

POLK COUNTY, IOWA

REQUEST FOR PROPOSAL (RFP)

for

COUNTY REAL ESTATE & TAX SYSTEM
REPLACEMENT PROJECT

RFP#: 159-0910

RFP Published: September 30, 2009

Technical Proposals Due: November 24, 2009

Pricing Proposals Due: December 8, 2009



REQUEST FOR PROPOSAL (RFP)

RFP NUMBER: **159-0910**

PROPOSAL FOR: County Real Estate & Tax System

PROPOSAL DUE DATE: November 24th, 2009

PROPOSAL DUE TIME: 2:00 p.m. CST

PRE-PROPOSAL CONFERENCE: Wednesday October 14th, 2009. 1:00-3:00p.m. CST, 111 Court Avenue, Room 120, Des Moines, Iowa, 50309

All proposing firms are encouraged to attend the pre-proposal conference

CONTACT: Cliff Wobken Polk County General Services
E-mail: cliff.wobken@polkcountyiowa.gov
Telephone: 515-286-3239

Sealed proposals, one (1) original and eight (8) copies and one copy on compact disc, subject to the Terms and Conditions of this RFP and other contract provisions, will be received in the **General Services Dept. 111 Court Avenue, Suite 365, Des Moines, Iowa 50309**, before the due date and time shown above.

Proposals must be returned in a sealed envelope or other appropriate package, addressed to the General Services Agent, Polk County and have the RFP number, due date, and company name clearly marked on the outside envelope.

Late proposals will be returned to the proposing firm unopened. Proposals may be withdrawn at any time prior to the due date and time shown above. Proposals may not be altered, amended or withdrawn after the due date and time. The undersigned agrees if the proposal is accepted, to furnish any and all items upon which prices are offered, at the price(s) and upon the terms and conditions contained in the specifications. The period for acceptance of this proposal shall be 120 calendar days.

Table of Contents

1. INSTRUCTIONS TO PROPOSING FIRMS	3
1.1 PROPOSAL DELIVERY	3
1.2 POINT OF CONTACT	3
1.3 PROPOSAL DOCUMENTS.....	3
1.4 SUBMISSION OF RFP	4
1.5 SCHEDULE OF EVENTS.....	5
1.6 WITHDRAWAL OF proposals.....	6
1.7 OPENING OF RFPs.....	6
1.8 EVALUATION FACTORS AND AWARD	6
1.9 PUBLIC DISCLOSURE.....	8
1.10 RELEASE OF CLAIMS	8
1.11 CONTACT with COUNTY SUPERVISORS, STAFF AND ADVISORS	8
2. INSURANCE REQUIREMENTS	9
2.1 REQUIREMENTS.....	9
2.2 MANDATORY INSURANCE.....	9
2.3 MISCELLANEOUS INSURANCE REQUIREMENTS.....	11
2.4 CERTIFICATE OF INSURANCE.....	12
3. REQUEST FOR PROPOSAL (RFP)	14
3.1 INTRODUCTION	14
3.2 COUNTY TAX SYSTEM GOALS.....	16
3.3 PRODUCTS AND SERVICES REQUIRED OF THE PROPOSING FIRM.....	16
4. FORMAT AND CONTENT OF OFFER	22
4.1 GENERAL INSTRUCTIONS.....	22
4.2 TECHNICAL PROPOSAL (due November 24 th).....	22
4.3 PRICE PROPOSAL (due December 8 th)	24
5. EVALUATION PROCESS	26
5.1 INTRODUCTION	26
5.2 WRITTEN PROPOSAL EVALUATION.....	26
5.3 REFERENCE CHECKS, ORAL PRESENTATIONS AND DEMONSTRATIONS	26
5.4 PRELIMINARY SCORING AND BEST-AND-FINAL OFFER	27
5.5 EVALUATION CRITERIA.....	27
5.6 WEIGHTING OF PRICE	27
6. SIGNATURE PAGE – INCLUDE WITH ORIGINAL PROPOSAL	28
6.1 NONCOLLUSION	28
6.2 EQUAL EMPLOYMENT AND NONDISCRIMINATION	28
7. APPENDIX A: POLK COUNTY TECHNOLOGY STANDARDS	29
7.1 CURRENT DESKTOP STANDARDS.....	29
7.2 CURRENT LAPTOP STANDARDS	29
7.3 CURRENT MAINFRAME STANDARD.....	29
7.4 CURRENT “TYPICAL” SERVER STANDARD.....	29
7.5 CURRENT NETWORK STANDARDS.....	29
7.6 DESKTOP STANDARD PLANNED FOR TREASURER REFRESH.....	29
8. APPENDIX B: REMAINING ATTACHMENT FILES	30
8.1 ATTACHMENT 1: CURRENT REAL ESTATE & TAX BUSINESS PROCESSES ...	30
8.2 ATTACHMENT 2: POLK COUNTY TAX SYSTEM FUNCTIONAL MATRIX.....	30
8.3 ATTACHMENT 3: PRICING MATRIX – (due December 8 th)	30
8.4 ATTACHMENT 4: INTERFACE DESCRIPTIONS.....	30

1. INSTRUCTIONS TO PROPOSING FIRMS

1.1 PROPOSAL DELIVERY

Proposals must be received in the General Services Office prior to the due date and time. It is the sole responsibility of the proposing firm to ensure timely delivery of the proposal. **Late proposals will be returned to the proposing firm unopened.** The time stamp clock in the General Services Office is the time of record.

1.2 POINT OF CONTACT

The General Services agent, identified below, is the sole point of contact regarding the RFP bidding documents from the date of issuance until selection of the successful proposing firm:

Point of Contact	
Cliff Wobken - Manager Polk County, IA – Dept of General Services 111 Court Avenue, Suite 365 Des Moines, Iowa 50309	Phone: 515.286.3239 Fax: 515.286.3082 cliff.wobken@polkcountyiowa.gov

1.2.1 RESTRICTION ON COMMUNICATION

All communications relating to this RFP must be directed to the County's contact person named above. All other communications between a proposing firm and county staff, and public officials concerning this RFP are prohibited. **Failure to comply with this section may result in the County disqualifying the proposing firm's offer.**

1.3 PROPOSAL DOCUMENTS

1.3.1 LOCATION OF DOCUMENTS

This RFP may be downloaded from the Polk County website www.PolkCountyIowa.gov as well as the FindRFP job posting system located at www.findrfp.com. All addenda and notices related to this procurement will be posted by the County to these locations.

It is the responsibility of the proposing firm to monitor these sites for notices and addenda.

1.3.2 PREPARATION OF RFP

Each proposing firm must furnish the information and in the order and format required by this RFP and on clearly referenced attachments as needed. Proposals not submitted in this manner may be considered non-responsive. Any attempt to alter the wording in the RFP may result in rejection of the RFP.

Proposing firms must furnish all information necessary to evaluate the bid proposal. Offers that fail to meet the mandatory requirements of the RFP will be grounds for disqualification. Verbal information provided by the proposing firm shall not be considered part of the proposing firm's proposal.

1.3.3 TAXES

The County is exempt from Federal, State and Local sales and use tax on the equipment, parts

supplied, or services pursuant to this contract.

1.3.4 PRICES

Pricing proposals shall be firm for a period of 120 days from submission / due date unless otherwise specified. In the event of a discrepancy between unit prices and extended prices, the unit prices shall govern.

1.3.5 SIGNATURE

The proposing firm must sign each document in the proposal requiring a signature.

1.3.6 RFP PREPARATION COSTS

All costs associated with preparing an RFP shall be borne by the Proposing firm.

1.4 SUBMISSION OF RFP

Unless otherwise specified, proposing firms are required to submit the following required documents, in addition to their one **(1) original and eight (8) copies plus one (1) electronic version on CD (Microsoft Word or PDF format)**.

The following documents must be submitted with each one (1) original proposal:

1. Chapter 6 – Signature Page (Completed and Signed)

NOTE: Please see Chapter 4: Format and Content for further details regarding packaging of Technical vs. Pricing proposal packets.

Any other documents included in the RFP specifications requiring completion or execution by the proposing firm. **The Proposing firm may retain all other pages in the RFP document.**

1.4.1 AMENDMENTS TO THE RFP AND WITHDRAWAL OF OFFER

The County reserves the right to amend the RFP at any time. Proposing firms shall acknowledge receipt of addenda on the signature page containing non-collusion, equal employment, non-discrimination and debarment statements. It is the proposing firm's responsibility to ensure any and all addenda are obtained.

