that the system utilizes Microsoft SQL Server and that the vendor solution is staying current with SQL Server upgrades.

#### 4.1.4 Information Integration Philosophy

All information that is produced by Stevens County employees and sub-contractors is viewed as 'owned by Stevens County'. In this light, it is critical that Stevens County has the ability to move information from one information system to another information system.

Vended systems, by design are often vertical in nature, i.e. they assume that the information collected in the application will only be utilized by that application. In truth, Stevens County has found that it is rare that we have any data systems where information is not needed in another application. Hence, we view information as essentially horizontal in nature.

Take for example an address. There are many road name changes that happen in any political jurisdiction. Stevens County is not immune to this issue. If each database at Stevens County uses the road name in some manner, then whenever a name is changed, the staff that utilizes the database will have to update the address information. For vertical systems, this becomes problematic. We find very quickly that many departments are not informed of the road name, so address information quickly goes "out of sync".

Address information is a good example of horizontal information. A change needs to be applied to almost every data system that is maintained at Stevens County. A change in a road name causes great inefficiency throughout our enterprise, if the records of each data system must be manually updated.

If applications are designed with the horizontal data issue in mind, we find that we have methods that can be used to synchronize changes in horizontal information. This improves information integrity, enhances confidence in our information systems, allows information to be used in abstract data analysis, and enhances employee efficiencies and many other benefits.

**Technical Requirements**

Consequently, Stevens County's information philosophy is to procure and/or create systems that provide the ability to move information in and out of them. A DBMS such as Microsoft's SQL Server already has significant tools that allow Information Services technicians to access data in any system.

This issue is so significant to Stevens County that great attention will be paid to it in evaluation of vendor proposals.

#### 4.1.5 Data Conversion

The current Assessor/Treasurer system has been in operation for over 5 years. All data is stored in an AS/400 programmed by Compu-Tech. It is the expectation of Stevens County that all data in the current Assessor/Treasurer system will be moved into the new ATS.

There are also sketches of houses that are stored in the current system (Apex IV version 3.2). It is expected that these sketches will be moved into the new system as well.

#### 4.1.6 Electronic Messaging System

Stevens County currently uses Microsoft Exchange 2003 as our electronic messaging system.

#### 4.1.7 Internet Connectivity and Use

Stevens County provides Internet connectivity for all employees that have workstations on Stevens County's network. Internet access speed is a T1 connection, allowing T1 bursts. Employees are authorized to utilize the Internet capabilities for Stevens County business purposes. Employees are not authorized to download software directly to workstations.

If the system provides the capability of providing software enhancements through the Internet, it is the expectation that the Stevens County Information Services department will download such upgrades and package them as part of our network upgrade capabilities.

Stevens County currently uses Microsoft Internet Explorer v7.0 as our Internet browser.

Use of the Internet by the vendor to provide software upgrades or patches to Stevens County Information Services staff is highly desired.

#### 4.1.8 Office Automation Environment

*Stevens County uses the Microsoft Office products as our primary office automation toolset.*

#### 4.1.9 Network Deployment of Software

The Stevens County Information Services department manually loads all client software installations, patches and upgrades.

**Technical Requirements****4.1.10 Backup and Disaster Recovery**

Stevens County currently uses Symantex Veritas as an enterprise backup system to backup all production data. In most cases, backups are retained for a period of one year. Your proposal may utilize Stevens County's existing backup capability, or recommend another method.

**4.1.11 Telecommuting**

Stevens County operates a remote access system for offices outside of Stevens County's private network. It is highly desirable that the system, operate in a VPN environment. Remote Access for System Support

The vendor will agree to the following remote support requirements:

- 1) All employees of vendor shall be specifically identified. Stevens County requires that each employee of the vendor who works on our system can be identified and that Stevens County can identify the times and dates that individual accessed Stevens County's network or the system.
- 2) Remote support shall be done through a VPN connection.
- 3) All configuration changes that are made to the system as part of remote support shall be logged in a mutually agreed location.
- 4) The Vendor shall be responsible to obtain any client licenses required to access Stevens County's network that are required on the vendor owned workstations, personal computers, named licenses, or other computing devices.
- 5) Stevens County shall provide keyfob(s) to vendor for authentication purposes.
- 6) Stevens County shall take responsibility to ensure there are adequate licenses for vendor support technicians to operate on Stevens County's network. Note see item 4 in conjunction with this requirement.

