

Request for Proposals for Software and Implementation Services for an Enterprise Resource Planning (ERP) Software Systems Environment



Solicitation Due Date: February 22, 2021

Time: 12:00 p.m. (Eastern Time)

All Proposals must be received by Hamilton County, (County) by the date and time cited above. It shall be the Respondent's sole risk to assure submission by the designated time. The names of vendors submitting Proposals, as identified on the outside of Proposal packages/envelopes, will be read into record at the County Commissioner Meeting on the due date however the Proposal packages/envelopes will not be publicly opened.

VENDORS ARE STRONGLY ENCOURAGED TO READ THE ENTIRE SOLICITATION.

Solicitation packages can be obtained by downloading from the County website, (<https://www.hamiltoncounty.in.gov/Bids.aspx>). Should you experience problems downloading the solicitation, contact the ISS Helpdesk (webmaster@hamiltoncounty.in.gov).

All questions concerning the RFP **must** be submitted via email only, to the County's consulting partner, BerryDunn (Ryan Doil – rdoil@berrydunn.com), as identified within this solicitation in [Section 1.8](#). **Communications with County staff may disqualify you from the evaluation process.**

Forms, Worksheets, and Other Attachments

Attachment A – Proposal Response Forms

(See MS Word document "Hamilton County ERP RFP – Attachment A.docx")

Attachment B – Functional and Technical Requirements/Capabilities

(See MS Excel spreadsheet "Hamilton County ERP RFP – Attachment B.xlsx")

Attachment C1 – Cost Worksheets

(See MS Excel spreadsheet "Hamilton County ERP RFP – Attachment C1.xlsx")

Attachment C2 – Cost Narrative

(See MS Word document "Hamilton County ERP RFP – Attachment C2.docx")



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1 RFP Introduction and Background

1.1 Introduction

Hamilton County (County) is soliciting Proposals from Respondents capable of satisfying the needs for software and professional services to implement a new software systems environment to address the County’s needs related to Enterprise Resource Planning (ERP).

In addition to soliciting written responses, this document provides information to assist Respondents in preparing their responses, and facilitates the subsequent evaluation and comparison process. In that regard, this RFP:

- Provides information essential to soliciting meaningful recommendations and realistic commitments from the Respondents
- Specifies the desired format and content of Proposals in response to this RFP
- Outlines the County’s evaluation and selection procedures
- Establishes a schedule for the preparation and submission of Proposals in response to this RFP

This RFP and the selected Proposal in response to this RFP will be incorporated into the contract resulting from this solicitation.

1.2 About The County

Hamilton County remained one of Indiana’s fastest growing, highest educated and wealthiest county in the state and the Midwest in 2019. Two-thirds of the workforce lives and works in the county a percent that has remained constant since 2010. What has grown is the number of workers imported into the county, which indicates the growing strength of the community’s business climate. Located just north of Indianapolis, the southern two-thirds of the County had experienced the most residential growth although some more rural sectors of the northern part of the county are seeing housing growth as well – especially the City of Westfield and the town of Cicero. The U.S. Bureau of the Census estimated the number of County residents in 2019 as more than 330,000, a 20% increase since 2010. The large centers of population are Carmel, Noblesville and Fishers, each with populations ranging from 63,000 to almost 100,000. Westfield is currently the fastest-developing City with about 42,000 residents. There are more than 130,000 housing units in the county. The growth initiated in the past decade is due in large measure to the County’s proximity to the state’s capital City, Indianapolis, along with its emphasis on quality of life. The Indianapolis City center is just 20 miles south of the Hamilton County line. All four cities have worked to create workforce opportunities of their own and 2019 brought many new announcements of light manufacturing, office and innovation businesses moving to the county. Table 01 below presents a department listing for the County.

Table 01: County Department Listing

Hamilton County, Indiana Department Listing	
Airport Authority	
Assessor	<ul style="list-style-type: none">• Property Tax Assessment• Board of Appeals



Hamilton County, Indiana Department Listing	
Auditor	<ul style="list-style-type: none"> • Budgets & Finance • Deductions • Real Property Department • Property Tax Administration
Buildings & Grounds	
Clerk	<ul style="list-style-type: none"> • Elections • Records & Microfilm
Commissioners	
Coroner	
County Council	
Courts	<ul style="list-style-type: none"> • Circuit Court • Superior Courts I – VI • Magistrates • Court Administration • Pretrial Services • Probation & Substance Abuse • Prosecutor • Chief Trial Deputy • IV-D Child Support
Emergency Management Agency	
Health Department	
Highway Department	
Human Resources	
Information System Services	
Parks Department	<ul style="list-style-type: none"> • Parks Board
Plan Commission	
Public Safety 911 Communications	
Recorder – Land Records	
Safety Risk Management	
Sheriff	<ul style="list-style-type: none"> • Jail • Juvenile Detention • Merit Board
Soil & Water Conservation	
Solid Waste District	<ul style="list-style-type: none"> • Household Hazardous Waste
Surveyor	<ul style="list-style-type: none"> • Drainage Board
Treasurer	
Veteran Services	
Weights & Measures	



The following table contains statistics related to the County. These statistics are estimates and are provided for planning purposes only. Additional information has been provided in [Table 05: Functional Area Statistics](#).

Table 02: Statistics

No.	Area	Statistic
1	Operating Budget	Approx. \$187,000,000
2	Population Served	Approx. 330,086
3	Total Staff	Approx. 1,320
4	Fiscal Year	January 1 – December 31

1.3 Project Objectives

The overall goal of this project is to take advantage of the newest technology and harness efficiencies by reviewing business processes or implementing technology to enhance existing business processes performed by County departments. The County is planning to replace its current software systems environment with a new system or combination of software systems, and to adopt systems functionality to support core processes. In doing so, the County seeks to address several challenges in the current environment, and gain future efficiencies, including, but not limited to:

- Key Objectives and Outcomes:
 - Enhance operational effectiveness by making more timely, accurate, and complete information available to citizens, the Auditor, County Commissioners, County Council, and other County personnel
 - Utilize information technology to improve decision-making and service to the community
 - Improve internal and external communications using information technology
 - Refine business processes based on best practices
 - Enhance features and functionality to support increased automation and operational efficiencies by streamlining use of systems
 - Increase productivity by eliminating redundancy and unnecessary tasks
- Primary Challenges in the Current Environment
 - The current system lacks key reporting capabilities, making it difficult to monitor metrics and forcing staff to create custom reports.
 - IT has a key role in many County business processes. Due to the lack of functionality in the current system, IT has to execute batch processes for departments and create reports. This limits the department's ability to control internal processes and increases demand on IT resources.
 - There are a number of manual and paper-based processes in multiple functional areas. In most cases, approval processes are performed outside the system due to existing policies and procedures.



- County needs such as budget preparation, cash receipting, and project accounting are not supported by the current system. Staff use third-party applications or paper-based or Excel-based processes to support these functions.
- Interfacing capabilities with external agencies is limited. Staff send and receive data for a number of purposes, including grant reimbursement, accounting compliance, and law enforcement information. The current system does not interface with external agencies, so staff often have to manually import or extract data.
- Financial transparency is limited. Most departments are tracking their budgets and financials outside of the system because they do not have any viewing access to information in the current system.
- Gaps in functionality in the current system make tracking fixed assets a challenge.
- County departments are using different systems for similar functionality. The current environment does not promote efficient interfaces between systems for data transfer, particularly financial information. A future system will need to be able to interface with other County systems or be able to aggregate functionality to fewer systems and standardized workflows.
- There is duplicate entry into the current system and other department systems. For example, all employee data must be entered into the current HR payroll system and reentered into other HR software programs.

In order to address these challenges and others, the County has initiated a project to adequately plan for, select, and implement a replacement or upgraded Software Systems environment. [Section 2.0 – Project Scope](#), outlines the features and functionality desired in a future system(s), as well as the professional services necessary to implement that system(s).

1.4 Definitions

In order to simplify the language throughout this RFP, the following definitions shall apply:

ADDENDA – Written instruments issued by the County prior to the date for receipt of Proposals that modify or interpret the RFP documents by addition, deletions, clarification, or corrections.