Proposing firms who submit proposals in advance of the deadline and/or an addendum may withdraw, modify, and resubmit proposals at any time prior to the deadline for submitting proposals. Proposing firms must notify the County in writing if they wish to withdraw their proposals.

1.5 SCHEDULE OF EVENTS

The following dates are set forth for informational and planning purposes; however, the County reserves the right to change the dates.

RFP Schedule	
RFP Release Date	September 30 th
Release of Addendum – Demonstration scripts	October 7 th
Last day for Questions Due	October 12 th
Pre-Proposal Conference	October 14 th
Release of Addendum – Answers to Questions	October 21 st
Technical Proposals Due (without pricing)	November 24 th (2:00pm)
Pricing Proposals Due	December 8 th (2:00pm)
Down Select #1 / Announce to proposing firms	December 15 th
Oral Presentations and Demonstrations	January 4 th - 8 th
Down Select #2 / Announce to proposing firms	January 27 th
BAFO and Contract Negotiations	TBD
County Approval	TBD
Contract Initiation	TBD

1.5.1 PRE-PROPOSAL CONFERENCE

All proposing firms are strongly encouraged to attend the pre-proposal conference prior to submitting their proposal. **The Pre-Proposal Conference will be from 1:00-3:00p.m. CST on Wednesday, October 14th, 2009, at 111 Court Avenue, Conference Room #120, Des Moines, Iowa, 50309.**

The County will provide a written response in the form of an Addendum for all questions received at the pre-proposal conference.

Verbal discussions at the pre-proposal conference shall not be considered part of the RFP unless confirmed in writing by the County and incorporated into the aforementioned Addendum.

1.5.2 QUESTIONS AND ANSWER PERIOD

Proposing firms are invited to submit written questions and requests for clarifications regarding the RFP. **The questions and/or requests for clarifications must be in writing and received on or before 4:30 p.m., Monday, October 12th, 2009.**

If the questions or requests for clarifications pertain to a specific section of the RFP, the page and section number(s) must be referenced. If a proposing firm discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the proposing firm should immediately notify the County RFP point of contact in writing of such error and request modification or clarification of the RFP document. The County assumes no responsibility for errors or misrepresentations that result from the use of incomplete RFPs, unidentified errors and/or failure to obtain all addenda.

The County will provide a written response in the form of an Addendum for ALL questions received during on or before the date listed above. – See also the Schedule of Events table above for due dates and times.

1.6 WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn in writing at any time prior to the due date and time. A proposal may also be withdrawn in person by a proposing firm, provided the withdrawal is made prior to the due date and time. The proposing firm must sign a receipt of withdrawal.

No proposal may be withdrawn after the due date unless there is a material error in the proposal. Withdrawn proposals may be resubmitted, with or without modifications, up to the due date and time. The County shall require proof of agency from person withdrawing proposal.

1.7 OPENING OF RFPS

The General Services Department representative responsible for opening RFPS shall confirm the time and announce the RFP opening. The representative shall then publicly open and read aloud the names of firms submitting proposals.

After the RFP opening, the offers will remain confidential until the Evaluation Committee has reviewed all offers submitted in response to this RFP and the County has executed a contract.

1.8 EVALUATION FACTORS AND AWARD

1.8.1 ACCEPTANCE OF PROPOSAL(S)

The contents of the RFP shall become a part of the contract which may be adopted by the Polk County Board of Supervisors at a public meeting.

1.8.2 MBE/WBE

As a matter of policy under State law, projects and procurements, the County encourages the use, if applicable, of qualified vendors, sub-contractors and suppliers where at least fifty-one percent (51%) of the ownership of such vendor, sub-vendor or supplier is vested in racial or ethnic minorities or women (MBE and/or WBE). In the selection of sub-vendors, the vendor agrees to consider this policy and to use its reasonable and best efforts to select and employ such company and persons for work on this contract.

1.8.3 REJECTION OF PROPOSALS

The County reserves the right to reject any or all offers, in whole or in part, received in response to this RFP at any time prior to the execution of a written contract. Issuance of this RFP in no way constitutes a commitment by the County to award a contract. This RFP is designed to provide proposing firms with the information necessary to prepare a competitive proposal.

1.8.4 DISQUALIFICATION

The County may reject outright and shall not evaluate proposals for any one of the following reasons:

1. The proposing firm fails to include information necessary to substantiate that it will be able to meet a service requirement(s).
2. The proposing firm fails to respond to the County's request for information, documents, or references.
3. The proposing firm fails to include any signature, certification, authorization, stipulation, disclosure or guarantee requested in this RFP.
4. The proposing firm presents the information requested by this RFP in a format inconsistent with the instructions of the RFP.

5. The proposing firm initiates unauthorized contact/discussions regarding this RFP with County personnel – employees, officials and/or members of the evaluation committee.
6. The proposing firm provides misleading or inaccurate responses.
7. The proposing firm limits the County's rights.

1.8.5 RESERVATIONS

The County expressly reserves the right to:

1. Specify approximate quantities in the RFP;
2. Extend and/or modify the RFP Schedule of Events timeline;
3. Consider and accept alternate proposals, if specified in the RFP documents, when most advantageous to the County;
4. Waive as an informality minor deviations from specifications, provided they do not affect competition or result in functionally unacceptable goods or services;
5. Add additional terms or modify existing terms in the RFP;
6. Reject or cancel any or all RFPs;

1.8.6 CLARIFICATION PROCESS

The County reserves the right to contact a proposing firm after the submission of offer proposals for the purpose of clarifying a proposal to ensure mutual understanding. This contact may include written questions, interviews, site visits, a review of past performance if the proposing firm has provided goods or services to the County or any other political subdivision wherever located, or requests for corrective pages in the proposing firm's bid proposal.

An individual authorized to legally bind the proposing firm shall sign responses to any request for clarification. Responses shall be submitted to the County within the time specified in the County's request. Failure to comply with requests for additional information may result in rejection of the bid proposal as non-compliant.

1.8.7 NONMATERIAL VARIANCES

The County reserves the right to waive or permit cure of nonmaterial variances in the offer if, in the judgment of the County, it is in the County's best interest to do so. Nonmaterial variances include minor informalities that do not affect responsiveness, that are merely a matter of form or format, that do not change the relative standing or otherwise prejudice other proposing firms, that do not change the meaning or scope of the RFP, or that do not reflect a material change in the services.

1.8.8 PRESENTATIONS AND DEMONSTRATIONS

Proposing firm's key personnel may be required to participate in a panel interview. Only representatives of the evaluation team and the presenting proposing firm will be permitted to attend the oral interviews. All proposing firms submitting proposals may not have an opportunity to interview. Any cost(s) incidental for the interviews and/or demonstrations shall be the sole responsibility of the proposing firm.

1.8.9 EVALUATION OF OFFERS AND AWARD

The County will first examine proposals to determine their conformance with the RFP requirements. Any proposals that are deemed to be non-conforming to the stated requirements may be rejected. Offers that are timely submitted and are not subject to disqualification will be reviewed in accordance with Chapter 4 of this RFP.

The County may award the contract to the compliant proposing firm whose proposal receives the most points in accordance with the evaluation criteria set forth in Chapter 5 of this RFP.

The award may be granted to the highest scoring responsive, responsible proposing firm or to the responsible proposing firm whose proposal most conforms to the RFP and is the most advantageous to the County price and other evaluation factors considered.

1.9 PUBLIC DISCLOSURE

Information, documentation, and other material in connection with this solicitation or any resulting contract shall be subject to public disclosure pursuant to State of Iowa code (chapter 22) at conclusion of the award/contract process.

1.9.1 PROPRIETARY INFORMATION

All material submitted to the County becomes public property and is subject to the Iowa Open Records Act upon receipt. If a proposer does not desire proprietary information in the bid to be disclosed, each page must be identified and marked proprietary at time of submittal. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request. Proposing firms may not mark every page as confidential and still be responsive. If Polk County receives a request for the proposal, the proposer will be promptly notified and may seek to obtain an injunction against Polk County for release of proprietary information.

1.10 RELEASE OF CLAIMS

By submitting an offer, the proposing firm agrees that it will not bring any claim or cause of action against the County based on any misunderstanding concerning the information provided herein or concerning the County's failure, negligent or otherwise, to provide the proposing firm with pertinent information as intended by this RFP.

1.11 CONTACT WITH COUNTY SUPERVISORS, STAFF AND ADVISORS

All questions concerning this RFP must be directed to the RFP contact listed on page 1 of this RFP.

