

Automated/Biometric Time and Attendance Data Capture

Project # EPP – RFP 840

Verification of Availability

Find attached the “**Scopes of Work**” and “**Special Requirements**” for an upcoming **Request For Proposals (RFP)**. Please review to determine if you would be able to **satisfy the requirements** (as applicable), and **interested in responding**; if so, please check the appropriate areas below and respond to this email confirming the same.

Please pay “**CLOSE**” attention to the various sections and the “**SPECIAL**” requirements for each, and confirm your **ability** and **availability** to satisfy “**ALL**” sections/scopes.

See Sections **2.1** through **2.12** – Paying very close attention to **the** requirements of the respective “**Section 2.10**”. (While you are ***not*** proposing at this time, be mindful your response strongly influences SBD’s determination as it relates to a potential **SBE Measure**). So please be diligent in your review of the information and respond accordingly, based on your ability to meet **ALL** the applicable requirements.

Are you able to satisfy the requirements of the attached documents (RFP)?

YES ☐ NO ☐

Do you have prior experience consistent with the requirements of this RFP?

YES ☐ NO ☐

Would you be able to satisfy the listed “Reporting Requirements”, (Section 2.10)?

YES ☐ NO ☐

Name of Firm: _____ **SBE Exp. Date:** _____

Owner’s Name: _____ **Signature:** _____

Please respond by **2:00pm, Tuesday July 24, 2012.**

Any questions, feel free to contact me at the number below.

Regards,

Vivian O. Walters, Jr.

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DEPARTMENTAL INPUT

CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

☒ New ☐ OTR ☐ Sole Source ☐ Bid Waiver ☐ Emergency Previous Contract/Project No. N/A
☐ Contract ☐ Re-Bid ☐ Other LIVING WAGE APPLIES: ☐ YES ☒ NO
 Requisition No./Project No.: EPP-RFP840 TERM OF CONTRACT 5 YEAR(S) WITH 3 YEAR(S) OTR

Requisition /Project Title: AUTOMATED/BIOMETRIC TIME AND ATTENDANCE DATA CAPTURE

Description:

Miami-Dade County, hereinafter referred to as the County, as represented by the Procurement Management (PM) Services Division within the Internal Services Department is soliciting proposals to obtain a turn-key commercially available Electronic Bidding Solution (Solution). The Solution desired shall be capable of automating bid creation, electronic submittal, evaluation, and analysis. The automated Solution should allow PM staff to create solicitation documents within the proposed tool using predefined templates, receive bids electronically through a secure and reliable web-based system, and allow automated evaluation/scoring of bids.

Issuing Department: ISD Contact Person: Melissa Adames Phone: 305 375-4029
 Estimate Cost: \$250,000 GENERAL FEDERAL OTHER
 Funding Source: Internal Service Funds

ANALYSIS

Commodity Codes:	<u>205-54</u>	<u>920-45</u>		
Contract/Project History of previous purchases three (3) years				
Check here ☒ if this is a new contract/purchase with no previous history.				
	<u>EXISTING</u>	<u>2ND YEAR</u>	<u>3RD YEAR</u>	
Contractor:				
Small Business Enterprise:				
Contract Value:	\$	\$	\$	
Comments:				
Continued on another page (s): ☐ YES ☐ NO				

RECOMMENDATIONS

	Set-aside	Sub-contractor goal	Bid preference	Selection factor
				X
Basic recommendation:				
Signed: <u>Melissa Adames</u>		Date sent to SBD: <u>JULY 20, 2012</u>		
		Date returned to DPM:		

2.0 SCOPE OF SERVICES

2.1 INTRODUCTION

Miami-Dade County, hereinafter referred to as the County, as represented by the Procurement Management (PM) Services Division within the Internal Services Department is soliciting proposals to obtain a turn-key commercially available Electronic Bidding Solution (Solution). The Solution desired shall be capable of automating bid creation, electronic submittal, evaluation, and analysis. The automated Solution should allow PM staff to create solicitation documents within the proposed tool using predefined templates, receive bids electronically through a secure and reliable web-based system, and allow automated evaluation/scoring of bids.

