

RFP REGISTRATION

You MUST register using this form in order to receive notice of any addenda to these documents. Please fax the completed form to the Procurement Division as soon as possible. It is the vendor's responsibility to verify if addenda have been issued.

RFP Number and Title: 20-470, Utilities Computerized Maintenance Management System (CMMS)

Description: Provide, install, and implement a Computerized Maintenance Management System (CMMS)

Receiving Period: Prior to 2:00 p.m., Wednesday, April 8, 2020

Bid Opening: Wednesday, April 8, 2020, at 2:00 p.m. or as soon as possible thereafter.

Special Instructions: A **MANDATORY** pre proposal meeting will be held Wednesday, March 11, 2020, 10:00 a.m. in the Procurement Division conference room, located at 330 W. Church St, Room 150, Bartow, FL 33830. Proposers may attend the MANDATORY meeting via conference call by dialing (863) 534-6799. An authorized representative or agent of the Proposer must be present at this meeting in person or via conference call, as evidenced by their signature on the meeting's sign-in sheet, or the Proposer's Submittal will be considered non-responsive. Those attending via conference call will be added to the sign in sheet by the Procurement office during the conference call.

To receive a copy of the Appendices please go the following FTP site: <https://ftp3.polk-county.net>, you will be prompted for a User ID and Password. The User ID is procurevendor and the password is solicitation. After you have logged in to the FTP site, double click on the file folder "**RFP 20-470, Utilities CMMS.zip**", select "Open" or "Save As" to download the RFP appendices. If you need assistance accessing this website due to ADA or any other reason, please email Michael Guerrero at michaelguerrero@polk-county.net.

Questions regarding this RFP must be in writing and must be sent to Michael Guerrero, Senior Procurement Analyst, via email at michaelguerrero@polk-county.net or via fax at (863) 534-6789. All questions must be received by, Friday, March 27, 2020, prior to 4:00 p.m.

RFP REGISTRATION ONLY

RFP 20-470, Computerized Maintenance Management System

Complete this form and Fax or Email Immediately

Fax: (863)534-6757 or procurement@polk-county.net

You must submit one form for each RFP that you are registering for.

Company Name: _____

Contact Person: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Cut along the outer border and affix this label to your sealed envelope to identify it as a "Sealed RFP". Be sure to include the name of the company submitting the RFP where requested.

SEALED RFP-DO NOT OPEN

SEALED RFP NO.: 20-470

RFP TITLE: Computerized Maintenance Management System (CMMS)

DUE DATE/TIME: Wednesday, April 8, 2020, prior to 2:00 p.m.

SUBMITTED BY:

**DELIVER TO: Procurement Division
330 West Church Street, Room 150
Bartow, Florida 33830
(863)534-6757**

POLK COUNTY

Procurement Division

Fran McAskill

Procurement Director

REQUEST FOR PROPOSAL 20-470

Computerized Maintenance Management System (CMMS)

Sealed proposals will be received in the Procurement Division, Wednesday, April 8, 2020, prior to 2:00 p.m.

Attached are important instructions and specifications regarding responses to this Request for Proposal (the "RFP"). The failure of a responding proposer (a "Proposer") to follow these instructions could result in Proposer disqualification from consideration for a contract to be awarded pursuant to this RFP.

This document is issued by Polk County (the "County") which is the sole distributor of this RFP and all addenda and changes to the RFP documents. The County shall record its responses to inquiries and provide any supplemental instructions or additional documents pertaining to this RFP in the form of written addenda to the RFP. The County shall post all such addenda, together with any other information pertaining to this RFP, on the County's website at <https://www.polk-county.net/procurement/bids>. It is the sole responsibility of each Proposer to review the website prior to submitting a responsive proposal (a "Proposal") to this RFP to ensure that that the Proposer has obtained all available instructions, addenda, changes, supporting documents, and any other information pertaining to this RFP.

The County is not responsible for any solicitations issued through subscriber, publications, or other sources not connected with the County and the Proposer should not rely on such sources for information regarding the RFP solicitation.

Questions regarding this RFP must be in writing and must be sent to Michael Guerrero, Senior Procurement Analyst, via email at michaelquerrero@polk-county.net or via fax at (863) 534-6789. All questions must be received by Friday, March 27, 2020, 4:00 p.m.

Proposers and any prospective proposers shall not contact, communicate with or discuss any matter relating in any way to this RFP with any member of Westin Technology Solutions, Polk County Board of County Commissioners or any employee of Polk County other than the County Procurement Director or the individual designated above. This prohibition begins with the issuance of the Request for Proposal and ends upon execution of the final contract. Any such communication initiated by a Proposer or prospective proposer shall be grounds for disqualifying the offender from consideration for a contract to be awarded pursuant to this RFP and for contracts to be awarded pursuant to RFPs or Requests for Bid that the County may issue in the future.

A Proposer's responsive Proposal to this RFP may be mailed, express mailed, or hand delivered to:

**Polk County Procurement Division
330 West Church Street, Room 150
Bartow, Florida 33830**

1.1 PROJECT OVERVIEW

Polk County, through its Utilities Division (“PCU”) is soliciting proposals from qualified firms with outstanding qualifications, experience, and knowledge to provide a Computerized Maintenance Management System (CMMS) for its water, wastewater and reclaimed water assets. The specific services requested includes software licenses and professional Implementation Services as detailed in this RFP.

1.2 BACKGROUND

Polk County Utilities provides safe drinking water, wastewater collection, and treatment systems in unincorporated communities throughout the county. In some service areas, this division also provides reclaimed water.

The Utilities Division is divided into sections that include the Community Investment Program, Customer Service and Finance, Operations, and Environmental Affairs. Utility staff handles planning, budgeting, engineering, and regulatory issues for the community.

Some quick facts about Polk's utility program include:

- Produces and distributes 15.3 million gallons of drinkable water each day
- Collects and treats 6.2 million gallons of wastewater each day
- Produces and distributes 5.8 million gallons a day of reuse water for irrigation
- Responded to nearly 15,016 “Sunshine One Call” requests in 2017 to identify locations of utility lines

The Utilities Division also works closely with agencies such as the water management districts, Florida Department of Environmental Protection, and other municipalities in Polk to provide for future demand through planning and water conservation measures.

Technology Overview

The County's Information Technology Division (IT) provides technical support to PCU and support most of the systems. PCU has staff to support its own Geographic Information Systems (GIS) database to track its linear assets. These database updates are sent to the County's GIS group to update the County's database.

County's IT has established a set of standards for hardware, software, and protocols, selected from the wide array of available technologies. PCU intends to procure only products that substantially conform to these standards. The standards are generally reviewed each year and modified to reflect changes in technology and the marketplace. PCU currently includes the following system standards:

System	Standard
Database	Microsoft SQL Server current version or current version minus one
Server OS	Windows Server current version or current version minus one

System	Standard
Desktop OS	Windows current version or current version minus one
Network Hardware	Cisco network and Check Point firewalls and VPN appliances at endpoint
Server Hardware	HP
Desktop Hardware	HP
Laptop Hardware	HP
Mobile	iPads and iPhone
Network Protocol	TCP/IP
Office Productivity	Microsoft Office suite current version or current version minus one
Web Server	Windows Server current version or current version minus one and IIS current
GIS	ESRI 10.7.1
SAN	HP/3PAR

PCU has adopted an N-Tier enterprise information system architecture in order to achieve benefits such as better manageability, failure reduction, sharing and reuse of computing resources, and broader accessibility.

1.2.1 SOFTWARE

PCU, like most other organizations, uses a unique mixture of information technology in the form of hardware, software, and communications services. The primary enterprise application software used by PCU includes:

- Oracle E-Business Suite (EBS) v 12.1.13 for financials and human resources
- Geographic Information System (ESRI 10.7.1)
- Customer Information System (CIS) Naviline from Superior/Central Square, including Service Orders for field personnel (new service, moves, shutoffs, meter re-reads, etc.)
- SCADA System for SCADA – VT v 11.3.23
- Hach WIMS for laboratory data
- Accela for land Management / Permits
- Capital Program Management databases (PCUMD and CAPMS) custom solution used for CIP and project tracking
- Document Management System

PCU is in the process of releasing a Request for Proposal to select a new Customer Information System (CIS) to replace its current Naviline system. It is expected that both systems will be awarded around the same time.

1.2.2 HARDWARE

PCU currently utilizes 115 personal desktop computers.

Mobility capabilities – approximately 105 laptops with integrated Broadband Cards or Wi-Fi capable; using several GIS-based workflows in the field. These laptops use broadband cell cards and PPTP and SSL client and clientless with at least 128-bit encryption.

PCU personnel are using about 99 iPads in the field.

1.3 PCU OBJECTIVES/SCOPE OF WORK

The selection and implementation of a new Computerized Maintenance Management System will provide PCU with the opportunity to enhance all of its current business processes and improve the efficiency of these processes. The opportunity to improve the current business processes and integration of functions is the primary reason for implementing a new CMMS. The CMMS system will be a core system for PCU's asset management plan while supporting PCU's overall IT strategy.

Technology and product functionality are the prime drivers for replacing the current systems. The following objectives have been identified for this procurement:

- The CMMS must be composed of a single set of integrated modules offered by a System Provider(s).
- The selected CMMS software must be a commercial off the shelf (COTS) solution that has been successfully implemented in several other organizations similar in size, requirements and function.
- PCU prefers solutions that require no modification to base code, but are highly configurable to meet PCU needs.
- PCU is open to any software architecture suggested by the Proposer, but believes a multi-tiered, Web based architecture is the preferred solution.
- PCU intends to contract with one vendor as the prime vendor, rather than with separate contracts for software and implementation services. If the System Provider wishes to use an implementation partner, both can propose as a team with one party as the prime vendor and the other as a subcontractor. Exceptions to this will only be made at PCU's discretion, and may include commonly available server/workstation/mobile hardware (as described above); third party add-on software, where it is a cost advantage to PCU to go directly to the third party; or situations where the cost savings of separating the software contract from the implementation contract are CLEARLY defined in the proposal. In addition, PCU reserves the right to accept or reject any proposed integration partners, while retaining the System Provider's solution. If the software vendor and implementation vendor are separate companies, the proposal must explain how long-term support and maintenance of the system would occur.