The following provisions are intended to ensure a fair and equitable review process so that there is no actual or potential situation where one RFP Proposing firm secures or attempts to secure an unfair advantage over another RFP Proposing firm or creates a situation where there is an appearance of impropriety in contacts between the RFP Proposing firm or RFP agent or RFP contractor or RFP consultant and County officials.

After release of the RFP, no officer, employee, agent or representative of the Proposing firm shall have any contact or discussion, verbal or written, with any members of the County Board of Supervisors, or County's consultants, or directly or indirectly through others, seek to influence any County Board member or County's consultants regarding any matters pertaining to **RFP #159-0910** except as herein provided.

If a representative of any company or party submitting a proposal violates the foregoing prohibition by contacting any of these parties, such contact may result in a Proposing firm being disqualified from the procurement process.

2. INSURANCE REQUIREMENTS

2.1 REQUIREMENTS

The contractor shall secure and maintain throughout the duration of this contract, insurance of such types and not less than the amounts specified herein. The Contracting Authority (POLK COUNTY) shall be named as "Additional Insured," using the following language: **"POLK COUNTY GOVERNMENT, its Elected Officials, Employees, Agents, and Assigns."**

Insurance coverage will be considered acceptable when provided in one of the following methods:

1. The Contractor shall furnish the Contracting Authority with a proper Certificate of Insurance or affidavits executed by representatives of duly qualified insurance companies, doing business in IOWA for approval by the Contracting Authority.
2. The Certificate shall identify the following: the insurance company firm name and address; contractor firm name and address; insurance policy(s) number(s); policy period; type of policy and coverage; limits of coverage; description of operations covered; certificate holder/"Additional Insured"; and cancellation clause.

All certificates submitted for the purpose of complying with these specifications shall identify as the "Named Insured" the Contractor; and the Contracting Authority, its agents and representatives, as "Additional Insureds." This requirement shall apply with equal force, whether the work is performed by (1) persons employed directly by the Contractor, (2) by a subcontractor, or (3) by an independent contractor.

Regardless of such approval by the Contracting Authority, it shall be the responsibility of the Contractor to maintain adequate insurance coverage at all times, and failure to do so shall not relieve the Contractor of any contractual obligation or responsibility. Failure on the part of the Contractor to maintain this insurance in full effect will be treated as such by the Contracting Authority. Failure on the part of the Contractor to comply with the requirements of this article will be considered sufficient cause to suspend the work, withhold payment(s), and/or be disqualified from receiving further contract awards.

Insurance policies filed with the Contracting Authority shall state that thirty (30) calendar days prior written notice will be given to the Contracting Authority before any policy covered thereby is changed or canceled. Evidence of insurance coverage as identified and stipulated by these specifications shall be approved by the Contracting Authority prior to any work being performed by the Contractor, subcontractor(s), or agents of the Contractor.

2.2 MANDATORY INSURANCE

2.2.1 WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY

This insurance shall protect the Contractor against all claims under Iowa Workers' Compensation Law. The Contractor shall also be protected against claims for injury, disease, or death, or employees which for any reason, may not fall within the provisions of the Workers' Compensation Law. The insurance requirements shall not be less than the following:

1. Workers' Compensation – Statutory
2. Employers' Liability
 - a. **\$500,000 Per Accident**
 - b. **\$500,000 Disease, Policy Limit**

c. **\$500,000 Disease, Each Employee**

2.2.2 COMMERCIAL GENERAL LIABILITY

This insurance shall be written in comprehensive form and shall protect the Contracting Authority against all claims arising from injuries to any person or damage to property of others arising out of any negligence of the Contractor.

The Contractor shall provide and maintain insurance coverage to protect the Contracting Authority against any and all claims for damages for personal injury, including accidental death, as well as from claims under this contract, whether such operations be performed by the Contractor or any subcontractors, or by one directly or indirectly employed by the Contractor or any subcontractors. The liability limits shall not be less than the following:

- | | |
|--|---------------------|
| 1. General Aggregate | \$ 2,000,000 |
| 2. Products-Completed Operations Aggregate | \$ 2,000,000 |
| 3. Personal & Advertising Injury | \$ 1,000,000 |
| 4. Each Occurrence | \$ 1,000,000 |
| 5. Fire Damage (Any one Fire) | \$ 100,000 |
| 6. Medical Expenses (Any One Person) | \$ 5,000 |

2.2.3 PROFESSIONAL LIABILITY (ERRORS & OMISSIONS)

Contractor will maintain, at its expense: Professional Liability Insurance in the amount of **\$2,000,000** including coverage for errors and omissions caused by Contractor's negligence in the performance of its duties under this agreement. (WHEN APPLICABLE)

2.2.4 AUTOMOBILE LIABILITY

This insurance shall be written in comprehensive form and shall protect the Contractor against all claims for the operation of motor vehicles, whether they are owned, non-owned, or hired, by or on behalf of the Contractor. The liability limits shall not be less than the following: **\$1,000,000 per accident**

2.2.5 EXCESS LIABILITY UMBRELLA

The Contractor shall procure and maintain, during the life of this contract **\$5,000,000 Excess Liability Coverage (Umbrella)**. This coverage is over and above the underlying coverage of \$1,000,000/\$2,000,000 the General Liability and Automobile & Employers Liability.

2.2.6 SUBCONTRACTORS

The contractor shall require that any of its agents and / or subcontractors, who perform work and/or services pursuant to the provisions of this contract, meet the same insurance requirements as are required of the prime contractor.

2.2.7 PERFORMANCE BOND

A bond for the faithful and timely completion of the entire proposal must be provided at contract signing with a limit of 100 percent of the contract sum

2.3 MISCELLANEOUS INSURANCE REQUIREMENTS

2.3.1 COST OF INSURANCE

The Contracting Authority shall make no direct payments to the Contractor for any costs associated with securing, maintaining, and/or providing the insurance coverage required by the Contract Department. All costs of such coverage shall be included in the prices bid and no additional payments for such costs shall be made.

2.3.2 PERSONAL LIABILITY OF PUBLIC OFFICIALS

In carrying out any of the provisions of the contract, or in exercising any power or authority granted to any agent or representative of the County Board thereby, there shall be no liability upon such agent or representative, including the engineer or authorized assistants, either personally or as an official of the County Board, it being understood that in such matters they act as the agent and representative of the County Board.

2.3.3 NON-WAIVER OF LEGAL RIGHTS

The Contracting Authority shall not be precluded or estopped by any measurement, estimate, or certificate made either before or after the completion and acceptance of the work and payment thereof, from showing the true amount and character of the work performed and the materials furnished by the Contractor, or from showing that such measurement, estimate, or certificate is untrue or incorrectly made or that the work or materials do not in fact conform to the contract.

The Contracting Authority shall not be precluded or estopped, notwithstanding any such measurement, estimate, or certificate and payment in accordance therewith, from recovering from the Contractor and Surety such damages as it may sustain by reason of failure to comply with the terms of the contract. Neither the acceptance by the Contracting Authority, nor any representative(s), nor payment for acceptance of the whole or any part of the work, nor any extent of time, nor any possession taken place by the Contracting Authority shall operate as a waiver of any portion of the contract, or any powers herein reserved, or any right to damages herein provided. A waiver of any breach of the contract shall not be held to be a waiver of any other subsequent breach.

2.3.4 LITIGATION FOR CLAIMS AND SAVE HARMLESS CLAUSE

The Contractor shall indemnify and hold harmless the Contracting Authority, Board of Supervisors, Elected Officials, Employees, Agents, and Assigns from all suits, actions, or claims of any character brought because of any injuries or damages received or sustained by any person(s), or property because of any act, omission, or neglect in safeguarding or performing the work, or through use of unacceptable materials in constructing the work.

2.3.5 MISCELLANEOUS

The Contractor shall also hold the Contracting Authority, Board of Supervisors, Elected Officials, Employees, and their Assigns harmless from all claims for damages arising from any negligence, default, or mismanagement or omission of the Contractor, any subcontractor(s), agent, or employee in the performance of any duties imposed by this contract, or by law. If any litigation on account of such claims shall be commenced against the Contracting Authority, Board of Supervisors, Elected Officials, Employees, Agents, or Assigns, the Contractor, upon notice thereof from the Contracting Authority, shall defend the same at their cost and expense; and the record of any judgment rendered against the Contracting Authority, Board of Supervisors, Elected Officials, Employees, Agents, or Assigns to recover the full amount thereof, with interest and costs, and attorney's fees incurred by said Contracting Authority. The right of action therefore shall accrue to the Contracting Authority as soon as judgment shall have been rendered, whether

the Contracting Authority shall have paid the amount or not.