The selected Proposer will be responsible for providing all required software licenses, implementation, interface development, configuration, training, hosting, and maintenance and support services throughout the contract term including any renewals or extensions issued by the County.

The County anticipates awarding the resultant contract for an initial five (5) year term with three (3) two-year options-to-renew.

2.2 BACKGROUND

Miami-Dade County Internal Services Department, Procurement Management Services Division requires a Solution that has the capability to automate bid creation, process the posting of bids, receiving responses over the Internet, automating evaluation, conducting analysis, awards, and reporting. The types of bids that are to be issued within the Solution include Requests for Information (RFI), Request for Proposals (RFP), Request for Qualifications (RFQ), Sealed Bids, Informal Bids, and Reverse Auctions. The Solution to be provided is to be delivered as a Software-as-a-Service (SaaS) by the selected Proposer.

At present, PM staff utilizes a manual process driven practice to develop, solicit, evaluate and award procurement solicitations. It is anticipated that the proposed Solution will provide PM with an automated, streamlined, and enhanced process providing a more efficient and faster turnaround for the client departments serviced throughout Miami-Dade County.

The current procurement system, Advance Purchasing and Inventory Control System (ADPICS), is based on a mainframe application. The ADPICS system was implemented in late 90's and serves as the County's "system of records" for all procurements. ADPICS is complemented by three web-based procurement systems developed in-house. These systems are called, Bid Tracking System (BTS); Project Administration (PA); and eProcurement. These three systems are ASP.Net and SQL server based systems. Multiple web services and batch jobs continuously transfer data from ADPICS to BTS and PA. Data is not transferred from BTS, PA, and eProcurement to ADPICS. BTS serves as the system of records for all procurement related information that is directly entered in BTS and is not carried over to ADPICS.

The procurement cycle starts with the creation of a requisition. A requisition number, created within the ADPICS system, is automatically brought into PA via web services and serves as the key that triggers solicitation development and advertisement process in PA. Staff creates solicitation documents in MS Word, get electronic approvals through PA, and advertise the solicitation through PA. Email notifications are sent to all vendors who are enrolled or registered

with the County for selected commodities. The proposer should review the following technical requirements carefully and provide comprehensive responses.

2.2.1 Current Solicitation Posting and Submittal Process

PM currently solicits procurements through a web based Miami-Dade e-Procurement application that was designed specifically for staff use that utilizes the database of active registered and enrolled vendors to send out notifications of possible business opportunities with Miami-Dade County. Once staff finalizes the solicitation documents and receive approval to advertise; the document is converted from a Microsoft Word document to a PDF file and uploaded into the application. The application also allows staff to post Addendums to the solicitations and sends notifications to those vendors who have already downloaded the package of a change. The application also provides reporting features used by staff to track the number of vendors notified, vendors who have downloaded the solicitation, and the vendors notified of addendum with time and date stamps.

Solicitation offers are then submitted by the due date posted within the solicitation details to the Miami-Dade Clerk of the Board (COB). The COB then tracks the receipt of all offers and creates a solicitation log that is update with the firm name, date and time offer was received, number of boxes, and the delivery method (i.e. hand delivered, Fed-Ex, etc.). Upon the close of the solicitation, the appropriate PM staff retrieves the offers, sign the official COB log, and pick up all offers to commence evaluation.

2.2.2 Current Operating Environment

1. Vendor Database and Notification Process:

PM has a database of approximately 35,000 enrolled and registered vendors in County's vendor database. Vendors use the 5-digit National Institute of Governmental Purchasing (NIGP) commodity codes to enroll or register with the County as a vendor. Vendor enrollment is needed to receive automatic notification of new bid announcements whereas; Vendor Registration is required before a contract can be awarded to the vendor.

Currently, vendors are registered through a manual process using paper applications. Within the registration process, vendors select commodities for the services the firm can offer. These commodities are entered into the County systems and tied to the vendor profile. When solicitations are issued by PM notices are sent via e-mail to the vendors registered under the commodities selected at advertisement. Upon receipt of the notification, vendors are able to download solicitation documents by clicking on the URL in the automated email issued by the e-Procurement application.

