Marine Management Software Solution

Estimated Cost - $300,000.00

RQET1500001 - Verification of Availability

January 23, 2015

Find attached the "**Scopes of Work/Background**" and "**Minimum Qualifications**" for an upcoming **contract**. 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/MINIMUM**" requirements for each, and confirm your **ability** and **availability** to satisfy "**ALL**" sections/scopes.

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 document?
YES __   **NO** __

Are you able to satisfy the "Scope of Services" as described in the attached?
YES __   **NO** __

Do you have prior experience consistent the scope as described in the attached?
YES __   **NO** __

____ I am "**NOT**" interested in this solicitation.

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

Owner's Name: _____ **Signature:** _____

Please respond by **12:00pm, Tuesday January 27, 2015.**

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

(Respond to the "**Verification** "whether you are interested or not (choosing "**Yes**" or "**No**"), as this helps SBD in the determination of measures).

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"Delivering Excellence Every

Introduction
Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade County Information Technology Department, is soliciting proposals for the purchase of a Marina Management Software Solution. The selected proposer will provide a solution that will automate operations at six Miami Dade County Marinas; Bill Bird Marina, Black Point Park and Marina, Crandon Marina, Herbert Hoover Marina, Matheson Marina, and Pelican Harbor Marina.

Background
The Information Technology Department is responsible for overseeing the operations of the Marina Management System. In 2003 ITD began development of an ASP web application to be deployed at County owned marinas to centralize the rolling slip waiting list, accounts receivable, slip management, and billing for boat slips and services. This system was significantly revised between 2007 and 2008. This revision removed most of the billing operations from the web application and transferred it to a new system. The goal was to enhance the security of automatic recurring payments, to remove all stored credit card numbers from the Marinas database, and to discontinue the use of the billing vendor, EZ Pay, in favor of the County's self-managed payment gateway. The new system will replace the existing system and integrate with the enterprise payment gateway, as detailed in this solicitation.

Scope of Work
The Miami Dade Information Technology Department (ITD) is seeking to procure a commercial "off-the-shelf" configurable Marine Management Software Solution to achieve the objectives listed below and more effectively automate the management of its marinas, detailed in *Appendix 2 – Marina Statistics*. The solution and supporting infrastructure will reside and be maintained at the Regional Data Processing and Communication Center (RDPCC), MDC's data center, operated by ITD. ITD is the central technology provider for Miami-Dade County and oversees the use of existing and emerging technologies in support of County government operations and services to the public. The solution will be used by marina staff and administrators in these business processes. The proposed solution must be delivered, installed, and operational (GoLive) for all stakeholders with final acceptance within one year of the contract award.

Are you able to satisfy the "Scope of Services" as described above?
YES __   NO __

Are you able to satisfy the requirements of "Current Process" as described in the attached (Section 2.4: a through i)?
YES __   NO __

Please note Section 2.5 (Current Automated Systems)

Are you able to satisfy the "Minimum Application" requirements as described in the attached (Section 2.6)?
YES __   NO __

Are you able to satisfy the requirements of "Minimum Maintenance" as described in the attached (Section 2.8: 1 through 6)?
YES __   NO __

Are you able to satisfy the requirements of "Minimum Configuration" as described in the attached (Section 2.9)?
YES __   NO __

Are you able to satisfy the requirements of "Minimum Data Conversion" as described in the attached (Section 2.10)?
YES __   NO __

Are you able to satisfy the "Credit Card Processing" requirements as described in the attached (Section 2.11: 1 through 7)?
YES __   NO __

2.12 Training

The successful Proposer shall provide system administration, user, and maintenance training to designated ITD staff, and other contracted system support staff. Training shall be on-site at ITD for up to forty (40) users and an estimated three to five (3-5) Train the Trainer' Option to be coordinated with approved dates/time by ITD. All training must be completed prior to Final Acceptance of the Solution. Additional training shall be made available via on-line videos or other resources on an ongoing basis throughout the term of the contract awarded as a result of this solicitation.

Are you able to satisfy the requirements of "Training" as described above?
YES __   NO __

Please note Section 2.13 (Maintenance and Support Pricing)

Are you able to satisfy the "Technical Support Services" requirements as described in the attached (Section 2.14: See chart)?
YES __   NO __

Are you able to satisfy the "Network" requirements as described in the attached (Section 2.15)?
YES __   NO __

Please note Section 2.16 through 2.19

Please (list any references consistent with the scope of services for this contract):

Project Title:
Client Name
Contact No.:
Scope Description:

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Project Title:
Client Name
Contact No.:
Scope Description:

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Project Title:
Client Name
Contact No.:
Scope Description:

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bid protest period and terminate the Cone of Silence. Any legislation contrary to the provisions of the EPP shall be deemed suspended or amended as necessary to give effect to the intent of this ordinance during its effective term.