**Technical Requirements**

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**4.1.12 System Support**

As Stevens County improves our security for remote access to our network, it becomes prudent from a security perspective to re-evaluate the support connections our vendors currently utilize to access our network to support their products. Stevens County is very interested in phasing out conventional methods of accessing systems in favor of the more secure VPN connection discussed above. We believe that the requirements for vendors to utilize the technology are:

- Internet Access for support team
- A secure card for the support team
- A username and password for EACH member of the support team

Besides the obvious security advantages a VPN solution might have in ensuring that only authorized support personnel can access Stevens County's systems with rights maintained by Stevens County Information Services, there should be the secondary advantage of significantly reducing the long distance phone cost for vendor support of system.

**4.1.13 Technical Requirements**

Technical Requirements are provided in the Microsoft Excel file Stevens ATS RFP S4.2.xls. Please use this file to provide responses to our requirements and questions.

**Company Information**

**5 Company Information**

This section asks specific information about the company and its financial standing. Our intent is to verify the viability of the company to support Stevens County for the next several years.

*5.1 Company Information*

Company Name

Address

City, State, Zip

Phone Number

FAX Number

Date Company was  
Incorporated

How many employees does  
your company employ?

Form of Business  
Organization (Public  
Corporation, Private

Form of business organization (i.e., public  
corporation, private corporation, partnership)

Number of Years the firm has been in business  
(indicate if the company previously operated  
under a different name).

Annual revenue for last fiscal year

Number of local government (County)  
customers

Number of local government (City) customers

Is there any pending litigation against the firm?  
Has there been any litigation against the firm in  
the last 3 years?

If so, attach a statement indicating the caption,  
cause number, Court, Counsel, and general  
summary.

**Company Information**

Number of years providing Assessment and Appraisal software and services:

Number of years providing Taxation software and services:

*5.2 Company Contact Information*

Contact Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

FAX Number \_\_\_\_\_

E-Mail Address \_\_\_\_\_

*5.3 Technical Support Questions*

Hours and methods of technical support:

Is there a user's group? Are users able to request system changes? If so, how?

What is the release/version number of the software that you are proposing?

Provide the approximate release dates of the last three versions of your proposed software (if applicable).

How frequently are you planning to issue new releases in the future?

What is your policy in terms of supporting previous versions of your software?

Do you provide a toll-free telephone number for customer support?

What hours is telephone support provided (Pacific Standard/Daylight Time)?

**Company Information**

Do you guarantee callback response time as part of your standard support?

---

If so, what is the guaranteed response time?

---

Do you provide your customers with a list of features planned for upcoming releases?

If so, attach a copy of the latest planned feature list with planned release dates.

---

How do you track problems with your software? Do you inform customers of these problems as soon as they are identified?

---

How do you track open issues and calls from customers? How could Stevens County see the status of all our calls?

---

When working on a customer problem, do you normally log into the customer's system to see the problem, or do you try to recreate the problem on your own system?

---

Are new releases provided under the maintenance contract?

---

Who installs the maintenance release, supplier, or user?

---

Identify any future upgrades, releases, enhancements, patches, conversions, or any other maintenance items that Stevens County may be required to purchase in the future in order to stay current with the latest release of the system.

---

*5.4 Development Plans*

Please describe your company's development plans for the next 1-3 years for the product you are proposing.

(Use additional sheets if necessary)

**Company Information**

5.5 Customer References

The vender shall provide three (3) customer references.

5.5.1 Customer Reference 1

Customer Name \_\_\_\_\_

Business Address \_\_\_\_\_

Contact Name \_\_\_\_\_

Title of Contact \_\_\_\_\_

Contact Phone \_\_\_\_\_

Number \_\_\_\_\_

Description of \_\_\_\_\_

Installation \_\_\_\_\_

\_\_\_\_\_

Date Installed \_\_\_\_\_

Relevance to \_\_\_\_\_

Stevens County \_\_\_\_\_

5.5.2 Customer Reference 2

Customer Name \_\_\_\_\_

Business Address \_\_\_\_\_

Contact Name \_\_\_\_\_

Title of Contact \_\_\_\_\_

Contact Phone \_\_\_\_\_

Number \_\_\_\_\_

Description of \_\_\_\_\_

Installation \_\_\_\_\_

\_\_\_\_\_

Date Installed \_\_\_\_\_

Relevance to \_\_\_\_\_

Stevens County \_\_\_\_\_

**Company Information**

5.5.3 Customer Reference 3

Customer Name \_\_\_\_\_

Business Address \_\_\_\_\_

Contact Name \_\_\_\_\_

Title of Contact \_\_\_\_\_

Contact Phone \_\_\_\_\_

Number \_\_\_\_\_

Description of \_\_\_\_\_

Installation \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date Installed \_\_\_\_\_

Relevance to \_\_\_\_\_

Stevens County \_\_\_\_\_

5.6 Discontinued Installations

Disclose any sites where proposed software was initially installed and subsequently discontinued from operation. Explain what happened and provide contact references.