The opportunities for improving PCU business processes and their efficiencies can be grouped into the four major classifications as identified in the following tables:

Table 1—**New and Improved Business Functions** identifying the major business process improvements that should be provided by the new system.

Table 2—**Productivity Improvements** identifying the functional improvements that will allow PCU staff to make more efficient use the new CMMS.

Table 3—**Integration Improvements** identifying desired integration improvements that are needed to improve efficiency and eliminate the manual transfer of data.

Table 4 – **New Business Opportunities** identifying desired mobile capabilities, document management, and reporting of available data to operate the system more efficiently.

Table 1 – New and Improved Business Functions

Opportunity	Description of Opportunity
Asset Management	PCU currently uses JobCal from Hach for managing work orders but currently has no CMMS software. In some cases, PCU uses hard copies and spreadsheets to manage maintenance activities. PCU has started Asset Management planning efforts. Identified the Assets groups and attributes and beginning the process of collecting asset information. They wish to use the new CMMS as a component of effective asset management.
Work Management	PCU wishes to take advantage of all the functionality around work management including service requests, work orders and preventive maintenance work.
Americans with <u>Disabilities Act</u> (ADA) Compliance	PCU requires that the CMMS system is ADA compliant. (See Section 2.1 Minimum Requirements).

Table 2 Productivity Improvements

Opportunity	Description of Opportunity
Improved Report Generation	The new CMMS system should provide improved and easy to use report generation and publication capabilities. The system should allow the easy development of unique or custom reports. Report data should be easily imported into other applications.
Paperless System Operation	Paperless System Operation PCU would like to provide automated reporting and report distribution through the use of the Intranet or other electronic method. In addition, copies of the electronic files and reports should be available for viewing, downloading and printing. PCU wants to have the ability to transition to a paperless system in the future.
Leverage Technology	The new CMMS should provide field users with user friendly mobile solution to allow updates in the field and share data real time.
Improved Workflow	The CMMS should provide PCU with workflow support. PCU recognizes the need to modify some of its current workflows to make effective use of the new CMMS. However, PCU wants to be able to control the definition of workflows and not be forced to implement complex unnecessary workflows.
Improved Security	The new CMMS must provide a good security system with the ability to control access down to the individual data field. The security system should provide easy management of the user profiles that mediate system access. The security system should provide a complete auditing capability to track user activities.
Online Help	The new CMMS should provide an easy to use and comprehensive on-line help system.

Table 3 Integration Improvements

Opportunity	Description of Opportunity
Oracle E-Business Suite (EBS)	There are many components of EBS that should be integrated with the CMMS. While full discovery will highlight the necessary touch points, some of the possible integrations include: Requisitions, purchasing, inventory, vendors, commodities, employees, and timekeeping. The system must also provide a good audit system to track changes and system use.
ESRI ArcGIS v10.7.1	PCU wants the CMMS to be fully integrated with GIS.
Customer Information System (CIS)	The CMMS must be able to integrate with the new CIS on multiple levels. Possible integrations include meter management, service orders, customers and premises.
Integration with Other Applications	The CMMS must be capable of integrating with non-CMMS applications like Hach WIMS for runtime, SCADA for run time and alarms. Application Extender document management system.

Table 4 New Business Opportunities

Opportunity	Description of Opportunity
Mobile	PCU would like to enable their staff to work in the field and wishes to take advantage of mobile technology allowing for connected and disconnected modes.
Document Management	PCU desires to manage more of their documents in an electronic environment. Their first choice would be to take advantage of any embedded file attachment capability in the primary application. This will only be possible if the proposed solution has a comprehensive and flexible document management solution. Documents should be able to be attached at multiple levels and in each module.
Performance Management	Like the Document Management solution, PCU is interested in better performance management and would like to utilize the inherent capabilities of the proposed solution. Executive Information systems, robust query and reporting tools as part of the proposed solution would be the preferred method for managing performance.

1.4 BUSINESS PROCESSES IMPROVEMENTS

PCU plans on using best practices embedded in modern CMMS systems. The goal is to modify its current business processes where applicable to take advantage of these best practice opportunities.

PCU is interested in Mobile technology and providing field personnel access to the data and ability to update service orders and work orders in real time. A User-friendly system is highly desirable to ease the transition to the new system and improve productivity.

1.4.1 FUNCTIONAL PROCESSES

Table 5 lists the functional processes that PCU wishes to include in the scope of this procurement. These functional processes must be included in the Proposer's response at a minimum.

Table 5 CMMS Features Included for the CMMS Implementation

Functions	Included in CMMS Implementation	Notes
Asset Management	Yes	This is the ability to collect and maintain all of PCU's vertical and horizontal assets. The system should allow for the ability to create hierarchical relationships between the assets using an existing hierarchy structure developed under PCU's Asset Management Program.
Work Management	Yes	This encompasses the initial service requests, work orders and preventive maintenance tasks. Work items should be able to collect effort details such as time, materials, services and equipment. Work items should be able to provide for attachments and SOP's for work identified with general and/or specific assets at the time work order or preventative maintenance tasks are issued.
Inventory / Material Management	Yes	PCU's inventory will be managed in the CMMS inventory with possible interface to EBS system.
Customer Management	Yes	This describes a resident, business or other entity. A customer should only have one record in the customer system.
Premise/Location Management	Yes	This is the location of the service(s) being provided. These must be permanent records in the database that can only be deleted by authorized users. Work orders should be able to be assigned to locations or assets or both.
GIS Integration	Yes	This refers to the ability to maintain a direct connection between GIS and the assets and locations in the CMMS system. Spatial data

Functions	Included in CMMS Implementation	Notes
		should be accessible at an asset level from within the CMMS system.
Mobile Work Management	Yes	Mobile solution to support operations and maintenance (O&M.)
Calibration Module	Yes	This is for tracking instruments calibration.
Optional CMMS Functions considered for the CMMS Implementation		
Capital Improvement Projects (CIP)	Optional	This refers to the activities, work orders, assets and other CMMS details that are utilized for CIP.
Device Management	Optional	This is for tracking Meters repairs and replacement.
Fleet Management	Optional	This is for tracking maintenance of fleet equipment.
Asset Management Analysis	Optional	Asset Management functionality, tracking condition cost of replacement, remaining useful life.

CORE PRICING SHOULD INCLUDE ONLY THE REQUIRED FUNCTIONAL PROCESSES LISTED ABOVE. ANY ADDITIONAL FUNCTIONAL PROCESSES INCLUDED IN THE RESPONSE SHOULD BE CLEARLY LABELED AS OPTIONAL. ALL SUPPORT, MAINTENANCE AND PROFESSIONAL SERVICES RELATING TO THE OPTIONAL MODULES SHOULD BE LISTED AND PRICED SEPARATELY.

1.4.2 USERS

The vision of how the various PCU staff will access and use the new CMMS is presented in Table 6 — User Identification. The CMMS users are grouped into general categories. Each of these general categories will require different CMMS capabilities, information access requirements, and training. The estimate of the number of users in each category is based on current PCU employment numbers for each section. It should also be noted that the specific functions and access requirements for each

category of user will be refined during the development and implementation of the CMMS. The table represents the total number of users, but not necessarily the number of concurrent users as this would most likely be fewer (e.g., multiple personnel in a field crew would have one access, and not all supervisors/managers are likely to be using the system concurrently). For the purposes of the RFP assume 60 named users and 100 mobile users.

Table 6 User Identification

Category	Description	Type of Access	Current Numbers
Core Operations / Staff	The PCU staff charged with the maintenance of the CMMS and asset and work management functions.	The core CMMS staff must have access to all of the CMMS functions that they need to accomplish their job assignments. It is reasonable to assume that all the staff in this category will require simultaneous access to the CMMS.	30
Field Staff	All PCU field staff and leads.	Field staff will use mobile devices out in the field to access and update assets, service requests and work orders.	100
IT Support Staff	The County and PCU staff that provides the technical, programming and database management support for maintaining the computing and	The IT support staff will provide the system administration and database functions. This is the group that will develop any customized reports and programs for transferring data between applications.	5

Category	Description	Type of Access	Current Numbers
	communication system.		
Senior Management Staff	The PCU management staff responsible for the operations and maintenance.	The Senior Management staff must have access to various management reports and information. However, they will require limited access for inputting, editing, or changing CMMS data. The system should provide “drill-down” capabilities with tools to assist in completing multidimensional decision analysis.	8
Management Staff	The PCU management staff responsible for the operation of the various departments.	The Management staff must have access to the various management reports and information for managing their areas activities.	20
Other Utility Departments	Other users who need access to the data in the CMMS. These users will have limited access to system and data.	These users (in particular, Engineering, accounting, and CIS) will need limited access to CMMS functions and data. Most access will be limited to service request, asset data, and inventory.	15

It is anticipated that the number of system users will grow over the next 5 years to accommodate anticipated growth of approximately 10%.

1.4.3 INTERFACES

The new Computerized Maintenance Management System will require interaction with other PCU core systems which will send and receive data. These interfaces may be one-way or two-way. It is a requirement to use published APIs or web services for

building the interfaces. Some interfaces will be interim until the existing systems are replaced.

The interface requirements will identify the interfaces between the new CMMS and other systems maintained by PCU. Table 7 – Interface Definition lists the interfaces that have been identified.