1.10 Contract Measures

This Solicitation includes contract measures for Miami-Dade County Certified Small Business Enterprises (SBE's) pursuant to Section 2-8.1.1.1.1 of the Code of Miami-Dade County as follows:

Set-aside:

This Solicitation is set-aside for SBE's.

Subcontractor Goal:

_____% SBE subcontractor goal is applicable. The purpose of a subcontractor goal is to have portions of the work under the prime contract performed by available subcontractors that are certified SBEs for contract values totaling not less than the percentage of the prime contract value set out in this Solicitation. Subcontractor goals may be applied to a contract when estimates made prior to solicitation advertisement identify the quality; quantity and type of opportunities in the contract and SBEs are available to afford effective competition in providing a percentage of these identified services. Proposers shall submit a completed Schedule of Intent Affidavit (Form SBD 504) at the time of proposal identifying all SBEs to be utilized to meet the subcontractor goal. The Schedule of Intent Affidavit shall specify the scope of work and commodity code the SBE will perform. The Schedule of Intent Affidavit constitutes a written representation by the Proposer that to the best of the Proposer's knowledge the SBEs listed are available and have agreed to perform as specified, or that the Proposer will demonstrate unavailability. The Schedule of Intent form can be found at http://www.miamidade.gov/business/library/forms/sbe-soi.pdf.

The participating SBE firms (or joint ventures) must have a valid Miami-Dade County SBE certification by the proposal submittal deadline of this Solicitation, as well as, meet all other requirements. Additional information regarding Miami-Dade County's Small Business Enterprise Program, including new amendments to the program, is available on the Small Business evelopment's website http://www.miamidade.gov/business/business-certification-programs-SBE.asp.

(If Selection Factor use Section 4.4 and delete above section.)

2.0 SCOPE OF SERVICES

2.1 Introduction

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade County Information Technology Department, is soliciting proposals for the purchase of a Marina Management Software Solution. The selected proposer will provide a solution that will automate operations at six Miami Dade County Marinas; Bill Bird Marina, Black Point Park and Marina, Crandon Marina, Herbert Hoover Marina, Matheson Marina, and Pelican Harbor Marina.

2.2 Background

The Information Technology Department is responsible for overseeing the operations of the Marina Management System. In 2003 ITD began development of an ASP web application to be deployed at County owned marinas to centralize the rolling slip waiting list, accounts receivable, slip management, and billing for boat slips and services. This system was significantly revised between 2007 and 2008. This revision removed most of the billing operations from the web application and transferred it to a new system. The goal was to enhance the security of automatic recurring payments, to remove all stored credit card numbers from the Marinas database, and to discontinue the use of the billing vendor, EZ Pay, in favor of the County's self-managed payment gateway. The new system will replace the existing system and integrate with the enterprise payment gateway, as detailed in this solicitation.

2.3 Scope of Work

The Miami Dade Information Technology Department (ITD) is seeking to procure a commercial "off-the-shelf" configurable Marine Management Software Solution to achieve the objectives listed below and more effectively automate the management of its marinas, detailed in *Appendix 2 – Marina Statistics.* The solution and supporting infrastructure will reside and be maintained at the Regional Data Processing and Communication Center (RDPCC), MDC's data center, operated by ITD. ITD is the central technology provider for Miami-Dade County and oversees the use of existing and emerging technologies in support of County government operations and services to the public. The solution will be used by marina staff and administrators in these business processes. The proposed solution must be delivered, installed, and operational (GoLive) for all stakeholders with final acceptance within one year of the contract award.