**Company Information**

*5.7 Proposed changes to Personal Services Agreement (PSA)*

Please indicate any proposed changes to the PSA your firm would like to recommend. Each firm may also introduce its standard software agreement in this section to replace Stevens County's PSA. See document "RFP - Contract Example.doc".

Vendor Response

*5.8 Additional Contractual Additions*

Stevens County would like to add the following contractual conditions. Please indicate your willingness to accept these terms or conditions.

*5.8.1 Cooperative Purchasing*

The Washington State Interlocal Cooperative Act RCW 39.34 provides a means for governmental agencies to cooperatively purchase goods and services. Responder shall agree that other Washington State municipalities may acquire the ATS software under terms equivalent to this contract

*5.8.2 Compliance With Changes In Statutory Requirement*

The successful responder will guarantee continued compliance with Washington statutes for the life of the contract.

*5.8.3 Right to make multiple copies of software*

Stevens County shall have the right to make multiple copies of the software for the explicit purpose of recovering from a system failure or other disaster. It is Stevens County policy to backup all production systems each night and retain these backups for a period of three weeks.

*5.8.4 Software Licenses for Training Machines*

Stevens County would like to discuss the possibility of having the software licensed free of charge for our training center for the purposes of training staff in its use. Stevens County agrees that such a license would only be for training purposes only, and cannot be used for production work.

**Company Information****5.8.5 Third Party Software Compliance**

Vender shall agree to ensure that software produced by vendor shall be compliant with the most current release of any third party software or operating systems required to operate the software within eighteen (18) months of official release of third party software by the manufacturer of that software.

**5.8.6 Remote Access to County Network****5.8.6.1 Information Dissemination**

The County shall allow Contractor access to the computer programs delivered by Contractor per this agreement and the data compiled by County and stored in the County computer system. Contractor shall not access any other programs or data maintained by the County. Such access may violate license agreements or may compromise sensitive information.

Contractor's extent of access shall conform to the regulations set forth in Chapter 13.50 RCW and other applicable federal, state, and local law.

Contractor shall not sell, give, loan, lease or otherwise transfer title, possession, or allow access or use of any of the County's data by any person, firm, corporation or association without prior written approval of the County.

Dissemination of any data or information is the responsibility of the County in accordance with applicable agency agreements, the Public Disclosure Act, Chapter 42.17 RCW, and the Washington State Criminal Records Act, Chapter 10.97 RCW. Contractor will not disclose data except through specific contracts and agreements with third party application and County data owners.

**5.8.6.2 Access to County Network**

County shall establish a unique user account; provide a security access key (keyfob), and adequate software licenses for access to County's network from the Internet for up to TBD (?) Vendor employees. No subcontracted or non-contractor employees will be provided access to Stevens County's private network without prior approval from Stevens County. All remote access shall be restricted to the Contractor systems listed below.

- Assessor/Treasurer System {Provided by Vendor}

The unique user account provided to each Contractor employee shall be used by the County to determine the system rights of that individual and to provide a method of auditing for access to information.

**Company Information**

County authorizes Contractor's employees to access County's network, as long as, each individual employee of Contractor has an established unique account and understands the conditions set forth herein. County will provide accounts to Contractor as requested by the Contractor's designated contact. Contractor may establish accounts by contacting the County Helpdesk at the address following:

Stevens County Information Services Department  
215 S. Oak Street, Room 113  
Colville, WA 99114  
(509) 684-7505 (8am to 4:30pm, Monday – Friday, Pacific Standard Time/Pacific Daylight Time)  
mcurtis@co.stevens.wa.us

The Contractor designated contact for this contract shall be:

Name:

Address:

City, State/Province, ZIP:

Phone Number:

E-mail Address:

County will accept requests for deletions, additions, or other changes to Contractor individual accounts from the Contractor designated contact via mail, phone, or electronic mail. The Contractor may change the Contractor designated contact by contacting the Stevens County Information Services Department.

Use of an account, by other than the Contractor's employee assigned the account will be considered as trespassing by the unauthorized employee.

Contractor shall notify County of any employees who have terminated or of new employees that will require access to service the County. Contractor agrees to return to County any security access keys (keyfobs) that are not in use or no longer required by Contractor to service the County. Stevens County's Information Services shall be notified within one (1) working day of the termination of any employee who had authorization to access the Stevens County network.

Contractor shall have its employees fill out a configuration log that will be stored on a mutually agreeable spot on Stevens County's private network. The contractor shall enter the date, time, and purpose for remote access of Stevens County's private network. If configuration changes are made to the operating environment of the server, workstation, or application, then this shall be documented in the configuration log.

Contractor is responsible for provisioning its access to the Internet. County takes no responsibility for cost, engineering, support, maintenance, or any other function, service or work that pertains to Contractor's network connections.