Table 7 Interface Definition

Interface	Description
Oracle E-Business Suite (EBS) v. 12.1.13	The new CMMS needs to interface with EBS. Chart of Accounts, Vendor list, and Purchase orders from EBS to CMMS. Requisitions from CMMS to EBS. Status updates for purchase Orders and Requisitions from EBS.
EBS Payroll	Time will be entered in the new CMMS and interfaced into EBS.
EBS Inventory	Inventory items, quantity on hand, and prices will be managed in CMMS. Interface to EBS to send updates on receipts and issues.
ESRI ArcGIS v 10.7.1	PCU desires to have the new CMMS interfaced with ESRI's Arc GIS 10.7.1 platform for spatial views of the work orders, synchronize assets between the two systems. This integration must be embedded in the product and not customized.
New Customer Information System (CIS) TBD	PCU is in the process of selecting new CIS system. Interface between the two systems is mandatory. Service Requests from the new CIS to CMMS work orders and updates back to CIS, this will include meter information for meter related work. Meter related work information interface between CIS and CMMS with CIS as the Master record.
Hach - WIMS	Interface to send the Run time data from Hach WIMS to CMMS.
SCADA – VT ver 11.3.23	Interface to send the Run time data from SCADA to CMMS. Separate interface to trigger work orders from SCADA alarms with ability to configure what work order to trigger and when.
Application Extender	Interface to allow users to access assets documentation in Application Extender from CMMS.
General Connectivity	Provides generic connectivity using the following data management and data transfer technologies: <ul style="list-style-type: none"> • ODBC and JDBC

Interface	Description
	<ul style="list-style-type: none"> • Web Service • Application Programming Interface (API) • MS SQL-Server, direct connection • MS SQL-Server, Integration Services • MS Excel • MS Access • Oracle DBMS • Custom Interface (include cost to build)

Note: Proposers should assume that CMMS interfaces to the new CIS system and depending on the implementation of the new CIS, these interfaces may not be designed till after the CMMS is in Production. It is anticipated that both systems will be in the final negotiations stage at the same time so the contracts will be awarded with the selected CIS system.

All interfaces are to be priced separately in the pricing template. The pricing template can be found in Appendix D – Pricing Worksheet.

1.4.4 FUNCTIONAL REQUIREMENTS

PCU has also prepared a requirements checklist (scorecard) to be completed by the Proposer. This scorecard will form part of the basis for scoring the Proposers response. The scorecard is meant to determine how much of the required functionality each Proposer’s product can provide out of the box. The requirements are weighted and will be scored based on the Proposer’s response. Proposer responses need to be accurate. Proposers who misrepresent their product capabilities may be disqualified and removed from further consideration. The entire requirements scorecard is subject to verification at any time during the procurement process. If such verification determines that a Proposer misrepresented its product functionality it may be disqualified. It is therefore very important that Proposer’s complete the scorecard accurately as it will affect its opportunity to be considered further in this procurement.

Proposer’s proposal, including the requirements scorecard, will be an exhibit to the final contract as part of the Scope of Work (as expected functionality, unless identified through contract negotiations as “optional”).

The functional requirements scorecards are included in Appendix A – Functional Requirements. The scorecard must be completed, in hard copy as well as electronically in Excel format, and included in Tab 2 of the RFP response. In case of any differences between the hard copy and electronic copy, the hard copy shall prevail.

1.4.5 SOFTWARE CONFIGURATIN VS. CUSTOMIZATION

PCU requires a Computerized Maintenance Management System that is enhanced through tailoring and configuration rather than code modification. Any custom code

required to fulfill PCU's functionality must be incorporated in the system's base code to ensure future upgradeability. Custom code modifications that are outside of this constraint will only be allowed in extreme cases and the Successful Proposer will be contractually obligated to support it for all future upgrades. Hence the standard Maintenance Agreement will include upgrades/certifications for all custom code.

1.4.6 SYSTEM REQUIREMENTS

This section of the RFP focuses on establishing the requirements for computer hardware, systems software, database software and network configuration. Key components of this are:

Hardware Standards: PCU has standardized on Intel-based platforms for major system applications.

System Software Standards: PCU has standardized Microsoft Windows Server current version or current version minus one for all operating systems.

Database Standards: PCU has standardized on Microsoft SQL server current version or current version minus one for the database system.

Virtualized Environment: PCU in an effort to utilize hardware efficiency and cut energy is using virtualized environment and has standardized on VMWare for the virtualization platform. Applications should have the ability to be installed and supported in a virtual environment.

Security Standards: PCU would like the ability to utilize Microsoft's Active Directory and LDAP functionality to manage/link users. PCU requires that the system be capable of providing module level, form level, function level, field-level and data level security. In addition, application security needs to extend to the database to prevent unauthorized access to data from other data access tools, such as Open Database Connectivity (ODBC). Users must be created in the Database either through application or Active Directory.

System Failure and Disaster Recovery: PCU requires a system that has redundancy capabilities built into the solution. Both processor and storage components need to have on-line redundancy capability to reduce downtime from component failure. The solution must also provide documentation and procedures for backup and quick recovery of data in the event of a disaster. The system proposed should allow for multiple environments to be installed and maintained, including at a minimum, a production environment, a test/development/training environment, and a Disaster Recovery (DR) environment. The DR environment may be installed at County's IT facilities or at a hosted data center. Licensing should be provided that allows for full Disaster Recovery flexibility.

Hardware Installation Requirements and Environmental Concerns: PCU has no requirements or restrictions.

Hardware Sizing Information by Module: Table 8 lists the parameters that the Proposer should use in determining the appropriate hardware to meet PCU's processing needs. PCU wishes to maintain sub-second response time during normal daily operations. Response times should not degrade considerably when batch or on-

line processing occurs. Hardware should be sized appropriately to maintain required response times.

Table 8 Staffing and Transactional Volume Statistics:

Crafts	35	Crews	38
Workers	72	Crews per shift (1 shift)	41
Shifts Worked	8	Crew size	7
Supervisors	14	Workers per supervisor	8
Clerks/Admin	5	Number of Requisitioning Users	80
Number of Employees (Total)	123	Number of Horizontal Assets	>80,000
Number of Vertical Assets	>5000	Issues per month	400
Stock Items	2000	Warehouses	1

1.5 SCOPE DETAILS

This procurement is for the complete software licenses and professional services for implementation of a Computerized Maintenance Management System that will meet the needs of PCU. The Successful Proposer's solution will address all the required elements in this RFP. The major items that are to be addressed by the Proposer in the response to this RFP for the implementation of the Computerized Maintenance Management System include the following:

- CMMS Software modules
- Completed Functional requirements scorecard
- Software maintenance and support
- Software upgrades
- Software licenses
- Software warranties
- Data dictionaries for all system components
- Integration Architecture
- Computing hardware infrastructure to support the CMMS
 - Servers and server installation/configuration at PCU facilities
 - Workstations and workstation installation/configuration in at PCU facilities
 - Printers and other peripheral equipment
 - Network connections to PCU network
 - Mobile equipment
 - Other automation equipment
- Implementation Services

Each of the items listed above needs to be addressed in the Proposer's response. Failure to address all the items may result in the response being considered non-responsive and preclude the Proposer from further consideration by PCU.

1.5.1 IMPLEMENTATION REQUIREMENTS

Polk County may contract with other consultants/vendors to provide services as part of the project team. Proposer will work with County designated consultants as it would with County staff. The County may appoint these consultants/vendors to be responsible for any number of duties as described herein. The County shall maintain sole signature authority for all documents that require sign off.

Polk County requires that each Proposer prepare in sufficient detail an Implementation Plan outlining the required tasks, estimated hours for both the Proposer's team and County, responsibility, major deliverables, and timing. It is expected that the Proposer will provide a project plan based on the information provided in this RFP. The County is open to Proposer's recommendation for implementation options, i.e. full implementation vs phased implementation. Included with this RFP in Appendix C – Roles and Responsibilities is a template for the Implementation Plan. Each Proposer is required to use the implementation plan template as part of their response. At a minimum, the Proposers response will cover the following areas:

Each of the items listed above needs to be addressed in the Proposer's response. Failure to address all the items may result in the response being considered non-responsive and preclude the Proposer from further consideration by PCU.

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- Project Management
- Project Kick-off
- PCU Business Analysis
- Gap Analysis

- Project Schedule – high level showing phases and major tasks along with estimated durations
- Hardware Selection and Installation Recommendations
- Application(s) Installation (including database)
- Application set up (Tailoring, Configuration, User Set Up)
- Configuration Change Management Control
- Data Mapping and Conversion
- Interface Development
- Testing – Unit and System
- Process Changes
- Forms Changes & Design
- Reports
- Training – System and End-User
- System Acceptance Testing
- Transition to full operations (cut-over)
- Post Go Live Support (8 weeks)
- Backup and Recovery
- Disaster Recovery implementation

Each implementation task should define the level of resources required, timing of resource needs and deliverables for both the system provider and for PCU.

1.5.2 DATA CONVERSION

Though PCU has no computerized maintenance management system, any conversion would be from text files, Excel spreadsheets, Access databases, or data attached to GIS Shapefiles/geodatabases. Proposers shall budget 400 hours for conversion assistance.

1.5.3 TRAINING REQUIREMENTS

The Proposer will be responsible for training PCU's core team in all aspects of the product and assist with set-up and configuration of the product to accommodate PCU's specific environment. Proposers are expected to provide training to all Utility's users on site. The Proposer must supply a price list for continued training of PCU's core team in order to achieve a level of product proficiency. (For pricing purposes, assume a core team of up to 10 persons). On-going training schedules, locations and costs should also be provided in the event that training is required in the future. The pricing of these items should be included in the pricing template found in Appendix D.

Please provide separate pricing for the End-User training on the pricing worksheet.

1.5.4 SYSTEM ACCEPTANCE TESTING

The Successful Proposer shall provide PCU with a Test Plan that demonstrates that the resulting integrated system (including installed software, system configuration, integration components, and PCU's data as migrated) fulfills PCU's stated requirements (System Acceptance). The Test Plan will be provided to PCU for review. The Successful Proposer will provide test scripts that exercise the system according to the test criteria and document the results of all testing. The Successful Proposer and PCU staff will

perform the actual system testing. The Test Plan must identify how the specified tests will simulate PCU's transactions (batch and real-time) and will validate the integrity of the application interfaces.

The results of all testing will be documented to include the following:

- Reference to the appropriate section of the test procedures.
- Test results for each test segment including a passed/failed indication and any modifications made to the procedures during the test.
- Sign-off by the Successful Proposer's test engineer and PCU's Representative witnessing the test.
- Date of the test.
- Provision for comments by PCU's Representative.
- Copies of any variance reports generated.
- System logs or printouts saved as part of the test.

Note: The County reserves the right to withhold up to 20% of the Contract price until the complete integrated system completely passes the agreed-upon acceptance testing and a successful go-live.