COUNTY – Hamilton County, IN

COUNTY EVALUATION COMMITTEE – The team of County staff that will participate in the review, evaluation, and scoring of proposals and subsequent evaluation processes, including demonstrations and reference checks.

COUNTY PROJECT MANAGER – The person designated by the County to be the County Project Manager assigned to act on behalf of the County during the term of the resulting Contract.

CONTRACT DOCUMENTS – The RFP, submitted Proposals, including any diagrams, Addenda, and a form of agreement between the County and the Contractor, including all change orders, insurance certificates, exhibits, amendments, and attachments.

CONTRACTOR – The Contractor(s)/consultant(s) that may be awarded a contract to provide software system(s) and professional services to implement the ERP System for the County.



DAYS – Means calendar days unless otherwise specified.

ENTERPRISE RESOURCE PLANNING SYSTEM (ERP) – Means the financial management and human resource information software system that is described in this RFP and in the Attachments hereto.

PROJECT – The project to configure and implement the ERP System for the County as described in this RFP and in the Attachments hereto.

PROJECT SCOPE – Scope of services to be provided by the Contractor(s).

PROPOSAL – A complete and properly signed Proposal to provide goods, commodities, labor, or services for the sum stated and submitted in accordance with the RFP.

PROPOSER – See “RESPONDENT.”

RESPONDENT or PROPOSER or VENDOR – The person, Contractor, corporation, partnership, or other entity submitting a Proposal on items listed in the RFP documents, and thereby agreeing to meet the specified Contract terms and conditions if awarded the contract.

SERVICES or WORK – All services to be performed by the Contractor to successfully complete the Project to the satisfaction of the County.

SUBCONTRACTOR or SUBCONSULTANT – Any individual, corporation, company, or other entity that contracts to perform work or render services to a Contractor or to another subcontractor as part of this Contract with the County.

VENDOR – See “RESPONDENT.”

1.5 RFP Schedule of Events

The following RFP Schedule of Events represents the best estimate of the schedule the County will follow, which is subject to change at the County’s discretion. Vendors are encouraged to hold the demonstration dates listed. If a component of the schedule is accelerated or delayed, it shall be anticipated that the remaining components may also be adjusted by a similar number of days via RFP Addendum prior to the submittal deadline.

Table 03: RFP Schedule of Events

Event	Estimated Date
RFP Published	Wednesday, January 6, 2021
Pre-Proposal Vendor Teleconference	Tuesday, January 19, 2021 – 1pm EST
Deadline for Questions From Vendors	Friday, January 29, 2021 by 4pm EST
Deadline for Proposal Submissions	Monday, February 22, 2021 by 12:00pm EST
Shortlist Vendors notified	Week of March 15, 2021
Vendor Demonstrations	Week of April 12 (and as necessary week of April 19)



1.6 Prequalification of Vendors

The County has not employed a prequalification process. No Vendors are either prequalified or precluded from responding to this RFP.

1.7 Minimum Qualifications

In order for Proposals to be evaluated and considered for award, Proposals must be deemed responsive to this RFP as determined in the discretion of the County Evaluation Committee. To be deemed responsive, the submitted Proposal documents shall conform in all material respects to the requirements stated in the RFP, and Proposers shall document and validate the capability to fully perform all requirements defined by the RFP. Factors to be considered in connection with a Proposer's capability to fully perform all requirements of the RFP include, and may not be limited to: experience, integrity, reliability, capacity, and other factors required to provide the Services defined by the RFP.

1.8 Questions and Inquiries

It shall be the responsibility of the Respondents to inquire about any portion of the RFP that is not fully understood or that is susceptible to more than one interpretation [prior to the question period closing](#).

- All questions concerning the RFP must be submitted **via email only**, to the County's consulting partner, BerryDunn (Ryan Doil – rdoil@berrydunn.com) and shall reference the page number, section heading, and paragraph, if applicable.
- Questions and answers will be issued in accordance with [Section 1.10 – Amendments and Addenda](#).
- Only questions and answers publicly published through Addenda shall be binding.

Respondents shall not contact other County staff with any questions or inquiries. Unauthorized contact with any personnel of the County may be cause for rejection of the Respondent's response. The decision to reject a Proposal is solely that of the County.

1.9 Non-Mandatory Pre-Proposal Vendor Teleconference

A non-mandatory Pre-Proposal Vendor Teleconference will be held on Tuesday, January 19, 2021 at 1pm Eastern Time.

Vendors that are interested in participating in the Pre-Proposal Vendor Teleconference shall contact BerryDunn in writing (rdoil@berrydunn.com) to request the teleconference information.

The format of the Pre-Proposal Vendor Teleconference will be an overview of the RFP, its contents, the RFP Schedule of Events, and additional topics. Following the overview, Vendors will be able to ask questions related to the RFP or the overall process. The County will attempt to answer all questions at that time, but answers provided shall not be binding. Following the Pre-Proposal Vendor Teleconference, the County will post online the material questions asked and their respective answers in an addendum.



1.10 Amendments and Addenda

All clarifications, corrections or revisions to this RFP will be documented in an addendum, which will be publicly published to the County website. Only questions and answers in an addendum shall be considered as part of the RFP. The County reserves the right to revise the RFP prior to [the deadline for Proposal submissions](#). Revisions shall be documented in an addendum and publicly published.

The County will attempt to publicly publish periodic addenda on a timely basis between the RFP publishing date and the close of the question period. Vendors are responsible for monitoring the County website for the periodic posting of addenda prior to the submittal due date.

1.11 Non-Warranty of RFP Information

Due care and diligence has been exercised in the preparation of this RFP and all information herein is believed to be substantially correct. However, the responsibility for determining the full extent of the exposure to risk and verification of all information herein shall rest solely on those parties making Proposals. The County, its representatives, and its agents shall not be responsible for any error or omission in this RFP, nor shall they be responsible for the failure on the part of any Respondents or their representatives to verify the information herein and to determine the full extent of that exposure.



2 Project Scope

2.1 Functional Areas

The following table contains the list of functional areas of the desired future systems environment.

Table 04: Functional Areas

No.	Functional Area	No.	Functional Area
1	General Ledger and Financial Reporting	9	Human Resources and Personnel Management
2	Budgeting	10	Benefit Administration
3	Purchasing, Bids, and Contract Management	11	Learning and Performance Management
4	Accounts Payable	12	Time and Attendance
5	Accounts Receivable and Cash Receipts	13	Compensation Management
6	Project Accounting and Grant Management	14	Payroll
7	Fixed Assets	15	Health & Safety and Risk
8	Applicant Tracking (Recruiting and Onboarding)		

The List of Functional and Technical Requirements/Capabilities contained in **Attachment B – Functional and Technical Requirements/Capabilities** contains the detailed functionality the County requires within each functional area in a future systems environment, as well as general and technical system requirements, and data conversion and interface scope.

The following table contains functional statistics of the County. These statistics are estimates and are provided for planning purposes only.