2.4   Current Process

This is an overview of each marina business process.

a. Maintaining Waiting List
    - Request waiting list application and/or information.
    - Determine eligibility of application request.
    - Submit waiting list application and fees.
    - Inform patron of ineligibility and return/refund application fees.
    - Add patron information to marina(s) waiting list.
    - Contact patron and offer annual slip.
    - Process a new annual berth permit.
    - Update occurrence of declined offer.
    - Patron mobility on waiting list.

b. Processing new berth permits
    - Verify patron boat information.
    - Verify non-delinquent status.
    - Calculate monthly fees.
    - Complete berth permit.
    - Collect deposit fees.
    - Marina management reviews and validates berth permit.
    - Update berth permit with corrected fees.
    - Marina explains corrections and patron initials and agrees to changes.
    - Approve a new annual berth permit.
    - Process monthly fees.
    - Remove patron from waiting list.

c. Renewing existing berth permits
    - Identify annual permits needing a renewal.
    - Mail patron renewal packet.
    - Review completed renewal permit requirements.
    - Mail patron reject letter.
    - Mail patron second notice.
    - Mail final notice via certified letter.
    - Process expired annual berth permits.
    - Process approved renewals.
    - Process monthly fees.

d. Processing transient slip requests
    - Process patron request.
    - Determine if discount/promotional rates are applicable.
    - Determine rates and calculate fees.
    - Collect fees.

- Complete transient dockage permit.
- Process refunds/credits.
- Process delinquent patrons.
e. Managing boat/slip movement
- Dry storage (not in the water)
- Wet slips (in the water)
- Mooring buoys
- Temporary floating docks or seawalls
- Dock checks
- Optimize boat storage areas
f. Processing boat ramp passes
- Daily boat ramp pass
- Obtain annual boat ramp pass process.
g. Processing landing fees
- Private patron landing fees process.
- Commercial landing fees process
h. Processing Delinquent Accounts
- Delinquency reasons:
  - ➤ A patron fails to pay their monthly fees (after 2 months) for their annual berth permit.
  - ➤ A patron fails to renew their annual berth permit (after 2 months).
  - ➤ A transient patron violates their transient dockage permit
- Process annual patrons failing to pay their monthly fees.
- Process annual patrons failing to renew their permits.
- Process transient patrons that have violated their permit.
i. Processing point of sales (POS)
- Collect waiting list application fees.
- Collect new berth permit annual fees.
- Collect annual berth monthly fees.
- Collect transient fees.
- Collect marina merchandise fees.
- Collect boat ramp fees.

2.5 Current Automated Systems

a. The Marina Web application is used by personnel to conduct business at their marina. It is an ASP web application and is the primary tool used to interface with the marinas database.
b. The Marina Crypto is a windows application that is used to process recurring credit card payments. It interfaces with Miami-Dade County's payment gateway and makes use of our payment processor's tokenization so as to avoid stored credit card numbers. This system is PCI Level 3 compliant.

2.6 Minimum Application Software and Application Configuration Services Licenses

The selected Proposer shall be required to provide software license(s) to accommodate the current 40 estimated users. This number is subject to change at any time before, during, or after implementation of the proposed system. The County shall not purchase separate licenses for third party applications which are embedded into the solution. All licenses that may be required by the solution for third party software are to be included with the proposed solution.

If the proposed solution requires third party software licenses not embedded into the solution in order to meet the technical and functional requirements of this solicitation, the County reserves the right to leverage software license agreements that may be in

place between any proposed third party software copyright holders. This entitles all parties included as "Users" for this solicitation, with the advantage of reducing software acquisition or maintenance costs. ("Users" includes other entities in addition to the County).

The proposed solution must be a generally available product which has already been fully implemented, at minimum, at one other government site for a minimum of six months.

2.7 Minimum Infrastructure and County Hosting Requirements

The proposed Solution will be hosted at the County's data center, operated by ITD. Proposers are required to meet the Miami-Dade County Technology Model and Hosting Requirements as defined in *Appendix 1*.

2.8 Minimum Maintenance Support Services Requirements

The proposed Solution must be of the most recent release and the selected Proposer shall provide all hosting, software maintenance and technical support services for the proposed Solution throughout the term of the contract. All software upgrades issued by the Licensor must be available to the County at no additional charge. The software maintenance plan shall include the option of installation of new releases by the licensor and the following:

1. Corrections of substantial defects in the Software ("System") so that the System will operate according to specifications to be resolved as Severity Level 1 (See Section 2.14).

2. Periodic updates of the System may incorporate:
   a. Corrections of any substantial defects;
   b. Fixes of any minor bugs; and,
   c. Fixes due to any conflicts with mandatory operating system security patches, to be resolved as Severity Level 1; and,
   d. Licensor enhancements made to any system components that MDC has licensed.

4. Updates to the system must be provided as determined by legally mandated requests.

5. Remote Server Access to any County server providing the application services either by Citrix SSL VPN, Encrypted Connection, or dedicated IP address; access will require prior approval from Miami-Dade County.

6. Maintenance of other non-production County environments, such as test, development, and staging, will be included as part of support.