1.5.5 ON-GOING SUPPORT AND MAINTENANCE

At a minimum, the proposal must include information and pricing associated with all aspects of ongoing support and maintenance activities. This proposed support must include standard software maintenance, product help desk (at least weekdays 7:00 AM – 5:00 PM EST), product fixes, product enhancements; and regular product releases based on a defined on-going maintenance fee. If there are alternatives to this level of support, please provide this detail and the corresponding pricing. The Proposer should discuss its upgrade policies and upgrade history of the proposed solution over the last five years. The Proposer must have the ability to dial into the customer's system to diagnose and correct problems real-time. The Proposer should describe the process for PCU to request future product enhancements. The Proposer must disclose the on-going costs for product maintenance and upgrades for a 5-year period in the pricing response. The Proposer must describe their software lifecycle program, and where the proposed version is in that lifecycle (i.e., how long is the proposed version expected to be "current" and supported prior to an upgrade being required; and are there any fundamental core technology changes planned in the next 5 years).

1.5.6 PRICING

The contract will be based on a Time and Materials basis with a total not to exceed amount for services and preapproved reimbursable expenses. Pricing is an important aspect of the overall evaluation of the Proposer's response. Included in this RFP, Appendix D is a pricing template that must be used to provide the unit cost of the solution. Failure to use the provided pricing template may cause the response to be considered non-responsive and preclude the Proposer from further consideration in this procurement. Please price the solution as accurately as possible as it is part of the

selection criteria and is the basis for any contract negotiations for the successful Proposer.

PCU withholds the rights to acquire some or all of the specified hardware, software, and services from the Proposers preferred vendor, or may choose to use other means to procure everything required. In particular, PCU would likely use existing contracts to acquire server hardware, support software (database management system software), etc. However, it is critical that the proposal provide all-inclusive specifications/requirements so that a “complete cost” can be calculated by PCU for a full implementation.

Discounts over “retail” pricing should be explained; PCU may require verification of this retail pricing based on experiences with other customers. Any Proposer who significantly under-bids their solution may be disqualified from this procurement. Please provide the level of detail as defined in the pricing template. Clarification will be sought for incomplete responses. If clarifications are not received within one week of request, Proposer may be considered non-responsive and precluded from evaluation. All items not defined in the scope must be shown separately as optional modules or tasks and priced separately.

PCU also requires each Proposer to provide a rate schedule for each type of resource being proposed to be used to price any out-of-scope work that arises out of the implementation of the Proposer’s proposed solution. These rates will remain in effect for the duration of the implementation effort. Please include rate schedule in the pricing template found in Appendix D.

PCU is requesting that Proposers provide a limit to the escalation of the annual support fees for at least the first (5) years. Proposers must indicate when is the first annual support fees due for payment.

2 REQUIREMENTS AND VALIDITY

2.1 MINIMUM REQUIREMENTS OF BIDDERS

The following minimum qualifications must be met for the bidder to be considered for this procurement:

- Proposers must provide a minimum of five (5) and a maximum of ten (10) references where they have successfully installed the proposed solution and is currently in production for water and wastewater utility organizations similar in size, scope requirements and function, in the United States. Three (3) of these references must requirements and function, in the United States. Three (3) of these references must have been successfully completed and live within the past five (5) years and at least one (1) must be live with the current version proposed. References of similar size to PCU will be given precedence. Proposer should use Appendix E References Form for each reference to include name of firm, customer’s business/operations, address, contact phone number, email

address, contact name, project name, completion date, approximate cost and modules implemented.

- The solution must **run on Microsoft SQL Server** effectively as its database management system.
- The solution **must be installed as an on premise** installation.
- The Solution must be **non-GIS centric software**, i.e. the asset data must reside in the CMMS database.
- Proposer must provide a Graphical User Interface (GUI) or Browser/Portal Based User Interface (BUI) for system use, but must also facilitate efficient data entry and high-volume data access through keypads, hot keys, file imports, etc.
- Proposer must propose a single point of contact with overall responsibility for the successful implementation of the solution. A Primary Vendor contract is required with the provider of the software solution or the system implementer.
- The Solution **must be ADA compliant** - All third-party applications that provide a user interface (business or public facing) must meet our standards for usability and accessibility going forward. A critical part of our vetting process for bringing in new applications will be presentation and usability standards, particularly as it applies to accessibility. There are four options available to a vendor to meet this requirement:
 1. Self-certify their interface based upon our usability and accessibility standards. These standards are based upon widely adopted industry standards so meeting them should not be overly burdensome; in most cases they probably already do meet most or all of those standards. The vendor must agree, within our terms and conditions that their user interface(s) are currently compliant with Web Content Accessibility Guidelines (WCAG) 2.0 or greater standards or will be prior to go-live. (Application Development will provide our usability and accessibility guidelines and the processes that we use to determine compliance with those guidelines).
 2. External link/Cloud solution. The third-party provides all services and content outside of our domain through their own interface. We would provide a link to the services and content along with a disclaimer that the third-party is solely responsible for the presentation of their services and content.

Example: The appearance of external hyperlinks does not constitute endorsement by Polk County of the linked websites, or the information, products, or services contained therein. Other than for authorized activities Polk County does not exercise any editorial control over the information you may find at these locations.

All provided links are consistent with the mission of this website.

Please let us know about existing external links that you believe are inappropriate.

3. Provide an API to their core functionality that will be used to run their application in a headless mode. The Application Development team will create a compliant interface for the functionality with the vendor's complete acknowledgement and support.
4. Offer a customizable user interface that can be modified and styled to align with our usability and accessibility standards. The Application Development team will be responsible for making the customizations to the application. The ability to customize the user interface must be fully supported by the vendor.

Also, for items 2 and 3 keep in mind that the total cost of implementation will also include effort from the Application Development team. All projects that incorporate third-party applications will need to be funded and prioritized with this in mind. Every effort should be made to offset the direct cost to the county for any custom development require to implement a third-party application.

2.2 VALIDITY

Proposer's proposal must be valid for a period of at least 240 days upon delivery of the proposal as defined in the General Conditions section "Proposal Acceptance Period of this RFP. The proposal will explicitly state that validity.

To receive a copy of the Appendices please go the following FTP site: <https://ftp3.polk-county.net>, you will be prompted for a User ID and Password. The User ID is procurevendor and the password is solicitation. After you have logged in to the FTP site, double click on the file folder "**RFP 20-470, Utilities CMMS.zip**", select "Open" or "Save As" to download the RFP appendices. If you need assistance accessing this website due to ADA or any other reason, please email Michael Guerrero at michaelguerrero@polk-county.net

AGREEMENT

The term of the agreement will be for approximately five (5) years, with two (2) potential five (5) year renewal terms. The initial five (5) year term includes two (2) years of installation and three (3) years of post-go-live of maintenance and support. The resulting agreement will be with the successful proposer. The Actual term will be negotiated as part of Elevation Level 5, Contract Negotiations. The County intends to negotiate a fixed fee for potential renewal terms.

SUBMITTAL

Submittals should not contain information in excess of that requested, must be concise, and must specifically address the issues of this RFP. The responses should be in the same order as the selection and evaluation procedures. Proposals are to be printed double-sided. The number of pages in the RFP response **cannot exceed 50 pages**. Appendices will not be counted as part of the 50-page limit. Resumes and marketing

material may be included and will not be counted towards the 50-page limit; however, this information must be in its own section at the back of the RFP response. Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective submittal to this solicitation are not desired and may be construed as an indication of the proposer's lack of cost consciousness. Elaborate artwork, expensive visual aids, and other presentation aids are neither necessary nor desired, unless specifically requested. All forms and questionnaires should be completed using the electronic versions provided by the County. The proposal submittals should be contained within a three (3) ring binder (original and each copy in separate binders). Each submittal should contain:

Tab 1, Introduction:

Introduction letter describing your firm, experience, number of years in business, contact name, company address, phone number and email address of contact person. This letter should only be signed by the employee authorized to contractually obligate the firm.

- Identify the submitting organization.
- Identify the person(s) by name and title, authorized to obligate the firm contractually if different from the contact.
- Provide an Executive Summary that presents in brief, concise terms a summary level description of the contents of the proposal response.
- Provide a brief history of the solution being proposed.
- Proposer must clearly and specifically detail all exceptions to the exact requirements imposed by this RFP.
- Acknowledge the proposal is considered firm for two hundred and forty (240) days after the due date for receipt of proposals and 90 days after receipt of the last best and final offer. If partners are used, they must also guarantee their section of the proposal for 240 days.
- Explicitly indicate review and acceptance of the Terms and Conditions and identify exceptions or "deal breakers".

Tab 2, Functional Requirements (30 points)

- Appendix A-Functional Requirements. Must provide a hard copy and electronic copy in Excel format on a flash drive.

Tab 3, Vendor Profile (15 points)

- Proposers should provide a minimum of five (5) and a maximum of ten (10) references where they have successfully installed the proposed solution and is currently in production for water and wastewater utility organizations similar in size, scope requirements and function, in the United States. Three (3) of these references must have been successfully completed and live within the past five (5) years and at least one (1) must be live with the current version proposed. Proposer should use Appendix E References Form for each reference to include name of firm, customer's business/operations, address, contact phone number, email address, contact name, project name, completion date, approximate cost and modules implemented. In addition to those references submitted in Tab 3

(Vendor Profile), Proposer should identify four (4) to five (5) of the ten (10) references closest to the County for potential customer site visits should the Proposer be elevated to Level 4 (Site visits of Proposer customers).

- Proposers should provide a profile of its organization and all other companies who will be providing products or services through a subcontracting arrangement with the Proposer. Complete and submit Appendix B-Vendor Profile for Proposer and each subcontractor.
- Provide a narrative of how Proposer meets the minimum requirements listed in Section 2.1 Minimum Requirements of Proposer.
- Describe your organizations experience in implementing your solution and how your solution has improved your customers operations.
- Please present key/core team members and their roles on the project.
- Please provide resumes and relevant experience for key/core proposed team members for the Prime vendor and any subcontractors, if applicable.