Table 05: Functional Area Statistics

Functional Area	Metric
General Ledger and Financial Reporting	
Number of Active Funds	300
Number of Active Accounts	5,100
Chart of Accounts Structure	<p>The County's chart of accounts (COA) structure is split into four segments based on the state board of accounts:</p> <ul style="list-style-type: none"> • Fund • Sub-fund • Department or project code



Functional Area	Metric
	<ul style="list-style-type: none"> Line item (personnel, supplies, capital outlay, etc.)
Budgeting – Operational and Capital	
Operating Budget	\$162,800,000 Hamilton County \$1,250,000 Solid Waste \$1,190,000 Airport Authority \$165,000,000 Total
Capital Budget	\$15,870,000 Hamilton County \$15,000 Solid Waste \$589,000 Airport Authority \$16,500,000 Total
Project Accounting and Grant Management	
Number of Active Grants	70
Number of Active Projects	Approximately 75
Purchasing, Bids, and Contract Management	
Number of Contracts per Year – over \$150,000	Approximately 250
Purchasing Structure (Centralized/De-centralized)	De-centralized
Number of purchase cards in use	NA
Number of Bids Awarded Per Year – over \$150,000	Approximately 20 County General 7 Drainage Board 3 Parks Board
Accounts Payable	
Number of Active Vendors	3,400
Number of AP Invoices Processed per Year	Approximately 35,000
Number of 1099's issued per Year	Approximately 450
Number of Payments per Year	Approximately 20,000
Accounts Receivable and Cash Receipts	
Number of Invoices/Statements per Year	NA Hamilton County does not currently have this functionality but would like this in a future system
Number of Cash Collection Points (including all tender types)	30
Number of Customers in Master File	NA Hamilton County does not currently have this functionality but would like this in a future system
Number of Cash Receipts per Year	Average 6,800



Functional Area	Metric
Types of Misc. Receivable Billings	NA Hamilton County does not currently have this functionality but would like this in a future system (Community Correction participants, Clerk, Rent for facilities / tower)
Fixed Assets	
Number of Active Capital Assets	Approximately 6,300
Number of Active Non-Capitalized Fixed Assets	Approximately 15,000
Fixed Asset Threshold	\$5,000
HR and Personnel Management, Performance Management, Applicant Tracking, and Benefits Administration	
Total Number of Employees (Full/Part Time)	Approximately 1,320
Number of Full-Time Employees	892
Number of Part-Time Employees	208
Number of Seasonal Employees	220
Number of Retirees	102
Number of Applicants per Year	3,000
Number of Bargaining Units	None
Number of Benefit Plans	26
Number of Leave Plans	14
Payroll	
Number of W2's per Year	Approximately 1,400 Hamilton County 15 Solid Waste 1 Airport Authority
Pay Frequency	Biweekly
Number of Employees Paid per Cycle (average)	1,033 Hamilton County 10 Solid Waste 1 Airport Authority
Time and Attendance	
Total number of employees entering time	1,400
Number of employees reviewing/approving time	150
Number of employees licensed for remote time capture using a mobile application	250
Number of employees licensed for reviewing/approving time using mobile application	25
Departments using physical time clocks (anticipated future)	0



Functional Area	Metric
Time clock device(s) currently in use and quantity	0
Anticipated future time clock needs	0
Number of employees to use advanced scheduling functionality (e.g. shift swaps, minimum staffing, etc.)	300
Departments to use advanced scheduling functionality (e.g. shift swaps, minimum staffing, etc.)	5 Total Sheriff (Patrol, Jail, Investigations); 911 Communications; Community Corrections

2.2 Alternate Proposals, Partnerships and Proposers of Subsets of Functionality

Alternate Proposals:

- Respondents may submit alternate Proposals for evaluation.
- Proposers may submit multiple Proposals for evaluation. For example, if a Proposer offers one or more “branded” products that may meet the needs of the County they are encouraged to separately propose each software package for consideration.
- Software companies that deliver their solution through one or more consulting firms (system integrators) are also allowed to submit more than one Proposal for consideration through differing consulting firms.
- A separate Proposal package submitted in accordance with Section 4 is required in order for the County to accurately evaluate each Proposal independent of the other.

Partnerships:

Respondents are encouraged to establish partnership relationships to fully provide all requirements defined by the RFP.

- Respondents engaged in a partnership relationship shall submit a single proposal in response to this RFP.
- Partnership relationships shall be clearly defined by proposal responses. Such definition shall identify the entity in the partnership relationship deemed to be the Prime Vendor. In the event a proposal that presents a partnership is selected, it is expected that a single contract be executed between the County and the Prime Vendor, and the Prime Vendor be responsible for any contractual relationship with the proposed partner(s).
- Each Vendor engaged in the partnership shall respond to any and all applicable portions of this RFP that relate to the work that will be performed, or the capabilities provided. For example, each Vendor shall provide references, and each Vendor shall respond to the Company Background and History questions.



Proposers of Subsets of Functionality:

As part of this process the County will be allowing Respondents to submit point solutions (best of breed), and encourages Respondents to participate in this process in order to consider and evaluate a range of marketplace offerings.

- The County is willing to consider best-of-breed solutions (“point” solutions). It is noted that the County wishes to minimize the number of solutions in a future environment, and as such will be considering point solutions subject to the conditions in this subsection.
- Proposers are also encouraged to propose on a subset of functionality if the proposed software cannot provide functionality for all requested modules. Proposers may propose solutions that address a subset of functionality, provided the software is able to address, at a minimum, one of the following areas:
 - a. Financial Management Systems (Tabs 2 - 8 of Attachment B)
 - b. Human Resource Information Systems (HRIS) (Tabs 9 - 16 of Attachment B)
- This does not preclude Proposers from partnering, or addressing more than the tabs defined in a) and b) above but is rather intended to identify the minimum scope that must be presented in each proposal. The County will not be accepting standalone proposals for lesser scope than those areas identified above (example being a proposal addressing only Budgeting or Time Entry). The County **will** allow vendors to present options for standalone HRIS systems as defined above in bullet (b), however wishes to limit the number of overall HRIS systems in the County environment and requests that vendors limit the number of proposed third-party solutions to a minimum.
- The County has a preference on software solutions that provide for the highest level of fit, and facilitate the exchange of information between any disparate systems.
- The County will consider proposers of a subset of functionality on the relative merit of the functionality proposed based on the evaluation criteria laid forth in this RFP, and reserves the right to enter into negotiations for one or more proposers in order to achieve a “best-of-breed” solution.
- The County reserves the right to make one or more awards to competing Offerors for subsets of functionality as a result of this RFP. In the event the County should make awards to one or more competing Offerors, it shall be expected that additional discussion will take place between the County and the Offerors to define requirements and an approach to building an integration or interface between the selected systems. In such instance, the County expects that the Offerors will work together as necessary to develop the necessary integration once one has been identified.
- Vendors responding on a subset of functionality must also respond to Tab 1 (General and Technical) and Tabs 17-18 (Interfaces and Data Conversion) of Attachment B.



2.3 County and Project Staffing

The County intends to have functional and technical resources available during Project implementation, though it is noted that the County does not anticipate dedicating staff full-time to the implementation in addition to managing their core job responsibilities. This applies to both functional resources as well as technical resources internal to the County. The County does anticipate using a third-party consultant to provide project management services during the implementation process to support County staff, though it is noted that such services are not a part of this solicitation.

Staffing considerations are a consideration for the County in terms of both the implementation process as well as supporting the software once in an operations mode. Vendors are encouraged to submit questions to the County to solicit such additional information as is necessary to adequately estimate the resource commitments that would be expected of the County during implementation, and post go-live for ongoing support of the system(s). Additional resource planning will be performed based upon the selected Respondent(s).

Respondents shall clearly indicate in the proposal responses the estimated level of County resource involvement in the implementation process, in order to allow the County to perform adequate planning. Respondents shall indicate the Resource Hour Estimates in Tab 3 – Project Approach and Implementation Methodology. The County will utilize the Respondents Resource Hour Estimates response as an input into the staffing plan the County develops, and requests that Respondents clearly articulate estimated staffing considerations in their responses.

2.4 Deployment Model

The County is open to considering various deployment models, and has structured the RFP to allow for the evaluation of the deployment model as but one factor in the overall procurement process. The County wishes to evaluate the greatest range of marketplace offerings feasible through this process.

The County does have a slight preference toward a Software as a Service (SaaS) offering, due to the nature of how system updates are typically deployed and availability of the system considerations for these mission-critical systems. For other deployments (on premise and proposer hosted) the County is interested in understanding additional support models/offering such as disaster recovery services.

The County recognizes there are many factors contributing to a comparison of cost Proposals for these various deployment methods including needed infrastructure and/or hardware costs, the potential for reduced hardware and support costs in hosted/SaaS models, a particular Proposer's approach to managing upgrades, and technical staffing needs. It is well understood among the County team that a "higher" cost from a SaaS vendor may be equalized by considering these other cost areas when comparing to an on premise deployment. The County will consider, in no particular order, the following deployment models:

- a. On Premise (locally hosted at the County, perpetual licenses)
- b. Software as a Service (SaaS or subscription-based models)
- c. Proposer hosted (hosted and managed by the Proposer, perpetual licenses)

Cost sheets have been provided under **Attachment C1 – Cost Worksheets** for pricing each of the deployment models.