**Company Information**

Contractor is responsible for all training that its employees may require to successfully operate software required to access the County or required to be operated while working on the County's network. County takes no responsibility in any form for the education of Contractor's employees for the purposes of providing support to the County.

Contractor shall ensure all systems that will access the County network have the latest operating system security patches installed on the network devices used to access County's private network. Contractor shall additionally ensure that software is installed on these network devices that monitors for and eradicates software viruses and that the latest patches available are installed prior to accessing County's private network. The Contractor shall pay for all costs to provide operating system security patches and virus software. The Contractor shall ensure that the software used to monitor and eradicate software viruses is installed and operating correctly prior to establishing a network session to County's private network.

Contractor shall ensure that there is a firewall that is patched to the latest version available in place between network devices and the Internet. Contractor shall ensure that this firewall is on-line and functioning correctly prior to establishing a network session to County's private network. Contractor is responsible to ensure that a third party cannot assume control of a network device owned or controlled by the Contractor to access County's private network.

Contractor agrees to utilize strong passwords for County network account credentials. Contractor agrees to protect the integrity of passwords by instructing employees that they are not to share these passwords with any individual or entity.

**5.8.6.3 Strong Passwords**

Passwords chosen for authentication to Stevens County's network will be a minimum of eight characters. Authentication to the Stevens County Network shall use strong authentication or strong passwords; to meet this requirement passwords shall meet the following criteria.

All passwords shall contain a special character. These characters are non-alphanumeric.

Examples are: ~ ! @ # \$ % ^ & \* ( )-

Passwords shall minimally contain two of the three following types of characters:

Uppercase alpha characters

Lowercase alpha characters

Numeric characters

Examples of strong passwords are:

~Password – Contains a special character, uppercase and lowercase character

Responsible! – Contains a special character, uppercase and lowercase character

DaTa\*BaSe – Contains a special character, uppercase and lowercase character

(StartreK) – Contains a special character, uppercase and lowercase character

Passwords will be required to be changed every 90 days.

**Company Information**

5.8.6.4 Keyfob Mangement

County will replace keyfobs every three years as long as this agreement is valid. County will also replace keyfobs that fail to perform per the keyfob provider's specifications. The Contractor will be responsible for the replacement of keyfobs that are broken through improper handling or lost. Replacement requests from Contractors shall be made through Stevens County Information Services.

5.8.6.5 Software Licenses

Additional software licenses may be required in order to legally access services on County’s network. At a minimum, each Contractor is required to have a legal license for the Microsoft Terminal Services Client. It is the Contractor’s responsibility to ensure that adequate client access licenses are procured. The Contractor shall provide County with documentation showing the procurement of required licenses. Following is a list of licenses that the Contractor shall provide:

License	Quantity Required
Microsoft Terminal Services Client Access License	TBD

Table 5.8.6.5-1, Contractor Supplied Software Licenses

County shall provide the following licenses:

License	Quantity Required
RSA Server License	TBD

Table 5.8.6.5-2, County Supplied Software Licenses

Stevens County Information Services agrees to install on behalf of the Contractor the following software products on the County’s server.

**5.8.6.6 Contractor Employee Expectations:**

Contractor agrees to hold all Contractor employees accountable to:

- Physically segregate the keyfob from the personal identification number (PIN) that is chosen by the Contractor’s employee to access County’s network. The Contractor agrees

**Company Information**

to instruct employees not to write the PIN on the back of the keyfob or store the PIN in any form that would compromise the security provided by the PIN and the keyfob.

- Agree to secure the keyfob away from any networked device that has the ability to access County’s private network, when the employee is not accessing County’s private network.
- Instruct the Contractor employee that they are not to loan the PIN or the keyfob to any other individual for any circumstance. County will view unauthorized access of a Contractor employee onto County’s network as trespassing.
- Instruct the employee that they are not to share password credentials with any individual or entity, including other Contractor employees or Contractor management. Contractor employees are to work with County Information Services on password related issues.
- County reserves the right to terminate a Contractor employee’s access to the County private network if the Contractor employee has not followed the terms of this agreement. It will be the responsibility of the Contractor to designate another employee to service County’s support needs in this event.

**5.8.6.7 County Remote Access Termination**

The County reserves the right to terminate the Contractor’s access to County’s network if the terms specified herein are not adhered to. In this event, the Contractor agrees that it may not increase support fees to County or terminate support agreements. Contractor agrees that remote access is a convenience and not necessary to support the Contractor supplied product.