Solicitations are developed based needs of the client departments utilizing Microsoft Word. Once finalized and approved the solicitation is converted to a PDF file and advertised under the commodities selected by the contracting officer. E-mail notifications are then sent to vendors who are enrolled for the commodity (s) listed in the solicitation. Solicitation responses from vendors are

received by the County either via Mail or in-person at the COB for all sealed bid procurements.

2. For Bid Offers Received:

- PM staff manually extracts vendor information contained within the vendor offers.
- PM staff manually review, calculate, and assess (calculate) Tally sheets to review vendor offers.
- Based on a review of offers received PM staff review the tally with a peer to obtain sign off on the calculations as being accurate and the recommendation of award as being consistent with the method of award outlined within the solicitation.
- PM staff prepare and process the recommendation of award in the Project Administration/ Bid Tracking System (based on a SQL database) and the project travels through a workflow based on user permissions to the appropriate award authority.
- Upon approval of the award by the appropriate authority, resultant Contracts are then managed and tracked in the same Project Administration/ Bid Tracking System.
- Awarded contract details are then published on PM website along with the pertinent documents (i.e. Award Sheet, Solicitation, Tally results, Vendor offer, etc.).
- Notification to awarded and non-awarded vendors is sent manually by PM staff via email.

3. Request for Proposals (RFP)/ Request for Qualifications (RFQ) Offers Received:

- Staff manually extracts vendor information from the proposal offers received in response to the solicitation including vendor name, FEIN Number, vendor address, proposals received.
- Proposal documents are reviewed by the PM staff for responsiveness; responsive proposals are the submitted to the appointed Evaluation Selection Committee for review and evaluation.
- Evaluation of proposals is then managed by PM staff through publicly noticed selection committee meetings.

- Evaluation is conducted in a subjective process based on weighted criteria assigned a point value in person as part of the publicly noticed meetings. Scoring and ranking is completed manually using a Microsoft Excel spreadsheet.
- The Evaluation Selection Committee may choose to conduct oral presentations and re-evaluate, re-rank, and rescore those vendors remaining in consideration.
- Based on the recommendation of the Evaluation Selection Committee final scoring will be conducted and a Proposer recommended to proceed to negotiations.
- Once negotiations are finalized with the selected Proposer(s), an award recommendation is then developed and processed through the Project Administration/ Bid Tracking System.
- The project is then routed through an internal workflow for approval through the Project Administration/ Bid Tracking System.
- Upon approval of the award by the appropriate authority, the award is processed in the Project Administration/ Bid Tracking System.
- Notification to awarded and non-awarded vendors is sent manually by PM staff via email.
- Awarded contract details are then published on PM website along with the pertinent documents (i.e. Award Sheet, Solicitation, Tally results, Vendor offer, etc.).

2.3 DESIRED SOLUTION FUNCTIONALITY

PM seeks the following functionalities in the proposed solution. It is highly desired that the proposed Solution be extremely versatile and configurable to meet the needs of PM with little to no customizations, if possible. At a minimum, the proposed Solution should be capable of the following:

1. Solution has the ability to be configured to retain a repository of solicitation templates, clauses, contract terms and conditions, and other predefined parameters such as but not limited to; Local Preference, User Access Program, Inspector General, and Small Business Selection Factors.
2. Solution is based on pre-defined user roles and permissions, Solution can provide PM staff the ability to update, delete, modify, and change the contents of this repository as needed without any Solution modification or support from the vendor.

