



Chesterfield County, Virginia Purchasing Department

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Director

IMPORTANT NOTIFICATION

The Purchasing Department will be moving from its current location on April 5, 2012 and will no longer be located at 9842 Lori Road, Suite 101 (Court Square) Chesterfield, VA 23832.

The new address will be 9901 Lori Road, Lane B. Ramsey Building, 3rd Floor, Room 303, Chesterfield, Virginia 23832.

Bidders/Offerors who elect to hand deliver their bids/proposals on the receipt date are cautioned to allow extra time to assure timely receipt of documents.

Call (804)748-1617 for further information.



**CHESTERFIELD COUNTY
PURCHASING DEPARTMENT
CHESTERFIELD, VIRGINIA
Request for Proposals**



RFP Number: 12-0421

Title: Social Services Information System

Issue Date: April 4, 2012

Proposals Due No Later Than: May 10, 2012, 5:00 P.M.

Location for Receipt of Proposals: Chesterfield County Purchasing Department
9901 Lori Road, Rm 303
Chesterfield, VA 23832

Inquires: Questions which may arise as a result of this solicitation may be addressed to Bridgette King, Senior Contract Officer, at (804) 748-1913, or by email to purchasing@chesterfield.gov. Inquiries must be received at least seven (7) business days prior to the due date in order to be considered. Contact initiated by an offeror concerning this solicitation with any other County representative, not expressly authorized elsewhere in this document, is prohibited. Any such unauthorized contact may result in disqualification of the offeror from this transaction.

My signature below certifies that:

- I agree to abide by all conditions of this Request for Proposal (RFP) and that I am authorized to sign this proposal;
 - the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under § 18.2-498 of the *Code of Virginia*. Furthermore, I understand that fraud and unlawful collusion are crimes under the Virginia Governmental Frauds Act, the Virginia Government Bid Rigging Act, the Virginia Antitrust Act, and Federal Law, and can result in fines, prison sentences, and civil damage awards; and
 - that the accompanying proposal is in compliance with applicable provisions of the State and Local Government Conflict of Interests (§ 2.2-3100 *et. seq.* of the *Code of Virginia*). Specifically, without limitation, no County/School Board employee or a member of the employee's immediate family shall have a proscribed personal interest in a contract.
 - that the accompanying proposal is in accordance with applicable provisions of the Virginia Public Procurement Act, Art. 6 Ethics in Public Contracting (§§ 2.2-4367 *et. seq.* of the *Code of Virginia*), and any other applicable law as set forth therein.
-

Complete Legal Name of Firm: _____

Address: _____

Remit To Address: _____

Signature: _____ **Email:** _____

Name (type/print): _____ **Title:** _____

Fed ID No.: _____ **Phone:** (____) _____ **Fax:** (____) _____

Proposal Dated: _____

Please refer to Clause F of the General Terms and Conditions:

Minority-Owned Business: ☐ Yes ☐ No **Chesterfield Business:** ☐ Yes ☐ No

Women-Owned Business: ☐ Yes ☐ No

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I. PURPOSE

The purpose of this Request For Proposal is to establish a contract to replace the current Social Service Information System (developed in the 1980's). In replacing the primary system, this project seeks to develop/secure a new system with the customer's needs first and foremost, utilizing cutting edge technology to manage, track and process requests for services and benefits as well as requesting and printing payments, taking full advantage of system integration with state and local systems. The new Social Services System will represent a comprehensive approach to providing case management and payments for the Chesterfield-Colonial Heights Department of Social Services.

II. BACKGROUND

The local automated system for the Social Services Information System (SSIS) is rapidly aging at over twenty years old. It no longer meets all requirements needed to automate Social Service programs. Most critical, however, is the fact that since the development of SSIS, the Virginia Department of Social Services has developed a number of automated programs, none of which communicate with each other and none which cover all program areas. In addition, the local Comprehensive Services Act (CSA) system uses a separate Harmony data system that duplicates certain Social Services data. As a result of the development of multiple systems, workers are doing duplicate entry of case information. This re-work diverts valuable time from providing direct customer service. As a result, SSIS is not only still needed, but is more critical than ever with a primary focus of providing connectivity between all systems, state and local.

Programmatically, caseloads have steadily grown and this trend is expected to continue. As of March 2012 the total number of active cases is 31,600 broken down as follows:

- Supplemental Nutrition Assistance Program (SNAP) – 14,000
- Temporary Assistance for Needy Families (TANF) – 1,200
- Medicaid Families and Children – 10,700
- Medicaid Adult (Aged, Blind, Disabled) – 4,300
- Medicaid Adult (Long Term Care) – 1,200
- Auxiliary Grants – 100
- General Relief - 50

Further, program policies continue to change and become increasingly complex. These critical problems are resulting in staff turnover, increased waiting times for case processing, inefficient use of staff time, and the threat of being out of compliance with federal requirements.

Over the years the SSIS system has been enhanced and updated, but the overall design has not been re-engineered since the program inception. Since the original SSIS design, caseloads have continued to grow and, at the same time, the Virginia Department of Social Services (state) has designed and implemented numerous automated programs mandated for use in local agencies. However, these complex systems do not connect with each other. Further, with all the new initiatives by the state, there is not a comprehensive program that

automates all local Social Service programs and, in fact, there are gaps in program areas covered. The development of numerous programs that do not communicate have resulted in inefficient processes that include redundant entry into multiple systems, with the result being reduced customer service and systems that are burdens rather than enhancements in program delivery. This comes at a time when there is unprecedented growth in caseloads and expanded program requirements.

In the spring of 2002, the Chesterfield County IST Department completed a study that included an assessment of SSIS. At the conclusion of this study, it became apparent that the SSIS system needed to be replaced with a new product either developed by IST, purchased from a vendor or a combination of both. Rapidly evolving technology, new state requirements and unexpected changes, including technology opportunities not even available until recent years, further supported the direction of replacement rather than continued enhancements. Automation decisions regarding SSIS have been increasingly complex due to state automation uncertainties. The State Department of Social Services automation plans continue to be uncertain in scope and timing.

It is Social Services intent and request to analyze the components needed in the local information system, develop requirements and replace SSIS as soon as possible.

III. SCOPE OF WORK/SPECIFICATIONS

A. Strategic Goals

Social Services strategic goals that would be supported by a replacement of SISS are outlined as follows:

1. DSS Goal – Promote Excellence in the Delivery of Social Services. This would be supported by eliminating redundant data entry by staff. It would also be impacted by reducing staff errors through the automated system sharing information with all programs (one program populating any new customer information into all other programs). This would also ensure that systems and the data included are accurate and in compliance for federal funding requirements. Customer service would also be improved by the elimination of some staff functions needed to process cases thus resulting in quicker delivery of benefits and services. The other significant impact on accomplishing improved customer service would be a program function that allows staff to search all customer information through the use of one program. Currently, the state system, SPIDeR, allows searches of most state programs but does not house our local systems information.
2. DSS Goal – Promote an Outstanding Workforce and Work Environment. This goal would be supported by improving use of staff time and supporting employees in being able to manage growing workloads through user-friendly efficient automated systems. This would include programs that use technology now available to update case information, process cases and connect programs, therefore reducing case processing and review times. The use of this technology would also reduce staff stress as their time per case is reduced in terms of required use of automated systems.

The SSIS automation initiative is expected to accomplish the following priorities:

- The integration with SSIS of all state systems and the local Harmony CSA data system, resulting in more efficient use of staff time and better customer service.
- Additional functionality in SSIS that meets current business requirements which would result in more efficiencies and significant time savings. The development of SPIDeR has consolidated the search capability for state systems, such as DMV, VEC, Social Security, ADAPT, OASIS, VACIS and Energy Assistance for client information by only doing one search. Currently, it is necessary for staff to seek customer information by searching the local system for non-state programs. Adding the local system search capability in SPIDeR would result in significant error reductions, dual entry and time savings.
- Ability to download ADAPT case information.
- Utilization of current technology for easier navigation and greater efficiency, again resulting in more efficient use of staff time.
- Ability to remove the welfare payment system from the mainframe. This is a critical initiative.
- Integrate into SSIS replacement any functionality needed for new business processes, such as Integrated Intake, Day Care and the Welfare Payment System for Social Services and Comprehensive Services (CSA).
- Provide functionality to support a dual FIPS Department of Social Services.

B. Non-Functional Requirements

The system should provide for a unified and integrated solution to the Social Services process that complies with all requirements of the Chesterfield-Colonial Heights Department of Social Services and the Commonwealth of Virginia. From an end-user perspective, the system should provide a singular view of Client information; reduce the need to search multiple systems for Client information, provide automation of repetitive and predictable aspects of processes, and provide an intuitive, easy-to-follow graphical layout of the information in the system.

The system should be available 99% of the time while efficiently using the technology resources.