Tab 4, Implementation Plan (15 points)

Provide a detailed Implementation Plan outlining the required tasks, estimated hours for the Proposer's team, responsibility, major deliverables, and timing. It is expected that the Proposer will provide a project plan based on the information provided in this RFP. PCU is open to Proposer's recommendation for implementation options, i.e. full implementation vs phased implementation. Included with this RFP in Appendix C – Roles and Responsibilities is a template to be included with the Implementation Plan.

- Each Proposer is required to use the Implementation Roles and Responsibilities template as part of their response. Each implementation task should define the level of resources required, timing of resource needs and deliverables for both the system provider and for PCU. At a minimum, the RFP response will cover the following areas:
 - Project Management
 - Project Kick-off
 - PCU Business Analysis
 - Gap Analysis
 - Project Schedule – high level showing phases and major tasks along with estimated durations
 - Hardware Selection and Installation Recommendations
 - Application(s) Installation (including database)
 - Application set up (Tailoring, Configuration, User Set Up)
 - Configuration Change Management Control
 - Data Mapping and Conversion
 - Interface Development
 - Testing – Unit and System
 - Process Changes
 - Forms Changes & Design
 - Reports
 - Training – System and End-User

- System Acceptance Testing
- Transition to full operations (cut-over)
- Post Go Live Support (8 weeks)
- Backup and Recovery
- Disaster Recovery implementation

Data Conversion

- Describe your expectation, process, and testing for uploading data collected by PCU to your proposed solution

Training Requirements

- Describe the on-going training programs, schedule and training available through the system provider.
- Describe user conferences and user community interaction availability.

System Acceptance Training

On-going Support and Maintenance

- Describe all aspects of ongoing support and maintenance activities including standard software maintenance, product help desk, product fixes, product enhancements, and regular product releases based on a defined on-going maintenance fee.
- Describe the software upgrade policies and upgrade history of the proposed solution.
- Describe the process for PCU to request future product enhancements.

Tab 5, Technical Functional Fit (15 Points)

Describe the proposed system and cover the following topics:

Architecture

- Identify the supplied software modules, system architecture and development tools
- Other software that is required for the solution
- Identify the recommended hardware
- Provide your technical system documentation (not marketing material)

Product Fit

- Describe how program exits or other external process logic is applied to the system
- Describe all pre-existing interface points
- Describe your warranty and support
- Describe your software licensing (server, user, processor based, etc)
- List the report families (do not list each report but rather the family/group the belong to)

Technology Direction

- Describe your future direction and plans for the software
- Describe your approach to writing and managing interfaces
- Describe your upgrade policies, frequencies, and costs

Complexity

- Describe recommended redundancy and fault tolerance guidelines
- Identify recommended operating environments: production, test, QC, DR, etc. (and verify which/how many are included in the proposal)
- Describe the application security environment
- Describe the user interface
- Describe the required skills needed to maintain and enhance the system
- Based on the information provided in this RFP, describe any opportunities or challenges that implementing your proposed solution in our network environment will pose.

Tab 6, Surveys of Past Performance (10 Points)

- Provide reference surveys from past clients for the projects identified under Tab 3.
- Completed surveys. (See Exhibit 1) Procurement will take the average of all surveys and score as follows:
 - Average Score between 9-10 (10 Points)
 - Average Score between 7-8 (8 Points)
 - Average Score between 5-6 (6 Points)
 - Average Score between 3-4 (4 Points)
 - Average Score between 1-2 (2 Points)
 - Average Score of 0 (0 Points)

Tab 7, Pricing (15 Points)

Provide Appendix D Pricing template. Proposers must use the Appendix D Pricing template provided, failure to do so may cause your submittal to be considered non-responsive. The Procurement Director shall be the sole judge as to whether or not any addition, revision or deletion changes the intent of the Appendix D Pricing Template.

Submit 1 original hard copy and 1 electronic copy in Excel format under separate cover with Proposal. Should there be a discrepancy between the hard copy and the electronic copy the hard copy shall prevail. By submitting Appendix D, the Proposer acknowledges completing the pricing sheet.

Tab 8, Miscellaneous

PROVIDE ALL LEGAL DOCUMENTS AND COMPLIANCE REPORTS AS REQUESTED

- Standard sales contract.
- Software licensing agreement.

- Standard support/maintenance agreement.

SUBMITTAL OF PROPOSALS

Interested parties are invited to submit one (1) original marked ORIGINAL and seven (7) hard copies in three ring binders marked COPY of their proposal in a sealed box to the Procurement Division. **Proposers should also submit two (2) electronic copies of their proposal on two (2) USB flash drives utilizing Microsoft Word and Excel. The box should be labeled “RFP #20-470, Computerized Maintenance Management System (CMMS)” and marked with the proposers’ name and address. The Proposals may be mailed or delivered to:

**Polk County Procurement Division
330 West Church Street, Room 150
Bartow, FL 33830**

**If Proposers Proposal contains any Confidential, Proprietary, Trademark Secret, etc. information that Proposer considers exempt from the Public Record Laws in FS Chapter 119, Proposer must also provide an electronic redacted copy of their submittal. The redacted copy must also identify the law, statute, regulation, etc. that exempts the information from FS Chapter 119.

The response shall be received by the County only at the above address prior to **2:00 p.m., Wednesday, April 8, 2020.**

The delivery of the response on the above date and prior to the specified time is solely the responsibility of the proposer.

The submittal may be withdrawn either by written notice to the Procurement Director or in person, if properly identified, at any time prior to the above submittal deadline.

EVALUATION CRITERIA AND SELECTION PROCESS

Proposals will be evaluated in accordance with this section and all applicable County procurement policies and procedures.

The County shall appoint a selection committee (the “Selection Committee”) that will be responsible for evaluating and scoring/ranking the Proposals in accordance with this Section.

The County will use a competitive selection process based on the Elevation Levels described in this Section. At Elevation Levels 2, 3, and 4, the Selection Committee will score and/or rank the Proposals as applicable.

Selection of a final Proposal will be based upon the following steps and factors:

ELEVATION LEVEL 1 (PROCUREMENT REQUIREMENTS ASSESSMENT)

The County Procurement Division shall review all Proposals for conformance with RFP guidelines and detailed submittal requirements. At the County's discretion, non-conforming Proposals may be eliminated from further consideration and conforming Proposals shall be elevated to Elevation Level 2.

Procurement will distribute Proposals and evaluation criteria to the Selection Committee.

The Selection Committee may convene to review questions that arise during individual member review of submitted Proposals before Elevation Level 2 to allow for questions, clarifications, explanations, or other discussion to be held before the review of Proposals is completed.

ELEVATION LEVEL 2 (SELECTION COMMITTEE EVALUATION)

Procurement shall score each Proposal on the following evaluation criteria:

Pricing (Tab 7) 15 points

Surveys of Past Performance (Tab 6) 10 points

Subtotal Points 25 points

By the process stated under each corresponding Tab description.

Each Selection Committee member shall score each Proposal on the following evaluation criteria:

Functional Requirements (Tab 2) 30 points

Vendor Profile (Tab 3) 15 points

Implementation Plan (Tab 4) 15 points

Technical Fit (Tab 5) 15 points

Subtotal Points 75 points

By the following process:

Each Selection Committee member shall determine which of the following descriptions applies to each of the foregoing evaluation criteria:

EXCELLENT (1.0): Of the highest or finest quality; exceptional; superior; superb; exquisite; peerless. The Proposer provided information for a given criteria that satisfied the requirements and described specifically how and what will be accomplished in such a manner that exhibited an exceptional and superior degree of understanding, skill, and competency, both qualitatively and quantitatively. The facts included in the narrative

(including all supporting documentation, diagrams, drawings, charts, and schedules, etc.) demonstrate the Proposer's ability to perform and deliver far beyond expectation.

VERY GOOD (0.8): To a high degree; better than or above competent and/or skillful. The Proposer provided information for a given criteria that satisfied the requirements and described specifically how and what will be accomplished in such a manner that exhibited a very high degree of understanding, skill, and competency, both qualitatively and quantitatively. The facts included in the narrative (including all supporting documentation, diagrams, drawings, charts, and schedules, etc.) demonstrate the Proposer's ability to perform and deliver beyond expectation.

GOOD (0.6): Having positive or desirable qualities; competent; skilled; above average. The Proposer provided information for a given criteria that satisfied the requirements and described specifically how and what will be accomplished in such a manner that exhibited a skillful and above-average degree of understanding, skill, and competency, both qualitatively and quantitatively. The facts included in the narrative (including all supporting documentation, diagrams, drawings, charts, and schedules, etc.) demonstrate the Proposer's ability to perform and deliver at the expected level.

FAIR (0.4): Average; moderate; mediocre; adequate; sufficient; satisfactory; standard. The Proposer provided information for a given criteria that satisfied the requirements and described sufficiently how and what will be accomplished in a manner that exhibited an adequate and average degree of understanding, skill, and competency, both qualitatively and quantitatively. The facts included in the narrative (including all supporting documentation, diagrams, drawings, charts, and schedules, etc.) demonstrate the Proposer's ability to perform and deliver at a level slightly below expectation.

POOR (0.2): Inadequate; lacking; inferior in quality; of little or less merit; substandard; marginal. The Proposer provided information for a given criteria that did not satisfy the requirements and described in an inadequate manner how and what will be accomplished. The information provided simply reiterated a requirement, contained inaccurate statements or references, lacked adequate information, or was of inferior quality. The facts included in the narrative (including all supporting documentation, diagrams, drawings, charts, and schedules, etc.) demonstrate the Proposer's ability to perform and deliver at a substandard and inferior level.

UNACCEPTABLE (0.0): The Proposer failed to provide any information for a given criteria, provided information that could not be understood, or did not provide the information for a given category as requested.

After a Selection Committee member has determined the description applicable for each evaluation criterion, the total points available for such criterion shall be multiplied by the factor associated with the applicable description to produce the number of points allocated for that evaluation criterion. For example, a Selection Committee member

classifies the “Functional Requirements” criterion (which shall be worth 25 points for the purpose of this example) as “Very Good” (which is a description factor multiplier of 0.8). The points that Selection Committee member allocated for that evaluation criterion would be 20, calculated as follows: 25 available points x 0.8 applicable description factor multiplier = 20 points.