3. Solution allows staff to create solicitations through an automated system using pre-defined templates from the repository.
4. Solution converts final solicitation document to a non-editable file such as .PDF for view and download prior to releasing it to vendors.
5. Solution allows advertisement of solicitations using County's registered and enrolled vendors list.
6. Solution should allow users to create various types of bids from scratch by picking and choosing various options from the repository.
7. Solution should generate the final version of the bid document according to the format mandated by Miami-Dade County for each specific bid type; such as, but not limited to, Request for Proposals, Invitation to Bid, and Request for Quote.
8. Solution should have a method of categorizing and sequentially numbering the solicitations issued.
9. Solution should allow uploading and merging of drawings, pictures, maps etc. into the final bid document and allow for additional documents to be attached and stored with a specific solicitation.
10. Solution should allow printing of final solicitation document and allow for export by PM staff (i.e. Microsoft Word or .PDF).
11. Solution should send automatic notifications via email to staff when a document is routed for review and/or approval. A reminder should be sent to staff if no action was taken by the target audience within three days.
12. User within the Solicitation should have the ability to add more vendor email addresses at the time of advertisement in addition to those vendors under the commodities selected.
13. Addendum notifications should be sent to all vendors who downloaded the original bid automatically by the Solution and keep track of all vendors who have downloaded the solicitation and any associated addendums.
14. Solution allows users to send questions through the Solution during the pre-proposal question and answer (only) of a solicitation.
15. Solution notifies the appropriate PM staff and COB when questions are posted by vendors in response to the solicitation issued.
16. Solution should have the ability to delegate workload from one staff to another with proper notification messages routed to the staff.
17. Questions submitted by vendors should be visible to all but not disclose the vendor names within the Solution.

18. Solution provides PM staff the ability to directly respond to questions posted by vendors in response to the solicitation and is visible to all.
19. Solution should make all currently open solicitations available to all vendors and be searchable by name, project number, and/or commodity.
20. Solution provides all parties with status of the bid (open, closed, under evaluation, awarded etc.)
21. Solution should allow vendors to obtain status of their offer submissions online, view their vendor profile, and search for available solicitations.
22. Solution should be able to handle Best and Final Offer scenarios based on specific criteria that can be configured for each solicitation issued.
23. Solution should be able to handle multiple step bidding processes when applicable.
24. Solution should have the capability to keep the pricing component of vendor response separate from other details (such as in RFPs).
25. Solution should have robust workflows allowing users to route draft documents to desired or predefined supervisors for review.
26. Approval/Rejections of supervisor should be captured in the Solution with comments, date/time stamp, and automatically reroute it back to the appropriate PM staff.
27. Advertisement of a bid should only be allowed, if required approvals were granted.
28. Advertisement of bids should send pre-defined emails to vendors who are registered and/or enrolled within the identified commodities within a solicitation.
29. Solution solicits the various projects through the Solution and allow for PM staff to notify vendors of addendums.
30. Solution requires vendors to read and acknowledge all addendums issued for a solicitation before submitting an offer.
31. Solution allows for the submission of vendors offers to be done through the software including the ability to attach documents.
32. Submission of vendor offers is locked until the due date and time within the Solution.
33. Solution should have the ability to alert PM staff if no vendor offers have been received within a configurable time period. Staff notification should occur prior to the due date/ time so that action can be taken to extend the date/time.
34. Solution has the ability to track the time, date, and vendor name for all offers received in response to a solicitation creating a log that is visible to all PM staff at any time.

35. Solution sends out an automated email for the solicitation on the due date and time to the appropriate PM staff and COB, advising of the number of offers received including the vendor names.
36. Solution has the capability of automatically generating the details of each received offer including at a minimum, the Solicitation Number, Vendor Name, FEIN, Offer submission Date, Pricing, and all other relevant information pertaining to the Solicitation.
37. Solution is fully configurable based on user role based permissions and has the capability to define workflow approval paths based on various criteria.
38. Based on specific user permissions, PM staff should be the owner and be allowed to analyze solicitations in detail (only after the Due Date).
39. Solution should be configurable to allow for solicitation results to be updated with specific Miami-Dade County preferences such as Local Preference, Small Business Enterprise, Disadvantaged Business Enterprise, or any other type of contract measure such as a set-aside, subcontractor goal percentage, etc.
40. Solution locks the solicitation and is no longer editable after the due date and time for all users.
41. Solution should have override capability based on security profile of users for certain aspects.
42. Solution captures all edits/changes after advertisement and provides an audit trail for all actions conducted within the Solution per solicitation.
43. Solution is capable of interfacing with existing PM databases to allow for the exchange of vendor information.
44. Solution should not allow vendor offers to be submitted after the due date and time. It is the County's desire to have the Solution capable of handling exceptions which would be processed by the System Administrator on rare occasions.
45. Solution should generate a report of received bids with vendor details at the due date.
46. Solution should allow staff with proper security, to access received bids only after the due date.
47. Solution should allow the vendor to withdraw, or submit an updated copy of its bid until the due date.
48. Solution does not allow a vendor to see other vendor's offer or pricing information unless conducting a reverse auction.