The offeror should provide a mature version of the system along with a roadmap for the direction of the system that describes future versions and enhancements for the system, including upgrades and modifications as required by changes to federal and state laws, regulations, and policy and/or Chesterfield County Code changes.

C. Common System Requirements

The system should provide for a solution to the Social Services process that has the ability to create, display and store codes and flags relevant to the user's role, action being performed on an item, and information context. The system should create an audit record for case updates. Any functions such as running reports should not consume system resource by suspending further actions by user of system. The

system should notify users when any background processing has completed when logged into the system. A link should be provided to view the results of a report being run. The system should have the ability to create a report even when there is no data to report and indicate nothing to report. The system should have the ability to create, view, update, archive and delete static (non-ad hoc) reports. The system should have the ability to schedule static reports to run. A system report-writer should be easily configurable and easy to use with minimal training. The system should be able to retain multiple legal identifications per customer. The system should retain all case information for 3+ years as prescribed for each program type. The system should have the capability to assign unique identification information and to ensure the case member is not already in the system.

D. Contractor Requirements

1. Training and Support

The Contractor should provide training and support in the implementation and distribution of all components and software so that County personnel and stakeholders may effectively operate the system.

2. Data Conversion

The Contractor should provide a data conversion plan.

3. Upgrade and Maintenance

The Contractor should provide product upgrades, product maintenance, and technical support as required for the Social Services Information System proposed.

E. Business Requirements

1. Intake / Ongoing Benefits and Services

a. State Systems Search

The system should provide the ability to integrate and upload local system data into SPIDeR (Systems Partnering in a Demographic Repository / State of Virginia system) providing the capability of a one search system.

b. Local System Search

The system should utilize updated hardware and technology for easier navigation. The system should provide the ability to display the status of a case – inquiry, pending, approved, denied, suspended or closed cases and search capability by Contact Number, Social Security Number, Name and Case Number for inquiry, pending, approved, denied, suspended or closed cases.

c. Case Management

The system should provide the ability to enter case status for multiple program

categories as: inquiry, pending, approved, denied, suspended or closed. The system should provide search capability by Contact Number, Social Security Number, Name and Case Number for open and closed cases. The system should provide the ability to display status of the case by program – inquiry, closed, approved, denied, suspended and pending. The system should have the ability to add a new case and generate a unique identifier (case number). The system should provide the ability to add or update an inquiry-only record assigning a Contact Number as a unique identifier.

The system should provide the ability to inquire or update a case that is currently in the system (inquiry, pending, approved, denied, suspended or closed cases). The system should provide the ability to track cases in this dual FIPS agency. The system should be able to capture and update the following information: Program Categories, Worker ID, Social Security Number (SSN), Date of Birth, Phone Number, FIPS Code, Name of client / person for whom the inquiry is being made, Name (Last, First, Middle, Suffix), Address (house number, street name, street abbreviation, street direction, apartment number or lot number, city, state, zip code), free form comments, program category, date the application was received, worker id, and pre-populate the local system with a state case number and data if available.

A case number or contact number will need to be generated for all cases added to the local system. The system should provide the ability to add the application date to be used to calculate application processing requirements and date alert notifications to users. The system should not allow a second case number to be assigned if the SSN is attached to an existing active case number unless specified conditions are met. The system should capture state unique case and client identifiers. The system should have the ability to assign a pseudo number when there is no SSN. The system should provide the ability to create a payment request from multiple users by the creation of a Case Action Form (CAF) or Purchase of Service Order (POSO) (or potentially a combined payment request tool). The system should provide the ability to print / reprint mailing labels and case record labels.

The system should provide the ability to modify the worker id per program category. The system should provide the ability to browse by Social Security Number, Contact or Case Number. The system should provide the ability to browse by Name (case name or case member). The system should provide the ability to browse by address and provide the ability to browse by worker id. The system should provide the ability to update fields as identified. The system should provide the ability for a case in pend status to be approved or denied. The system should provide the ability to enter a review date for a case per program category in approved status with notification to worker.

The system should provide the ability to enter one or more special review dates and codes per program category with notification to worker. The system should be able to generate a case number and set the case status to approve without pending the case. The system should provide the ability for an approved case to be closed or update the review date to a future date and maintain case review

date. The system should have the ability to reactivate a denied or closed program and provide the ability to enter a worker id per program category. The system should capture the information provided on the Assistance Plan and calculate the benefit amount for Auxiliary Grants and General Relief and generate a system payment request.

The system should have the ability to automate and calculate the cost of living increases and increase in personal needs allowance for Auxiliary Grant and General Relief cases and other identified increases in Foster Care and Adoption Subsidy cases based on age of child. The system should have the ability to generate a Case Action Form and a Notice of Action when a General Relief or Auxiliary Grant case closes. The system should give ability for the user to choose the language for any printed case related forms, letters and notices.

The system should be able to update the status of a contact to pend or approve. For a case in pend status the updates would be to approve or deny, as well as modify the worker id, update case demographics and program code as required. The system should allow designated users to adjust caseloads by moving groups of cases from one case worker to other case workers.

d. Create Payment Request

The system should have ability to create payment requests from a variety of sources by using a Case Action Form (CAF) or Purchase of Service Order (POSO) or potentially a combined payment request tool.

e. Purge Records

The system should have the ability to purge case history per the Library of Virginia retention requirements, as well as the ability to run a purge list per Library of Virginia retention requirements for the purpose of purging paper files.

2. Electronic Application Filing

The system should have the ability to receive and store client applications submitted electronically and upload electronic application data to the case management system creating a base record for use by the worker.

3. The system should provide an automated interface to Laserfiche for storing and retrieving system generated documents in a Laserfiche repository Electronic Document Imaging / Management System. The system should have the ability to populate the Laserfiche document management system with the local system unique identifier for documents created outside of the SSIS system.

4. Financial Management

a. Vendor Database

The system should provide the ability to add, inquire, update, browse, and

inactivate/reactivate a provider/vendor for payment processing. The system should provide edits to prevent a duplicate provider/vendor to be entered by using SSN or TIN (Taxpayer Identification Number). The system should provide the ability to track vendors by different vendor types for different periods of activation. The system should process payments on a closed vendor/provider if payment is for a service rendered during the period of vendor activation for that vendor type. The system should provide the ability to capture business or trading-as-name to be used to identify service provider locations.

b. Mailing Address

The system should provide the ability to select either the business or trading-as-name for the mailing address.

c. Payroll Taxes and W2 Generation

The system should provide the capability to calculate and produce FICA, unemployment taxes and annual W2s for companion program and in home day care providers. The calculated payroll taxes are deducted from the gross wages against the PO. The system should apply the current tax code and produce a quarterly report for verification and approval.

d. Production of 1099 Forms

The system should provide the ability to produce a 1099 for any business provider that has received payments during a calendar year. A 1099 verification report will need to be produced. The verification process will also need the ability to add or modify the 1099 data as needed prior to the 1099 being produced. The system should produce a 1099 on notification of approval from the verification process.

e. Check Generation

(1) Receive Check Request - Purchase of Service Order (POSO)/Purchase Order (PO)

Upon receipt of check request by POSO, the system should print and reprint invoices on preprinted state forms (1 original and 2 carbon copies). The system should have the ability to process a reoccurring PO. A reoccurring PO can be closed at any time causing the PO to go into suspend status requiring case worker and financial manager approval. A copy would be filed by month (hard copy) and scanned into Laserfiche. The system needs to provide the capability to update the status of the POSO to indicate it has been printed, mailed and approved. The ability to schedule payments by date is required. Payments can be made on a closed case if the payment request is for services provided within the effective date range that the case was active to include inactive vendors. The system should have the ability to print checks from multiple accounts as identified and not necessarily case related. The system needs to allow payment processing for prior and future months based on FIPS code and address changes that result in FIPS code changes.

The system should provide the ability to reflect adjustments made to a PO by reflecting the adjustment in the encumbered amount as well as to the budget line balance. The system should allow multiple case payments combined into one check to an individual provider.

(2) Receive Check Request – Case Action Form (CAF)

Upon receipt of check request by CAF, the system should create and print Case Action Forms (CAF) (2 copies) and Notice of Action (2 copies). Each form must be pre-populated with all required information using parameters entered. The Case Action Form can be an ongoing or a one-time only payment with the ability to change, suspend or discontinue ongoing payments. An ongoing payment report is needed by the 20th of each month to allow for corrections before the checks are produced. System should have the ability to schedule payment dates as required. System should generate a mail-ready Notice of Action for rate adjustments. System should issue check to case name and address for identified program types or to identified payee and address. System should have the ability to create a Notice of Action form. System should have the ability to flag the system not to print the Notice of Action form. System should determine payment based on identified criteria (e.g. age of child, rate change).

