

Request for Proposals

Software, Implementation and Training Services
for an
Integrated Financial Management and Human Resources System

Umatilla County, Oregon
Release Date, January 19, 2021

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1 RFP Introduction

1.1 Introduction

Umatilla County (“County”) is soliciting proposals from qualified firms for a full range of financial management and human resources applications that include software, implementation services, ongoing training and technical support. Ideally, the County would like to acquire these software modules as one integrated solution from one vendor. The County expects to achieve substantial gains in productivity, efficiency and accuracy through the implementation of a new system. In addition, the County seeks to minimize internal support costs by utilizing technology.

1.2 About the County

Umatilla County’s main offices are located in the City of Pendleton. The County sits in the northeastern part of the State of Oregon, along Interstate 84. The County has an estimated population of 78,000 and encompasses the cities of Adams, Athena, Echo, Helix, Hermiston, Milton-Freewater, Pendleton, Pilot Rock, Stanfield, Ukiah, Umatilla, and Weston. The County functions under a County Charter form of government, with three elected Commissioners who oversee the day-to-day management of the County.

County-wide services include the County Jail, Parole and Probation, the District Attorney, Juvenile Corrections, Public Health Services, Human Services, Veterans’ Services, Code Enforcement, Assessment and Tax Collection, Clerk Records and Elections, the Fair and County owned Park, 9-1-1 emergency communications, Community Development, Land Use Planning, Road maintenance and construction, Sheriff’s patrol and investigation.

The County’s most recent budget and audited financial reports can be found on the County’s website at www.umatillacounty.net.

The County has been using integrated modules of SunGard/Bi-Tech software for approximately 20 years. There are currently 7 users of the SunGard system. However, if the new software provides employee self-serve and user friendly online authorizations, the number of users would increase, which would be based on appropriate access levels that may vary. The majority of use occurs between 7:00 AM and 5:00 PM, Monday through Friday. Currently weekend use is not common.

This RFP and additional information about the County can be found on the County’s website at www.umatillacounty.net.

1.3 Scope and Timeline

The County is seeking proposals for an integrated system that will include software implementation services, ongoing training and technical support. Below is the estimated timetable that has been set for this project.

January 19, 2021	Release of RFP
February 26, 2021	Deadline for Vendor Questions / Requests for Clarification
March 15, 2021	Responses to Vendor Questions Published on County Website
April 16, 2021	Proposals Deadline – 5:00 PM PST
April 19 to May 28, 2021	Review and Rate Proposals
May 28, 2021	Select Top Vendors for Demonstrations
May 28 to July 16, 2021	Demonstrations and Site Visits
August 4 to September 24, 2021	Contract Negotiations and Development of Work with Finalist
August 18, 2021	Board Notice of Intent to Award Contract Beginning of Protest Period
October 20, 2021	Execution of Contract

1.4 Rights Reserved

The County reserves the right to:

- Cancel this RFP, in whole or in part, or to cancel negotiations with finalists, at any time up until a final contract is signed and executed
- Reject any or all proposals for any reason and/or to waive technicalities and informalities when such waiver is determined to be in the County's best interests
- Extend any of the timetable dates and/or to revise the RFP prior to the date the proposals are due
- Add or remove applications, modules and/or components until the final contract signing
- Reconsider any proposal, provided it was submitted timely, at any stage of the process
- Award the contract in any manner deemed to be in the best interest of the County

- Contact vendors on price and scope clarification at anytime throughout the selection and negotiation process

1.5 Project Summary

Financial Management

- General Ledger
- Budget Management
- Annual Budget Preparation
- Accounts Payable
- Revenue/Cash Receipting
- Asset Management
- Grant Management
- Contract Management
- Project Accounting and Budgeting
- Miscellaneous Billing, Receivables and Loans
- Government (GASB) Reporting
- Bank Reconciliation - Import and export of files for reconciliation process
- Purchasing
- Requisition Processing
- eSupplier
- ePayments
- Finance Analytics/Dashboards/Management Reporting
- Facilities Management/Help Desk
- 1099 Processing including tracking 1099 eligible vendors, printing 1099's, and electronically uploading a file in the approved format.
- Budget Forecasting / "What-if" Processes
- Experience with Oregon payroll, tax and other laws