49. Solution prevents users from having access to the vendor offers submitted until the expiration of the due date and time.
50. Solution should display, per solicitation, the bidders list of all offers received.
51. Solution should automatically tabulate, calculate, and sequentially order the vendor offers received in response to a solicitation.
52. Solution can present the result of proposed Bids in clear format and be exportable to Microsoft Excel.
53. Solution can analyze complex price/cost and grouping criteria.
54. Solution can rank bidders based on proposed prices using published price criteria of the solicitation.
55. Solution provides users with the ability to analyze the vendor offers and produce charts, graphs, or other statistical display of all offers received and pricing.
56. Upon completion of evaluation, the Solution should be able to make awarded contracts and associated bid documents available to all.
57. The Solution should allow County to advertise up to 500 solicitation each year
58. The Solution should allow at least 70 users to be able to advertise solicitations
59. The data created in the Solution or imported into the Solution from County's system of records will be the property of the County and the awarded proposer will have no right to use, share, or distribute this data without formal written approval of the County. This includes vendor and commodity details loaded into the Solution from ADPICS and BTS.

2.4 REQUIRED TECHNICAL SOLUTION FUNCTIONALITIES

1. Solution has the ability to establish unique usernames and passwords for all authorized users.
2. User profiles should be configurable based on roles, rights, and permissions allowing varying levels of access.
3. Solution includes the owner of the solicitation in all system generated alerts and communications.
4. Solution prevents users from viewing and receiving received bids until the Due Date.
5. Solution will automatically copy the COB on all automated alerts and communications issued.
6. Solution can create tally sheets and perform calculations.

7. Solution captures all metrics associated with solicitation development, advertisement, and bid receipt phases
8. Solution should be redundantly backed-up. Proposers are to provide information on the firm's co-location strategy and disaster recovery and fully answer question XX within the Proposal Submission Package.

2.5 USER LOOK AND FEEL

The proposed Solution is expected to be user-friendly, easy to use, and have menu driven capabilities. The System programs and processes should include a graphical user interface (GUI). The Solution is to be web-based and accessed via the Internet through a standard web browser and not require any specialized software to be on PM staff or vendor's computers.

The proposed Solution, at a minimum, will provide the following functionality regarding the user look and feel:

(1) PM Staff:

- A. Provide a user dashboard displaying a current view of all activities and pending assignments.
- B. Allow PM staff to easily view all solicitations and categorize them according to phase.
- C. Provide PM staff with the ability to develop and publish solicitations from the repository of templates and standard language and submit for approval.
- D. Allow PM management with a user dashboard for all pending solicitations requiring approval or action.
- E. Provide staff with a routing history and audit trail for each solicitation processed through the Solicitation.

(2) Vendor's:

- A. Provide a user dashboard displaying a current view of all solicitations and submissions.
- B. Allow vendors to update offers, attach documents, and view status.

2.6 INTERFACE REQUIREMENTS

The Solution should have the capability to:

1. Consume web services and batch files created by the County to extract Requisition data from ADPICS. At a minimum the data contains following fields:
 - Requisition Number
 - Requisition Description
 - Contact Name

- 5-digit Commodity Code
 - 3-digit Buyer ID
 - Buyer Name
 - Financial Code
 - Sub-Object Code
 - Requisition Amount
 - Requisition Created Date
 - Requisition Posted Date
 - Requisition Created-by Department
2. Provide web services and batch files to transfer data from the Solution to BTS and PA. The web service / batch file should include following fields:
 - All data fields used by Miami-Dade County in the Solution
 3. Provide web services / batch files with specific data (determined during system implementation) to transfer data from the Solution to BTS/PA, as needed.
 4. Extract Vendor and Commodity information from ADPICS/BTS either via a web service, batch file, or such other means that is acceptable to the County.
 5. Vendor registration, commodity code details, and contract details will be kept in existing County systems as system of records.
 6. Solicitation information created in the Solution will be transferred to BTS/PA on a regular basis via web services.
 7. Solution has the capability to export all data to the County's Project Administration/Bid Tracking System in agreed upon format on a regular basis.
 8. Transfer of data, to and from the Solution to County's systems via web services should occur automatically either at scheduled intervals as needed by the County, or in real-time.