(3) Check Approval Process

The system should provide the ability to produce a proof report to list all checks requested by finance worker for verification that the check amount does not exceed the purchase order amount or case action request amount. A Warrant Register will need to be produced once approval is given and before checks are printed. The system should create pre-check list for payments to be produced and sorted by individual workers for validation.

(4) Process Checks

The system should process checks and update budget lines. The system should allow multiple case payments to be combined into one check for a provider. The system should have the ability to issue payments for members of a case or a case as a whole. The system will reflect voided checks, adjustments or adjusted encumbrances in the remaining balance of the Purchase Order and reflect the adjustment on the budget line (the adjustments to the remaining balance). A Warrant Register (2 copies) and check file should be created giving a check date, number, amount and payee including comments indicating the details of payment. The system should have the ability to produce a payment processing error report. The system should have the ability to allow the worker to correct errors identified during payment processing.

f. Deposits

The system should have the ability to reflect deposit amounts to any account balance. System should provide the ability to download from Harmony CSA Foster Child expense data (amount and date) and integrate it on a per child basis with Foster Child income data in this system to calculate the reimbursable

amount to be paid to Chesterfield County.

g. Balance Budget Line

The system should have the ability to produce an interface file(s) and report(s) to be used to balance budget lines with internal and external applications as needed. System should have an edit to prevent a purchase order creation when a payment amount exceeds the budget line balance. System should display an error message to the data entry person when the purchase order exceeds the budget line balance. System should produce a budget line report to the responsible financial team member and supervisor for that budget line that an attempt has been made to create a purchase order exceeding the budget line balance. The system should balance the budget line based on fiscal year (May) for State of Virginia and the fiscal year (July) for Chesterfield County and produce the Fiscal Year balancing reports for both FIPS (041 and 570). The system needs to allow when necessary for payments from multiple fiscal years (can be prior fiscal year budget from either state or local funds) and be reflected in the year end budget line for the appropriate fiscal year. The system should balance all fiscal year end budget lines reflecting any adjustments or encumbranced amounts.

h. Check information Sharing

System should have the ability to create an export/import file for interface with external applications as needed.

i. Laserfiche

System should have the ability to populate the Laserfiche file with a unique identifier.

j. Laser Upload

System should have the ability to create an Excel spreadsheet that is used to verify data for LASER Monthly Upload. System should have the ability to generate monthly expenditures balancing reports to be used for balancing to IFAS and LASER. System should have the ability to upload monthly expenditures to LASER. System should have the ability to compare system budget lines to IFAS and LASER. System should have the ability to produce a budget line error report.

k. Sign In / Sign Out

System should provide the ability to add / modify / remove employees in a database used to track employees that are in/out of the office or providing coverage. System tracking should include; employee (last name, first name), date/time stamp for employee status indicating in/out-of-office (default is in) or daily coverage, coverage status (phones, intake/walk-ins by units), comments, divisions, units, supervisors, work phone number, cell phone number and pager number. Color coding is required by unit, coverage indicator and in out status. The system should provide real-time updates and with data refreshed every few minutes.

b. History Records

System should have the ability to create, delete, purge and report case history records and to move case history records to the correct case number in the event that a duplicate case number and program records have been created.

c. Purge Records

System should have the ability to purge case records for local cases (content and history of active cases as well as closed cases) and Laserfiche documents by programs and history as established by the Library of Virginia retention requirements through an automated process. A pre-purge report should be created for use in review and validation that the purge list is correct. A final purge report will be created to report all records that were purged. (This report will also be used for the purge of hard copies of case records from file room.) The system should have the ability to purge vendor records based on given parameters (vendor type, date range or no activity for 3 + years).

d. System Edits

System should have ability to define and store validation rules for case addresses. System should have ability to validate addresses against preconfigured rules. System should be able to secure report access by user role.

e. Reporting Requirements

System should have customary reports available for standard reporting needs, the ability to create ad hoc reports, the ability to export reports in PDF, Excel, HTML, and delimited file formats, provide a report scheduler for daily, weekly, monthly, quarterly, annually and by request, the option to deliver reports by email (encrypted) or printed, and produce statistical reports that include graphs, charts, and/or images. The system should provide the capability to print Notice of Action letters and ad hoc letters or forms with given parameters. The system should produce mailing labels, form letters and detailed lists based on selection criteria, print case record, print intake form (at time of application), and create a GCD document for VACIS cases, create, pre-populate and print form letters by batch or individually. Balancing reports will also be needed for LASER (state system) and IFAS (county's ERP system). The reports should have the ability to print locally or off site at the county's print shop. Special forms (some may require multiple copies) printing will also be required for POSOs and invoices, both meeting state requirements. The system should have the ability to run batch reports by given parameters and frequency based on user security role. System should provide the ability to print batch letters mail ready (printed and self-sealed envelopes). The system should create Fiscal Year end (state and local) reports.

f. System Administration Requirements

System should be able to maintenance and audit user role access privileges. System should be able to maintenance any and all applicable code lists (ex. State Codes). System should be able to maintenance import/export file format configurations (ex. LASER file). The system should be able to secure report access by user role.

g. Table Maintenance

System should have the ability to perform backup and restore. System should have the ability to update code tables with percent of cost of living increases (Social Security and SSI recipients), income tables, rate tables (Auxiliary Grants, Foster Care, Day Care, Medicare, etc.), title adjustments, program codes, etc. System should have the ability to add / update worker ids. System should have the ability to maintain security roles. System should have the ability to apply vendor upgrades. System should have the ability to import/export data used for payment processing of a POSO or record state reimbursements. System should provide the ability to indicate vendor type (e.g. regulated, non-regulated, etc.). System should have ability to define and store validation rules for case addresses. System should have ability to validate addresses against preconfigured rules. System should be able to maintain user-defined field types.

h. Data Conversion

Offeror should provide a roadmap for the data conversion process from the SSIS mainframe application using VSAM files to the software database tables.

i. Online Assistance

System should provide online help information for users, allow online help content to be edited or configured and provide an easy way for users to determine what version of the system they are using.

j. Training

Contractor will be expected to provide the appropriate training for administrative and user staff as agreed by Chesterfield – Colonial Heights Department of Social Services and the Contractor.

F. Technical Requirements

1. Security Services

System should have the ability to run without Administrator or elevated rights utilizing the principle of least privileges in security permissions. The system should provide for separate security administration roles, monitoring of all security administration activities, and aligning its security with industry security standards for secure financial transaction processing. The system will provide the security administrator the ability to configure violations thresholds, provide means to secure reporting functionality, have the ability to use features such as Public Key Infrastructure (PKI) security to identify for citizens or consumers, perform on-boarding / registration / account creation in 5 minutes, will be in compliance with HIPPA and provide percentage of compliance system to Risk assessment where appropriate security risks have been mitigated.

The system will provide a means to encrypt sensitive data using the Advanced Encryption Standard AES encryption or the latest accepted standard. The system will allow a secure means for applicants to submit applications electronically. The system will have the ability to secure and restrict access to data down to the field level, prevent alteration of audit trail information using any utility provided with the

system and restrict access of any function in the system based on defined role.

The system should also integrate with Lightweight Directory Access Protocol (LDAP), provide for industry standard wireless security based on IEEE standard-baseline and compatible with WEP and LEAP, allow for Chesterfield County employees to securely communicate with Client, and allow for the monitoring and reporting of database activity. The system will utilize Hash algorithms for transferring data between system interfaces, implement strong authentication, purge data based on the Library of Virginia retention guidelines or as soon as legally possible and provide a configurable architecture that allows the user to define the parameters for various data types when purging data.

The system will allow configuration of access tasks, and responsibilities for user and administration roles, Security Administrator role to create system accounts and audit system activity, to maintain the “health” of the system through means of tools and utilities for information processing, monitoring and system configuration, and to do decentralized role administration of roles pre-assigned by security administration and access to all security related processes. The system will provide an annual information security risk assessment problem report, and the Security Administrator with monitoring system activity with multiple levels of detail to choose from and to conduct security related monitoring, auditing and administration even if the system is hosted.

The Offeror should document how on-site/remote support will be conducted, provide education for Security Administrators, System Administrator, Applications Administrator and Application Users and provide what it takes to manage information security for reporting

2. Database Services

System should store its information in Microsoft Server 2008 or Oracle 9i or higher database server. The system should also provide for the appropriate IT Governance for the database that includes a full audit log of database modifications and secured access to all the database administration functions. The system should provide efficient access and efficient performance, database scalability, and the clear documentation on the relationship of data elements including data schemas and data dictionaries.

System database will allow database server administrators to manage database batch jobs, stored procedures, scheduling, passwords and database user roles. The system database will be scalable and have the ability to be clustered, manage purging/archiving of data, ability to change its maintenance windows for database operations such as backups and re-indexing. The system database structure should comply with Chesterfield County’s database structure standards. The database should allow restricting sql user(s) access to the tables it needs to access.