This solicitation is not a bid process nor will it follow a lowest-priced responsive Proposal process, but will be based on most advantageous Proposal(s) utilizing the Evaluation Criteria listed in the RFP, including the review of life cycle costs (i.e. recurring costs, hardware, third-party licenses, etc.).

In developing proposals, Proposer's shall clearly define the proposed deployment model including the licensing model as well as any perceived benefits of the proposed model. In the event two or more products are proposed under the same proposal (e.g. through a partnership or offered by the same company) the Proposer shall clearly indicate in both the technical proposal (Attachment A, Tab 2) and cost proposal (Attachment C1) the deployment model for each proposed software product.

The County does not have a preference as to a specific hosting location, but does have a preference toward the hosting being within the contiguous United States. Vendors are requested to specify the hosting location in proposal responses, specifically as part of Tab 9 to proposal responses (please see Attachment A for further instruction).

2.5 Number of Users

The following user counts by module contained in the table below are estimates and are provided for planning purposes only. The number of users represents the **anticipated future number of users of a new system**.

- **Departmental (Core/Power) Users:** This category of users includes those County staff that will interact with the system modules on a regular basis, and conduct core business processes within the system as power users. Such examples include, but are not limited to: Payroll Clerk, Financial Analyst, System Support Specialist, etc.)
- **Customer Department Users:** This category of users includes those County staff that will interact with the system modules as internal customers by either initiating transactions (e.g. entering a payment or entering a requisition), reviewing/approving transactions (e.g. reviewing leave requests, reviewing requisitions entered by a subordinate), or consuming information (e.g. reviewing departmental budget).

Table 06: Number of Users

Functional Area	Departmental (Core/Power) Users	Customer Department Users
General Ledger and Financial Reporting	10	50
Budgeting	5	50
Purchasing, Bids, and Contract Management	5	20
Accounts Payable	10	50
Accounts Receivable and Cash Receipts	5	20
Project Accounting and Grant Management	5	20
Fixed Assets	5	50
Applicant Tracking (Recruiting and Onboarding)	5	20
Human Resources and Personnel Management	5	20
Benefit Administration	5	20



Functional Area	Departmental (Core/Power) Users	Customer Department Users
Employee Self Service Portal	20	1,400
Learning and Performance Management	10	1,400
Time and Attendance	150	1,400
Compensation Management	10	30
Payroll	10	30
Health & Safety and Risk	5	20

It is anticipated that some users will use multiple modules, causing overlap in each functional area. The counts are broken down by functional area to allow Respondents to formulate responses based on each. The County estimates that:

- a. The total number of licensed regular daily users of the system (requiring the ability to add, edit, and view content) using a named-seat basis may be around 100
- b. The total number of regular daily concurrent users to be around 50 (unnamed license seats – in other words, how many people are expected to be accessing the system/module at the same time. This is in contrast to named users who have dedicated licenses tied to a unique login/user ID)
- c. The County anticipates that all employees (up to 1,400 during peak seasons) would have access to self-service portal functionality

2.6 Potential Phasing and Target Live Dates

The County requests that offerors provide potential phase start and target go-live dates in proposal responses per **Attachment A – Proposal Response Forms**, Tab 5. These dates should be estimates based on anticipated resource requirements and dependencies between functional areas. These dates are subject to negotiation. The County initially anticipates that the total implementation process for all modules/products will be 18-24 months in duration, subject to further planning with Proposers. The County anticipates that implementation activities would begin in the second quarter of calendar year 2021. The County would like to target January 1, 2022 as a potential go-live date for financial modules, and January 1, 2023 as a go-live date for human resources and payroll modules. The County follows a January 1 – December 31 fiscal year.

2.7 Current Applications Environment

The County's current financial and HR system is Eden by Tyler Technologies, version 5.23.0.1. Eden is operated on a MS Structured Query Language (SQL) 2016 database using Windows server 2012. The current system is stable but lacks features and integration capabilities required to support the current and future needs of the County. Many users are completing business processes outside the ERP system, relying on MS Excel and other stand-alone applications to provide the necessary reporting and analysis to complete their job functions. Eden is used to provide the following functions:

Table 07: Current System Functions

Current System Functions			
1	Accounts Payable	6	General Ledger/Financials
2	Applicant Tracking	7	Human Resources



3	Benefits Enrollment	8	Leave Tracking
4	Budget Preparation	9	Payroll
5	Fixed Assets		

It is noted that the County currently processes transactions (e.g. payroll, W-2's, and accounts payable) for three separate entities – one for the County, one for the Airport, and one for Solid Waste. The County, Airport, and Solid Waste each maintain separate bank accounts against which accounts payable and payroll are transacted, though all three groups use the same check layout. The County anticipates that the Airport and Solid Waste would each be set-up under the umbrella of the County organization in a future system. Each of the entities does have its own EIN number. The County's support for Eden is generally provided by the IT Department's Help Desk. Staff contact the Help Desk by calling or sending an email. Help Desk staff create a ticket and will assist with Tier 1 issues and escalate all other issues to either the IT Applications or Network Administrator support teams. IT Department staff will contact Eden directly for support related to the application as end-users do not contact Eden.

Other Major Applications

The County also uses Kronos-Workforce Central version 8.1.4 for Time and Attendance and a wide variety of applications to provide functionality in specialized areas. Many of these applications are listed in Table 08. Identification of any potential future system interfaces is provided in Attachment B to this RFP.

Table 08: Additional Software Applications

No.	Application	Use/Summary
1.	Adobe Programs	PDF viewing and editing application
2.	AFLAC	Insurance provider application
3.	Agency 360	Field training management
4.	ArcGIS	Geographic information system
5.	ATWS	Software package that streamlines the handling of Indiana Tax Warrants
6.	American United Life Insurance Company (AUL)	Insurance provider application
7.	AutoCAD	Computer-aided design (CAD) software
8.	Autodesk	AutoCAD vendor
9.	BlueJeans	Video conferencing tool
10.	Campground Master	Reservation management system
11.	Campwise	Camp management software
12.	Canva	Photo editing
13.	Cellbrite Reader	Digital investigative application



No.	Application	Use/Summary
14.	CivicHR	Performance management software
15.	CivicRec	Parks and recreation management software
16.	Concur	Expense management, travel and invoice software
17.	Core FTP	File Transfer Program used to send the enrollment file
18.	Dossier	Vehicle fleet records management
19.	ECWS	Citation
20.	Eden	County's financial and human capital management system provided by Tyler Technologies
21.	Gate keeper (door knobs)	Gate locking system
22.	Google Earth Pro	Geospatial desktop application
23.	Guardian Tracking	Performance management system used by the Sherriff's Office
24.	Infinisource	COBRA administration application
25.	Insite360/Veeder Root	Fuel monitoring/management system
26.	Intelligrants	Grant management system
27.	Judicial Systems	Jury management system
28.	Kronos	Workforce management system
29.	Lieberman	County's automated tax warrant system
30.	MS 365 G3, F3, and G5	Desktop applications that provide database, word processing, and collaboration functionality
31.	NotePad++	Text and source code editor
32.	Odyssey	Case management system
33.	OnBoard	Board meeting management software
34.	Outrider	Public facing web portal for displaying data from Posse Winchester
35.	Phoenix OPW	System used to manage drivers and fleet
36.	Photoshop	Imaging and graphic design software
37.	POSSE Winchester	Enterprise workflow/processing management application with document storage capabilities
38.	PowerTerm	Provides gas key mapping functionality
39.	QuickBooks	Accounting software
40.	SageIntacct	Accounting software
41.	Simpleview	Content management system
42.	Stanley Security	Video surveillance solution



No.	Application	Use/Summary
43.	SunLife	Absence management system (FMLA)
44.	SurveyMonkey	Online surveying tool
45.	TeleStaff	Public safety advanced scheduling
46.	Teller	AR software
47.	Trimble	Transportation and fleet management system
48.	WebEx	Video conferencing application
49.	Zoom	Video conferencing application

2.8 Project Management Documentation

The following information establishes the expectation of the minimum level of project management documentation to be provided by Respondents as a part of, but not exclusively, the resulting implementation services offered. As part of the implementation scope, following signing of a contract, the selected Contractor(s) shall develop and provide the County with the following items:

- Project Management Plan: a detailed Implementation Project Plan that, at a minimum, includes the following:
 - Objectives
 - Deliverables and Milestones
 - Project Schedule
 - Resource Management Processes
 - Scope Management Processes
 - Schedule Management Processes
 - Risk Management Processes
 - Quality Management Approach
 - Communication Management Approach
 - Organizational Change Management Approach
 - Status Reporting
- Data Conversion Plan
- Training Plan
- System Interface Plan
- Testing and Quality Assurance Plan
- Pre- and Post-Implementation Support Plan
- System Documentation
- Risk Register

Additional documentation about each Plan may be found in Section VIII of Tab 3, in **Attachment A – Proposal Response Forms** of this RFP.