2.6 TECHNICAL HOSTING REQUIREMENTS

1. Proposed Solution must be web based and not require installation onto user's computers.
2. Solution must be scalable and flexible to handle changing needs of the County.

3. All Solution maintenance shall be conducted after hours with advance notice to the County.

2.6.1 Data Center

Describe the details pertaining to the following areas for the proposed Solution:

- Data Center Security:
 - What measures are in place for Intrusion Detection?
 - Describe onsite personnel assigned to physical security.
 - Describe other security measures such as Biometric access, closed circuit TV, Security system monitoring, multiple check-points, restricted building access.
- System Audit:
 - Describe how system audits are conducted.
 - Preferred audits include: Third-party application security audits such as; SAS-70, SysTrust, WebTrust, or ISO 27001/2
 - If performed, explain whether the audit statements pertain to the specific application or the entire hosting /data center.
 - Provide the latest audit statement/s
- Penetration Testing:
 - Describe if penetration testing is done on the Solution and how often.
 - Identify the firm that performs penetration testing and how are the results of this testing incorporated into the Solution.
- Device Authentication:
 - What device authentication method (e.g. X.509 digital certificates) is used to authorize any physical device that is connected to the network?
- Integration:
 - Describe if the Solution is easily integratable with other applications in the Cloud and it is not a stove-pipe Cloud application
- Availability:

- The Solution must be available 24/7/365 with a minimum uptime of 99.99%.
- Provide the monthly and annual availability (up time percentage) record of your application during the last two years
- Provide the monthly and annual availability (up time percentage) record of the data during the last two years
- Describe how application and operating system upgrades, updates, bug fixes, patches, enhancements, and modifications are applied in production and what is the impact on system availability during that time
- Describe the training and testing environments and whether they are mirror images of production that are available for use at all times
- Network / Infrastructure :
 - Network - Describe the associated routers, switches, and firewalls used to support the proposed Solution.
 - Data Centers – Does the system utilize multiple data centers?
 - Are the data centers Telco grade facilities?
 - Are the data centers geographically dispersed?
 - Disaster Recovery – Explain how the data is replicated
 - Does replication occurs in real time across various data centers?
 - Power management, UPS and Generator farm
 - HVAC secure climate control
 - Redundancy and Failover – Explain your redundancy and failover mechanism to ensure reliability and availability of the system
- Supported Browser:
 - Describe all browsers and their respective versions that are supported by the Solution.
- Building:
 - Redundant air conditioning system
 - Temperature and Humidity monitoring system

- Fire Protection
- 24x7x365 monitoring

2.7 SOLUTION MAINTENANCE AND TECHNICAL SUPPORT SERVICES TO BE PROVIDED

A. Solution Maintenance:

The proposed Solution must be of the most recent release and the selected Proposer shall provide maintenance services for the proposed Solution throughout the term of the contract. These services shall include updates and upgrades to the Solution, including corrections of any substantial defects, fixes of any minor bugs, and fixes due to any conflicts with mandatory operating system security patches as well as upgrades to new version releases. Non-production environments, such as testing and staging shall also be covered under. The services for the software component are to be provided by the selected Proposer to the appropriate PM staff.

The selected Proposer shall also be responsible for providing maintenance services on any developed portions of the proposed Solution, including any interfaces or data mapping. Proposers should provide a detailed description of maintenance services to be provided in Item No. XX of the Proposer Information Section. Maintenance Services shall take effect after the Warranty period (1 year after Final Acceptance) and commence on the 1st day of the 13th month after the date of the Certificate of Acceptance.