The system database will allow server administrators to view metrics on row count of system database tables, manage data purging criteria, secure its tables and to manage bulk upload schedules, conduct auditing according to industry standards,

allow the ability to rollback uncommitted transactions and will efficiently use space and resources.

The Offeror should document any tools that are used to import/export data, supply best practices document for the system database and provide a documented database schema for the system database, supply documentation describing what components and layouts, storage are needed to put on separate environments, which tables have most traffic and estimated numbers of concurrent users, where applicable and detailed documentation to database updates and on average data size and growth of system.

The system should handle data communications with external systems through web services. The system database should have primary keys and indexes on tables, have integrity constraints where applicable, and remove temporary database objects that a process creates after the process is complete. The system will restrict users and systems to interface with the data through the system itself and/or web services, not require database user ids for users on the system, will perform bulk upload processing transactions within a 6 hour timeframe, and not impact other system operations.

3. Production Services

a. Help Desk

Offeror will be expected to use CISCO Virtual Private Network (VPN) for remote access to resolve support issues and to comply with Chesterfield County Information Systems Technology change management procedures involved in setting up and managing multiple environments.

Offeror should supply technical documentation on maintaining and supporting installed system on level and amount of support provided, available hours of support for response and resolution commitment, a definition of the support structure being used (help desk) and documentation for problem reporting with the timeframes defined that contact will be made. The Contractor should also provide documentation regarding availability, disaster recovery, and infrastructure requirements, the infrastructure and self help support/maintenance requirements, contact information, problem reporting procedures, including reasonable resolution estimates based on the type of issue and technical documentation. The Offeror will provide technical documentation, to include system flow charts, program narratives, data dictionaries, file layouts, database schemas, entity relationship diagrams, and other pertinent system information. The Offeror will also provide an easy way for users to determine what version of the system they are using.

The system will have online help information for users and allow online help content to be edited or configured.

b. Scheduling

Offeror should provide documentation on all activities, events and jobs to be managed in an automated scheduling environment. The system should integrate

with the Control-M enterprise job scheduling system.

c. Production Services Printing

The system must facilitate a networked printing structure and allow configuration and scheduling of printing using the county's print shop.

4. Architecture Services

System should easily adapt to changes affecting Social Services processes in Chesterfield County, include a robust application programming interface (API) for extending core functionality, including code samples and/or tutorials, provide external web aspects of the system that should be compatible with the latest two major versions of Internet Explorer, Firefox, Safari, and Netscape Navigator. The system should also integrate well with other commercial and custom developed county systems, including ones built on a Service Oriented Architecture (SOA).

The offeror should supply detailed documentation on supporting, using, and extending the system, including any training options necessary for custom development, and the use of any third-party products and should supply an implementation project plan with delineation of responsibilities for analysis, custom programming, testing, and legacy data migration.

The system should use: IIS for application and service hosting, including AJAX services, Microsoft Windows operating systems for development and deployment, Active Directory identity management system, Windows domain authentication is the default, SQL Server RDBMS for development (Oracle may be used contingent upon an exception), Microsoft Visual Studio Team System Integrated Development Environment (IDE) and ASP.NET with AJAX development framework. (In cases of Rich Internet Applications (RIA), C#.NET programming language), Web services for application integrations and all application data access either through Windows Communication Foundation (WCF) with wsHttpBinding as the default service, Microsoft Team Foundation Server (TFS) and its Source Control repository for storing project, SQL Server Reporting Service (SSRS) for developing application reports and SQL Server Integration Service (SSIS) for data integrations.

5. Network Services

Offeror should use standard ports for database and web data transmission, document what network ports the system uses to transfer data and how data transmissions of sensitive information are secured over the network and provide documentation on upgrading the system through the network. The system will have the ability for its desktop aspects to be deployed via Microsoft SMS and have the ability to run on a virtual environment. The Contractor will be required to provide documentation on upgrading the system through the network.

The system should be compatible with a Windows server environment, including possible virtual environments set up for testing purposes and should operate normally on desktop computing platform with a minimum configuration of a minimum of 1.5 MHz Intel compatible CPU, 2GB of RAM, 10GB Hard Drive, 10/100 network

interface card with Windows XP Professional. The system should also be compatible with Microsoft SMS for desktop deployment if necessary.

The Offeror will be required to provide Chesterfield County IST with hardware specs for desktops and servers. If it is determined new servers are needed Chesterfield County IST will make the purchase unless the software requires specialized hardware. The offeror's system must be compatible with existing Department of Social Services desktop computers.

6. Technical Services

System should be compatible with an IBM server using AIX 5.3 if the system requires a UNIX environment.

7. Laserfiche

System should interface with county Laserfiche imaging platform, allowing generated or scanned documents to be sent to and retrieved from the document repository and should be able to associate Laserfiche documents with the appropriate cases. The system should limit the documents to black and white, give the ability to configure the specific image format, resolution and color depth for document images, secure who can create, view and modify documents on the system level, store documents in such a way that folder assignment will not affect how the system accesses the documents, associate documents with the appropriate accounts, be compatible with both version 7 and 8, NOT use the Laserfiche DocID to reference documents but have its index stored in a template field for reference.

The system interface with county Laserfiche should allow a purge of documents associated with the appropriate cases.

8. Data Conversion

Solution should provide appropriate data conversion safeguards that meet CoBIT 4.1 standards and audit best practices. The data conversion should provide verification of the data converted to the data source and should provide a cross reference of the new location of data to the original data source.

The Offeror should provide a roadmap for the data conversion process from the SSIS mainframe application using VSAM files to the software database tables, technical documentation including system flow charts, program narratives, data dictionaries, file layouts, database schemas, entity relationship diagrams, and other pertinent system information.

9. Technical Support

Offeror should clearly identify its availability of support including hours of support, levels of support, and response time to requests for technical support during the development, the pre-implementation, the implementation, and the post-implementation of the system.

10. Project Management Methodology

Offeror should provide a project management plan that follows the current edition of

the Project Management Institute Guide to the Project Management Body of Knowledge and the current CoBIT Project Management guidelines. The offeror should also provide the list of project artifacts that represents the project documentation and the documentation to support the use of the artifacts.

The offeror should expect planned project oversight and project reviews to occur throughout the life cycle of the project.

IV. INSTRUCTIONS

A. **Submission and Receipt of Proposals**

1. Submittals, in one (1) original; one (1) CD ROM; and six (6) hard copies, marked Social Services Information System will be received no later than 5:00 p.m., Local Time Prevailing, on May 10, 2012, in:
 Chesterfield County Purchasing Department
 9901 Lori Road, Room 303
 Chesterfield, Virginia 23832-0001
 Monday-Friday 8:30 a.m. – 5:00 p.m.
2. Should you decide to utilize an express delivery service, please note that we are located at the intersection of Ironbridge Road (State Route 10) and Lori Road.
3. Mark the outside of the envelope with **RFP# 12-0421** and proposal subject, Social Services Information System.
4. It is the sole responsibility of the offerors for ensuring that their proposals are stamped by Purchasing Department personnel before the deadline indicated in Paragraph A of the instructions. Proposals and/or any addenda pertaining thereto, received after the announced time and date of receipt, by mail or otherwise, will be returned. However, nothing in this RFP precludes the County from requesting additional information at any time during the procurement process.
5. In the event that Chesterfield County government offices are not operating under normal staffing levels or if the location for pre-proposal meetings or receipt of proposals is inaccessible due to inclement weather or other emergency situations at the published time, the proposal submission or pre-proposal meeting will default to the next regular business day at the same time.
6. If you are an individual with a disability and require a reasonable accommodation, please notify the Purchasing Department at (804) 748-1617, three working days prior to need.
7. Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. On the contrary, all responsible firms are encouraged to submit proposals. Any requirements listed herein are intended to describe qualifications, certifications and/or experience considered to be vital and should be used as

guidelines for proposal submission. Firms not meeting specific requirements listed herein are encouraged to list and/or demonstrate alternate qualifications, certifications and/or experience for consideration.

8. Any proposal submitted **MUST** include the cover sheet which has been signed by an individual authorized to bind the offeror. All proposals submitted without such signature will not be considered.
9. Proposals shall not be accepted via fax or E-mail.
10. For information pertaining to the decision to award and/or award on this procurement transaction, offerors may access public notification electronically at www.chesterfield.gov/purchasing

B. Submittal Format

In order to facilitate the analysis of responses to this RFP, offerors should prepare the proposal with the instructions outlined in this section and should structure the proposal so that it contains individual tabs/sections detailing proposed services.