The contractor is required to be in accordance with all o.s.h.a. safety guidelines and regulations at all times during the contract period.

2.4 CERTIFICATE OF INSURANCE

Certificates of Insurance are required on every contract to show proof of adequate insurance. A Certificate shall be submitted with each set of contract documents to the Risk Manager for review. Contract documents will not be submitted to the Board of Supervisors for execution until the Certificate of Insurance is correct and has received staff approval. The Certificate(s) must specifically identify the project (No yearly or all – project certificates will be accepted), and show POLK COUNTY GOVERNMENT, its Elected Officials, Employees, Agents, and Assigns, as “Additional Insured.”

The following statements are requirements and should aid in the preparation of an acceptable certificate. The statement numbers refer to the circled numbers on the sample certificate.

1. The name of the producer with complete address, zip code, and telephone number
2. The name of the insured with complete address, zip code, and telephone number
3. The issue date must be complete
4. The insurance companies affording coverage must be named and approved by the Insurance Commission of the State of Iowa. The Company letters (4a) must be placed along the corresponding insurance coverage’s (4b)
5. All Certificates shall state that XCU Coverage is included (if applicable). The limits listed below are minimum acceptable limits. The Insurance Agent should review the Contract Special Provisions for each project, and verify with **POLK COUNTY RISK MANAGEMENT** that the insurance requirements have not been changed, as limits may vary from project to project.
6. General Liability:
 - a. General Aggregate **\$ 2,000,000**
 - b. Product Completed Operations Aggregate **\$ 2,000,000**
 - c. Personal & Advertising Injury **\$ 1,000,000**
 - d. Each Occurrence **\$1,000,000**
 - e. Fire Damage (any one fire) **\$ 100,000**
 - f. Medical Expense (any one person) **\$5,000**
7. Professional Liability: (when applicable) **\$ 2,000,000**
8. Automobile Liability: (each accident) **\$ 1,000,000**
9. Workers’ Compensation:
 - a. Statutory Benefits
 - b. Employers’ Liability (Coverage B) **\$ 500,000**
10. Excess Liability Umbrella: **\$ 5,000,000**
11. Performance Bond: For the faithful and timely completion of the entire proposal with a limit

of 100 percent of the contract sum.

12. Policy numbers, effective dates and expiration dates for ALL policies must be included.
13. Description of Operations: The Project Name and Work Order Number must be shown. All contracts require **"POLK COUNTY GOVERNMENT, its Elected Officials, Employees, Agents, and Assigns"** to be additionally insured.
14. **POLK COUNTY GOVERNMENT** must clearly and explicitly be shown as the Certificate Holder.
15. The Cancellation Clause must read exactly as follows: **"Should any of the above described policies be canceled before the expiration date thereof, the issuing company will mail thirty (30) days written notice to the certificate holder named to the left."**
16. All certificates of insurance must be signed by an authorized representative.
17. In order to preserve the governmental immunities available as defenses to contractor (or Licensor) and its officials and employees, any insurance policy must contain an endorsement with the following language:

"The Company and the Insured expressly agree and state that the purchase of this policy of insurance by the Insured does not provide coverage for torts specified in Iowa Code 670.4, and that the Insured does not waive any of the defenses of governmental immunity available to the Insured under Iowa Code 670.4 as it now exists and as it may be amended from time to time. The Company and the Insured further expressly agree and state that the Insured may, at any time, assert any of the governmental immunity defenses available to it without affecting the coverage afforded under this policy."

3. REQUEST FOR PROPOSAL (RFP)

3.1 INTRODUCTION

The Polk County Information Technology (IT) Department is requesting offers from responsible proposing firms to meet the County's current and future Tax system needs. A brief description below with detailed requirements in section 3.3 of this RFP: Products and Services Required of the Proposing Firm. If you are able to meet these requirements, we welcome an offer.

Upon completion of the RFP process, if you are one of the selected proposing firm(s), you will be expected to enter into a binding contract with the County. A sample contract will be provided to the advancing firm(s) during the evaluation process.

3.1.1 SCOPE

The County Information Technology (IT) Division, working in conjunction with various County Divisions and/ or Departments, is in the process of replacing its existing legacy mainframe (COBOL, VSAM, CICS) Real Estate and Tax System with a state-of-the-art solution that administers the following taxes in a customer-service oriented manner:

- REAL ESTATE: Tax collections of \$750 million annually, over 190,000 parcels and an approximate value of \$17.5 billion.
- SPECIAL ASSESSMENTS: \$1.5 million annually with over 8,000 active assessments with current taxes due
- MOBILE HOME: Nearly 4,200 taxable parcels and an annual collection of approximately \$370,000
- EXCISE: Collections of approximately \$24 million annually from approximately 237 parcels
- MISCELLANEOUS: Annual collections of nearly \$30.5 million from approximately 1,400 parcels

This project has been approved and budgeted for by the Polk County Board of Supervisors.

3.1.2 BACKGROUND

The current environment is fairly labor intensive as many manual processes exist. The property tax system encompasses several separate systems, which the County would like to integrate into a single solution to improve processes. These systems have been developed over the years to address additional features & functions, changes in tax law, improved reporting, and reduce data integrity concerns. Paper processing comprises a large component of the current system and the County would like to automate these processes in a new system via online statements and/or web capabilities.

The legacy tax system is based on processes rather than sub-systems. Processes can be grouped into the following sub-systems to perform these functions:

1. Owner information – Maintenance of the property owners name, mailing name, and address information. The County maintains property owner's exemption information.
2. Property information – Maintenance of the property address information as well as the legal description for the property.
3. Valuation – Determines the 100% and taxable valuation of all taxing agencies in the County. The process involves doing calculations on: regular valuation; TIF bases and increments; SSMID districts; and phase-in annexations which determine the usable valuations for tax rate purposes.

POLK COUNTY, IOWA

4. Tax Calculations – Uses the values determined in the valuation process to calculate a tax rate needed to generate the appropriate taxes to satisfy the budget requests. From these rates, calculation and application of property taxes to each parcel for collection is applied.
5. Billing and Collections – Production and mailing of statement bills to property owners for taxes due, and application of payments received.
6. Delinquent Tax and Tax Sale – Collection of delinquent tax, maintenance and collection of tax sale liens, and collection of delinquent tax through the lawsuit process.
7. Apportionment and Disbursement – Apportionment and disbursement of tax collections and State tax credits to the taxing agencies in the County.
8. Reconciliation – This process reconciles the budget requests with the tax apportioned.
9. Liens and encumbrances – Maintenance of special assessment liens, deficiencies, and preliminary assessments.
10. Reporting.
11. Cash Drawer/Finance – Process for cashiers and accounting staff to reconcile daily payment activity to collections.

The County has spent considerable time documenting its current state processes for the benefit of this RFP process. **A complete copy of the County's CURRENT STATE WORKFLOW MAPS can be found in Appendix B. File Name: Polk Co_Current State Workflow Maps-ALL.pdf**

The table below outlines the major tax administration functions and the County office responsible:

Assessor <i>(Out of Scope for Project)</i>	Auditor	Treasurer	
Assessment of property	Maintenance of ... ✓ tax parcel records ✓ property records ✓ tax districts	Billing	
	Tax valuations and calculations	Tax collection and payment processing	
	Tax rate calculations	Refunds	
	Exemptions and credit calculations	Receipt and revenue accounting / cash management	
	Abatement and compromise of tax	Tax apportionment and reconciliation	
	Tax apportionment and reconciliation		Delinquent collections and tax sales
			Cancellation of tax
			Tax suspension
		Special Assessment deferrals	

The assessment of property is completed by the Polk County Assessor. The Assessor uses a custom system that interfaces to the current Real Estate and Tax System. Assessment of Property is Out of Scope for this Project. An interface to the Assessor's system is required as part of the implementation. The major stand-alone systems identified thus far that provide information into the Real Estate and Tax System include:

System	Function	Office
Arc GIS	Mapping	Auditor
GIMS	Data warehouse of property for reporting purposes	Auditor
Assessment System	Property assessment	Assessor
COTT document management	Recording of deeds	Recorder
Iowa Interactive	Online payments	State of Iowa
JD Edwards Financials	General Ledger	Auditor
Fortis	Document Management	IT
PAS	Parcel Action System	Auditor

Jaguar	ACH transactions, check scanning for banks	Treasurer
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3.2 COUNTY TAX SYSTEM GOALS

- Delivering real estate and tax services to the public in an uninterrupted, timely, accurate, cost-effective and customer-focused manner
- Increasing the efficiency of county government for both internal operations and its external stakeholders and County residents
- Dispensing tax related information in a fair, accurate and efficient manner

The County is seeking responses from qualified proposing firms who can provide a commercial off-the-shelf (COTS) Real Estate and Tax System that supports the core business processes of the Polk County Real Estate and Tax Collecting departments and its stakeholders. The system should simplify tax administration, improve data access, speed and quality, and increase compliance and collections.