Payroll/Human Resources Management

- Scheduling and Time & Attendance
- Payroll Processing (W2 and check printing)
- Electronic Time Entry and Approval
- Position Control
- Position Budgeting
- Applicant Tracking
- Recruitment Self Service
- Employee Life Event Tracking
- Personnel Action Processing
- Benefits Administration
- Leave Management
- Performance Management
- Training & Certification Tracking
- Organizational Chart Publishing and Tracking
- Employee Self Service
- Manager Self Service
- Benefits Self Service
- Human Resources/Payroll Analytics/Dashboards
- Experience with Oregon payroll, tax and other laws
- Interface with Financial system - Accounts payable and GL posting

Module Descriptions: In addition to determining how the software meets the County's financial, payroll and human resources processing requirements, the County will also be evaluating the modules listed below. Each vendor submitting a proposal should comment on whether its solution will address these objectives and, if so, provide some detail in the proposal. The vendor should be prepared to demonstrate the stated functionality during a live demonstration. Experience with and continued support of Oregon clients and relevant reporting requirements in Oregon to include, payroll and tax other laws, PERS, etc.

Financial Management

Paperless Accounts Payable Payment Processing

The current process involves paper vouchers and invoice copies produced by the departments and routed to several approvers and reviewers. The County seeks a software solution to eliminate most of the paper in the process and apply automation to the approval workflow.

Budget Development The County utilizes a manual process for collecting data to create a requested budget. The County seeks a solution supporting the electronic collection of budget request data. The solution should encourage those providing data to be as detailed as possible. The solution should support the information needs of the data entry process (i.e. reporting, historical data, etc.)

Budgeting Tools to include forecasting for personnel costs as well as materials & services, with a “what-if scenario” process.

Import and Export of Financial Transactions

The County maintains a number of external software systems. The County seeks a software solution which has the capacity to import and export transactions to be processed and posted to the County financial system.

Facility management

Optional module: The county would like to have the ability for job costing and manage preventative maintenance or interface with other job costing systems.

Payroll/Human Resources Management

Employee Self-Service Portal

Frequent employee requests include copies of paystubs and W-2's, a need to update their W-4 information or request a change of personal data. The current process for both the request and response is a manual process. The County seeks a solution whereby the employees have access to personal pay and tax information. The employee should be able to asynchronously submit requests for changes to their personal data and know their request is being serviced.

Management Self-Service Portal

Managers require information related to personnel and payroll data. Requests for such information are currently serviced manually. The County seeks a software solution whereby managers with appropriate authority can access employee information without intervention from Human Resources.

Module for Recruitment Tracking or NeoGov Integration

The County plans to utilize Recruitment tracking through a module or integrations with a product such as NeoGov to manage on-line centric recruitment processes. The County seeks a solution that can utilize the data generated by a NeoGov type service to streamline the onboarding process.

Paperless Payroll/HR Processing

The current process involves paper timesheets for payroll processing and paper documents for HR changes. The County seeks a software solution to eliminate most of the paper in these processes and apply automation to the approval workflow.

W-2 and 1095 Management

Currently the County prints W-2's in house and contracts out with 1099Fire to file the 1095s electronically with the Feds. The County would like to continue to print both W-2s and 1095s in house.

System Functions

Robust Auditing

The system should track all access, reads, writes and changes to system data and configurations.

Process Controls

The system should provide edit controls to prevent incomplete or incorrect data from being processed and programmatic control to prevent information from being processed in the wrong sequence.

System Security Controls

The system should prevent unauthorized access to the database, maintain database process controls, and log all database transactions.

Records Management

The system should have a records management component that includes retention, retrieval and destruction of records to efficiently manage records into the future in accordance with ORS 166-150.

User Security Setup and Configuration

The system should be capable of limiting access to application software screens and data element fields based on individual roles.

Remote access

For all employees to access e-timesheets and manager/employee self-service modules from anywhere.

Import/Export of Data

The County maintains a number of external business software systems; The County seeks a software solution with the facilities necessary to import/export data into the County HR/Payroll/Financial systems.

Export Data for Direct Deposit Interface

The County currently exports data from payroll to our financial institution (Umpqua Bank) for direct deposit. The solution must include the ability to upload a NACHA

compatible file for transmission to our bank. Must also support creation of a file to upload ACH vendor payments.