1. Offeror's responses should be prepared as simply as possible with straightforward, concise descriptions of their capabilities to satisfy the requirements of this RFP.
2. Expensive bindings, color displays, promotional materials, demo CDs, etc., are not needed. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All information should be presented in a non-technical format to ensure understanding. All responses should be tailored specifically for Chesterfield County.
3. Chesterfield County encourages proposals that provide innovative alternatives to addressing the County's existing needs as described in the solicitation. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material.
4. Detailed Submittal Format
 - a. Introduction letter, signed cover sheet, Attachment A – Virginia State Corporation Commission (SCC) Registration Information form, and addenda acknowledgement, if applicable.
 - b. Executive summary – Provide a narrative, prepared in non-technical terms, summarizing the offeror's proposal. The executive summary should identify the primary contact for the offeror including name, address, telephone number and e-mail address.
 - c. A detailed description of the services to be provided which addresses each of the topics listed in the Scope of Work/Specifications. Clearly state your ability to meet or exceed the requested services.
 - d. Statement of Qualifications and Capacity of firm to provide services required.

The offeror should include a description of the organizational and staff experience as it relates to meeting the County's needs to include experience administering similar contracts for government entities. The response should address firm's size, structure, and number of years in business.

- e. Service and Support - Describe services to be provided as part of the maintenance and software support program. Discuss release management, to include frequency of product update, and support for customers not on current release of product.
- f. Implementation Plan – Provide a detailed description of an Implementation, Conversion and Migration, Testing, and Training Plan to include but not limited to the following:
 - (a) Data Conversion and Migration: Provide detailed description of data conversion plan including the types of information converted in each step. Provide a draft schedule of the conversion plan. Describe offeror and County responsibilities in this effort.
 - (b) Implementation:
 - (i) Provide detailed description of installation and configuration of all hardware and software. Provide a draft schedule of the implementation plan. The Implementation Plan should include significant project milestones including estimated amount of time required for each phase of the project.
 - (ii) Discuss go-live onsite support.
 - (c) Testing – Provide detailed description of test environment and test plan.
 - (d) Training – Provide detailed description of on-site and / or off site training plan.
 - (e) Project Team – Provide a list of key individuals to be assigned to the project, both during the implementation process, and beyond. Specify their role, and provide a current biography / resume for each individual.
- g. References - All offerors should include a list of a minimum of five (5) references, from similar projects/contracts, who could attest to the firm's knowledge, quality of work, timeliness, diligence, flexibility, and ability to meet budget constraints. Include names and addresses, contact persons, phone numbers and e-mail addresses of all references. The County reserves the right to contact references other than, and/or in addition to those furnished by an offeror. References may or may not be reviewed or contacted at the discretion of the County.
- h. Cost of proposed solution in accordance with the Pricing Schedule (Section VII).

V. GENERAL TERMS AND CONDITIONS

- A. **Addenda:** Any changes or supplemental instructions to this solicitation shall be in the form of written addenda. All addenda are downloadable from the Purchasing Department web site at: www.chesterfield.gov/purchasing. Each offeror is responsible for obtaining all addenda posted at the Purchasing Department website or by calling (804) 748-1617. Acknowledgement of receipt of all addenda shall be in the space provided within the solicitation or by returning a copy of each signed addendum. Failure to do so may result in rejection of the proposal. All addenda issued shall become part of the solicitation and all resulting contract documents.
- B. **Appropriation of Funds:** The continuation of the terms, conditions, and provisions of a resulting contract beyond June 30 of any year, the end of the County's fiscal year, are subject to approval and ratification by the Chesterfield County Board of Supervisors and appropriation by them of the necessary money to fund said contract for each succeeding year. In the event of non-appropriation of funds, the contract shall be automatically terminated with no recourse for the Contractor.
- C. **Assignment of Contract:** The County and Contractor bind themselves and any successors and assigns to the contract. The employees of the Contractor will perform the work necessary to fulfill the contract. The Contractor shall not assign, sublet, subcontract or transfer any of its interest in the contract without written consent of the County. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of the County, nor shall it be construed as giving any rights or benefits hereunder to anyone other than the County and Contractor.
- D. **Audit of Vendor Records:** Contractor shall maintain full and accurate records with respect to all matters covered under the contract including, without limitation, accounting records, written policies and procedures, time records, telephone records, reproduction cost records, travel and living expense records and any other supporting evidence necessary to substantiate charges related to the contract. Contractor's records shall be open to inspection and subject to audit and/or reproduction, during normal working hours by the County and its employees, agents or authorized representatives to the extent necessary to adequately permit evaluation and verification of any invoices, payments or claims submitted by Contractor pursuant to this contract. Such records subject to examination shall also include, without limitation, those allocations as they may apply to costs associated with the contract. The County shall have access to such records from the effective date of the contract, for the duration of the contract, and until two (2) years after the date of final payment by the County to the Contractor pursuant to this contract. The County's employees, agents or authorized representatives shall have access to the Contractor's facilities, shall have access to all necessary records, and shall be provided adequate and appropriate work space, in order to conduct audits in compliance with this paragraph.
- E. **Change Orders:** Change orders must be approved by the County prior to work being performed.

- F. Commitment to Diversity and Chesterfield Businesses:** Chesterfield County is a growing progressive community consisting of an increasingly diverse population. This diversity provides for a dynamic and robust community that promotes growth. Chesterfield County believes that all of its citizens should benefit from this economic growth without regard to race, color, religion or economic status. The County is committed to increasing the opportunities for participation of minority-owned businesses, women-owned businesses, and businesses located in Chesterfield County to ensure diversity in its procurement and contract activities. These businesses are encouraged to respond to all solicitations. In addition, the County strongly encourages each Contractor and/or supplier with which the County contracts to actively solicit minority-owned businesses, women-owned businesses, and businesses located in the County as subcontractors/suppliers for their projects.

Upon award/completion of work, the County will require the Contractor to furnish data regarding subcontractor/supplier activity with minority-owned businesses, women-owned businesses, and businesses located in Chesterfield County on a Certification of Subcontractor/Supplier Activity form. The form will be provided to the Contractor by the Purchasing Department. This information will enable the County to document the dollar level of activity and measure the success of its purchasing and contracting efforts in this endeavor.

Definitions:

Chesterfield Business (CB) - any private business enterprise, located within the jurisdictional boundaries of Chesterfield County.

Minority-Owned Business (MOB) – a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority. (*Code of Virginia 2.2-4310*)

Women-Owned Business (WOB) - a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women. (*Code of Virginia 2.2-4310*)

- G. Contractor Background Checks:** In order to preserve the integrity and security of County government operations, contract workers may be required to undergo a criminal background check conducted by Chesterfield County. The County will conduct these checks for any worker it believes will have unsupervised access to County designated Security Sensitive areas. Contract workers providing goods, services or construction in these designated areas are required to confine themselves to the area of the work. Based on the results of the background check, the contract worker may be disqualified from providing work/services for Chesterfield County.

- H. Contractor's Authorization To Transact Business:** In accordance with §2.2-4311.2 of the *Code of Virginia*, any offeror organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia*, or as otherwise required by law. Any offeror organized or authorized to transact business in the Commonwealth of Virginia pursuant to Title 13.1 or Title 50 of the *Code of Virginia* shall include in its proposal the identification number issued to it by the State Corporation Commission. Any offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the *Code of Virginia*, or as otherwise required by law, shall include in its proposal statement describing why the offeror is not required to be so authorized. This information shall be provided on the attached form titled "Virginia State Corporation Commission (SCC) Registration Information". Failure to provide the required information may result in the rejection of the proposal. The Contractor shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth of Virginia, if so required under Title 13.1 or Title 50 of the *Code of Virginia*, to be revoked or cancelled at any time during the term of the contract. The County may void any contract with a Contractor if the Contractor fails to remain in compliance with the provisions of this section. **SEE ATTACHMENT A.**
- I. Cooperative Procurement:** This procurement is being conducted by Chesterfield County in accordance with the provisions of 2.2-4304 of the *Code of Virginia*. Except for contracts for architectural and engineering services or construction in excess of \$200,000 by a local public body from the contract of another local public body that is more than a straight line distance of 75 miles from the territorial limits of the local public body procuring the construction, if agreed to by the contractor, other public bodies may utilize this contract. The Contractor shall deal directly with any public body it authorizes to use the contract. Chesterfield County, its officials and staff are not responsible for placement of orders, invoicing, payments, contractual disputes, or any other transactions between the Contractor and any other public bodies, and in no event shall the County, its officials or staff be responsible for any costs, damages or injury resulting to any party from use of a Chesterfield contract. Chesterfield County assumes no responsibility for any notification of the availability of the contract for use by other public bodies, but the Contractor may conduct such notification.
- J. Copyrights and Patent Rights:** The offeror certifies by submission of a proposal that there has been no violation of copyrights or patent rights in manufacturing, producing, or selling the product or services shipped or ordered as a result of this solicitation. The Contractor shall, at his own expense, defend any and all actions or suits charging such infringement, and will save Chesterfield County, its officers, employees, and agents harmless from any and all liability, loss, or expense incurred by any such violation, or alleged violation.
- K. Default:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the County may, without prejudice to any other right or remedy, and after giving the Contractor seven (7) calendar days written notice, terminate the employment of the Contractor and procure such goods or services from other sources.