A Selection Committee member’s total score for each Proposal shall equal the sum of the total points allocated for each evaluation criteria.

When all Selection Committee members have completed their Proposal evaluations, the individual Selection Committee member’s total scores for each Proposal will be added together to produce a final score for each Proposal.

Procurement will confirm the calculations for the final score for each Proposal. Then, Procurement shall publish a rank-ordered listing of the Proposals to the Selection Committee with the Proposal receiving the highest points as the highest-ranked Proposal.

If the Selection Committee decides to request Proposers to provide scripted software demonstrations based on the final scores, then at a minimum the Selection Committee shall elevate the two highest-ranked Proposers to Elevation Level 3 for software demonstrations using scripted scenarios. If the Selection Committee decides not to request Proposers to provide scripted software demonstrations, they will collectively decide if they would like to recommend the Board authorize staff to enter into Contract Negotiations with all Proposers, starting with the highest scoring Proposer. After Board approval to authorize staff to negotiate a contract, the Proposers will then be elevated to Elevation Level 5 for contract negotiations.

ELEVATION LEVEL 3 (SCRIPTED SOFTWARE DEMONSTRATIONS)

The Selection Committee shall conduct scripted software demonstrations of the Proposers that it has elevated from Elevation Level 2 to Elevation Level 3. Proposers who are elevated to Level 3 will be notified and scheduled for a three-day scripted demonstration of how their product works to accomplish the scripts. The County expects proposer to:

- Make reasonable judgements about the level of detail to include and by what process to proceed while covering each script item.
- Provide a demonstration of an integrated solution. This means that if certain transactions or processes affect information in another module or triggers another transaction or process elsewhere in the system, proposer should describe or show the impact or effect these particular transactions have on another component of your system.
- If certain requirements described in these scripts are provided by third party vendors that are not provided as part of proposed system (imaging, voice response, etc.) proposer(s) is expected to demonstrate the third party product or bring the third party vendor(s) to the demonstration to help demonstrate the

integrated solution. As the demonstrations progress, they will be evaluated on the following type of criteria:

- Functionality
 - Robustness of application
 - Degree of congruence with requirements
 - Degree of integration of data and process flow
- Architecture and user interface
 - Ease of volume data entry
 - Guidance provided for unsophisticated users
 - Intuitiveness/easy to use functions
 - Easy movement within the application
- Aesthetics
 - Screen details
 - Use of color
 - Presentation of information

The Selection Committee members will have an opportunity to inquire about any aspect of the RFP, the Proposer's Proposal and the software demonstrations.

At the end of all scripted software demonstrations the Selection Committee will individually rank the Proposers in numerical order beginning at number 1 for the highest-ranked Proposer.

The Section Committee will reconvene at a publicly noticed meeting that is open to the public and will discuss their ranking. Procurement shall receive and compile each Selection Committee member's ranking of each Proposer, and then publish a rank ordered listing of Proposers to the Selection Committee, based on the combined average rankings given each Proposer.

At this meeting, the Selection Committee will collectively decide if they would like to elevate one or more of the Proposers to Elevation Level 4, Site Visits of Proposer Customers. A User Advisory Committee (UAC), comprised of certain members of the Selection Committee, will be appointed to perform site visits to Proposer clients that are currently using their software solutions. For these purposes, the Selection Committee intends to select no more than two (2) of the four (4) to five (5) potential customer sites identified by the Proposer in Tab 3 to visit for each of the Proposers elevated to Level 4, Site Visits of Proposer Customers. Sites located closest to the County would be preferred, however sites most similar to the County will take precedence.

ELEVATION LEVEL 4 (SITE VISITS OF PROPOSER CUSTOMERS)

The County reserves the right to visit these sites without the presence of the Proposers.

After all the elevated Proposer site visits, the selection committee will convene at a publicly noticed meeting that is open to the public and the UAC will present their analysis of the site visits to the full selection committee.

Following this presentation, each Selection Committee member will individually rank the Proposers in numerical order beginning at number 1 for the highest-ranked Proposer. Procurement shall receive and compile each Selection Committee member's ranking of each Proposer, and then publish a rank-ordered listing of Proposers to the Selection Committee, based on the combined average rankings given each Proposer. The Selection Committee members will then collectively decide how many Proposers they would like to enter into negotiations with and if they would like to recommend the Board, authorize staff to enter into Contract Negotiations with the highest-ranked Proposer(s). After Board approval to authorize staff to negotiate a contract, the highest-ranked Proposer(s) will then be elevated to Elevation Level 5, Contract Negotiations.

ELEVATION LEVEL 5 (CONTRACT NEGOTIATIONS)

If a Proposer(s) is elevated to this level, Utilities, with the assistance of Procurement, the County Attorney's Office, and Westin Technology Solutions, (the "Negotiation Committee") shall negotiate an Agreement with the elevated Proposer(s).

Preliminary Contract Negotiations

Upon the approval of the Board to begin negotiations, PCU may ask the elevated Proposer(s) to conduct a solution confirmation workshop. This workshop will enable both parties to confirm all requirements and representations in order to complete the best and final offer (BAFO). This workshop may include additional demonstrations, confirmation of the requirement scorecard, or any additional items that either party requires to be confirmed. The Proposer(s) will then complete their best and final offer. The BAFO will include all requirements and cost for the proposed solution. This offer will form the basis of the final contract negotiations. The BAFO should clearly state the features and functions that the Proposer(s) will provide, the implementation tasks, hours and participation required by the Proposer(s) and PCU/County staff, any optional software and services and a detail price schedule. The following format is an example of the BAFO.

- Final Requirements Checklist
- Final Interface Requirements and Design Checklist
- Final Hardware Requirements Recommendation
- Final Software Module Recommendations
- Detailed Implementation Plan by Task
- Detailed Training Plan
- Detailed Cost Worksheet
- Contract Terms and Conditions
- Special Terms and Conditions

After the BAFO has been submitted to the negotiation team, the negotiation team will discuss and rank, which Proposer will be elevated to Final Negotiations.

Final Contract Negotiations

If after negotiating for a reasonable time period the parties cannot agree on a contract, the County shall, in its sole discretion, terminate further contract negotiations with that Proposer. If more than one (1) Proposer was elevated to Elevation Level 5, Contract

Negotiations, the Negotiation Committee shall then determine whether to enter into contract negotiations with the next-highest-ranked Proposer, and so on. If the Negotiation Committee decides not to recommend contract negotiations with the next-highest-ranked Proposer, and so on, or if the County determines there is no other Proposer with whom the County can successfully negotiate a contract, then the RFP Selection Process shall terminate.

After contract negotiations with a Proposer are successfully completed pursuant to Elevation Level 5, Final Contract Negotiations, the Negotiation Committee shall recommend to the Board of County Commissioners that it selects such Proposer to provide the services as outlined in the Agreement. The Board of County Commissioners shall make the final decision whether the County shall enter into an Agreement with a Proposer. Appropriate representative(s) of the selected Proposer will be requested to attend the meeting to allow the opportunity for the Board of County Commissioners to ask any questions prior to voting on the contract.

ATTENTION PROPOSERS

The Successful Proposer must register in our new Vendor Database if you have not already done so prior to award of this RFP. A purchase order cannot be issued to a vendor until they have registered.

You may register by going to the following link:

<https://www.polk-county.net/procurement/vendor-registration>

Registered vendors will receive a User ID and Password to access their company information. All registered vendors must provide their owner gender, owner ethnicity, corporate status, and a minimum of one (1) commodity code to be considered registered. It is the responsibility of all vendors to update their vendor information.

Only registered vendors will receive notifications of future bids and quotes.

3.0 GENERAL CONDITIONS

COMMUNICATIONS

After the issuance of any Request for Proposal, prospective proposers shall not contact, communicate with or discuss any matter relating in any way to the Request for Proposal with the Board of County Commissioners, the County Manager, Westin Technology Solutions, or any employee of Polk County other than the Procurement Director or as directed in the cover page of the Request for Proposal. This prohibition begins with the issuance of any Request for Proposal and ends upon execution of the final contract. Such communications initiated by a proposer shall be grounds for disqualifying the offending proposer from consideration for award of the proposal and/or any future proposal.

INSURANCE REQUIREMENTS

The selected Consultant, if any, shall maintain, at all times, in force during the contract period the insurance as specified with an insurer licensed to do business in the State of Florida; rated "A VIII" or better by A.M. Best Rating Company for Class VIII financial size category. Polk County, a political subdivision of the State of Florida, must be named as

an additional insured with respect to liability arising from all work being performed for Polk County, for Automobile and General Liability policies of insurance. The certificate holder must be Polk County, a political subdivision of the State of Florida, 330 W Church St, Rm 150, Bartow, Florida 33830. Workers' Compensation Insurance is required to provide statutory benefits, including those that may be required by any applicable federal statute. Any sole proprietor or partner actively engaged in the construction industry, and any corporate officer of a construction or non-construction industry corporation who elects to be exempt from the provisions of the workers' compensation law must provide either a workers' compensation exemption certificate (construction industry) or a letter stating the exemption status and number of employees (non-construction industry). For non-exempt vendors, Employers Liability in the amount of \$1,000,000. Commercial General Liability Insurance \$1,000,000 combined single limit of liability for bodily injuries, death, and property damage, and personal injury resulting from any one occurrence, including the following coverages: Completed Operations, Broad Form CG. Comprehensive Automobile Liability Insurance \$1,000,000; combined single limit of liability for bodily injuries, death and property damage resulting from any one occurrence, including all owned, hired and non-owned vehicles. Vendor shall purchase and evidence Technology Errors and Omissions (or Technology Professional Liability Coverage) insurance, including coverage for collection, theft, loss or disclosure of confidential information and data as well as Privacy and Network Security coverage (sometimes otherwise known as Cyber Liability) in the amount of \$3,000,000. The general liability and worker's compensation policies shall contain a waiver of subrogation in favor of Polk County. An original certificate of insurance must be on file in the Procurement Division before a purchase order will be issued.