Export of HR/Payroll Data to AP Interface

The County currently exports data from payroll to our accounts payable system to create an accounts payable batch to pay taxes, withholds, and payroll liabilities.

Export W-2 Data

The County currently exports W-2 data from payroll for upload to State and Federal agencies. The solution must include the ability to support exporting W-2 data.

Export of Quarterly Payroll Data

The County currently processes and mails the quarterly payroll reports to the State and Federal agencies. The solution must include the ability to support exporting quarterly payroll information.

Export of Retirement Data

The County currently exports retirement data from payroll for upload to the State of Oregon. The solution must include the ability to support exporting retirement payroll information.

Export of Positive Pay Data

The County currently exports Positive Pay data to transfer to our financial institution (Umpqua Bank). The solution must include the ability to support exporting Positive Pay information for multiple bank accounts.

Export Health Eligibility Data

The County manually updates changes to eligibility data for its Third Party Plan Administrator. The County seeks a solution to automate all or part of this process.

Export Union Eligibility and Demographic Data

The County manually updates changes to eligibility and demographic data as required by law/cba to collective bargaining units. The County seeks a solution to automate all or part of this process.

Export Required Reporting Data

The County manually reports to U.S. Census Bureau, GASB45, U.S Department of Labor Bureau of Labor Statistics, Equal Employment Opportunity Commission (EEO).The County seeks a solution to automate all or part of this process.

Reporting

Custom Reporting

The County currently has the ability to generate custom reports. At a minimum, the new system should replicate this functionality and feature set.

The system should have the ability to download selected data to excel or other

programs. A security controlled ability to create custom reports through a GUI (Graphical User Interface).

Report Automation and Data Access

The County currently produces reports centrally in either paper or electronic form and distributes the reports manually or electronically. Access to data in a form that supports analysis is limited. The County seeks a solution that allows employees with appropriate authority to self-generate reports or extract financial data in tabular form (i.e. for analysis in Excel).

Financial Dashboards

The County seeks a solution that provides employees with appropriate authority at-a-glance information relating to financial status and performance. The ability to create customized dashboards dependent on security controls.

IT Requirements

The county employs Microsoft SQL database administrators and requires the system to run on Microsoft SQL.

Security

The ability to turn on 2-Factor Authentication (2FA) optionally for inside the network and required for anything accessible outside the county network. Active Directory (AD) integration for logins preferred, if not, require complex passwords.

Security patches provided on a regular basis.

Data Conversion

Provide two estimates to transfer the legacy data to the new system. Option 1 to do the complete data conversion. Option 2 is for county staff to extract the data in a format required to load into the new system. Option two would require the vendor to provide detailed parameters needed for converting historical data to be loaded into the system.

Hardware requirements / Hardware Costs?

Ability to either run on Hyper-v OR run as a standalone system. If a standalone system the cost for a server should be included. The spec for the hardware should be included as well. If Hyper-V the recommended specifications for running the system at optimal performance in both Hyper-v or Standalone systems. Provide options for failover in both configurations. Provide cloud based / Hosted Solution options as well.

Training

Comprehensive training for all modules included, including specialized or customized reporting. Provide training costs for both online and in person or a hybrid of the two. The availability of future training and/or self guided training and manuals.

1.6 Current Functional Statistics

The following table contains data about the County's current operations by function. Vendors should refer to this table when responding to the business requirements.

General Ledger

Number of Funds	76
Number of Departments	62
Number of Programs	311
Number of General Ledger Accounts	1220
Number of Accounting Periods	12
Fiscal Year	July 1 – June 30

Accounts Payable

Number of Vendors	32,998 (as of 12/10/20)
Number of Checks Annually	8,520 (7/1/19-6/30/20)
Number of 1099's Annually	98 (2019)
Frequency of Check Runs	Weekly, plus miscellaneous manual issues

Budgeting

Number of funds budgeted	74
Budget frequency	Annual
Number of budget levels	12
Fiscal Year	July 1 – June 30

Payroll

Pay Frequency	Monthly, plus miscellaneous manual issues
Pay Period	1 – last day of month
Pay Dates	Last working day of month
Number of Direct Deposits	322 per month
Number of Checks	28 per month
Number of W-2's	425
Number of employees	350
Number of pay codes	174