<b>Vendor Response</b>

**Cost Proposal**

**6 Price Proposal**

Instructions: Provide itemized pricing details for each software product proposed. Include itemized pricing for all of the following: customization planning and process consulting; configuration/customization execution; database loading with historical data; training; installation and acceptance testing; post-installation operational support and system tuning; annual maintenance/upgrade subscription; and all other software and service costs necessary to meet the requirements specified. You may attach additional sheets if necessary.

*6.1 Five Year Cost Analysis*

Please provide an estimate of costs for the next 5 years. We specifically wish to understand all on-going support costs.

{Please use the spreadsheet “Stevens ATS RFP S6 - Cost Proposal.xls” to put in Cost proposal information}

*6.2 Proposed Schedule*

Please identify your proposed installation, data conversion, testing, training, and go live schedule.

Please base these dates on dates given in section 2.12 in this document. Include dates for deliveries or other reference date (such as Week 2, etc.). Schedules may be in the form of a table of dates or a Gantt chart at the discretion of the vendor.

*6.3 Technical Configuration Requirements*

Please list all hardware configuration requirements for the ATS. Please specify number and type of servers, operating system, and any other requirements for a successful implementation of the ATS system.

*6.3.1 Server Requirements*

Please specify number and type of servers required to support the ATS, include operating system, recommended DBMS, hardware configuration requirements (recommended network speed, size and type of disk arrays, CPU speed, and number of CPU’s).

Vendor Response

**Cost Proposal**

Does the vendor recommend that Stevens County should allocate servers specifically for the ATS? Please Explain:

Vendor Response

**6.3.2 Workstation Requirements**

Please specify minimum and recommended workstation requirements to operate the ATS.

Vendor Response

**6.3.3 Checklist**

Please ensure that the following items are included or have been previously sent to Stevens County

- Letter of Intent
- RFP response (this document)
- Review of Stevens County Top Level Contract (Section 5.7)
- Review of Stevens County Additional Terms and Conditions (Section 5.8)
- Five year cost analysis (Section 6.1)
- Proposal Certification (Section 6.3)
- Copy of proposed software maintenance agreement
- Copy of proposed software licensing agreement
- Web Site Address for software support and information

**6.4 Proposal Certification**

Do you certify that you are not on the Comptroller General’s list of ineligible contractors nor the list of parties excluded from Federal procurement or non-procurement programs? Yes <input type="checkbox"/> No <input type="checkbox"/>
---

**Cost Proposal**

Will you sell additional units to other government agencies within the State of Washington at the proposal price, terms and conditions until both parties accept a written change? The County of Stevens accepts no responsibility for the payment of the purchase price by other government agencies.? Yes  No

THE UNDERSIGNED have hereunto set their hands or caused their duly authorized officers to submit this proposal, all as of the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

By signing below, you certify in writing that all vendor proposal terms, including prices, will remain in effect for a minimum of 90 days after the Proposal Due Date, that all proposed hardware and system software has been operational at a non-vendor owned customer site for a period of 90 days prior to the Proposal Due Date, and that all proposed capabilities can be demonstrated by the vendor.

Person authorized by company to certify this proposal

DATE

Vendor agrees that submission of this proposal to Stevens County, with a duly authorized officer named above constitutes a binding agreement by vendor to Stevens County to preserve the price submitted for 90 days. Stevens County will accept a named individual in lieu of a signature so that this document can be electronically submitted. Vendor agrees that changing the proposal cost within this 90 day period may void the proposal response by the vendor and Stevens County will have the right to eliminate the proposal from further evaluation.

**PERSONAL SERVICES AGREEMENT**

NO: \_\_\_\_\_

hereinafter called Contractor, and Stevens County, hereinafter called County, agree as set forth in this Agreement, including:

(General Conditions); Exhibit A (Scope of Work); Exhibit B (Compensation); Exhibit C (Proof of Insurance.

copies of which are attached hereto and incorporated herein by this reference as fully as if set forth herein.

The term of this Agreement shall commence on the \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, and continue until \_\_\_\_\_, \_\_\_\_\_. Any party may terminate this Contract by giving 30 days notice in writing either personally delivered or mailed postage-prepaid by certified mail, return receipt requested, to the party's last known address for the purposes of giving notice under this paragraph.

The County has established the following expenditure code(s) for this Agreement: \_\_\_\_\_, which shall be included on all billings or correspondence in connection therewith.

Contractor acknowledges and by signing this contract agrees that the Indemnification provisions set forth in Paragraphs 4 (Independent Contractor), 6 (Taxes), 12 (Defense and Indemnity Agreement), 18 (Patent/Copyright Infringement) and 21 (Confidentiality), are totally and fully part of this contract and have been mutually negotiated by the parties.