INDEMNIFICATION

Consultant, to the extent permitted by law, shall indemnify, defend (by counsel reasonably acceptable to County), protect and hold the County, and its officers, employees and agents, harmless from and against any and all, claims, actions, causes of action, liabilities, penalties, forfeitures, damages, losses, and expenses whatsoever (including, without limitation, attorneys' fees, costs, and expenses incurred during negotiation, through litigation and all appeals therefrom) including, without limitation, those pertaining to the death of or injury to any person, or damage to any property, arising out of or resulting from (i) the failure of Consultant to comply with applicable laws, rules or regulations, (ii) the breach by Consultant of its obligations under any Agreement with the County entered into pursuant to this solicitation, (iii) any claim for trademark, patent, or copyright infringement arising out of the scope of Consultant's performance or nonperformance of the Agreement, or (iv) the negligent acts, errors or omissions, or intentional or willful misconduct, of Consultant, its professional associates, subcontractors, agents, and employees; provided, however, that Consultant shall not be obligated to defend or indemnify the County with respect to any such claims or damages arising out of the County's sole negligence. The obligations imposed by this Section shall survive the expiration or earlier termination of the Agreement.

PUBLIC ENTITY CRIMES STATEMENTS

A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid/proposal on a contract to provide any goods or services to a public entity; may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list. By submitting this proposal, the proposer hereby certifies that they have complied with said statute.

EQUAL OPPORTUNITY/AFFIRMATIVE ACTION

The County is an equal opportunity/affirmative action employer. The County is committed to equal opportunity employment effort; and expects Consultants that do business with the County to have a vigorous affirmative action program.

WOMEN/MINORITY BUSINESS ENTERPRISE OUTREACH

The County hereby notifies all Proposers that W/MBE's are to be afforded a full opportunity to participate in any request for proposal by the County and will not be subject to discrimination on the basis of race, color, sex or national origin.

AFFIRMATION

By submitting their proposal, the Proposer affirms that the proposal is genuine and not made in the interest of or on behalf of any undisclosed person, Consultant or corporation and is not submitted in conformity with any agreement or rules of any group, association, organization or corporation; the Proposer has not directly or indirectly induced or solicited any other person to submit a false or sham proposal; the Proposer has not solicited or induced any person, Consultant or corporation to refrain from submitting a proposal; and the Proposer has not sought by collusion to obtain for him/herself any advantage over other persons or over the County.

DEVELOPMENT COSTS

Neither the County nor its representative(s) shall be liable for any expenses incurred in connection with preparation of a submittal to the RFP. Proposers should prepare their proposals simply and economically, providing a straightforward and concise description of the proposer's ability to meet the requirements of the RFP.

ADDENDA

The County may record its responses to inquiries and any supplemental instructions in the form of written addenda. The addenda will be posted on the County's website at <https://www.polk-county.net/procurement/procurement-bids>. It is the sole responsibility of the proposers to check the website to ensure that all available information has been received prior to submitting a proposal.

CODE OF ETHICS

If any proposer violates or is a party to a violation of the code of ethics of Polk County or the State of Florida, with respect to this proposal, such proposer may be disqualified

from performing the work described in this proposal or from furnishing the goods or services for which the proposal is submitted and shall be further disqualified from bidding on any future proposals for work, goods, or services for the County.

DRUG FREE WORKPLACE

Preference shall be given to businesses with Drug Free Workplace (DFW) programs. Whenever two or more proposals, which are equal with respect to price, quality and service, are received by the County for the procurement of commodities or contractual services, a proposal received from a business that has provided a statement that it is a DFW shall be given preference in the award process.

APPLICABLE LAWS AND COURTS

This RFP and any resulting agreements shall be governed in all respects by the laws of the State of Florida and any litigation with respect thereto shall be brought only in the courts of Polk County, State of Florida or the Middle District of Florida, Hillsborough County, Florida. The proposer shall comply with all applicable federal, state and local laws and regulations.

CONTRACT

All contracts are subject to final approval of the Polk County Board of County Commissioners. Persons or Proposers which incur expenses or change position in anticipation of a contract prior to the Board's approval do so at their own risk.

PROPOSAL ACCEPTANCE PERIOD

A proposal shall be binding upon the proposer and irrevocable by it for two hundred forty (240) calendar days following the proposal opening date. Additionally, the Proposers proposal elevated to Elevation Level 4 (Contract Negotiations) shall be binding upon the proposer and irrevocable by it for an additional ninety (90) calendar days following the last best and final offer. Any proposal in which proposer shortens the acceptance period may be rejected.

ADDITION/DELETION

The County reserves the right to add to or delete any item from this proposal or resulting agreements when deemed to be in the best interest of the County.

INVOICING AND PAYMENT

The successful proposer shall submit a properly certified invoice to the County at the contract prices. An original invoice shall be submitted to the appropriate User Division. The proposer shall include the contract number and/or the purchase order number on all invoices. The proposer's Project Manager or any authorized officer shall, by affidavit, attest to the correctness and accuracy of all charges. Invoices will be processed for payment when approved by the appropriate Division's Project Manager or designee. The County's payment of an invoice shall not constitute evidence of the County's acceptance of the Proposers performance of the Service or the County's acceptance of any work.

PROPRIETARY INFORMATION

In accordance with Chapter 119 of the Florida Statutes (Public Records Law) and except as may be provided by other applicable State and Federal Law, all proposers

should be aware that Request for Proposals and the submittals thereto are in the public domain. However, the proposers are required to identify specifically any information contained in their proposals which they consider confidential and/or proprietary and which they believe to be exempt from disclosure, citing specifically the applicable exempting law. Proposers should provide a redacted copy of proposal with submittal.

All proposals received from proposers in response to this Request for Proposal will become the property of the County and will not be returned to the proposers. In the event of contract award, all documentation produced as part of the contract will become the exclusive property of the County.

REVIEW OF PROPOSAL FILES

In accordance with Chapter 119.071 of the Florida Statutes, the submittals received for this Request for Proposal are exempt from review for thirty (30) days after the Bid Opening Date or at Recommendation of Award, whichever event occurs first.

Should the RFP be cancelled and re-solicited for any reason, proposal submittals shall remain exempt from disclosure for a period not to exceed twelve (12) months or at Recommendation of Award of the subsequent solicitation.

RFP PROTEST

Any proposer desiring to file a protest, with respect to a recommended award of any RFP, shall do so by filing a written protest. The written protest must be in the possession of the Procurement Division within three (3) working days of the Notice of Recommended Award mailing date. All proposers who submitted a proposal will be sent a Notice of Recommended Award, unless only one proposal was received.

A copy of the protest procedures may be obtained from the Polk County Procurement Division or can be downloaded from the County's website at <http://www.polk-county.net/docs/default-source/procurement/protest-procedures.pdf?sfvrsn=2>.

FAILURE TO FOLLOW PROTEST PROCEDURE REQUIREMENTS WITHIN THE TIME FRAMES PRESCRIBED HEREIN AS ESTABLISHED BY POLK COUNTY, FLORIDA, SHALL CONSTITUTE A WAIVER OF THE PROPOSER'S RIGHT TO PROTEST AND ANY RESULTING CLAIM.

UNAUTHORIZED ALIEN(S)

The vendor agrees that unauthorized aliens shall not be employed nor utilized in the performance of the requirements of this solicitation. The County shall consider the employment or utilization of unauthorized aliens a violation of Section 274A(e) of the Immigration and Naturalization Act (8 U.S.C. 1324a). Such violation shall be cause for unilateral termination of this Agreement by the County. As part of the response to this solicitation, the successful Proposer will complete and submit the attached form "AFFIDAVIT CERTIFICATION IMMIGRATION LAWS."

Employers may avail themselves of a program by the U.S. Immigration and Customs Enforcement called E-Verify. E-Verify is an Internet-based system operated by U.S. Citizenship and Immigration Services (USCIS), part of the Department of Homeland Security (DHS), in partnership with the Social Security Administration (SSA). E-Verify is

currently free to employers. E-Verify provides an automated link to Federal databases to help employers determine employment eligibility of new hires and the validity of their Social Security numbers.

If your company wishes to avail themselves of this program, you can register online for E-Verify at <http://www.dhs.gov/how-do-i/verify-employment-eligibility-e-verify> which provides instructions for completing the registration process. At the end of the registration process, you will be required to sign a Memorandum of Understanding (MOU) that provides the terms of agreement between you as the employer, the SSA, and DHS. An employee who has signatory authority for the employer can sign the MOU. Employers can use their discretion in identifying the best method by which to sign up their locations for E-Verify. To find out more about E-Verify, please visit www.dhs.gov/e-verify or contact USCIS at **1-888-464-4218**.

LIMITATIONS

The County reserves the right to revise, amend or withdraw this proposal at any time to protect its interest. Proposers will not be compensated by the County for costs incurred in preparation of responses to this RFP.

ATTORNEY'S FEES AND COSTS

Each party shall be responsible for its own legal and attorney's fees, costs and expenses incurred in connection with any dispute or any litigation arising out of, or relating to this Agreement, including attorney's fees, costs and expenses incurred for any appellate or bankruptcy proceedings.