2.9 Budget

The County is committed to fully funding the one-time and recurring annual costs for the acquisition of the software (whether a licensed model or a subscription model is selected as a result of this process). Budget planning for this initiative is ongoing, and a specific amount for the software and



implementation services portion has not yet been determined. A final budget will be programmed based on the results of this RFP and final contract negotiations.

The County is sensitive to the total costs, and has listed cost as one of the several evaluation criteria in the RFP; however, this is not an opportunity to identify the lowest priced solution. This RFP opportunity is being presented as a best value solicitation, and not a lowest priced bid, opportunity.

2.10 Personnel

All of Contractor's personnel providing goods and services under the contract shall possess the necessary skills, experience, and knowledge, to perform their assigned duties. In the event assigned personnel are providing non-conforming or unsuitable services, the County shall notify Contractor and provide the opportunity to rectify the deficiency. If unable to cure the nonconforming services, Contractor shall remove from the project and replace the Contractor's personnel that the County deems unsuitable for the project with a resource possessing the necessary skills, experience, and knowledge, to perform their assigned duties in a satisfactory manner.

2.11 Software Upgrades

The County shall be entitled to any and all upgraded versions of the software covered in the contract that becomes available from the Contractor. Such upgrades shall be provided at no cost to the County so long as a valid maintenance and support agreement, or if applicable software as a service licensing agreement, is in place.

2.12 Performance Review

The Respondent may be required to meet with the County's Project Manager not less than once per quarter to conduct a performance review of the Respondent. These meetings will be either in person at County offices, or via teleconference or web-conference with not less than two in-person meetings per year. This performance review will include a review of the pricing, delivery performance, customer service, and improving operational efficiencies.



3 Proposal Evaluation and Award

3.1 Evaluation Process

The following subsection outlines the intended proposal evaluation process the County has identified. The County reserves the right to deviate from this process at its own discretion, and to (i) negotiate any and all elements of the RFP, (ii) amend, modify, or withdraw the RFP, (iii) revise any requirements under the RFP, (iv) require supplemental statements of information from any Respondent, (v) extend the deadline for submission of Proposals, (vi) cancel, in whole or part, this RFP if the County deems it is in its best interest to do so, (vii) request additional information or clarification of information provided in any Proposal without changing the terms of the RFP, and/or (viii) waive any portion of the selection process in order to accelerate the selection and negotiation with the top-ranked Respondent.. The County may exercise the foregoing rights at any time without notice and without liability to any Respondent, or any other party, for expenses incurred in the preparation of responses hereto or otherwise.

- a. **Vendor Shortlist:** The County Evaluation Committee will initially review and evaluate each Proposal received to determine the Proposer's ability to meet the requirements of the County. The evaluation criteria described in [Section 3.3](#) will be the basis for evaluation. The Evaluation Committee will determine the Respondents best suited to meet the needs of the County based on the scoring of the evaluation criteria. These Vendors will form the Vendor Shortlist.
- b. **Vendor Demonstrations:** The County, at its sole discretion, reserves the right to have system demonstrations with those Respondents on the Vendor Shortlist, or any other Respondent. Demonstrations may be conducted at County offices, subject to then-current public health guidance. Demonstrations will involve a scripted demonstration. The schedule, scripts, and demonstration requirements will be provided with the invitation to participate in demonstrations. A Pre-Demonstration Vendor Teleconference will take place for those Vendors that have been shortlisted, and Respondents will have an opportunity to review the format of the demonstrations and ask questions related to procedure and specific demonstration scenarios. Vendors that are invited to participate in demonstrations are advised that the provided scripts must be strictly adhered to while presenting. Optional modules or functionality shall not be presented if they fall outside the scope of requested functionality or that functionality which has been proposed by the Respondents. The proposed version of the software must be shown, and must not include any software that is under development or in beta testing. Evaluation Committee members will view the demonstrations, and additional County staff may also be in attendance to observe and provide informal feedback.
- c. **Reference Checks:** The County may employ a process of contacting references provided through Respondents' proposals. This process may include teleconference meetings, web conferences, and in-person meetings with references. The County reserves the right to conduct reference checks at any point in the evaluation process.
- d. **Best and Final Offer and Request for Clarification:** A Best-and-Final-Offer process may be initiated if it is determined to be in the best interest of the County. Such process may be initiated following the identification of the Vendor Shortlist or at any other evaluation process



step. Additional processes of scope and cost clarification may be employed as part of the evaluation process if it is deemed to be in the County’s best interest.

3.2 Clarification and Discussion of Proposals

The County may request clarifications and conduct discussions with any Respondent that submits a Proposal, including requesting additional information. The County reserves the right to select the Proposal or Proposals that it believes is the most responsive as determined by the County Evaluation Committee, which will best serve the County business and operational requirements, considering the evaluation criteria set forth below. Respondents shall be available for a system demonstration to County staff on dates specified in [Table 03](#) or as otherwise requested by the County if selected for system demonstrations. Failure of a Respondent to respond to such a request for additional information, clarification, or system demonstrations may result in rejection of the Proposal. The initial evaluation may be adjusted because of a clarification under this section. The County reserves the right to waive irregularities in the Proposal content or to request supplemental information from Respondents.

3.3 Evaluation Criteria

As described in the preceding Evaluation process sub-section, the County intends to follow a cumulative approach to scoring based on key evaluation activities (e.g. scoring is conducted in a progressive manner, following various steps in the process). The County hereby reserves the right to evaluate, at its sole discretion, the extent to which each Proposal received compares to the stated criteria. Vendor proposals shall be evaluated in accordance with the following criteria, subject to variation at the sole discretion of the County:

3.3.1 Short-List Identification: The County intends to utilize the criteria presented in Table 09 following the Evaluation Team’s review of Proposals.

Table 09: Short-List Identification Criteria

Criteria	Description	Points
Functionality	<p>This criterion considers but is not limited to the following:</p> <ul style="list-style-type: none"> The vendor’s written responses to the Functional and Technical Requirements for proposed functional areas and overall software solution. The ability for the proposed software to integrate with the County systems environment. 	35
Technical	<p>This criterion considers but is not limited to the following:</p> <ul style="list-style-type: none"> Alignment of the proposed software to the County’s preferred technical specifications. The vendor’s written response to each Potential Interface. The level of integration among proposed functional areas. 	15
Approach	<p>This criterion considers but is not limited to the following:</p> <ul style="list-style-type: none"> The described approach to implement an enterprise system to achieve the County’s goals and objectives. 	25



Criteria	Description	Points
	<ul style="list-style-type: none"> The alignment of the proposed implementation timeline to the County's desired timeline. The distribution of implementation tasks among County and vendor teams. The proposed resources hours among County and vendor teams. The vendor's approach to key implementation tasks including but not limited to data conversion, testing, and training. The vendor's planned ongoing support and maintenance services. 	
Vendor Experience	<p>This criterion considers but is not limited to the following:</p> <ul style="list-style-type: none"> The vendor's experience delivering the services requested in the RFP. The vendor's experience with similar implementations for comparable organizations. The vendor's experience deploying comparable interfaces to the County's related applications. 	20
Proposed Staff Experience	<p>This criterion considers but is not limited to the following:</p> <ul style="list-style-type: none"> The experience of named staff delivering services requested in the RFP. The experience of named staff with similar implementations for comparable organizations. The qualifications of named staff to deliver the services requested in the RFP with a focus on business process optimization. 	5

3.3.2 Finalists Identification: The County intends to utilize the criteria presented in Table 10 following the demonstrations by Short-List vendors.