**STEVENS COUNTY REQUEST FOR PROPOSAL**  
**Personal Services Agreement (Contract Example)**

**Section 7**

IN WITNESS WHEREOF, the parties have executed this Agreement this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

APPROVED:

CONTRACTOR  
(Company Name)

BOARD OF COUNTY COMMISSIONERS  
STEVENS COUNTY, WASHINGTON

\_\_\_\_\_  
Signature & Title of Signatory  
(Date \_\_\_\_\_)

\_\_\_\_\_  
Tony Delgado, Chairman

\_\_\_\_\_  
Print Name of Signatory

\_\_\_\_\_  
Malcolm Friedman, Commissioner

\_\_\_\_\_  
Mailing Address:  
(Street address required  
in addition to P.O. Box)

\_\_\_\_\_  
Merrill Ott, Commissioner

\_\_\_\_\_  
Federal Tax ID Number:

Recommended:

By: \_\_\_\_\_  
Al Taylor, Assessor

By: \_\_\_\_\_  
Sue Harnasch, Treasurer

Attest:

Approved as to Form:

\_\_\_\_\_  
Clerk of the Board

By: \_\_\_\_\_  
Deputy Prosecuting Attorney

**GENERAL CONDITIONS**

1. Scope of Contractor's Services:

The Contractor agrees to provide to the County services and any materials set forth in the project narrative identified in Exhibit "A" during the agreement period. No material, labor, or facilities will be furnished by the County, unless otherwise provided for in the Agreement.

2. Accounting and Payment for Contractor Services:

Payment to the Contractor for services rendered under this Agreement shall be as set forth in Exhibit "B". Where Exhibit "B" requires payments by the County, payment shall be based upon billings, supported unless otherwise provided in Exhibit "B", by documentation of units of work actually performed and amounts earned, including where appropriate, the actual number of days worked each month, total number of hours for the month, and the total dollar payment requested. Unless specifically stated in Exhibit "B" or approved in writing in advance by the Stevens County Board of Commissioners, the County will not reimburse the Contractor for any costs or expenses incurred by the Contractor in performance of this Contract.

Where required, the County shall, upon receipt of appropriate documentation, compensate the Contractor, no more often than monthly, through the County voucher system, for the Contractor's service pursuant to the fee schedule set forth in Exhibit "B".

3. Assignment and Subcontracting:

No portion of this contract may be assigned or subcontracted to any other individual, firm or entity without the express and prior written approval of the County.

4. Independent Contractor:

The Contractor's services shall be furnished by the Contractor as an independent contractor and nothing herein contained shall be construed to create a relationship of employer-employee or master-servant, but all payments made hereunder and all services performed shall be made and performed pursuant to this Agreement by the Contractor as an independent contractor.

The Contractor acknowledges that the entire compensation for this Agreement is specified in Exhibit "B" and the Contractor is not entitled to any County benefits including, but not limited to: vacation pay, holiday pay, sick leave pay, medical, dental, or other insurance benefits, or any other rights or privileges afforded to Stevens County employees.

Contractor will defend, indemnify and hold harmless the County, its officers, agents or employees from any loss or expense, including but not limited to settlements, judgments, setoffs, attorneys' fees or costs incurred by reason of claims or demands because of breach of the provisions of this paragraph.

5. No Guarantee of Employment:

The performance of all or part of this contract by the Contractor shall not operate to vest any employment rights whatsoever and shall not be deemed to guarantee any employment of the Contractor or any employee of the Contractor or any subcontractor or any employee of any subcontractor by the County at the present time or in the future.

6. Taxes:

The Contractor understands and acknowledges that the County will not withhold Federal or State income taxes. Where required by State or Federal law, the Contractor authorizes the County to make withholding for any taxes other than income taxes (i.e. Medicare). All compensation received by the Contractor will be reported to the Internal Revenue Service at the end of the calendar year in accordance with the applicable IRS regulations. It is the responsibility of the Contractor to make the necessary estimated tax payments throughout the year, if any, and the Contractor is solely liable for any tax obligation arising from the Contractor's performance of this Agreement. The Contractor hereby agrees to indemnify the County against any demand to pay taxes arising from the Contractor's failure to pay taxes on compensation earned pursuant to this Agreement.

The County will pay sales and use taxes imposed on goods or services acquired hereunder as required by law. The Contractor must pay all other taxes including, but not limited to: Business and Occupation Tax, taxes based on the Contractor's gross or net income, or personal property to which the County does not hold title. The County is exempt from Federal Excise Tax.

7. Regulations and Requirement:

This Agreement shall be subject to all laws, rules and regulations of the United States of America, and State of Washington, and political subdivisions of the State of Washington, and to any other provisions set forth herein or in the attached exhibits.