3.3 PRODUCTS AND SERVICES REQUIRED OF THE PROPOSING FIRM

3.3.1 MAJOR TAX SYSTEM COMPONENTS (REQUIRED)

The major components of the new County Real Estate and Tax system should include but will not be limited to the following:

- An n-tier, generally accepted accounting principles (GAAP) compliant, rules-based, online real time systems that supports all of the County's primary business processes. Business processes are documented in Appendix B.
- The individual business requirements of each business process can be found in the Functional Requirements Matrix found in Appendix B.
- The ability to scale to a minimum of 200% of the data and transaction volumes anticipated at the time of implementation.
- The ability to track and maintain standard service levels. To be determined and agreed upon during contract negotiations.
- The ability to integrate or interface with the current county technology standards as described above and in the "Interface Design section of this RFP document.
- The ability to enhance the capability for communicating with County Tax customers including, data capture capability, internet services and etc.
- A flexible tax management system usable independently by various areas within the County, including the Treasurer, Auditor, Assessor, IT, external organizations (i.e. the State) and others.
- Comprehensive workflow routing, monitoring and management capabilities.
- A correspondence and noticing generation and correspondence tracking system.
- Powerful, flexible query and reporting capabilities for creation of standard reports and periodic ad hoc reports.
- The services necessary to specify the hardware and related software to support the County's Tax system solution at negotiated service levels.
- The services necessary to install, configure, and customize if necessary, the Tax system to conform to the business rules and requirements of the County.
- The services necessary to convert and import certain, identified and all applicable legacy data to the Tax system to enable County staff and stakeholders to process tax processes without the need to refer to the legacy system.
- The services necessary to train users (at varying usage need and levels) of the system using an approach that is most cost effective and successful.
- The services necessary to train Polk County technical staff to perform all functions needed to

supported the Tax system once the proposing firm technical staff has completed the installation, configuration, and customization described above.

- The services necessary to completely document the Tax system as installed, configured, and customized for the County including business rule documentation, technical support documentation, operational documentation, and end-user documentation.
- Continued development, maintenance and support of the Tax solution for the length of the contract.

3.3.2 SOFTWARE SOLUTION

3.3.2.1 FUNCTIONAL REQUIREMENTS

Requirements regarding the tax system's product functionality and service level requirements are described herein and are to be responded to in the Microsoft Excel file named

Appendix B / Attachment 2: Polk Co_RFP159-0910_Requirements Workbook.xls

provided with this RFP. Instructions for responding to each requirement are provided in the workbook. Your response MUST be made in the spreadsheet and a copy of the spreadsheet on a CD must be included with your response to the RFP. Replies received in any other format will not be considered.

3.3.2.2 SUPPORT AND MAINTENANCE

The proposing firm must supply information regarding how maintenance and patches will be applied or backed out if problems arise. The proposing firm must supply information regarding the communication of information regarding patches and maintenance, including contact information.

3.3.2.3 WARRANTY

The proposing firm must supply information and explain the warranty of all maintenance and patches. The warranty for the system software shall include repair or replacement of any listed product and or time where the defect is discovered and made known to the proposing firm in writing. This warranty will remain in effect for 12 months following acknowledgement and acceptance of the completed contract by the County.

3.3.2.4 REPORTING CAPABILITIES

Each proposing firm is asked to submit a list of ALL the standard reports available in its solution. Information regarding report creation and printing options should include, but not be limited to scheduling, filtering, sorting and grouping and samples of each report. This list of reports and printing options must be provided in a document named:

Firm Name-Solution Name-Standard Reports

on a CD included with your response to the RFP. Replies received in any other format will not be considered. Sample reports may be provided in hard copy and in .doc or PDF formats on the same media with the report list described above.

3.3.3 MODIFICATION DESIGN

Describe in detail the development approach taken when designed modifications to the software. Include a description of the acceptance process and sample design documents that the client will use to determine a fit with business requirements. Describe how modifications are integrated into the existing software base and how this affects future maintenance of the software.

3.3.4 INTERFACE DESIGN

Describe in technical detail how any temporary and permanent interfaces between the new system and the legacy mainframe tax application will be handled in the system implementation. Specify any additional hardware tools you will need and describe techniques and methods to be developed. A table of the most common and current interface systems is listed below. (same as in section 3.1.2 – Background)

System	Function	Office
Arc GIS	Mapping	Auditor
GIMS	Data warehouse of property for reporting purposes	Auditor
Assessment System	Property assessment	Assessor
COTT document management	Recording of deeds	Recorder
Iowa Interactive	Online payments	State of Iowa
JD Edwards Financials	General Ledger	Auditor
Fortis	Document Management	IT
PAS	Parcel Action System	Auditor
Jaguar	ACH transactions, check scanning for banks	Treasurer

See also **Appendix B / Attachment 4: Interface Descriptions** for further detail regarding the above County interface systems.

3.3.5 SYSTEM ARCHITECTURE DESIGN AND CONFIGURATION

Each proposing firm is required to provide a detailed design and inventory of the infrastructure required to meet the needs and service levels, from desktop PCs through the database and its host. This inventory must match the inventory provided with the pricing information requested in Section 5.3.1. The proposing firm need not design beyond the network interfaces. Alternate power considerations and disaster recovery specifications are the responsibility of the County. The proposing firm should provide an explanation of deviations from the County standards referenced in Attachment E: Polk County Technology Standards. Additionally, proposing firms should include the following as part of the submittal:

1. Proposing firm must state the maximum number of concurrent users the system will support.
2. The proposing firm must state that, at a minimum, the system will support 150 internal concurrent users and 1000 external concurrent users.
3. The proposing firm must state the maximum number of total users the system will support.

3.3.6 DATA CONVERSION AND CONTROL TOTALS

Each proposing firm shall describe its approach to managing the data conversion process. The description should include the number of iterations of data conversion planned, its approach to data cleansing, how control totals are created and managed to, and its client experiences converting data from custom legacy systems.

The description should include a conversion plan with all tasks and activities necessary to convert the data. Also included should be a discussion of how business rules are developed in the creation of the data map, how discrepancies are reconciled, and any exclusions of data to be converted.

3.3.7 PROJECT MANAGEMENT AND QUALITY ASSURANCE

Each proposing firm shall describe the approach it employs in the installation, configuration, implementation, customization and testing of its Tax System products at client sites. Specifically, the proposing firm shall describe the approach for the creation of and for the performance of quality assurance of all project documentation and artifacts, requirement traceability, integration testing, and bug reporting and tracking. The proposal shall also include a discussion of the proposing firm's approach to recovery, security, performance and stress load testing.

3.3.7.1 PERFORMANCE SCORECARD

As deemed necessary and appropriate by the County, the County and the proposing firm will work together to develop a performance scorecard with conditions, milestones, requirements, or timetables that must be met before additional steps may be taken or payment is due. The scorecard may additionally record matters related to price, service, quality and other factors deemed relevant.

3.3.7.2 KEY PROJECT MANAGEMENT PLANS

Proposing firms must have demonstrated skills and proven history in providing Real Estate & Tax System solutions, including all related products and installation and the related project or program management for large, multi-phased projects similar to the County's prior to being selected to provide the services requested. Each proposing firm shall describe the approach it employs for the following project management topics:

1. **Communication Plan:** The proposing firm must facilitate and ensure thorough communication between all project participants and stakeholders throughout all phases of the effort. Please provide a description of how you have provided this type of service in the past, including successes and failures and lessons learned.
2. **Change Management Plan:** The County has invested considerable time in the documentation and development of existing business processes and workflows, which are detailed in Attachment A. However, the County understands that it should try and maximize the use of native proposing firm system functionality so that the need to create custom solutions is minimized.

Each proposing firm should provide a detailed description of its change management strategies including descriptions of successes and failures it has encountered in past similar County Tax system engagements involving business process change as well as your considerations/recommendations for changes to future business processes given the current County business process highlighted in Attachment A.