Table 10: Finalist Identification Criteria

Criteria	Description	Points
Functionality Demonstrated	This criterion considers new information learned through vendor demonstrations including but not limited to the demonstrated user interface and the alignment of demonstrated functionality with preferred business processes.	15
Technical Capabilities	This criterion considers new information learned through the Technical Discussion as part of vendor demonstrations as well as other sessions.	5
Approach Discussion	This criterion considers new information learned through the Implementation Approach Discussion as part of vendor demonstrations as well as other sessions.	5



Criteria	Description	Points
Experience Discussion	This criterion considers new information learned through the Company Overview Discussion as part of vendor demonstrations as well as other sessions.	5

3.3.3 Preferred Vendor Identification: The County intends to utilize the criteria presented in Table 11 following the completion of reference checks and any site visit.

Table 11: Preferred Vendor Identification Criteria

Criteria	Description	Points
Reference Feedback	This criterion considers the feedback received from references related to the vendor's performance in the implementation including meeting project objectives and timelines, as well as the knowledge, skills, and experience of implementation staff; capabilities of the software; and ongoing vendor performance with support and maintenance.	20
Comparable References	This criterion considers the relevance of references related to organization size and location, structure of the organization, entity type (e.g. county/town/village), comparable scope, similar software version, and deployment model.	10

3.3.4 Cost Point Allocation: The County will evaluate cost proposals based upon this criteria. Cost points will be applied at the timing in the evaluation process as determined by the Evaluation Team. Cost points may be refined or replaced in the event of a subsequent Request for Clarification or Request for Best and Final Offer (BAFO).

Table 12: Cost Point Criteria

Criteria	Description	Points
Cost	<p>This criterion considers, as applicable, the price of the software licensing, services, and terms of any offered ongoing maintenance and support (including applicable service level agreements, disaster recovery, etc.) proposed in response to the information solicited by this RFP. Respondents will be evaluated on their pricing scheme, as well as on their price in comparison to the other proposers.</p> <p>In evaluating cost, the County may evaluate on a fully loaded ten year cost of ownership. Fully loaded is defined to include (but is not limited to): software purchase and implementation costs; ongoing support and service costs; hardware costs; and associated hardware support costs. The County reserves the right to add their own estimates of the costs (including any anticipated savings) associated with the required level of internal staffing (business users and IT staff) for implementation and for ongoing support, hardware and overhead costs and savings, and may rely on the Respondent's resource estimates as a basis for their calculations.</p> <p>Vendors of point solutions will be compared against other proposals for the respective functional area group.</p>	40



3.4 No Obligation, Right of Rejection, and Multiple Award

The inquiry made through this RFP implies no obligation on the part of the County. This RFP does not constitute an offer or a contract with any Respondent or other party. The County reserves the right to reject any or all Proposals, in whole or in part, and to waive any informality in proposals received, deemed to be in the best interest of the County or to accept or reject all or any part of any Proposal. Proposals deemed to be received from debarred or suspended Vendors will be rejected. The County may reject any Proposal that is not responsive to all of the material and substantial terms, conditions, and performance requirements of this RFP. The County further reserves the right to award all, part, or none of the components/functional areas included in this RFP. In addition, the County reserves the right to make one or more awards to competing Respondents for subsets of functionality as a result of this RFP. The County also reserves the right to refrain from making an award if it determines it to be in its best interest. The County reserves the right to abandon the Project and/or to re-advertise and solicit other Proposals. The County reserves the right to create a Project of lesser or greater expense than described in this RFP or the respondent's reply, based on the component prices or scope submitted. The County reserves the right to cancel this solicitation or to change its scope if it is considered to be in the best interest of the County.

3.5 Offer Held Firm

Unless otherwise specified, all bids/proposals submitted shall be valid for a minimum period of 180 calendar days following the date established for receiving bids/proposals. At the end of the 180 calendar days the bid/proposal may be withdrawn at the written request of the bidder/proposer. If the bid/proposal is not withdrawn at that time, it remains in effect until an award is made or the solicitation is cancelled.

3.6 Contract Negotiation

After final evaluation, the County may negotiate with the Respondent(s) of the highest-ranked Proposal. If any Respondent fails to negotiate in good faith, the County may terminate negotiations and negotiate with the Respondent of the next highest-ranked Proposal or terminate negotiations with any or all Respondents.

If contract negotiations are commenced, they may be held at County office locations or via teleconference. If contract negotiations are held, the Respondent will be responsible for all of Respondent's costs including, without limitation, its travel and per diem expenses and its legal fees and costs.

3.7 Failure to Negotiate

If the selected Respondent:

1. Fails to provide the information required to begin negotiations in a timely manner
2. Fails to negotiate in good faith
3. Indicates it cannot perform the contract within the designated timeframes or within budgeted funds available for the Project
4. If the Respondent and the County, after a good-faith effort, cannot come to terms; then



The County may terminate negotiations with the Respondent initially selected and commence negotiations with the next highest-ranked Respondent. At any point in the negotiation process, the County may, at its sole discretion, terminate negotiations with any or all Respondents.

3.8 Contract Type

The contract resulting from this RFP shall be in form and content satisfactory to the County and shall include, without limitation, the terms and conditions provided for in this RFP and such other terms and conditions as the County deems necessary and appropriate. The resulting contract from this RFP shall be a not-to-exceed based contract, subject to the Payment Terms identified in Attachment C2 for the various cost types.

The standard of performance for the contract resulting from this RFP shall be in accordance with the highest applicable standards in the financial information software industry. The initial contract price will be based on prices submitted by the Selected Respondent, subject to contract negotiations with the County, and shall remain firm for the initial term of the contract. Price adjustments may be negotiated at the request of either party in the extension periods with mutual agreement of the parties. A party proposing a price change in an extension period must notify the other party at least one-hundred eighty (180) days prior to the commencement of any extension period.

3.9 Contract Changes

Written requests for price changes resulting from a change of scope, as initiated or requested by the County, must be submitted in writing to the County via Change Order. Any increase will be based on the Contractor's actual cost increase only, as shown in written documentation. All Change Order requests must be in writing, must not constitute increases in profit, and must contain data establishing or supporting the increase in cost. At the option of the County, (1) the request may be granted; (2) the Contract may be cancelled and solicitation may be re-advertised; or (3) continue with the Contract without change. The County will accept or reject all such written requests within ninety (90) days of the date of receipt of Contractor's request for price increase or receipt of proper written documentation, whichever is later.

If a price increase is approved, the County will issue an amendment or change order to the contract specifying the date the increase will be effective. All Services and related accessories are to be billed at prices in effect at the time the service was rendered or order was placed. If a price increase is rejected, the Contractor will be notified and, at the option of the County, the Contract may be (1) cancelled and the solicitation may be re-advertised; or (2) continued without change.

All other Contract changes will be effective only on written agreement signed by both parties.

3.10 Contract Approval

The County's obligation will commence only following the County Council's approval of a Contract and the parties' execution of the Contract. Upon written notice to the Contractor, the County may set a different starting date for the Contract. The County will not be responsible for any work done or expense incurred by the Contractor or any subcontractor, even such work was done or such expense was incurred in good faith, if it occurs prior to the Contract start date set by the County.