B. Technical Support Services

The County's preferred escalation process is outlined below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A major component of the System is in a non-responsive state and severely affects Users' productivity or operations. A high impact problem which affects the Users.	One (1) Hour	Four (4) Hours	One (1) Hour

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time; functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	Two (2) Hours	Eight (8) Hours	Two (2) Hours
3=Important	Lesser issues, questions, or items that minimally impact the work flow or require a work around.	4 hours	Seventy two (72) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that don't impact the work flow. Issues that can easily be scheduled such as an upgrade or patch.	24 hours	One (1) Month for an acceptable work around until final resolution	Weekly Status Call

The selected Proposer should make live support available 8AM to 6PM EST, Monday thru Friday to address Critical issues. Proposers should provide a detailed description of technical support services to be provided in Item No. XX of the Proposer Information Section.

2.8 TRAINING SERVICES TO BE PROVIDED

The selected Proposer shall provide training for PM staff broken down into the following groups:

- System Administrators – 2-3 users
- Management/Supervisors – 10-15 users
- End Users – 75 users

The training should cover all areas of the proposed Solution, including but not limited to solicitation development, data entry, evaluation procedures, querying, reporting and administrative functions. Training shall take place during normal business hours Monday through Friday and can be offered in a variety of methods including web based training, on-site training, and online web tutorials. Additional training shall be made available via on-line videos and resources on an ongoing basis throughout the term of the contract awarded as a result of

this solicitation. Facilities and computers will be provided by the County for the purpose of conducting such training.

The selected Proposer shall also be responsible for providing training to the vendors using the Solution through the use of web based training, and online web tutorials. Describe the details of training/documentation provided to the vendors in order to become familiar with the Solution. The training/documentation should be available at all times for the new and returning vendors.

2.9 SECURITY REQUIREMENTS

Proposed Solution at a minimum should provide the following Security protocols:

1. Provide the ability for each user to be uniquely identified by ID.
2. Provide basic authentication through use of complex passwords.
3. Provide the ability to enforce password expiration.
4. Provide the ability to require automatic password expirations when initially assigned or reset.
5. Provide ability to configure password parameters such as password lengths, user access to expiration settings and other behaviors, enabling alphanumeric characters, etc.
6. Provide the ability to encrypt transmitted data and authentication information over internal and external networks.
7. Provide support for Secure Socket Layer (SSL) 128 bit and 256 bit encryption.
8. Provide a password database encrypted in storage.
9. Provide ability to protect audit logs from unauthorized access.
10. Provide ability to log activities performed by specific user ID and IP address and to time-date stamp all activities.
11. Provide ability to identify and log all subsequent access points to ensure accountability is maintained throughout session.
12. Provide ability to limit concurrent sessions.
13. Provide ability to log changes to administrative functions.
14. Provide ability to automatically archive audit logs.
15. Provide ability to set an unsuccessful access attempt limit and suspend IDs after reaching the unsuccessful access threshold.
16. Provide ability to send alerts to administrators for unauthorized access attempts.

17. Enable automatic logoff of ID after a defined period of session inactivity, and perform subsequent re-log-on password authentication.
18. Provide ability to lock out user or group ID by date or time.
19. Provide centralized administration, user authorization, registration and termination.
20. Data that is protected through encryption is an individual's Personally Identifiable Information (PII). Items that may be considered PII include, but are not limited to, a person's:
 - a. Full name (if not common)
 - b. Social Security Number, or FEIN
 - c. Telephone number
 - d. Street address
 - e. E-mail address
 - f. IP address (in some cases)
 - g. Vehicle license plate number
 - h. Driver's license number
 - i. Face, fingerprints, or handwriting
 - j. Credit card numbers or credit card account information (billing address, account name, expiration date etc.)
 - k. Bank Account Routing (RTN) and Account numbers
 - l. Digital identity

2.10 REPORTING REQUIREMENTS

The proposed Solution is expected to deliver relevant, practical, and timely staff information through real-time reports. The proposed Solution will enable PM to report on vendor offers, pricing, solicitation information, and staff processing time reports. Users should have the option to run reports between Date Ranges and on specific data fields (i.e. Solicitation number, Title, Vendor name, Due Date, and other available data as listed below). The proposed Solution should allow the System Administrator to extract raw data into a Microsoft Excel format. Raw data should include all fields associated with any solicitation created in the Solution.