2.9 Minimum Configuration

The selected Proposer shall provide their methodology for discovering and collecting all information needed to configure the proposed solution. Cross-reference any attached documentation in the response which applies to this solution configuration.

2.10 Minimum Data Conversion

The selected Proposer shall provide their methodology and technology tools enabling data mapping, data extraction, transformation, and loading of external system data to the proposed solution data structure/database. Cross-reference any attached documentation in the response which applies to this data conversion.

2.11 Credit Card Processing Requirements and Related Hardware
General

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Any proposed servers or computers processing credit card or electronic check transactions need to comply with web based transaction services, retail transaction services, or recurring payment services as stated below.

1- Processing Requirements

The selected Proposer is required to provide proof that all the devices/applications/processes used, meet PCI (Payment Card Industry) compliance requirements. Vendor must submit the following official compliance documentation (wherever applicable) to the requesting County department and the County's Finance Department:

➤ Vendor's current annual Payment Card Industry Attestation of Compliance (PCI-AOC)
➤ Payment Card Industry Payment Application Data Security Standard (PCI PA-DSS) certification for any payment applications used in the process
➤ Payment Card Industry PIN Transaction Security (PCI PTS) certification for any device processing cardholder PIN transaction

Annual resubmission of the passing, updated, completed and signed documents shall be provided to the requesting County department and the County's Finance Department within 30 days of completion by the vendor.

Miami-Dade County does not process PIN numbers for security reasons, so debit card transactions must be processed as credit card transactions. Credit card numbers should not be stored by the vendor application, and should not be unmasked. POS (Point of Sale) transactions may be routed through Miami-Dade County's Payment Gateway, or directly to Miami-Dade County's clearing house.

Miami-Dade County's Payment Gateway provides three (3) basic services that allow vendor applications to interact with the Payment Gateway: Web-based Transaction Service, Retail Transaction Service, and Recurring Payment Service. There are 2 options for Web-based transactions: option 1 would be developed by the vendor, and option 2 would be developed by Miami Dade County's Information Technology Department (ITD).

2- Web-based Transaction Service

Option #1:

The selected Proposed Solution will interface directly with Miami-Dade County's Payment Gateway via a plain HTTPS/XML interface. Miami-Dade County will provide the XML schemas to all basic services: web payment processing, void, and refund. The XML schema and other XML samples will be provided to the vendor by Miami-Dade County. Miami-Dade County will also provide all the necessary URLs for these services as well as documentation detailing fields and response error codes. All services will respond with the same XML receipt.

This solution will require the client application to fully interact with Miami-Dade County's Payment Gateway, reacting to processing and system errors. Even though this solution requires more development and integration from a vendor, it will offer the greatest flexibility and customization level.

It is also required that the selected Proposed Solution be hosted on a server inside MetroNet since Miami-Dade County's Payment Gateway is not accessible from the Internet. If the application is outside the MetroNet, Miami-Dade County can develop a Payment Module Application (option 2) that will service the vendor's application.

Option #2:

The selected Proposed Solution will utilize a Payment Module Application developed and maintained by Miami-Dade County. A link is provided on the vendor application that sends users to the Payment Module Application. For example, once the user has selected the items to purchase (from vendor's application), there would be a "Pay Now" button on vendor's application and once the user clicks on it, he is sent to the Miami-Dade County Payment Module via HTTPs post, carrying all the necessary data to begin the payment process (user ID, amount, etc.). Essentially the vendor application outsources all the payment processing logic to Miami-Dade County's Payment Module. It requires very little development on the vendor side. The vendor will agree on custom fields to be passed to the Miami-Dade County Payment Module via HTTPS. In turn the Miami-Dade County Payment Module will collect the payment information and process the transaction via the Miami-Dade County Payment Gateway. Results are posted back (post back URL is provided by the client application) to the vendor application. This solution will not require the client application to be

hosted in MetroNet. The Miami-Dade County Payment Module handles all processing and system errors, this way simplifying the integration effort on the vendor side.

3- Retail Transaction Service

The selected Proposed Solution shall provide for face-to-face transactions; two (2) services are available. These services are meant to be used with credit card present transactions whether swiped or keyed in by a clerk. Miami-Dade County will provide the XML schemas to all basic services: Track-2 payment processing (when the credit card is swiped), Keyed payment processing (when the credit card info is keyed in by a clerk), void, and refund. The XML schema and other XML samples will be provided to the vendor by Miami-Dade County. Miami-Dade County will also provide all the necessary URLs for these services as well as documentation detailing fields and response error codes. All services will respond with the same XML receipt. These services are fully PCI compliant. This service requires that the client interacting with the MDC payment gateway be located within Metronet.