Assets

Number of Capital Assets	820
Asset capitalization threshold	\$5,000
Depreciation policy	Monthly

Projects/Grants

Projects cross fiscal years	Yes
Projects cross funds	Yes

Human Resources

Number of Departments	13
Number of Divisions	21
Number of Unions	4
Number of Classifications	196
Number of Pay Step Variations	2-7, depending on salary schedules and Bargaining unit
Number of Pay Grades	110
Number of Employee Types	6
Number of Benefit Plans	24

1.7 Current Processes:

Many of the existing processes are manual and one of the goals is to develop more efficient practices with better levels of control in an electronic environment. A number of current processes generate duplicated efforts throughout a functional area, and it would be beneficial to eliminate those processes.

Financial

1. The County's current general **accounts payable process** does not use purchase orders on a system wide basis although some departments use their own internal purchase order and requisition forms. All routing of documents and approvals are performed on a manual basis. Paper documents are stored alphabetically and chronologically in a central location in Finance.
 2. For **banking processes** the Finance Department manages all bank accounts and the state investment pool account on behalf of the County. The County maintains multiple bank accounts and uses Umpqua Bank as its primary depository. Electronic uploads of check deposits to multiple accounts is required. Download of cancelled check files that integrate into the financial system is utilized. Uploads of ACH transactions.
 3. The County **property tax assessment and collection systems** are provided by Helion Software. Property taxes are collected for all taxing jurisdictions in the County and subsequently distributed based on prorated tax levies on a scheduled basis. A manual process is used to verify and balance distributions.
1. **Cash, checks and credit card payments** are accepted by a number of County departments. Many of these points of sale are facilitated by independent software systems. This RFP is not intended to replace the independent systems, but to develop integration with them and the financial software system.
 1. Optional interface with Jail Payment Management (CORE) Banking System through ARAMARK to provide reconciliation and audit control.

Payroll/Human Resources

1. The **payroll approval process** entails departments submitting paper time sheets grouped and summarized by a staff person from each respective department. Time is entered on each time sheet either by the employee or a payroll staff person. The timesheet is signed by each employee and their supervisor or department head. Timesheets of appointed department heads are approved by the liaison Commissioner. All time is entered by the Human Resources office into the payroll system. Payroll and direct deposit stubs are distributed on the last working day of each month.

2. The **life cycle** of an employee is processed through a series of personnel actions manually identified by a system code and manually entered into the current system for processing.
3. **Recruitment workflow** is initiated by a paper authorization form and then posted on Indeed, Facebook, Unemployment and other job listing websites.
4. **Benefit processing** is limited in functionality. It is not integrated with other systems or logic. It provides tracking of information by benefit code which is extracted and manipulated manually for reporting or use.
5. **Human Resources** currently utilizes a separate system to track performance evaluations and training. General reporting functionality for human resource items is limited and created by customizing queries. Historical tables are limited resulting in limited reporting functionality.

1.8 Inquiries:

Inquiries concerning this procurement, including questions related to technical issues, are to be directed to:

Riley Wortman, Project Coordinator Email: riley.wortman@umatillacounty.net

Umatilla County Phone: 541-278-6262

216 SE Fourth

Pendleton, OR 97801

Proposers are directed specifically not to contact any other staff members other than specified personnel identified above for any purpose. Unauthorized contact of any County personnel may be cause for rejection of the proposer's RFP response.

Vendors submitting the questions/requests will be responsible for prompt delivery of those questions/requests to the County official designated in this section. Any change in the RFP will be made only by written addendum, duly issued by the County as posted on the County website. It is the vendor's responsibility to ensure that this website is reviewed for RFP changes prior to the deadlines for submission of the proposals. The County will not be responsible for any other explanations or interpretations of the RFP.

All questions concerning the RFP should reference the RFP page number, section heading and paragraph and be stated as concisely as possible. Questions must be received in writing or via email by no later than February 26, 2021. No officer, agent or employee of the County will accept verbal questions about this RFP.

All questions and responses affecting the content of this RFP will be provided via posting on the County's website on March 15, 2021.