In such event, the contractor shall be liable to the County for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the County may have.

- L. Drug Free Workplace:** (*Code of Virginia 2.2-4312*) This provision only applies to contracts valued in excess of \$10,000.

During the performance of this contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- M. Employment Discrimination:** (*Code of Virginia 2.2-4311*) This provision only applies to contracts valued in excess of \$10,000.

1. During the performance of the contract, the Contractor agrees as follows:

- a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
2. The Contractor shall include the provisions of the foregoing paragraphs a, b, and c in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

- N. Environmental Management Procedures:** The Contractor shall comply with all federal, state and local environmental laws and regulations and any additional requirements that may be included in or attached to the solicitation. For work done for the County, the Contractor must also meet all Chesterfield County Environmental Management System (EMS) requirements. For questions or additional information regarding environmental requirements for the County, please contact Chesterfield County's General Services – Environmental Division at (804) 717-6531. For questions regarding environmental requirements for the Chesterfield County Public Schools, please contact Environmental Health and Safety at (804) 318-8048.
- O. ePayables:** Chesterfield County recognizes the importance of timely payments to our vendors. Therefore, we offer our vendors the opportunity to enroll in our ePayables program. This program allows us to make card payments to our vendors and features an online portal to facilitate payments as well as reduce payment processing times. Our ePayables program is mutually beneficial and is our preferred method of payment. If you choose not to enroll in this program, payments will be made by check and mailed through the postal service which could impact how quickly you receive payments. No action is required for vendors already enrolled in the program. Please contact the Accounting Department at (804) 748-1673 with questions.
- P. Faith-Based Organizations:** (*Code of Virginia 2.2-4343.1*) Chesterfield County does not discriminate against faith-based organizations.
- Q. Finance/Interest Charges:** Finance and/or interest charges imposed by the Contractor on any invoice shall not be paid by the County.
- R. Governing Law:** Contracts shall be governed by the provisions hereof and by the laws of the Commonwealth of Virginia, excepting the law governing conflicts of laws. Disputes arising out of this contract shall be resolved in the Courts of the Commonwealth of Virginia, in and for Chesterfield County.
- S. Illegal Aliens:** (*Code of Virginia 2.2-4311.1*) The Contractor agrees that he does not, and shall not during the performance of the contract, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- T. Indemnification:** The Contractor shall hold harmless and indemnify the County, the School Board, if applicable, and its officers, officials, employees and agents against any and all injury, loss or damage arising out of the Contractor's negligent or intentionally wrongful acts or omissions.
- U. Modification of the Contract:** The contract shall not be amended, modified, or otherwise changed except by the written consent of the Contractor and the County given in the same manner and form as the original signing of the contract.
- V. Payment:** If the Contractor performs all of the obligations of the contract to the satisfaction of the County, the County shall pay the Contractor for the performance of the work in the manner and within the time specified in the contract documents, which shall be consistent with the provisions of Section 2.2-4352 and 2.2-4354 of the *Code of Virginia*.

Furthermore, the Contractor shall, within seven days after receipt of payment by the County, take the following actions:

1. Pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under that contract; or
2. Notify the County and subcontractor, in writing, of his intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment.

W. Precedence of Terms: All Special Conditions contained in this solicitation that may be in variance or conflict with these General Terms and Conditions shall have precedence over these General Terms and Conditions. If no changes or deletions to General Terms and Conditions are made in the Special Conditions, then the General Terms and Conditions shall prevail in their entirety.

X. Proprietary Information: Section 2.2-4342(F) of the *Code of Virginia* states: "Trade secrets or proprietary information submitted by a bidder, offeror, or Contractor in connection with a procurement transaction or prequalification application submitted pursuant to subsection B of 2.2-4317 shall not be subject to the Virginia Freedom of Information Act (2.2-3700 et seq.); however, the bidder, offeror, or contractor shall (i) invoke the protections of this section prior to or upon submission of the data or other materials, (ii) identify the data or other materials to be protected, and (iii) state the reasons why protection is necessary." If the exemption from disclosure provided by Section 2.2-4342(F) of the *Code of Virginia* is not properly invoked then the proposals will be subject to disclosure pursuant to applicable law.

Y. Quality Initiative: In order to continuously improve the efficiency and effectiveness of all public services provided, Chesterfield County has adopted and implemented the National Baldrige Criteria for Performance Excellence in its approach to organizational management. Listed herein for all prospective offerors to the County is an overview of the County's quality initiative. Offerors should review this information in order to familiarize themselves with the management philosophies and environment of the County prior to responding to Requests for Proposal.

The County's quality initiative is led by front line workers, supervisors, department directors, and the County's Leadership Team. Their intensive involvement in improvement demonstrates the county's commitment to its values and principles.

The quality initiative includes guidelines for values and principles regarding the involvement of every employee within the organization. Implementation of these quality initiatives demonstrates the County's commitment to the importance of each individual.

A high standard of ethics, fairness, integrity, trust, responsibility, and creativity are integral concepts of the quality initiative. The County's organizational values center on customer focus, ethical behavior, teamwork, leadership, continuous improvement, open communications, employee involvement, progressive thinking, and data driven decisions. Adherence to these values is expected of all employees of the County, and the County, therefore, expects that all vendors will strive for and continuously improve their customer service.

The County's definition of quality improvement: Quality Improvement is the employee, customer, and team oriented approach to work, problem solving, and decision making that depends upon individual employee commitment to improving work processes through the analysis and utilization of data.

Chesterfield County's Quality System Mission Statement: Providing a first choice community through excellence in public service. To achieve excellence, all employees of the County will participate in the continuous evaluation and quality improvement of our services in order to meet or exceed customer expectations.

- Z. Schools:** When goods and/or services are for the benefit of Chesterfield County Schools, the contract shall be entered into on behalf of the Chesterfield County Public Schools.
- AA. Sensitive Information Handling:** Any information in the possession of the County/Schools which is specific to an employee, student, citizen, County/School business function, private business entity or other government entity which is not generally available to the public shall be designated Sensitive Information. Contract workers will under no circumstances remove Sensitive Information from County/Schools facilities. Any Sensitive Information which must reside temporarily on a hard drive or portable storage device (USB Key, CD ROM, memory card, etc.) for processing must remain within the County/Schools facility. No Sensitive Information may be remotely accessed by contract workers by dial in, VPN, web interface or other means without expressed consent of the department head and the Information Security Manager (County) or Director of Technology (Schools). Any access to County/Schools information by contract workers from outside the County/Schools intranet shall be in accordance with existing Information Systems Technology (IST)/Chesterfield County Public Schools (CCPS) Technology department security policies and procedures. Contract worker network connected computer equipment will be subject to all applicable IST/CCPS policies and procedures. Any exception to this application of policies shall be approved by the CCPS Department of Technology/County Information Security Manager and Chief Information Officer or designees. All data associated with the business solution which is designated "sensitive" as described above shall remain within the continental United States and is not eligible for export to other countries.
- BB. Taxes:** Chesterfield County is exempt from payment of Federal Excise Tax and State and Local Sales and Use Tax on all tangible personal property purchased or leased by Chesterfield County for its use or consumption. Tax exemption certification will be furnished upon request. Sales tax, however, is paid by Chesterfield County on materials and supplies that are installed by a contractor and become a part of real property. Contractors are not exempt from paying taxes on these materials and supplies, as they are considered to be a cost of doing business and should be considered in pricing when preparing a proposal.
- CC. Termination:** It shall be the sole right of the County to terminate the contract upon written notification to the Contractor.
- DD. Termination for Breach or Non-Performance:** If the Contractor fails to perform the work promptly and diligently, or if the Contractor breaches the Contract in any other

way, the County may:

1. after providing the Contractor with 15 days written notice, supply any workmen, equipment or materials necessary to ensure that the work is performed promptly and diligently. The County may deduct the cost of supplying additional workmen, equipment or materials from payments due to the Contractor;
2. terminate the contract, enter upon the premises, take possession of all equipment, materials or appurtenances, and employ any person or persons to finish the work.

If the contract is terminated by the County, the Contractor shall not be entitled to receive any further payment from the County until completion of the work has occurred. After completion of the work, the County shall pay to the Contractor the amount of the unpaid balance due to the Contractor at the time the contract was terminated minus the cost incurred by the County to complete the work. If the cost incurred by the County to complete the work exceeds the unpaid balance due to the Contractor, the Contractor shall be due no money from the County and, instead, the Contractor shall pay to the County the difference between the unpaid balance due and the County's cost to complete the work.