8. Right to Review:

This contract is subject to review by any Federal or State auditor. The County or its designee shall have the right to review and monitor the financial and service components of this program by whatever means are deemed expedient by the County. Such review may occur with or without notice, and may include, but is not limited to, on-site inspection by County agents or employees, inspection of all records or other materials which the County deems pertinent to the Agreement and its performance, and any and all communications with or evaluation by service recipients under this Agreement. The Contractor shall preserve and maintain all financial records and records relating to the performance of work under this Agreement for 3 years after contract termination, and shall make them available for such review, within Stevens County, State of Washington, upon request.

9. Modifications:

Either party may request changes in the Agreement. Any and all agreed modifications shall be in writing, signed by each of the parties.

10. Termination for Default:

If the Contractor defaults by failing to perform any of the obligations of the contract or becomes insolvent or is declared bankrupt or commits any act of bankruptcy or insolvency or makes an assignment for the benefit of creditors, the County may, by depositing written notice to the Contractor in the U.S. mail, postage prepaid, terminate the contract, and at the County's option, obtain performance of the work elsewhere. If the contract is terminated for default, the Contractor shall not be entitled to receive any further payments under the contract until all work called for has been fully performed. Any extra cost or damage to the County resulting from such default(s) shall be deducted from any money due or coming due to the Contractor. The Contractor shall bear any extra expenses incurred by the County in completing the work, and all damage sustained, or which may be sustained by the County by reason of such default.

If a notice of termination for default has been issued and it is later determined for any reason that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to the Termination for Public Convenience paragraph hereof.

11. Termination for Public Convenience:

The County may terminate the contract in whole or in part whenever the County determines, in its sole discretion, that such termination is in the best interests of the County. Whenever the contract is terminated in accordance with this paragraph, the Contractor shall be entitled to payment for actual work performed at unit contract prices for completed items of work. An equitable adjustment in the contract price for partially completed items of work will be made, but such adjustment shall not include provision for loss of anticipated profit on deleted or uncompleted work. Termination of this contract by the County at any time during the term, whether for default or convenience, shall not constitute a breach of contract by the County.

12. Defense & Indemnity Agreement:

The Contractor agrees to defend, indemnify and save harmless the County, its appointed and elective officers and employees, from and against all loss or expense, including but not limited to judgments, settlements, attorney's fees and costs by reason of any and all claims and demands upon the County, its elected or appointed officials or employees for damages because of personal or bodily injury, including death at any time resulting there from, sustained by any person or persons and on account of damage to property including loss of use thereof, whether such injury to persons or damage to property is due to the negligence of the Contractor, its subcontractors, its elected officers, employees or their agents, except only such injury or damage as shall have been occasioned by the sole negligence of the County, its appointed or elected officials or employees. It is further provided that no liability shall attach to the County by reason of entering into this contract, except as expressly provided herein.

13. Industrial Insurance Waiver:

With respect to the performance of this Agreement and as to claims against the County, its officers, agents and employees, the Contractor expressly waives its immunity under Title 51 of the Revised Code of Washington, the Industrial Insurance Act, for injuries to its employees and agrees that the obligations to indemnify, defend and hold harmless provided in this agreement extend to any claim brought by or on behalf of any employee of the Contractor. This waiver is mutually negotiated by the parties to this Agreement.

14. Venue and Choice of Law:

In the event that any litigation should arise concerning the construction or interpretation of any of the terms of this Agreement, the venue of such action of litigation shall be in the Superior Court of the State of Washington in and for the County of Stevens. This Agreement shall be governed by the law of the State of Washington.

15. Withholding Payment:

In the event the Contractor has failed to perform any obligation to be performed by the Contractor under this Agreement within the time set forth in this Agreement, then the County may, upon written notice, withhold all monies due and payable to Contractor, without penalty, until such failure to perform is cured or otherwise adjudicated.

16. Future Non-Allocation of Funds:

If sufficient funds are not appropriated or allocated for payment under this contract for any future fiscal period, the County will not be obligated to make payments for services or amounts incurred after the end of the current fiscal period. NO penalty or expense shall accrue to the County in the event this provision applies.

17. Contractor Commitments, Warranties and Representations:

Any written commitment received from the Contractor concerning this Agreement shall be binding upon the Contractor, unless otherwise specifically provided herein with reference to this paragraph. Failure of the Contractor to fulfill such a commitment shall render the Contractor liable for damages to the County. A commitment includes, but is not limited to any representation made prior to execution of this Agreement, whether or not incorporated elsewhere herein by reference, as to performance of services or equipment, prices or options for future acquisition to remain in effect for a fixed period, or warranties.