4 Submittal Response Format

4.1 General Instructions

The following instructions must be followed by Respondents submitting Proposals. Offers that do not comply with all instructions contained herein may be disqualified:

1. **Deadline:** The deadline for Proposal submissions is established in [Section 1.5](#). It will be the sole responsibility of the Respondent to submit its Proposal to the County before the closing deadline. Late Proposals will not be allowed.
2. **Hard Copy Proposals:** Respondents shall submit one (1) version of the Technical Proposal and one (1) version of the Price Proposal in separate three-ring binders with tab separators or otherwise under separate cover, clearly marked "Original." Technical Proposals shall not include extraneous marketing materials.
 - Except for trade secrets and confidential information that the Respondent identifies as proprietary, all Proposals will be open for public inspection after the contract award. Any Respondent asserting that any portion of its Proposal is confidential or exempt from disclosure under public records laws must specifically identify the portions of the Proposal asserted to be confidential or exempt. Respondents are requested to submit one (1) hard copy version of the Technical Proposal and one (1) hard copy version of the Price Proposal clearly marked "PUBLIC RECORDS COPY" which redacts or omits any information deemed to be trade secret, confidential information, or otherwise exempt from applicable public records laws.
3. **Email Proposals:** No emails will be accepted for proposal submission.
4. **Electronic Media Proposal File Formats and Naming:** Respondents shall submit along with the hard copy proposal(s), one (1) electronic version of the Technical Proposal and one (1) electronic version of the Price Proposal on separate removable devices (e.g., thumb drive). The following table provides the required file formats and naming conventions for the electronic media files.

Table 13: Proposal Naming and File Formats

Proposal Section	Recommended File Naming Convention	Required File Format
Technical Proposal (Inclusive of Attachments A & B, and any Exhibits/Attachments)	"(Proposer Name)" Technical Proposal	All files combined into one (1) searchable Adobe PDF
Attachment B – Functional and Technical Requirements	"(Proposer Name) Proposal Response to Attachment B"	To be submitted in Microsoft Excel format, in addition to above PDF format
Price Proposal (Inclusive of Attachments C1 and C2, Respondent's Standard Travel and Expense Policy, and any Appendices)	"(Proposer Name)" Price Proposal	All files combined into one (1) searchable Adobe PDF



Proposal Section	Recommended File Naming Convention	Required File Format
Attachment C1 – Cost Worksheets	“(Proposer Name) Proposal Response to Attachment C1”	To be submitted in Microsoft Excel format, in addition to above PDF format

5. **Amendment of Proposals:** Respondents may amend Proposals prior to the deadline set for receipt of Proposals. In the event an Addenda is issued and a Respondent has previously submitted a Proposal in response to this RFP, the Respondent shall notify the County via email of the need to submit an amendment, and clearly outline the reasons in writing. No amendments will be accepted after the deadline unless they are in response to a request of the County.
6. **Delivery/Mailing Instructions:** Sealed Proposals shall be clearly labeled on the outside of the packaging with the RFP Title **and must include the name of the Proposer clearly indicated on the exterior of the packaging.** The mailing address for Proposals is contained in the following table.

Table 14: Proposal Mailing Addresses

Mailing Address
<p align="center">Hamilton County Auditor 33 North 9th Street, Suite L21 Noblesville, IN 46060</p> <p align="center">Attention: ERP RFP</p>

4.2 Technical Proposal Organization Guidelines

Respondents are instructed to insert the completed Tab forms (**Attachment A – Proposal Response Forms**) in the corresponding Tab sections as a part of their response to the Technical Proposal. **The County expects that Respondents will include additional proposal content beyond simply completing the forms and worksheets provided through this RFP.**

The following table contains the organization guidelines for Proposal responses.

Table 15: Technical Proposal Organization Guidelines

Proposal Tab No.	Technical Proposal Section
Tab 1	Company Introduction
Tab 2	Software Solution
Tab 3	Project Approach and Implementation Methodology
Tab 4	Key Proposed Personnel and Team Organization
Tab 5	Project Schedule
Tab 6	System and Application Architecture
Tab 7	Data Conversion Plan
Tab 8	Security and Software Hosting



Proposal Tab No.	Technical Proposal Section
Tab 9	Testing and Quality Assurance Plan
Tab 10	Training Plan
Tab 11	Ownership of Deliverables
Tab 12	References
Tab 13	Sample Contracts, Warranty, and Escrow
Tab 14	Exceptions to Project Scope and Contract Terms
Tab 15	Functional and Technical Requirements Response

4.3 Content for Tabs 1 – 15

Attachment A – Proposal Response Forms is a Word document that provides detailed instructions and requirements for the Proposer as it relates to the documents to be submitted as their RFP response and Services required for the Project.

Proposers are instructed to organize Proposals in a tabbed format and to insert the completed Tab forms (**Attachment A – Proposal Response Forms**) in the corresponding Tabs as a part of their response to the Proposal. In addition to the information captured through the questions and tables in **Attachment A – Proposal Response Forms**, Proposers are requested to provide complementary narrative information, diagrams, and images to help substantiate and support their proposal response to each Tab section.

Attachment B – Functional and Technical Requirements/Capabilities is an Excel document that provides detailed requirements and capabilities related to software features and functions, as well as potential interfaces and data conversion requirements.

a) Tabs 1 – 14

These tabs are to include the Proposers response as detailed in **Attachment A – Proposal Response Forms**, including any supplemental attachments or documents identified in **Attachment A – Proposal Response Forms**. Proposers are directed to **Attachment A – Proposal Response Forms**, which includes forms, tables, and questions that are to be completed by the Proposer and inserted into each applicable tab of the RFP response (Tab 1 – 14).

b) Tab 15

This tab is to include Proposer's response as detailed in Attachment B – Functional and Technical Requirements/Capabilities, which is an Excel document to be filled out by the Proposer. Proposers are required to use the following legend for completing Attachment B – Functional and Technical Requirements/Capabilities.

When providing responses to the requirements in Attachment B – Functional and Technical Requirements/Capabilities, Proposer shall use the response indicators contained in the following table.



Proposers are instructed to enter only one response indicator in response to each requirement. Responses to an individual requirement that contain more than one indicator (e.g., C/T) will be treated as a response of “N” feature/function not provided.

If a Proposer is not proposing on certain functionality, a response of “No Bid” shall be provided for all applicable areas. A response of “No Bid” should not be used as a replacement for an “N” response. Requirements submitted without a response will be treated as a response of “N” feature/function not provided.

Table 16: Requirements Response Indicators

Indicator	Definition	Instruction
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from Vendors in accordance with agreed-upon configuration planning with the County.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system’s ability to meet the requirement.
F	Future: Feature/Function will be available in a future software release available to the County by October 1, 2021, at which point it will be implemented in accordance with agreed-upon configuration planning with the County.	If a response indicator of “F” is provided for a requirement that will be met in a future software release, the Respondent shall indicate the planned release version, as well as the time the release will be generally available.
C	Customization: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications . All related customization costs should be indicated in Attachment C – Cost Worksheet.	If a response indicator of “C” is provided for a requirement that will be met through a custom modification, the Respondent shall indicate the cost of such a modification.
T	Third Party: Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system . This system should be specified.	If a response indicator of “T” is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements with a clear notation that the responses are provided by the third-party.
N	No: Feature/Function cannot be provided.	N/A

c) Proposal Supplements

Any Proposer-submitted materials or documentation not specifically requested through this RFP may be included as Supplements to the Proposal as identified in Table 14.

4.4 Price Proposal

The Respondent’s Price Proposal shall consist of four sections, as further described below:



1. The completed Cost Worksheets as contained in **Attachment C1 – Cost Worksheets**. Respondents shall not modify the worksheets in any way.
2. The Respondent's standard travel and expense policy.
3. A narrative description of the proposed costs in response to **Attachment C2 – Cost Narrative**.
4. The Respondent's pricing as provided in vendor's standard quoting/pricing format.



5 Terms and Conditions

CONTRACTUAL REQUIREMENTS & TERMS AND CONDITIONS

The following terms and conditions apply to this RFP solicitation process, and will be incorporated into the resulting contract as applicable. The County expects the resulting contract to include the RFP and proposal response as exhibits.