EE. Vendor Rewards/Gift Programs: It is the policy of the County not to participate in any rewards programs offered by vendors and not to accept any gifts or gift cards, or other rewards from vendors for purchases made by the County. If you customarily provide, or if you plan to provide, rewards programs, gifts or gift cards, or other rewards to your customers for purchases made by such customers, you must identify this fact in your proposal and demonstrate in the proposal how you have applied the value of such rewards to a reduction in the price of the goods and/or services being offered to the County.

FF. Waiver of One Breach Not Waiver of Others: No waiver by the County or its agents or employees of any breach of this contract by the Contractor shall be construed as a waiver of any other or subsequent breach of the contract by the Contractor. All remedies provided by this contract are cumulative, and in addition to each and every other remedy under the law.

VI. SPECIAL TERMS AND CONDITIONS

A. Contract Renewal For Maintenance and Support:

The resulting contract may be renewed by the County annually under the terms and conditions of the original contract except as stated in 1. and 2. below. Price increases may be negotiated only at the time of renewal. Upon a determination by the County to renew this contract for an additional term, written notification will be given to the Contractor.

1. If the County elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional one year shall not exceed the contract price(s) of the original contract increased by more than the percentage increase/decrease of Table 4 "Other Services" category of the Consumer Price Index (CPI) of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available. The source for this index shall be <http://www.bls.gov/cpi>.

2. If during any subsequent renewal periods, the County elects to exercise the option to renew the contract, the contract price(s) for the subsequent renewal period shall not exceed the contract price(s) of the previous renewal period increased by more than the percentage increase/decrease of Table 4 "Other Services" category of the Consumer Price Index (CPI) of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available. The source for this index shall be <http://www.bls.gov/cpi>.

B. Demonstrations:

Shortlisted offerors may be required to present an on-site scripted demonstration of the proposed solution. Offeror should be available to present the information for a period of up to two days.

The first part of the demonstration time will be used to demonstrate specific functions, features, technical architecture, system administration and implementation methodology outlined in a detailed script provided by CCPS in advance of the demonstration. The remaining time is to allow the offeror to present an overview of functionality and/or features of the proposed solution to CCPS not covered during the first part of the demonstration. Failure by an offeror to comply with a request for demonstration may result in rejection of the proposal.

C. Information Security:

If the Contractor personnel will develop, have the ability to access, or host and/or maintain County information and/or information system, the County requires the following management steps:

1. Contractor Notification of New & Departing Employees

a. New Employees

Contractor shall notify the county within 5 working days of all new Contractors working on county systems before they assume their duties in order to provide time for a background check to be conducted for the Contractor and approved clearance level provided to the county. The Contractor shall submit necessary employee information that demonstrates a successful background check has been completed for the employee.

b. Departing Employees

Contractor shall complete appropriate actions for Contractor employees assigned to the project or to access or maintain County systems that are separating or terminating their work assignment requiring access to County information or County systems. The Contractor shall submit the Contractor employee name, position title, all County security credentials, and departure date/time of the separating/terminating employee immediately upon their departure from the County.

2. Personally Identifiable Information (PII)

Resulting contract shall constitute a Non-Disclosure agreement that the Contractor

acknowledges that any or all material and information that has or will come into its possession in connection with the performance of services under this Contract, may consist of PII that is protected, confidential, privileged and proprietary data, whose disclosure to or use by third parties could be damaging to the County. The Contractor, therefore, agrees to hold such material and information in strictest confidence and to take all actions necessary to protect information and documentation associated with security issues to limit the likelihood that vulnerabilities in the solution developed pursuant to this Contract are exposed or exploited.

3. Remote Access

Contractor shall submit a county Remote Access Request for each employee if the Contractor will require remote access to the County network. The Contractor shall only be authorized to connect to the County network via County authorized remote access protocols, products and procedures prescribed and endorsed by the County.

4. Third Party Review

Contractor shall agree to participate upon request in an independent third-party review, audit and inspection of their Technology Information Security and Architecture Practices upon request. The Contractor shall provide regular reporting of results of independent security audit and technical penetration test reviews of the Contractor's technology environment.

5. Loss and/or Disclosure of Personally Identifiable Information (PII) – Breach Notification

Contractor shall be responsible for reporting all incidents involving the loss and/or disclosure of Contractor maintained or hosted County PII information or County PII information system. Notification shall be made to the County within one hour of discovering the incident. In the event of a breach requiring notification based upon federal, state or local laws or statutes, that Contractor shall bear all costs associated with required notifications and subsequent remediation actions and costs for each consumer impacted.

6. Data Encryption for Data at Rest and Data in Transit

Contractor shall implement and apply appropriate encryption methods equitable to Advanced Encryption Standard AES encryption or the latest accepted standard for all County PII data that is identified as protected, confidential, privileged and proprietary data regardless of where the data is stored or methods used for data transmission.

7. Production PII Data Export Restriction for Conversion, Development or Troubleshooting

Contractor shall provide alternate conversion, development or problem troubleshooting methods for activities requiring export of County production PII data off-premise (i.e., Contractor conducts work on-premise at the county, Contractor utilizes a county authorized secure remote network connection, Contractor removes or provides scripts to remove production data from database or data file exports,

etc.). The County prohibits release of production PII data off-premise.

- D. Insurance Requirements: The Contractor and insurance company should carefully review the insurance requirements set forth below. The Contractor shall furnish a copy of a Certificate of Insurance in accordance with the requirements before the County will execute a contract. The Contractor shall be responsible for maintaining current certificates of insurance on file with the County. The certificate of insurance does not need to accompany the bid.**

The Contractor shall purchase and maintain in force, at his own expense, such insurance as will protect him and the County from claims which may arise out of or result from the Contractor's execution of the work, whether such execution be by himself, his employees, agents, subcontractors, or by anyone for whose acts any of them may be liable. The insurance coverages shall be such as to fully protect Chesterfield County, the Consulting Professional (if applicable) and the general public from any and all claims for injury and damage resulting by any actions on the part of the Contractor or his forces as enumerated above.

The Contractor shall furnish insurance in satisfactory limits, and on forms and of companies that are acceptable to the County's Attorney and/or Risk Management and shall require and show evidence of insurance coverages on behalf of any subcontractors (if applicable), before entering into any agreement to sublet any part of the work to be done under this contract.

The Contractor shall maintain during the initial term and any additional terms of this contract the following coverage and minimum limits, with insurance companies with no less than a financial strength rating of "A" and a financial size category of no less than "VII" as determined by A.M. Best Company:

1. Commercial General Liability \$1,000,000 Combined Single Limit per occurrence

The insurance certificate must state that the Commercial General Liability policy names Chesterfield County as an **additional insured** by endorsement to the policy. This requirement may be met by placing the following language on the Certificate:

- a. **"Chesterfield County by endorsement to the policy is an additional insured"; or**
 - b. **"Chesterfield County by endorsement to the policy is additional insured with respect to General Liability "; or**
 - c. **or the Contractor may provide a copy of the actual endorsement to the policy**
2. Workers Compensation Insurance with statutory limits and Employers' Liability Insurance of \$500,000 for one accident or aggregate disease
 3. Comprehensive Automobile Liability - \$1,000,000 Each Occurrence Combined Single Limit

4. Umbrella Liability Insurance - \$2,000,000 Each Occurrence
5. Employee Dishonesty - \$1,000,000 Each Occurrence
6. Employees shall be individually bonded
7. Cancellation notice. The insurance policies must be endorsed to require notice of cancellation or other change in coverage to the County. The Certificate statement, which is required by the contract documents, shall read as follows:
 - a. **“By endorsement to the policies, the insurers will provide 30 day written cancellation notice to Chesterfield County”; or**
 - b. **The contractor may attach a copy of the endorsement to the certificate.**

The Certificate Holder should be listed as:

Chesterfield County
c/o Purchasing Department
P. O. Box 51
Chesterfield, VA 23832-0001
RFP No. **12-0421**

Certificate of Insurance must have an authorized signature.

- E. Litigation Disclosure:** For any open litigation within North America, the offeror shall list and describe that activity if the offeror or their utilized partner(s) / subcontractor(s) are a party to that litigation.
- F. Negotiating Contract Reductions:** The County reserves the right, at any time during the contract term or any extension of the term, to renegotiate with the Contractor a reduction in the compensation paid to the Contractor that is less than the compensation initially agreed to by the Contractor and the County at the time of contract execution/issuance of the purchase order. The County may initiate such negotiations whenever the County determines that it is in the County's best fiscal interests to do so. Notwithstanding any other provision of this contract/purchase order to the contrary; the County may terminate the contract/purchase order immediately and without penalty if the County is unable to renegotiate the compensation with the Contractor to an amount which the County determines to be appropriate.
- G. Performance Bond and Labor and Material Payment Bond:** A labor and material payment bond and a performance bond, each in the amount of 100% of the contract price, with a corporate surety authorized to do business in the Commonwealth of Virginia and otherwise acceptable in all respects to the County Attorney, or his designee will be required for the faithful performance of the contract.