18. Patent/Copyright Infringement:

Contractor will defend and indemnify the County from any claimed action, cause or demand brought against the County, to the extent such action is based on the claim that information supplied by the Contractor infringes any patent or copyright. The Contractor will pay those costs and damages attributable to any such claims that are finally awarded against the County in any action. Such defense and payments are conditioned upon the following:

- a. Contractor shall be notified promptly in writing by County of any notice of such claim.

b. Contractor shall have the right, hereunder, at its option and expense, to obtain for the County the right to continue using the information, in the event such claim of infringement is made, provided no reduction in performance or loss results to the County.

19. Disputes:

a. General

Differences between the Contractor and the County, arising under and by virtue of the Contract Documents shall be brought to the attention of the County at the earliest possible time in order that such matters may be settled or other appropriate action promptly taken. Except for such objections as are made of record in the manner hereinafter specified and within the time limits stated, the records, orders, instructions, and decisions of the Stevens County Commissioners shall be final and conclusive.

b. Notice of Potential Claims

The Contractor shall not be entitled to additional compensation which otherwise may be payable, or to extension of time for (1) any act or failure to act by the County, or (2) the happening of any event or occurrence, unless the Contractor has given the County a written Notice of Potential Claim within 10 days of the commencement of the act, failure, or event giving rise to the claim, and before final payment by the County. The written Notice of Potential Claim shall set forth the reasons for which the Contractor believes additional compensation or extension of time is due, the nature of the cost involved, and insofar as possible, the amount of the potential claim. Contractor shall keep full and complete daily records of the work performed, labor and material used, and all costs and additional time claimed to be additional.

c. Detailed Claim

The Contractor shall not be entitled to claim any such additional compensation, or extension of time, unless within 30 days of the completion of the portion of the work from which the claim arose, and before final payment by the County, the Contractor has given the County a detailed written statement of each element of cost or other compensation requested and of all elements of additional time required, and copies of any supporting documents evidencing the amount or extension of time claimed to be due.

20. Ownership of Items Produced

All writings, programs, data, public records or other materials prepared by the Contractor and/or its consultants or subcontractors, in connection with performance of this Agreement shall be the sole and absolute property of the County.

21. Confidentiality:

The Contractor, its employees, subcontractors, and their employees shall maintain the confidentiality of all information provided by the County or acquired by the Contractor in performance of this Agreement, except upon the prior written consent of the Stevens County Prosecuting Attorney or an order entered by a court after having acquired jurisdiction over the County. Contractor shall immediately give to the County notice of any judicial proceedings seeking disclosure of such information. Contractor shall indemnify and hold harmless the County, its officials, agents or employees from all loss or expense, including, but not limited to settlements, judgments, setoffs, attorneys' fees and costs resulting from Contractor's breach of this provision.

22. Notice:

Except as set forth elsewhere in the Agreement, for all purposes under this Agreement, except service of process, notice shall be given by the Contractor to the department head of the department for whom services are rendered, and to the Stevens County Commissioners, 125 S. Oak, Colville, WA 99114. Notice to the Contractor for all purposes under this Agreement shall be given to the address reflected on the signature page. Notice may be given by delivery or by depositing in the U.S. Mail, first class, postage prepaid.

23. Severability:

If any term or condition of this contract or the application thereof to any person(s) or circumstances is held invalid, such invalidity shall not affect other terms, conditions or applications which can be given effect without the invalid term, condition or application. To this end, the terms and conditions of this contract are declared severable.

24. Waiver:

Waiver of any breach or condition of this contract shall not be deemed a waiver of any prior or subsequent breach. No terms or conditions of this contract shall be held to be waived, modified or deleted except by an instrument, in writing, signed by the parties hereto.

25. Survival:

The provisions of paragraphs 4, 6, 8, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, and 24, shall survive, notwithstanding the termination or invalidity of this Agreement for any reason.

26. Entire Agreement:

This written contract represents the entire Agreement between the parties and supersedes any prior oral statements, discussions or understandings between the parties.

**EXHIBIT "A"**

**SCOPE OF WORK**

**EXHIBIT "B"**  
**COMPENSATION**

**EXHIBIT "C"**

**PROOF OF INSURANCE**

The Contractor shall provide proof of insurance for Commercial General Liability or Professional Liability in the amount of \$1,000,000.00 to cover Contractor's activities during the term of this Contract. Proof of insurance shall be in a form acceptable and approved by the County. The type of insurance required by this Agreement is marked below.

- 1) Commercial General Liability Insurance  
Certificate Holder – Stevens County  
The Certificate must name the County as additional insured: Stevens County, its elected officials, officers and employees are named as additional insured.  
Thirty (30) days written notice to the County of cancellation of the insurance policy.
- 2) Professional Liability  
Certificate Holder – Stevens County  
Thirty (30) days written notice to the County of cancellation of the insurance policy

NOTE: No contract shall form until and unless a copy of the Certificate of Insurance, properly completed and in the amount required, is attached hereto.