1.9 Selection Process

In an effort to reach the best solution possible for Umatilla County, a four step selection process has been developed consistent with the requirements of Oregon Revised Statutes for Competitive Sealed Proposals.

1. The highest scoring vendors from the evaluation of proposals will be selected to advance to the next step of the process.
2. A series of County scripted demonstrations by each remaining vendor of various functions for each proposed system. Representatives of the County may also choose to visit client references to observe the applications in a working environment. Demonstrations will be evaluated by the selection committee to determine the proposals that will best meet the needs of the County. Once evaluation of the demonstrations is complete, one or more vendors will advance in the process for contract discussion.
3. Each vendor's best and final offer, and will include a thorough understanding of deliverables with contract terms and timelines. Finalists will emerge and move into the final step of the process.
4. Will include the final negotiation of a contract.
5. If a satisfactory agreement on the final negotiation cannot be reached, the County may go back to review the proposals in order to choose another finalist. Once negotiations have been successfully conducted, a recommendation to authorize the notice of intent to award shall be presented to the Umatilla County Board of Commissioners for approval.

2 Proposal Format and Instructions

2.1 Proposal Format

Proposals should be assembled following the format requirements below. Failure to follow the proposal format requirements may result in disqualification. Vendors must submit the proposal in a sealed package as described in section 3.1.

If revisions become necessary to the RFP, the County will provide addenda by posting on the County's website <http://www.umatillacounty.net/bcc/notices.html>. It is the responsibility of proposers to check the County's website periodically while preparing the proposal to ascertain whether any addenda have been issued.

Proposals should be prepared as simply as possible and provide a straightforward concise description of the bidder's capabilities to satisfy the requirements of the RFP. Emphasis should be on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. It is preferable to organize the proposal into the following major sections:

Section Title

Title Page

Letter of Transmittal

Table of Contents

1.0 Executive Summary

2.0 Vendor Background and Qualifications

3.0 Client References

4.0 Software Descriptions

5.0 Functional Requirements

6.0 Recommended Hardware and Operating System Requirements

7.0 Project Costs

8.0 Categories

9.0 System Procurement Options

10.0 Database Conversion Services

11.0 Customization Capabilities

12.0 Reporting

13.0 Implementation Plan

14.0 Training and Documentation

15.0 Maintenance, Support Services and Enhancements

16.0 Modularity and Phased Approach

17.0 Prime Contractor Responsibilities

18.0 Additional Information

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

INTRODUCTION: The title page, letter of transmittal and table of contents should be included in this section.

a) Title Page - Indicate the RFP subject, name of the vendor(s), address, telephone number, email address, and the date. Proposer shall acknowledge any addenda issued on the County's website. The primary and secondary contact person(s) and their respective telephone numbers and email addresses should be included in this section.

b) Letter of Transmittal - Provide a transmittal letter attesting to the accuracy of the proposal signed by a representative authorized to execute binding legal documents on behalf of the vendor. The letter should present the vendor's understanding of the services requested in this RFP.

c) **Table of Contents** - Indicate the page number of each major section as listed in the Section 2.1 - Proposal Format.

SECTION 1.0 - EXECUTIVE SUMMARY: Provide a concise overview highlighting the proposal

in two pages or less. Address how your proposal will meet the County needs in a cost effective manner.

SECTION 2.0 - VENDOR BACKGROUND AND QUALIFICATIONS:

Provide narrative responses to the following, including any necessary documentation, for each item listed below.

a) State the number of years the vendor has been in the public sector business. Indicate the number of clients for public sector vs. private sector and revenue percentage comparisons.

b) Provide a chronology of the company's growth, heritage, staff size and ownership structure.

c) Indicate whether the business is a parent or subsidiary in a group of companies.

d) State if this company has ever been purchased by another company or acquired because of a merger or acquisition. If it has, provide details regarding the name of the companies involved, specific products affected and when such merger or acquisition(s) took place.

e) Indicate the percentage of revenue this offered system represents to your company.

f) Provide a brief statement of the company's background demonstrating longevity and financial stability.

g) Indicate if the company incurred an annual operating loss in the last 5 years.

h) State whether the company has had a workforce reduction in the last 5 years. If so, provide details regarding workforce reductions: percentage of workforce, areas affected, senior management team changes, etc.

i) Provide details of all past or pending litigation, liens or claims filed against the vendor.

j) Describe the seniority, tenure and background of the senior management team.

k) Describe how the company measures customer satisfaction for software applications and customer service and support, and how issues with customer satisfaction are resolved.

l) Describe the company's commitment to research and development for the specific applications being proposed. Indicate the percentage of annual revenue invested in application development of systems proposed.

m) If the vendor has a service organization control (SOC) report(s) for the application(s), provide a copy of it.

n) Provide the original development organization, date of first release, and date of most

recent release for each of the applications being proposed.