4- Recurring Payment Service

The selected Proposer shall provide this service to allow merchants to setup recurring credit card payments on behalf of their users. The service is PCI compliant with all the sensitive credit card data stored off-site in the county's current clearinghouse. The XML schema and other XML samples will be provided to the vendor by Miami-Dade County. Miami-Dade County will also provide all the necessary URLs for these services as well as documentation detailing fields and response error codes. The service requires that the client interacting with the MDC payment gateway to be located within Metronet.

5- Web Applications Interface Requirements

The selected Proposed Solution must be able to interface to the County's Web Online Payment Application via Web Services.

*7 - **Web functions** - Proposer uses existing template within the County's website or completely separate site with a link from the home site.*

- OPTION 1:

Creation of an i-frame within MDPROS page (done by Miami-Dade County CIAO), therefore the County will always have the current template and will always be cohesive with everything else that relates to the Department.

- OPTION 2:

ITD will provide the vendor with banners, styles, layouts, and our 'look and feel' guidelines and allow the vendor to incorporate them into their page. Assuring that the application follows County branding standards, federal accessibility standards and current usability standards.

2.12 Training
The successful Proposer shall provide system administration, user, and maintenance training to designated ITD staff, and other contracted system support staff. Training shall be on-site at ITD for up to forty (40) users and an estimated three to five (3-5) Train the Trainer' Option to be coordinated with approved dates/time by ITD. All training must be completed prior to Final Acceptance of the Solution. Additional training shall be made available via on-line videos or other resources on an ongoing basis throughout the term of the contract awarded as a result of this solicitation.

2.13 Maintenance and Support Pricing

The County prefers that the Software Maintenance fees be adjusted based on actual deployment. If new licenses are purchased during different phases, the County prefers that the maintenance fees be pro-rated to make them coterminous with the maintenance of the original licenses purchased. The County prefers software maintenance that is coterminous with the fiscal year.

Furthermore, the County prefers to pay for software maintenance and support for the actual number of licenses deployed and being used during any one-year maintenance and support renewal period. At the beginning of each maintenance renewal period, the County would like to have the right to adjust the number of licenses kept under maintenance according to actual usage, without incurring any type of additional fees or penalties if the number of licenses under maintenance is to be reduced based on usage.

2.14 Technical Support Services

The selected Proposer shall be responsible for providing on-call technical support services to ensure optimal performance of the proposed Solution, including all components. This should include remote diagnostic tools to detect and correct application errors in the software component. All alerts or error notifications shall be sent to the IT Helpdesk. A Helpdesk representative will open a ticket and contact the vendor.

- Live support for all severity levels available 24 hours a day, 7 days per week. The County desires an escalation and response time as listed below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A major component of the System, whether hardware or software, is in a non-responsive state and severely affects Users' productivity or operations. A high impact problem which affects the Users.	15 minutes	One (1) Hour	15 minutes
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.	One (1) Hour	Four (4) Hours	30 minutes
3=Important	Lesser issues, questions, or items that minimally impact the work flow or require a work around.	4 hours	Twenty-four (24) 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.	8 hours	72 hours for an acceptable work around until final resolution	Weekly Status Call

2.15 Network, Transaction Load Test, and Security Scan

The selected Proposer will be required to conduct a Transaction Load test, which simulates the volume of transactions using performance testing tools provided with the Solution. This is to be factored into the proposed implementation timeline and price proposal. Prior to Final Acceptance, the Solution must pass the following mutually agreed upon Acceptance Tests: Hardware Functionality, Data Load, Module Functionality, Third-Party Integration, Reliability and Response Time Tests and Security

Scan. Final Acceptance will be dependent upon a fully functioning, operational Solution as specified in this Agreement and "Scope of Services."

2.16 OPTIONAL FUNCTIONAL REQUIREMENTS

Proposers are encouraged but not required, to offer "Optional Functional Requirements." **If a Proposer offers "Optional Functional Requirements", it must use the attached Form B-1, Section D, "Optional Functional Requirements."** The "Optional Functional Requirements" are considered optional services not included in the Scope of Services or cost proposal. These optional services may be contracted at the sole discretion of the County throughout the resultant contract term.