3. **System Training:** County Department of Information Technology training for onsite operations, maintenance, configuration, and customization. The proposing firm should develop and deliver training to Tax and IT project staff, hardware, software, and network support staff, and operations staff in the use of and support of automated tools, systems software, and application software. Please provide a description of how you have provided this type of training in the past.
4. **End User Training:** The proposing firm should develop and submit several training options best suited to the County's Real Estate & Tax System users - ranging from full end user training (classroom) to train-the-trainer styles. Please also provide examples of how and where you have provided these style(s) of training at similar County Tax system engagements – including successes and lessons learned.
5. **Transition Planning and Execution:** The Tax/IT technical staff will need the expertise to

apply program fixes, install updates, maintain application tables, configure the application, and develop and maintain custom code. It will be necessary for Tax/IT personnel to have meaningful roles in every aspect of the installation process: design, installation, configuration, modification, conversion planning, training development, training and actual conversion. The Tax/IT technical staff will also lend helpful insight into specifics of legacy applications. The prospective proposing firm will provide detailed planning specifics describing how it has provided this type of collaboration and mentoring in the past, including successes and failures, lessons learned and a description of how you intend to incorporate County staff into this process.

- 6. Parallel Operations:** The County is preparing for some period of parallel operations after go-live to track the effectiveness of the implementation. The proposing firm shall describe its experience and suggested approach for parallel operations post go-live.

3.3.7.3 DEFECT TRACKING

Each proposing firm shall describe its defect tracking process and average time to resolve a defect.

3.3.7.4 CHANGE MANAGEMENT

Each proposing firm shall describe its change management process, including its process for requesting, approving, and canceling change requests. In addition, the proposing firm should explain how they will perform source code management and how changes will be incorporated into further versions of software that the County may acquire.

3.3.7.5 RISK MANAGEMENT

Each proposing firm shall describe its risk management process, including how it manages identification and tracking of risks, its detailed risk mitigation strategies, issue tracking, and its status reporting.

3.3.8 MILESTONES AND DELIVERABLES

Each proposing firm is asked to provide a timeline for implementation of its solution. At this time, the following milestones are anticipated:

- ✓ Installation of hardware, tax software and its related software in pilot phase
- ✓ Configuration and customization of software to meet the County system requirements
- ✓ Interface development and acceptance
- ✓ Data conversion acceptance
- ✓ Development of test plans and certification of system ready for testing
- ✓ User acceptance testing, including acceptance of a complete cycle of tax year activities
- ✓ Stress and performance testing
- ✓ Movement of system into production for 90 days and conclusion of parallel operations
- ✓ Final production acceptance – 1 year after go-live

3.3.9 STAFFING SPECIFICATIONS

Proposing firm should provide the names and qualifications of the project manager and each of the project leads they propose and the percentage of their time that will be devoted to the County Tax System project. The County reserves the right to approve any replacement of project manager or project lead.

Proposing firm should also provide an inventory of staff needed by functional role and the numbers of each. For example:

Functional Role	# of Staff	% of employee vs. contractors
Business Analyst II	2	100
Business Analyst I	1	50
Data Conversion Analyst III	3	67
Data Conversion Analyst II	2	100
Data Base Administrator	1	0

In addition, the proposing firm should provide an estimate of the employee to subcontractor ration.

3.3.10 REFERENCES

The County reserves the right to contact any reference to assist in the evaluation of the bid proposal, to verify information contained in the bid proposal and to discuss the proposing firm’s qualifications and the qualifications of any subcontractor identified in the bid proposal.

Each proposing firm must provide organization names, contact names, addresses, phone numbers, and email addresses for **THREE (3) references** where they have installed:

1. A/The Tax System product being proposed for the County in response to this RFP in production environments of similar or larger size than the County’s, the beginning and completion dates of each project, the proposing firm’s responsibilities in the implementation, the tax system product from which the client was transitioning, and a self-evaluation (including lessons learned) of the success of each project.
2. If the system being proposed for this project has not been installed in at least three production environments of similar or larger size as the County’s, please provide the same information requested above for similar projects involving other Real Estate and Tax System engagements, and a description of how the proposing firm would ensure that the product will meet the needs of the County.
3. If the system being proposed for this project has not been installed in at least three production environments, please provide the same information requested above for similar projects involving another commercial-off-the-shelf product you have installed, a description of the commercial-off-the-shelf product and how it is similar as well as how it is different from the system being proposed for this RFP.

3.3.10.1 INFORMATION FROM OTHER SOURCES

The County reserves the right to obtain and consider information from other sources concerning a proposing firm, such as the proposing firm’s capability and performance under other contracts.

4. FORMAT AND CONTENT OF OFFER

4.1 GENERAL INSTRUCTIONS

The following section outlines the FORMAT, ORDER and CONTENT upon which the proposals must be organized. They are designed to facilitate a uniform review process. Failure to adhere to the proposal FORMAT AND ORDER listed below may result in the disqualification of the proposal. The proposing firm should provide a table of contents and should label divider tabs. Responses must be in sufficient detail to permit a comprehensive understanding and evaluation of the proposed solution, services, offer and qualifications.

4.1.1 THE OFFER

The offer is divided into two separate stages: the technical proposal (due November 24th) and the pricing proposal (due December 8th). **The technical proposal response must be submitted and sealed separately from the pricing proposal.**

1. The technical proposal, including the requirements matrix and utilization plan shall be submitted in a separate, sealed bid packet. If multiple bid packets are needed, please label them in the following fashion: 1 of 4, 2 of 4, etc. The bid packets shall be labeled with the following information: The County RFP contact's name & address; RFP title and reference number; due date and time; and the proposing firm's name and address.
2. The price proposal will be submitted in a **separate**, sealed envelope and shall be marked "Pricing Proposal". The pricing envelope must be labeled with the following information: The County RFP contact's name and address; RFP title and reference number; due date and time; and the proposing firm's name and address.
3. The offer must clearly separate hardware items from software items.
4. The proposing firm shall list all software that will run in the County's environment. If the software is modular, then the individual modules shall be identified and the list shall indicate if they are required or are optional modules. The list shall specify at a minimum the name of the software; the version; the platform that the software will run on; if the software is a module, and if so, whether it is a required module; if the software is proprietary, open source, or third party and whether the proposing firm shall support the software.
5. The proposing firm shall list all hardware specification requirements. The list shall specify, at a minimum, the minimal requirements; the recommended requirements; and the recommended requirements based on the proposed solution.
6. Attachments must be referenced in the offer.

4.2 TECHNICAL PROPOSAL (DUE NOVEMBER 24TH)

4.2.1 LETTER OF TRANSMITTAL

The response shall clearly state the identity and address of the proposing firm. Additionally, the letter shall contain a statement that the proposing firm understands the requirements of this RFP and is committed to provide all services and features contained in its proposal. If the proposing firm is a partnership, corporation or other entity other than an individual, the letter shall be

signed by an officer authorized to obligate the entity.

4.2.2 TABLE OF CONTENTS

The proposing firm shall include a table of contents in its offer.

4.2.3 EXECUTIVE SUMMARY

The proposing firm shall prepare an Executive Summary and overview of the services it is offering, including all of the following information:

1. Statements that demonstrate that the proposing firm understands the services as specified in section **3.3** of the RFP: Products and Services Required by the Proposing Firm.
2. An overview of the proposing firm's plans for providing and implementing a commercial-off-the-shelf Real Estate and Tax System for Polk County including the related products and services.
3. A demonstration of the proposing firm's knowledge of developing, maintaining, installing, configuring, and customizing its commercial-off-the-shelf Real Estate & Tax System solution, as well as providing training, data conversion, and ongoing support for the product.

4.2.4 TECHNICAL APPROACH

The proposing firm shall provide a detailed description of how the proposing firm plans to approach each service requirement as expressed by the County in **Section 3.3 of the RFP: Products and Services Required by the Proposing Firm**. Offers shall be fully responsive to each service requirement. Offers shall identify any deviations from the stated requirements or requirements that the proposing firm cannot satisfy. Any deviations from the stated requirements or any other requirements that the proposing firm cannot satisfy will affect the evaluation of the offer and may disqualify the proposing firm.

4.2.5 TECHNICAL EXPERIENCE

The proposing firm shall provide the following information regarding its experience:

1. Number of years experience with providing the types of services specified in Section 3.3 of the RFP.
2. The level of technical experience in providing the types of services specified in Section 3.3 of the RFP.
3. All services and other relevant experience similar to those specified in Section 3.3 of the RFP, that the proposing firm has provided to other businesses or governmental entities.

4.2.6 PERSONNEL

The proposing firm shall provide resumes for all key personnel, including the project manager who will be involved in providing the service contemplated by the RFP. Resumes shall include full name, education background, and years of experience and employment history particularly as it relates to the scope of services.