PUBLIC RECORD LAWS

- a. The Consultant acknowledges the County's obligations under Article I, Section 24, of the Florida Constitution and under Chapter 119, Florida Statutes, to release public records to members of the public upon request and comply in the handling of the materials created under this Agreement. The Consultant further acknowledges that the constitutional and statutory provisions control over the terms of this Agreement. In association with its performance pursuant to this Agreement, the Consultant shall not release or otherwise disclose the content of any documents or information that is specifically exempt from disclosure pursuant to all applicable laws.
- b. Without in any manner limiting the generality of the foregoing, to the extent applicable, the Consultant acknowledges its obligations to comply with Section 119.0701, Florida Statutes, with regard to public records, and shall:
 1. keep and maintain public records required by the County to perform the services required under this Agreement;
 2. upon request from the County's Custodian of Public Records or his/her designee, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law;

3. ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the term of this Agreement and following completion of this Agreement if the Consultant does not transfer the records to the County; and
4. upon completion of this Agreement, transfer, at no cost, to the County all public records in possession of the Consultant or keep and maintain public records required by the County to perform the service. If the Consultant transfers all public records to the County upon completion of this Agreement, the Consultant shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Consultant keeps and maintains public records upon completion of this Agreement, the Consultant shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the County, upon request from the County's Custodian of Public Records, in a format that is compatible with the information technology systems of the County.

c. IF THE CONSULTANT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONSULTANT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE COUNTY'S CUSTODIAN OF PUBLIC RECORDS AT:

**RECORDS MANAGEMENT LIASON OFFICER
POLK COUNTY
330 WEST CHURCH ST.
BARTOW, FL 33830
TELEPHONE: (863) 534-7527
EMAIL: RMLO@POLK-COUNTY.NET**

**SCRUTINIZED COMPANIES AND BUSINESS OPERATIONS
CERTIFICATION; TERMINATION**

A. Certification(s)

- I. By its execution of this Agreement, the Vendor hereby certifies to the County that the Vendor is not on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, Florida Statutes, nor is the Vendor engaged in a boycott of Israel, nor was the Vendor on such List or engaged in such a boycott at the time it submitted its bid, proposal, quote, or other form of offer, as applicable, to the County with respect to this Agreement.
- II. Additionally, if the value of the goods or services acquired under this Agreement are greater than or equal to One Million Dollars (\$1,000,000), then the Vendor further certifies to the County as follows:

- a. the Vendor is not on the Scrutinized Companies with Activities in Sudan List, created pursuant to Section 215.473, Florida Statutes; and
- b. the Vendor is not on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to Section 215.473, Florida Statutes; and
- c. the Vendor is not engaged in business operations (as that term is defined in Florida Statutes, Section 287.135) in Cuba or Syria; and
- d. the Vendor was not on any of the Lists referenced in this subsection A(ii), nor engaged in business operations in Cuba or Syria when it submitted its proposal to the County concerning the subject of this Agreement.

III. The Vendor hereby acknowledges that it is fully aware of the penalties that may be imposed upon the Vendor for submitting a false certification to the County regarding the foregoing matters.

B. Termination. In addition to any other termination rights stated herein, the County may immediately terminate this Agreement upon the occurrence of any of the following events:

- I. The Vendor is found to have submitted a false certification to the County with respect to any of the matters set forth in subsection A(i) above, or the Vendor is found to have been placed on the Scrutinized Companies that Boycott Israel List or is engaged in a boycott of Israel.
- II. The Vendor is found to have submitted a false certification to the County with respect to any of the matters set forth in subsection A(ii) above, or the Vendor is found to have been placed on the Scrutinized Companies with Activities in Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or has been engaged in business operations in Cuba or Syria, and the value of the goods or services acquired under this Agreement are greater than or equal to One Million Dollars (\$1,000,000).

PROPOSERS INCORPORATION INFORMATION

(Submittal Page)

The following section should be completed by all bidders and submitted with their bid submittal:

Company Name: _____

DBA/Fictitious
Name (if applicable): _____

TIN #: _____

Address: _____

City: _____

State: _____

Zip Code: _____

County: _____

Note: Company name must match legal name assigned to the TIN number. A current W9 should be submitted with your bid submittal.

Contact Person: _____

Phone Number: _____

Cell Phone Number: _____

Email Address: _____

Type of Organization (select one type)

Sole Proprietorship Joint Venture Publicly Traded

Partnership Corporation Employee Owned

Non-Profit LLC Sub Chapter

LLP

State of Incorporation: _____

The Successful vendor must complete and submit this form prior to award. The Successful vendor must invoice using the company name listed above.

EXHIBIT 1

DETAILED INSTRUCTIONS ON HOW TO PREPARE AND SEND PERFORMANCE SURVEYS

The objective of this process is to identify the past performance of the Consultant submitting a proposal package. This is accomplished by sending survey forms to past customers. The customers should return the forms directly to the Consultant. The Consultant is to include all surveys in their proposal package.

SENDING THE SURVEY

The surveys shall be sent to all clients for whom the Consultant has identified under Tab 3. Surveys should correlate to all projects identified under Tab 3. If more surveys are included then Procurement will only use those identified under Tab 3.

1. The Consultant shall complete the following information for each customer that a survey will be sent

CLIENT NAME	Name of the company that the work was performed for (i.e. Hillsborough County)
FIRST NAME	First name of the person who will answer customer satisfaction questions
LAST NAME	Last name of the person who will answer customer satisfaction questions.
PHONE NUMBER	Current phone number for the reference (including area code).
EMAIL ADDRESS	Current email address for the reference.
PROJECT NAME	Name of the project (i.e. Software installation and implementation Services for Hillsborough County Utilities), Etc.
COST OF SERVICES	Cost of services (\$3,000,000)
DATE COMPLETE	Date when the services were completed. (i.e. 5/31/2017)

2. The Consultant is responsible for verifying that their information is accurate prior to submission for references.
3. The survey must contain different services/projects. You cannot have multiple people evaluating the same job. However, one person may evaluate several different jobs.
4. The past projects can be either completed or on-going.
5. The past client/owner must evaluate and complete the survey.

PREPARING THE SURVEYS

1. The Consultant is responsible for sending out a performance survey to the clients that have been identified under Tab 3. The survey can be found on the next page.
2. The Consultant should enter the past clients' contact information, and project information on each survey form for each reference. The Consultant should also enter their name as the Consultant being surveyed.
3. The Consultant is responsible for ensuring all references/surveys are included in their submittal under Tab 6.
4. Polk County Procurement may contact the reference for additional information or to clarify survey data. If the reference cannot be contacted, there will be no credit given for that reference.

Survey Questionnaire – Polk County

RFP 20-470, Computerized Maintenance Management System (CMMS)

To: _____
(Name of Person completing survey) (Name of Client Company/Consultant)

Phone Number: _____ Email: _____

Subject: Past Performance Survey of:

(Similar Work Project Name)

Consultant Name: _____
(Name of Consultant being surveyed)

Cost of Service: _____ Date Completed: _____

Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the Consultant/individual again) and 1 representing that you were very unsatisfied (and would never hire the Consultant/individual again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

NO	CRITERIA	UNIT	SCORE
1	Overall customer service experience provided	(1-10)	
2	Contract negotiations process	(1-10)	
2a	If you could do it all over again, how comfortable would you be using this company?	(1-10)	
2b	The vendor is fair and reasonable	(1-10)	
2c	You enjoy working with the vendor	(1-10)	
3	Software configuration process	(1-10)	
4	Software testing and methodology	(1-10)	
5	Data conversion process	(1-10)	
6	Software go-live process	(1-10)	
7	Software post go-live process	(1-10)	
7a	Post go-live issues resolved in a timely manner	(1-10)	
8	Ability to integrate with third party vendors and/or partners	(1-10)	
9	Training provided during implementation	(1-10)	
9a	The quality and amount of training	(1-10)	
10	Professionalism and ability to manage	(1-10)	

NO	CRITERIA	UNIT	SCORE
10a	Ability to manage project scope	(1-10)	
10b	Ability to manage project schedule	(1-10)	
10c	Ability to manage project cost	(1-10)	
10d	Ability to manage scope and change control process	(1-10)	
10e	Accuracy of the proposal with respect to time and cost	(1-10)	
10f	Length of time it took to implement the project	(1-10)	
10g	Ability to resolve issues properly	(1-10)	
10h	Ability to follow protocol	(1-10)	
10i	Ability to maintain proper documentation	(1-10)	
10j	Ability to offer solid recommendations	(1-10)	
10k	Ability to facilitate consensus and commitment to the plan of action among staff	(1-10)	
10l	Ability to communicate with client's staff	(1-10)	
10m	Quality and availability of vendor resources during the project	(1-10)	
11	Post go-live technical support and maintenance	(1-10)	
11a	Knowledge of vendor's customer support people	(1-10)	
11b	Satisfaction with vendors response times for help or issue resolution	(1-10)	
12	Project close-out process	(1-10)	
13	The software implemented is what was expected	(1-10)	
14	Satisfaction with software maintenance fee arrangement	(1-10)	
14a	Patch management frequency and thoroughness	(1-10)	
14b	Software upgrade process	(1-10)	
14c	On-going software innovation	(1-10)	
15	Satisfaction with requested enhancements and maintenance of enhancements	(1-10)	
16	Level of internal IT support necessary to maintain the system	(1-10)	

Printed Name of Evaluator

Signature of Evaluator

Please fax or email the completed survey to: _____

AFFIDAVIT CERTIFICATION

IMMIGRATION LAWS

SOLICITATION NO.: RFP 20-470

PROJECT NAME: Computerized Maintenance Management System (CMMS)

POLK COUNTY WILL NOT INTENTIONALLY AWARD COUNTY CONTRACTS TO ANY CONSULTANT WHO KNOWINGLY EMPLOYS UNAUTHORIZED ALIEN WORKERS, CONSTITUTING A VIOLATION OF THE EMPLOYMENT PROVISIONS CONTAINED IN 8 U.S.C. SECTION 1324 a(e) {SECTION 274A(e) OF THE IMMIGRATION AND NATIONALITY ACT ("INA").

POLK COUNTY MAY CONSIDER THE EMPLOYMENT BY ANY CONSULTANT OF UNAUTHORIZED ALIENS A VIOLATION OF SECTION 274A(e) OF THE INA. SUCH VIOLATION BY THE RECIPIENT OF THE EMPLOYMENT PROVISIONS CONTAINED IN SECTION 274A(e) OF THE INA SHALL BE GROUNDS FOR UNILATERAL CANCELLATION OF THE CONTRACT BY POLK COUNTY.

PROPOSER ATTESTS THAT THEY ARE FULLY COMPLIANT WITH ALL APPLICABLE IMMIGRATION LAWS (SPECIFICALLY TO THE 1986 IMMIGRATION ACT AND SUBSEQUENT AMENDMENTS).

Company Name: _____

Signature: _____ Title: _____ Date: _____

STATE OF: _____

COUNTY OF: _____

The foregoing instrument was signed and acknowledged before me by means of ___ physical presence or ___ online notarization, this ___ day of _____, 20___, by _____ (name) as _____ (title of officer) of _____ (entity name), on behalf of the company, who ___ is personally know to me or ___ has produced _____ as identification.

Notary Public Signature: _____

Printed Name of Notary Public: _____

Notary Commission Number and Expiration: _____

(AFFIX NOTARY SEAL)