5.1 Indemnification

Vendor shall indemnify, defend, and hold Hamilton County, IN, harmless from and against all claims, losses, damages, or costs arising from or in any way related to Vendor's breach of the foregoing warranties. This indemnification shall not be subject to any limitations of remedies or warranties which are contained in this or any other agreement and shall survive termination of this or any other agreement between the parties hereto or thereto.

5.2 Records and Audits

The Consultant shall maintain such detailed records as may be necessary to demonstrate its performance of the duties required by this Agreement, including the date, time and nature of services rendered. These records shall be maintained for a period of three years from the date of the final payment under this Agreement and shall be subject to inspection by County. The County shall have the right to audit any billings or examine any records maintained pursuant to this Agreement both before and after payment. Payment under this Agreement shall not foreclose the right of County to recover excessive and/or illegal payments.

5.3 Incurred Expenses

There is no express or implied obligation for the County to reimburse Respondents for any costs or expenses incurred in preparing Proposals in response to this RFP, and the County will not reimburse Respondents for these costs or expenses, nor will the County pay any subsequent costs associated with the provision of any additional information or presentations, or to procure a contract for these Services. The County is not responsible for any cost(s) incurred by a Respondent in preparing and/or submitting a Proposal in response to this RFP. The County will also not be responsible for any costs associated with preparing and/or participating in any systems demonstrations requested of the Respondent's products and Services.

5.4 Authorized Signatures

The proposal must be executed personally by the vendor or duly authorized partner of the partnership or duly authorized officer of the corporation. If executed by an agent, a power of attorney or other evidence of authority to act on behalf of the vendor shall accompany the proposal to become a valid offer.

5.5 Rights to Submitted Material

It shall be understood that all Proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, and Proposals or referencing information submitted in response to this RFP, shall become the property of the County, and will not be returned. The County



will use discretion with regard to disclosure of proprietary information contained in any response, but cannot guarantee information will not be made public. As a government entity, the County is subject to making records available for disclosure.

5.6 Confidential Information

Any written, printed, graphic, electronic, or magnetically recorded information furnished by the County for the Respondent's use are the sole property of the County. This proprietary information includes, but is not limited to, customer requirements, customer lists, marketing information, and information concerning County employees, products, services, prices, operations, security measures, and subsidiaries.

The Respondent and its employees shall keep this confidential information in the strictest confidence, and will not disclose it by any means to any person except with County approval, and then only to the extent necessary to perform the work under the contract. These confidentiality obligations also apply to the Respondent's employees, agents, and subcontractors and Respondent shall be liable for a breach of the confidentiality obligations by any such party. On termination of the contract, the Respondent, its employees, agents, and subcontractors will promptly return any confidential information in its possession to the County.

5.7 Waiver of Claims

Each Offeror by submission of a response to this RFP waives any claims it has or may have against the County, and their respective employees, officers, members, directors and partners; The County's Representative and its employees, officers, members, directors and partners; and the County, its employees, officers and elected officials, agents, representatives, that are connected with or arising out of this RFP, including, the administration of the RFP, the RFP evaluation, and the selection of qualified Respondents. Submission of proposal indicates Respondent's acceptance of the evaluation technique. Without limiting the generality of the foregoing, each Respondent acknowledges that the basis of selection and that the evaluations shall be made public in accordance with applicable law and waives any claim it has or may have against the above-named persons, due to information contained in such evaluations.

5.8 Statutory Information

Any contract or agreement resulting from this RFP shall be construed in accordance with the laws of the State of Indiana. Any litigation between the parties arising out of, or in connection with, the contract shall be initiated and prosecuted in federal or state court in Hamilton County, IN.

5.9 Non-Discrimination Clause

During the performance of the contract, the Contractor and all subcontractors will not discriminate against any employee or applicant for employment because of race, color, creed, religion, ancestry, national origin, sex, sexual orientation, disability, age, marital status, or status with regard to public assistance. The Contractor and all subcontractors will take affirmative action to ensure that all employment practices are free of such discrimination. Such employment practices include, but are not limited to, the following: hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.



5.10 Force Majeure

Neither Party shall be in default by reason of any failure in performance of the resulting contract if such failure is proximately caused by causes beyond their reasonable control and without the fault or negligence of said Party including, without limitation, unforeseeable acts of nature; terrorism or other acts of public enemy; war and epidemics or quarantine restrictions (“force majeure”). If either Party is delayed at any time in the progress of the work governed by the contract by force majeure, the delayed Party shall notify the other Party in writing of such delay, as soon as is practical, of the commencement thereof and shall specify the cause(s) of such delay in the notice. The notice shall be hand-delivered or mailed certified-return receipt and shall make a specific reference to this provision. The delayed Party shall cause such delay to cease as soon as practicable and shall notify the other party in writing when it has done so. The time of completion shall be extended by contract modification for a period of time equal to the time that results or effects of such delay prevent the delayed Party from performing in accordance with this contract.

5.11 Policy Compliance

The Respondent shall, as a condition of being considered for award of the contract, require each of its agents, officers, and employees to abide by the County’s policies prohibiting sexual harassment, firearms, and smoking, as well as all other reasonable work rules, safety rules, or policies regulating the conduct of persons on County property at all times while performing duties pursuant to the contract. The Respondent agrees and understands that a violation of any of these policies or rules will constitute a breach of the contract and will be sufficient grounds for immediate termination of the contract by the County.

5.12 Compliance with Federal, State, County, and Local Laws

Proposals must comply with all federal, state, county and local laws. Any vehicles or equipment shall contain all standard safety, emission, and noise control requirements required for the types and sizes of equipment at the time of their manufacture. The contractor agrees, during the performance of work or service, to comply with all applicable codes and ordinance of the County, or State of Indiana, as they may apply, as these laws may now read or as they may hereafter be changed or amended.

5.13 Patents and Copyrights

The successful vendor agrees to protect the County from claims involving infringements of patents and/or copyrights.

5.14 Invalid, Illegal, or Unenforceable Provisions

In case any one or more of the provisions contained in the Contract shall for any reason be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision thereof and this contract shall be considered as if such invalid, illegal, or unenforceable provision had never been contained herein.

5.15 County Property

The use of any and all County property by Contractor or its agents must be approved in advance by the County.



5.16 Rights of Use

The Contractor agrees that the County will own and have the right to use, reproduce and apply as it desires, any data, reports, analyses and materials which are collected or developed by the Contractor or anyone acting on behalf of the Contractor as a result of this contract.

5.17 Ownership of Data and Transition

Any and all County data stored on the Contractor's servers or within the Contractor's custody, is the sole property of the County. The Contractor, subcontractor(s), officers, agents and assigns shall not make use of, disclose, sell, copy or reproduce the County's data in any manner, or provide to any entity or person outside of the County without the express written authorization of the County.

In the event resulting Agreement is terminated for any reason, or upon expiration, and in addition to all other rights to property set forth, the Selected Respondent shall:

- a. Incur no further financial obligations for materials, Services, or facilities under the Agreement without prior written approval of the County;
- b. Terminate all purchase orders or procurements and any subcontractors and cease all work, except as the County may direct, for orderly completion and transition; and
- c. Make available to the County, at no cost, all County data stored within the system, stored on the Contractor's servers, or within the Contractor's custody, within fifteen (15) days of termination or County request.

In the event resulting Agreement is terminated for any reason, or upon expiration, and in addition to all other rights to property set forth, the County shall:

- d. Retain ownership of all data, work products, and documentation, created pursuant to the resulting Agreement

5.18 Data Privacy and Security

Contractor shall comply with all relevant federal, state, and local laws and regulations on security and privacy. Contractor shall have and follow a disaster recovery plan. Contractor shall only store and process County data within the continental United States. If applicable to the Contract, the Contractor shall back up all County data daily to an offsite hardened facility.

5.19 Interpretation of Solicitation Documents

The County is the final judge of the meaning of any word(s) sentences, paragraphs or other parts of the solicitation documents. Proposers are encouraged to seek clarification, before submitting a proposal, of any portion of the proposal documents that appears to be ambiguous, unclear, inconsistent, or otherwise in error. Clarifications will be in writing.