The proposing firm should consider in its estimations that the County has established an implementation team consisting of personnel from all aspects of the real estate process, as well as significant involvement from IT.

As part of its response, the proposing team shall propose the number and types of skills (business and technical) it requires on the part of the Polk County implementation team.

4.2.7 FINANCIAL CAPACITY INFORMATION

Submit audited annual financial statements for the last three years. Proposing firm may also be required to provide additional financial information upon request.

4.2.8 CHANGES TO THE RFP

If the County Agent issues any changes, including amendments or addenda, to this RFP, these changes must be noted by an individual authorized to legally bind the proposing firm and included in the technical proposal.

4.2.9 SAMPLE CONTRACT

During the evaluation process and after down select, the advancing firm(s) will be given a copy of the County's sample contract for review and comment. Terms are negotiable, but the basic requirements contained in the sample contract shall be required.

The advancing firm(s) will be asked to review, comment and return the sample contract indicating any changes/exceptions. All/any exceptions shall be listed, referencing the section of the contract to which they apply.

4.3 PRICE PROPOSAL (DUE DECEMBER 8TH)

Instructions regarding the price proposal requirements are described and are to be responded to in the Microsoft Excel file named

Appendix B / Attachment 3: Polk Co_RFP159-0910_Pricing Workbook.xls

provided with this RFP. Instructions for responding to each requirement are provided in the spreadsheet. Your response must be made in the spreadsheet provided and submitted on ONE (1) CD and THREE (3) hard copies in a separate sealed envelope. Replies received in any other format will not be considered. The proposing firm should submit a price proposal for each of the milestone payment schedules suggested below. Please note that the County reserves the right to purchase items external to the tax system, including for example, hardware, operating system software, databases, etc. using master contracts negotiated by the County.

The price proposal must be submitted in a separate, sealed envelope. The proposing firm will provide its price proposal in accordance with the specifications provided below for the services specified in Section 3.3 of the RFP.

4.3.1 PRICING DETAIL

Pricing should be provided via the attached pricing workbook found in Appendix B / Attachment 3. Details for completing this workbook follows.

1. Software Product Licenses: Price proposals shall clearly show the cost to license each software product required to meet the expectations and requirements of this RFP. Licenses shall be perpetual, with no restrictions on use. The County shall have the ability to implement additional tax types within the scope of this RFP without incurring additional licensing costs. Third party software products required as part of the proposed solution shall also be listed, including the type and number of licenses required. The County anticipates acquiring third party software through approved sources while factoring in the

POLK COUNTY, IOWA

cost of this software into this evaluation process. Where proposing firms would recommend such software be acquired, costs shall be provided.

2. Software Product Maintenance and Updates: If applicable, proposing firms shall provide the cost of ongoing maintenance and software updates. A completion description of services provided for this cost shall also be included.
3. Hardware: Third party hardware products required as part of the proposed solution shall also be listed, including specific modes and configuration details. The County reserves the right to purchase hardware through approved sources.
4. Expenses: Expenses shall be included in the compensation described above.
5. Milestone Payments: The contract resulting from this RFP will provide compensation on the basis of a total firm fixed price with payments for implementation services based on completion and approval of required project milestones as detailed below. Hardware costs will be paid as incurred. Milestone payments less a retainage will be made after review and written approval by the County and after receipt of a valid AND detailed invoice. The percentage retainage will be tendered after final written acceptance by the County and will be distributed in equal portions over the 12 month warranty period. In the event the warranty period is extended, percentage retainage payments will be suspended until the issue causing the warranty period extension is resolved.

Implementation Milestone for Payment	Retainage	% of Total
Milestone 1: Delivery and installation of product in test environment	0%	0%
Milestone 2: Acceptance of configuration and customization	15%	10%
Milestone 3: Acceptance of Interfaces	15%	15%
Milestone 4: Acceptance of Data Conversion	15%	20%
Milestone 5: Development of test plans and certification of system ready for testing	15%	5%
Milestone 6: User Acceptance Testing and acceptance of full cycle of tax year activities	15%	10%
Milestone 7: Stress and Performance Testing	15%	15%
Milestone 8: Movement of system in production for 90 days and conclusion of parallel operations	15%	15%
Milestone 9: Final Acceptance one year after go live	0%	10%
Warranty	0%	Retainage tendered over 12 months

6. Performance Incentives: Based upon successful proposing firm performance, the County can/may elect to lower the retainage payment percentage as a proposing firm incentive for cost, schedule, and scope management.

5. EVALUATION PROCESS

5.1 INTRODUCTION

This section describes the evaluation process that will be used to determine which proposal provides the greatest benefits to the County. The evaluation criteria or elements listed will be used to determine which proposal is the most advantageous to the County. Discussions may be conducted with proposing firms determined to be reasonably qualified, and the County reserves the right to reject any and all proposals. The County reserves the right to terminate this process at any time, and no guarantee is expressed or implied that obligates Polk County to contract for the proposed project. The County will negotiate a contract with the highest evaluated proposing firm, as determined by the selection committee. Polk County shall not be liable to any proposing firm for costs associated with responding to the RFP, for the proposing firm's participation in the interview, or any costs associated with the RFP process and contract negotiations.

Proposing firms shall be treated fairly and equally with respect to any opportunity for discussion and revision of their offer. To obtain the best and final value offers, revisions may be permitted after submissions and before award of the contract.

5.2 WRITTEN PROPOSAL EVALUATION

The County has created an evaluation committee comprised of County employees from all aspects of the real estate process.

The Evaluation Committee will use a point formula during the review process to score proposals. Each member of the Evaluation Committee will first score each technical proposal by each of the criteria described below. The full Evaluation Committee will then convene to review and discuss these evaluations and to combine the individual scores to arrive at a composite qualification/technical score for each proposing firm. We will rank offers, without regard to price, from best to least qualified using a point system as an aid in conducting the evaluation. Proposing firms with an unacceptably low qualification/technical score will be eliminated from further consideration. There is a total score of **800 points** possible as part of the evaluation of the written response.

5.3 REFERENCE CHECKS, ORAL PRESENTATIONS AND DEMONSTRATIONS

After the qualification/technical score has been established for each proposing firm, the top proposing firms will be invited to a full day meeting to discuss their qualifications and proposal contents and demonstrate the capabilities of their offerings with the Evaluation Committee. Each proposing firm will begin again at 0 points, as the oral presentations, discussions with references, and demonstrations are meant to validate the written responses. There is a possible score of **800 points** for this step. The scenarios that the proposing firms will be asked to demonstrate will be provided in advance of the demonstration time. After each invitee has presented, the Evaluation Committee will then discuss the results and arrive at an overall quality score, **accounting for 80% of the decision**, for each proposing firm. Proposing firms are expected to bring their as many from their implementation team as possible to the oral presentations. Please see section 1.5: Schedule of Events for the tentative timeframe for this step. A more detailed date and time schedule will be published as it is identified.

5.4 PRELIMINARY SCORING AND BEST-AND-FINAL OFFER

After a quality score is determined, pricing, accounting for **20% or 200 points** of the 1000 points overall, will be opened by the Evaluation Committee and applied to calculate an overall score. Proposing firms will then be asked to submit a best-and-final-offer. The overall score will be recalculated considering the best-and-final-offer. The County and County Chief Negotiator will then begin negotiations with the proposing firm having the highest overall score. If negotiations do not result in a contract, the County Chief Negotiator will then begin negotiations with the proposing firm having the second highest overall score. This process will continue until either a contract is awarded or the RFP is cancelled.

5.5 EVALUATION CRITERIA

The Evaluation Committee will assess the information provided by proposing firms in response to the criteria established below. The scores of all evaluators will be used to determine the ranking of each proposal.

Maximum Possible Points	Quality Elements
250	Functional Requirements
150	Technical Requirements
200	Implementation Approach
200	Qualifications
200	Price
1000	TOTAL POINTS

5.6 WEIGHTING OF PRICE

Price will be a weighed, formula driven scored element. The total number of points awarded for price is 200.

6. SIGNATURE PAGE – INCLUDE WITH ORIGINAL PROPOSAL

**POLK COUNTY GENERAL SERVICES: RFP 159-0910
111 Court Ave. #365 Des Moines IA, 50309**

The undersigned, an authorized representative of (proposing firm), does hereby state that the proposing firm acknowledges, understands and certifies compliance with the following requirements.

6.1 NONCOLLUSION

This proposal or bid is genuine and not collusive or sham; that said proposing firm has not colluded, conspired, connived, or agreed, directly or indirectly, with any proposing firm or person to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference with any person, to fix the bid price of affiant or of any other proposing firm, and that all statements in said proposal or bid are true.