It is anticipated that the proposed Solution will allow PM users to create ad-hoc reports and queries, and to customize them based on varying criteria. Ad Hoc reports and query capabilities should include user defined features such as inserting page header footer data like date, time, page number; formatting and aligning data; sorting and grouping data; using functions and

formulas; exporting data to text and Microsoft Excel formats; presenting data in charts; combining data from different reports and queries; using wizards to assist in creating reports; using “if and “and” logic to extract data; suppressing lines in creating reports and queries; scheduling reports to print in batch mode; search/find capabilities; and viewing reports online as to reduce the need for printing. All reports should be accessible from any PC via a web browser with the proper credentials.

The proposed Solution, at a minimum, will provide the following standard reports:

REPORT DESCRIPTION	REQUIRED FIELDS
1. All Vendor Offers Received <i>(User should have the option to run reports between desired date ranges, or run a report for All Vendor Offers)</i>	1. Solicitation Number 2. Title 3. Due Date/Time 4. Vendor Name 5. Vendor FEIN 6. Received Date/Time 7. Contracting Officer Name 8. Advertised Date 9. Commodity Codes
2. All Solicitations Advertised <i>(Solicitation Advertisement Details)</i>	1. Solicitation Number 2. Title 3. Date Advertised 4. Time Advertised 5. Due Date/Time 6. Total vendors notified 7. Total Addendums issued 8. Addendum issue Date/Time 9. Commodity Codes
3. Vendors Notified <i>(List Of All Vendors That Were Notified of a Solicitation)</i>	1. Solicitation Number 2. Date/Time Notification sent 3. Commodity Codes 4. Vendor Name, Email, Contact 5. Vendor Phone#
4. Vendors Who Downloaded Solicitation <i>(List of Vendors who download the Solicitation within the Solution)</i>	1. Solicitation Number 2. Vendor Name 3. Vendor Email 4. Download Date/Time
5. Solicitations to a Specific Vendor <i>(Ability to Run Report for a Specific Vendor Based on FEIN)</i>	1. Vendor FEIN 2. Vendor name 3. Solicitation number 4. Title 5. Date/Time notified
6. Solicitations Issued by Officer <i>(Solicitations advertised by PM Staff)</i>	1. Solicitation Number 2. Title 3. Commodity Codes 4. Vendors Notified 5. Due Date/Time

REPORT DESCRIPTION	REQUIRED FIELDS
	6. Advertised Date
7. All Solicitations	1. Solicitation Number 2. Title 3. Advertised Date/Time 4. Due Date/Time 5. Commodity Codes 6. Vendors Notified 7. Addendums issued / Dates/Time 8. Vendors Downloaded 9. Other related Solicitation information captured in the Solution
8. Cancelled Solicitations <i>(Solicitations cancelled once issued within the Solution)</i>	1. Solicitation Number 2. Title 3. Due Date/Time 4. Reason 5. Date Cancelled

2.11 SOFTWARE ESCROW

The Selected Proposer shall be required to enter into a software escrow agreement with a licensed third party agent to house the source code associated with the proposed Solution at the time of Final System Acceptance. Proposers should provide a detailed description of escrow services and a copy of an existing sample escrow agreement in Item No. XX of the Proposer Information Section. Software escrow shall be provided by the selected Proposer. Pricing for software escrow fees shall be listed on the Form B-1 Price Schedule.

2.12 OPTIONAL FEATURES / FUNCTIONALITY

Proposers are encouraged but not required, to offer Optional Products and Services to the County. All optional products and/or services must be included in Form B-1, Section C. Such optional products and/or services are not included in the evaluation of proposals and are to be contracted at the sole discretion of the County. It is the intention of the County to move forward with the purchase of the proposed Solution

Request for Proposals (RFP)

1. Solution should be able to maintain a list of Selection Committee members
2. Send them a link of Solicitation documents received - this action will be done by PM agent on demand.
3. Solution should have the capability to handle RFP selection committee evaluation process and perform scoring/ranking (RFP evaluation will be implanted as phase 2 of

this project upon successful and satisfactory implementation and performance of the Solution for regular bids).