The party to whom the contract is awarded will be required to execute the contract and obtain the labor and material payment bond and the performance bond within fifteen calendar days from the date when the Notice of Award together with the contract is

delivered to the Contractor for execution.

Attorneys-in-fact who sign labor and material payment bonds and performance bonds must file with each bond a certified and effective dated copy of their power of attorney. Performance bond and the accompanying power of attorney should bear the same date as the date of the contract.

- H. Site Visits:** Site visits may be conducted with some of the referenced current users and/or offerors if it is deemed necessary.
- I. Software License(s):** All software license(s) included with required software product shall be on a non-exclusive, irrevocable perpetual basis and shall commence upon the acceptance of the Software Product by the County. Notwithstanding the foregoing, the County may terminate the license at any time. All licenses granted to the County are for the use of the Software Product at the site specified herein on any equipment, by the number of users indicated, and for any purposes for which it is procured. The license is perpetual and in no event shall Contractor's remedies for any breach of the contract include the right to terminate any license or support services hereunder.
- J. Software Support:** As part of the software purchase price, one year software support for each item shall be included. Support shall include phone support and all software updates. Updates shall include Correction Releases, Point Releases, and Level Releases. Support begins on the first day of the month after the software is installed by Contractor. Purchase price for third party products shall also include one year software support.

Space has been provided in the Pricing Schedule for pricing for Year(s) 2 - 5 Software Support.

- K. Software Title:** The Contractor represents and warrants that it is the sole owner of the software product, or if not the owner, has received all proper authorizations from the owner to license the software product, and has the full right and power to grant the rights contained in this contract. Contractor further warrants and represents that the software product is of original development, and that the package and its use will not violate or infringe upon any patent, copyright, trade secret or other property right of any other person. The Contractor agrees to hold the County harmless in this regard.
- L. Source Code / Escrow:**
 1. For each of the conditions defined in a and b below, CONTRACTOR hereby agrees to place into an escrow account with a mutually agreed upon third party escrow agent two (2) copies of the source code for each such item of Application Software, in a form necessary for a programmer of ordinary skill to modify and maintain and convert the Application Software into object code and install and execute the Application Software without further assistance from CONTRACTOR. CONTRACTOR will also place into escrow the data dictionary and entity relationship diagrams, compilation instructions in a written format or recorded on video format, a list of maintenance tools and third party systems with their manufacturer's name and contact information used in development and maintenance, etc and all manuals not previously provided to the COUNTY that are used in development and maintenance

- of the Application Software, as well as a running object code version submitted on a virus free media, compiled and ready to be read by a computer, so that the escrow agent can verify the contents of the deposit in good working order and certify good condition to the COUNTY. All referenced documentation shall be provided in the English language. The Contractor agrees to update the described escrow items every six months and at major version changes to the product.
- a. Not later than 15 Days after the COUNTY's giving notice to CONTRACTOR of Acceptance of each item of Application Software licensed under this Agreement.
 - b. Not later than 15 Days after the shorter of: (1) COUNTY's installation in either a production or non-production environment of any new major release of any application previously accepted by the COUNTY in an earlier release, and which COUNTY has purchased a license to use such new version release or was granted such license under the terms herein; or (2) a quarter yearly basis.
2. All costs associated with the set-up and maintenance of the escrow account shall be paid for by the CONTRACTOR.
 3. The escrow agent shall be authorized to release the source code to the COUNTY solely upon the occurrence of any of the following events: (1) CONTRACTOR's cessation, for any reason, to do business; (2) the COUNTY's purchasing of the source code outright; (3) CONTRACTOR's failure to install and certify any item of Application Software; (4) CONTRACTOR's generally making such source code available to other licensed users of the Application Software; (5) CONTRACTOR's failure to fulfill any of its material obligations under this Agreement; or (6) CONTRACTOR's failure or refusal to continue to support or offer further development for any one or more items of Application Software where COUNTY is up-to-date in its payment of all Application Support for each such item(s) of Application Software pursuant to this Agreement. Upon such release of the source code, Customer shall receive a nonexclusive, nontransferable, perpetual, license to use the source code solely for the maintenance, enhancement, improvement and updating of the Application Software Product in connection with Customer's use of the Application Software.
 4. A form of escrow agreement among the COUNTY, CONTRACTOR and the escrow agent shall be agreed upon and executed simultaneous with the execution of this agreement. Materials should be shipped to the COUNTY via traceable courier or electronically. Upon receipt, escrow agent should contact CONTRACTOR and COUNTY to verify receipt.

M. Warranty: The Contractor should warrant that Software proposed shall be substantially free from errors. Subsequent contract should conform to the requirements set forth in this RFP. Contractor should also warrant that the services performed by the Contractor shall be performed in a timely and professional manner by qualified personnel. Contractor should respond to requests for warranty service within four hours and should remedy any programming errors, defects, or breach of warranty as soon as practicable and with minimal down-time at no charge. The warranty should remain in effect for a minimum of one year after the date of final acceptance of the software. In the event that

the software, in whole or in part, does not perform in accordance with the contractual requirements, the contractor should promptly, and in no case any later than twenty-four (24) hours after notification thereof, correct, modify, or improve the software, at the contractor's sole expenses, to ensure that the Software complies with the software availability and response standards and software requirements set for in this RFP. The failure of the software or any part of it to meet these standards and requirements set following such a correction, modification, or improvement may constitute a default by the contractor. In the case of any dispute involving the software, the contractor should have the burden of proving that the software meets all standards and requirements. In the event the software is inoperable, the contractor should immediately apply the necessary resources to correct the problem.

The Contractor agrees to correct any program error (bug) found in the software for a period of one (1) year from the date of acceptance without additional cost to the County. Software upgrades are to be documented and referred to Chesterfield County staff for later review with the Contractor for a price estimate.

VII. PRICING SCHEDULE

- A. Offerors are required to provide a Total Solution Cost in accordance with the following table:

DESCRIPTION	TOTAL SOLUTION COST
Social Services Information System as defined in section III (Turnkey Project)	\$ _____
ANNUAL MAINTENANCE AND SUPPORT	
YEAR 2	\$ _____
YEAR 3	\$ _____
YEAR 4	\$ _____
YEAR 5	\$ _____
GRAND TOTAL - SOLUTION COST PLUS ANNUAL MAINTENANCE AND SUPPORT	\$ _____

- B. Offerors should provide as an attachment, a detailed cost breakdown to include but not limited to:
1. Initial cost; include base price, price fee for add-ons, interfaces, etc.
 2. Annual cost, per year for five (5) years
 3. Cost for version upgrades
 4. Application software
 5. Optional software
 6. Application hardware (if applicable for self-hosted solution)
 7. Services (installation, implementation and training)
 8. Customization Costs
- C. Payment Schedule – Provide a payment schedule that defines proposed payment intervals.

VIII. EVALUATION CRITERIA

These criteria are to be utilized in the evaluation of qualifications for development of the shortlist of those offerors to be considered for negotiations. Individual criteria will be assigned varying weights at the County's discretion to reflect relative importance.

Criteria	Description
Qualification	Offeror's reputation, capacity, financial stability, and vision
Non-Functional and Common System Requirements	Fit of the offeror's proposed product and services to the scope of requirements of the County as listed <i>without requiring modification / customizations</i> .
Business Requirements	Fit of the offeror's proposed product and services to the scope of business requirements of the County as listed <i>without requiring modification / customizations</i> .
Usability	General ease of use by all stake holders-social services staff, other County employees, etc.
Service and Support	Demonstrated ability to support the proposed solution after implementation
Initial one-time Cost	Purchase price of proposed system, including implementation, data conversion, and training costs
Long-term Cost	Per year cost that includes an itemized list of Maintenance Fees for each module that is included in the initial purchase years 2 - 5

IX. AWARD PROCEDURE

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposal, including price if so stated in the Request for Proposal. Negotiations shall then be conducted with each of the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the County shall select the offeror which, in its opinion, has made the best proposal and award the contract to that offeror. When the terms and conditions of multiple awards are so provided in the Request for Proposal, awards may be made to more than one offeror. Should the County determine in writing and in its sole discretion that only one offeror is fully qualified or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror.

ATTACHMENT A

Virginia State Corporation Commission (SCC) Registration Information

The offeror shall check one of the following. The offeror is:

☐ a corporation or other business entity with the following SCC identification number:

_____ **-OR-**

☐ not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

☐ an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offeror's out-of-state location) **-OR-**

☐ an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the *Code of Virginia*.

****NOTE**** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals. No award shall be issued to an offeror who fails to provide the required information unless a waiver of these requests is granted by the chief executive of the local governing body (the County reserves the right to determine in its sole discretion whether to allow such waivers): ☐ ☐