Proposers should indicate their capability of fulfilling each *OPTIONAL* functionality below. In order to respond to each optional requirement, the Proposer is requested to enter a code in the space provided that best corresponds to the intended response for the requests listed. Comments that further clarify how the requirement is met should be included in the Response Comments column as well as your proposal response. The below table is to be included with your Proposal Submission package as further outlined in Section 3.0 "Proposal Submission Package".

Optional functionality and related services **will not be evaluated and scored** by the Evaluation/Selection Committee.

The acceptable codes are as follows:

"Y" – "Yes" - Requirement will be FULLY met with the proposed solution (without code customizations, additional scripting, or additional code).

"V" – "Vendor" - If the proposed solution requires third party software or services to fully meet the requirement, please include documentation showing how the Proposer will fulfill the request, including any alliances with other suppliers or use of third party software.

"N" – "No" - Requirement will not be met and why. A blank or N/A in any box will be interpreted as an "N". **This will not automatically disqualify the Proposer's response.**

"G" - "Configuration" – Subject matter expertise on the proposed solution is required in order to configure the solution to meet the requirement. In the Proposal response, please in detail the nature of the configuration. Cross-reference any attached documentation in the response.

"F"- "Future"- Indicates that the requested functionality will be released with next major update to the solution. Proposer must include the anticipated date of availability.

"C" - "Custom" - Indicates that the requested functionality can be accommodated through a software customization. In the Proposal response, please provide a proposed start date, completion date, and any additional costs associated with the development of the request. Cross-reference any attached documentation in the response. Customizations typically should only apply to County specific integrations.

2.17 Optional Professional Services

Proposers are encouraged but not required, to offer "Optional Professional Services, Products, and Maintenance Support." **If a Proposer offers optional services it must use the attached Form B-1, Table E1, "Optional Professional Services."** The "Optional Professional Services, Products, and Maintenance Support" are considered optional services not included in the Scope of Services to be contracted at the sole discretion of the County.

2.18 Optional Software Products Not Included In Proposed Solution

Proposers are encouraged but not required, to offer "Optional Software Products Not Included in Proposed Solution." If a Proposer offers optional products it must use the attached Form B-1, Table E2, "Optional Software Products Not Included In Proposed Solution." The "Optional Software Products Not Included in Proposed Solution" are considered optional products not included in the Scope of Services to be contracted at the sole discretion of the County.

2.19 OPTIONAL ENTERPRISE SOFTWARE LICENSE, MAINTENANCE SUPPORT, AND ESCROW FEES

Proposers shall provide all possible licensing models for their solution. If a Proposer offers an "Optional Enterprise Software License, Maintenance Support, and Escrow Fees", it must use the attached Form B-1, Section F, "Optional Enterprise Software License, Maintenance Support, and Escrow Fees." The "Optional Enterprise Software License, Maintenance Support, and Escrow Fees" are considered optional services not included in the Scope of Services to be contracted at the sole discretion of the County.

3.0 RESPONSE REQUIREMENTS

3.1 Submittal Requirements
In response to this Solicitation, Proposer should **complete and return the entire Proposal Submission Package**. Proposers should carefully follow the format and instructions outlined therein. All documents and information must be fully completed and signed as required and submitted in the manner described.

The proposal shall be written in sufficient detail to permit the County to conduct a meaningful evaluation of the proposed services. However, overly elaborate responses are not requested or desired.

4.0 EVALUATION PROCESS

4.1 Review of Proposals for Responsiveness
Each proposal will be reviewed to determine if the proposal is responsive to the submission requirements outlined in this Solicitation. A responsive proposal is one which follows the requirements of this Solicitation, includes all documentation, is submitted in the format outlined in this Solicitation, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may result in the proposal being deemed non-responsive.

4.2 Evaluation Criteria
Proposals will be evaluated by an Evaluation/Selection Committee (or Review Team) which will evaluate and rank proposals on criteria listed below. The Evaluation/Selection Committee (or Review Team) will be comprised of appropriate County personnel and members of the community, as deemed necessary, with the appropriate experience and/or knowledge, striving to ensure that the Evaluation/Selection Committee (or Review Team) is balanced with regard to both ethnicity and gender. The criteria are itemized with their respective weights for a maximum total of <u>one hundred</u> (100) points per Evaluation/Selection Committee (or Review Team) member.

<u>Technical Criteria</u>   <u>Points</u>

Solution Requirements: Proposer's capability to meet the functional and
technical specification requirements described in this Solicitation, together with
an evaluation of how well it matches the Proposer's understanding of the
County's needs described in this Solicitation.

Proposer's approach and methodology to providing the services requested in
this Solicitation including Solution usability, configuration, implementation,

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