6.2 EQUAL EMPLOYMENT AND NONDISCRIMINATION

Proposing firm and his subcontractors shall comply with the relevant provisions of federal, state and local laws and regulations to insure that no employee or applicant for employment is discriminated against because of race, religion, color, sex, age, national origin or disability. The above statements regarding NONCOLLUSION, EQUAL EMPLOYMENT AND NONDISCRIMINATION are condensed versions of the requirements of this bid or proposal. The complete texts of these requirements are on file and may be examined at the Polk County Administrative Office Building, 111 Court Avenue, Room 365, Des Moines, Iowa. The Contractor/Vendor/Bidder certifies and represents that is not now, nor has it ever been barred or suspended from participation in Federal Contracts.

ADDITIONALLY: the undersigned also certifies the following:

1. The proposal has been developed independently, without consultation, communication or agreement with any employee or consultant to the County who has worked on the development of this RFP or with any member of the evaluation committee.
2. No relationship exists or will exist during the contract period between the undersigned and the County that interferes with fair competition or as a conflict of interest.
3. The proposing firm shall guarantee in writing the availability of the services offered and that all proposal terms, including cost, will remain firm a minimum of 120 days following the deadline for submitting proposals.

I further acknowledge receipt of Addenda # _____ through # _____

Name (Please Print): _____

Authorized Signature: _____ Date: _____

Title: _____

Phone: _____ FAX: _____

E-mail: _____

7. APPENDIX A: POLK COUNTY TECHNOLOGY STANDARDS

7.1 CURRENT DESKTOP STANDARDS

TYPE: HP Compaq dc5800 desktop (Micro-tower)
O/S: Windows XP
PROCESSOR: Intel Core 2 Duo E8300
RAM: 2GB
HARD DRIVE: 80GB

7.2 CURRENT LAPTOP STANDARDS

TYPE: HP Compaq 6730b Notebook
O/S: Windows XP Professional
PROCESSOR: Intel CoreT2 Duo Processor T9400
RAM: 2048MB
HARD DRIVE: 160GB

7.3 CURRENT MAINFRAME STANDARD

We are currently running ZOS 1.7 on a HP 5120 Model 127 which runs at about 50 MIPS. We Run 9 CICS regions (one production, one web, and seven test regions). Our normal load is about 1,132,000 CICS I/O's per day, half of which are coming from the web. In addition, we perform about 400 tape mounts per week. Our disc capacity is 850 gigabytes, of which only 25% is utilized.

7.4 CURRENT "TYPICAL" SERVER STANDARD

TYPE: HP Proliant DL380 G5 server (rack mountable)
PROCESSOR: 2x quad core xeon e5440/ 2.83ghz
RAM: 4GB

7.5 CURRENT NETWORK STANDARDS

We are primarily a Cisco shop with a 6513/7200 core. We deploy Cisco and Nortel switches throughout our infrastructure vial frame T-1 and dark fiber to our facilities.

7.6 DESKTOP STANDARD PLANNED FOR TREASURER REFRESH

TYPE: HP Compaq Business Desktop dx7500 (Micro tower)
O/S: Windows XP Professional
PROCESSOR: Intel Core 2 Duo E8400
RAM: 4 GB (installed) / 16 GB (max)
HARD DRIVE: 320 GB

8. APPENDIX B: REMAINING ATTACHMENT FILES

8.1 ATTACHMENT 1: CURRENT REAL ESTATE & TAX BUSINESS PROCESSES

Please see attached file: **Polk Co_Current State Workflow Maps-All.pdf**

8.2 ATTACHMENT 2: POLK COUNTY TAX SYSTEM FUNCTIONAL MATRIX

Please see attached file: **Polk Co_RFP159-0910_Requirements Workbook.xls**

8.3 ATTACHMENT 3: PRICING MATRIX – (DUE DECEMBER 8TH)

See attached file: **Polk Co_RFP159-0910_Pricing Workbook.xls**

8.4 ATTACHMENT 4: INTERFACE DESCRIPTIONS

Provided below is a list and brief description of the major interface systems that exist today at the County.

8.4.1 ARC GIS / PARCEL ACTION SYSTEM (USED BY THE AUDITOR)

Polk County's mapping system is Arc GIS. We would like to have the ability to tie into this system from a parcel on the new Real Estate and Tax system.

The County utilizes an in-house application named the "Parcel Action System" (PAS) that is used to do maintenance on parcels. This system links into the Arc GIS system to change the maps when there are parcel changes. The County would like to know when a parcel on the new Real Estate and Tax system is having maintenance done, with the ability to link to the Parcel Action System (PAS) to view the changes that are in process.

8.4.2 ASSESSMENT / PROPERTY SYSTEM (IN-HOUSE APP USED BY THE ASSESSOR)

- ✓ ASSESSOR VALUES FILE - Contains the new values for Real Estate parcels. On assessment years, this file contains updates for all the parcels on the Real Estate & Tax system. This file is sent at various times during the year when there are changes to parcel values due to appeals or corrections.
- ✓ ASSESSOR MISCELLANEOUS VALUES FILE - This file is uploaded once a year. It contains the new values for the County's "Miscellaneous Property".

Numerous data elements are necessary to properly update these parcel records. These data elements have been documented and will be made available during the Implementation phase.

8.4.3 COTT – DCOUMENT MANAGEMENT SYSTEM (RECORDING OF DEEDS BY THE RECORDER)

The Polk County Recorder's office has a COTT document management system. The other County departments do not currently have access to information in this system, therefore the hardcopy documents are passed around the various departments so each can get the information needed by that department. The County would like to have the new Real Estate & Tax system updated with the pertinent parcel information from the COTT system via an electronic interface at some point but is not necessary day 1.

8.4.4 FORTIS - DOCUMENT MANAGEMENT SYSTEM

Fortis is the County's current document management system. The County is looking to interface or link to documents stored in Fortis from the new Real Estate & Tax system as today no interface exists and all data elements are manually entered between systems.

8.4.5 GIMS SYSTEM – (USED BY THE AUDITOR)

The County's GIMS system is used to upload and maintain updates and/or changes to and about property/parcels. The following contains a list of the key upload files used today.

- ✓ MAILING ADDRESS FILE - This file is uploaded from the GIMS system when mailing address updates need made.

- ✓ GIMS VALUE and MASTER FILE - This file is uploaded from the GIMS system when there is parcel value or master file changes (i.e. parcel value file changes, parcel name changes, parcel exemption changes, property address changes, etc). The GIMS system also sends changes for legal descriptions, geo-parcel numbers, and remarks.

Numerous data elements are necessary to properly document, record and apply these value types. These data elements have been well documented and will be made available during the Implementation phase.

8.4.6 IOWA INTERACTIVE SYSTEM – (ONLINE PAYMENTS FROM THE STATE)

This file is sent multiple times daily from Iowa Interactive. It contains payment information from web tax payments made through the State's "Iowa Interactive" system. These payments are applied to the current Tax system's mainframe files in batch mode while the Treasurer's office is taking online payments. Numerous data elements are necessary to properly record and apply these payment types. These data elements have been documented and will be made available during the Implementation phase.

8.4.7 JD EDWARDS (USED BY THE AUDITOR)

There are currently no interfaces between the current Real Estate & Tax system and JD Edwards (JDE). Currently JDE must be updated manually for the issuance of overpayment/reimbursement checks. In the future system, the County would like to have an interface with JDE that would feed customer and overpayment/reimbursement check information to JDE in order to produce a voucher and corresponding check. The County would also like to have JDE send the overpayment/reimbursement check number back to be stored in the Real Estate & Tax system so a cashier can look it up if needed, as the cashiers do not have access to the JDE system.

A second interface the County would like the new Real Estate & Tax system to have with JDE is for recording the apportionment of taxes to all the taxing authorities for which money has been collected. The JDE chart of accounts structure identifies each taxing authority, tax collection type, and taxing authority fund. Currently apportionment data from Real Estate & Tax system reports is manually keyed into JDE through a journal entry.

8.4.8 JAGUAR - REMOTE DEPOSIT SYSTEM (USED BY THE TREASURER)

This file is uploaded from the Jaguar remote deposit system once or multiple times daily. This file is used to apply payments to the Tax system mainframe payment files for Real Estate, Mobile Home, Special Assessment, Miscellaneous and Excise payments that are scanned through the Jaguar remote deposit system.

Numerous data elements are necessary to properly document, record and apply these payment types. These data elements have been documented and will be made available during the Implementation phase.