If any of the proposed applications were not originally developed by the proposing vendor, please provide narrative details for the following subjects:

Date of product merger/acquisition

Name of the products and organizations involved

Status of the originating development team resources (retention rate, location)

SECTION 3.0 - CLIENT REFERENCES: Vendors should include a list of their local government clients in Oregon and the Northwest. This list should state whether the Oregon client participates in the Oregon Public Employment Retirement System (PERS). In addition, provide a list of at least five references, with current contact information, similar in size and complexity to the County, that have implemented the proposed system within the past five years in a comparable computing environment and are utilizing a recent version of the proposed software. Regional clients are preferred, but the County understands this may be difficult, and inability to provide regional clients will not impact any evaluation of the proposal. Please inform references they might be contacted by the County.

SECTION 4.0 - SOFTWARE DESCRIPTIONS: Provide narrative descriptions of the proposed software applications. Refer to Section 1.5 Project Summary for the list of applications and special objectives to be addressed. If the application is not specifically listed in Section 1.5, include a statement of the benefits the application will provide to the County.

SECTION 5.0 – FUNCTIONAL REQUIREMENTS: Utilizing the list of functions in Section 1.5 - Project Summary, indicate if the function is not available, available with a custom modification, or available as a standard function.

SECTION 6.0 - RECOMMENDED HARDWARE AND OPERATING SYSTEM

REQUIREMENTS: Present, in detail, the recommended hardware required to utilize the proposed software.

List the operating system software required to support the recommended computing environment and any additional vendors' software products and typical licensing requirements to support the proposed application software.

Disclose the percentage of current customers using the recommended platform.

Describe the technology used to:

- 1) Develop the application and its components
- 2) Manage the application data
- 3) Enable distribution of the software to more than 400 desktop computers

Note: The vendor(s) must propose and install the software required to support the applications installed.

Fault tolerant equipment is not required, however, “high availability” is desired (i.e., a system design protocol and associated implementation that ensures a certain degree of operational continuity during a given measurement period).

Third-party equipment required to complete the proposed configuration is to be provided and installed by the vendor(s).

SECTION 7.0 - PROJECT COSTS: Provide a fixed price proposal to perform the requirements described in this RFP, within the time specified by the initial project implementation plan. Pricing should be broken down for separate tasks and deliverables listed in the project plan. If there are other project costs, exceptions, exclusions or alternates, provide that information along with a further explanation of how those affect the project price on a separate page.

1. Include prices for all software, services, and additional costs to acquire all software and services referenced in the proposal, including third-party prices.
2. Provide the cost of implementation and estimated 5 year cost of ownership.
3. Do not use “To Be Determined” or similar annotations for cost estimates. The County is asking vendors to estimate prices and hours for all categories with the understanding that they may have to make assumptions. Such assumptions should be stated. Vendors may submit additional pricing sheets as an addendum.
4. The County reserves the right to contact vendors on price and scope clarification at any time throughout the selection and negotiation process.

By submitting this cost proposal, the vendor represents and declares that it has carefully examined this RFP, all project requirements, project conditions (including hardware, software and physical conditions) affecting the performance of the work and that if its proposal is accepted, the vendor(s) will fully satisfy the requirements of this RFP at the price stated. Every vendor must describe the licensing structure (i.e., based on number of users, number of citizens, etc.) and document the complete costs for licensing, installation and ongoing support of their proposed systems. Provide as much detail as possible.

SECTION 8.0 - CATEGORIES: Each vendor’s cost proposal should include detailed information on the items identified in Section 1.5 - Project Summary, in the following key categories:

- 1) Software licensing fees
 - a) Include pricing for database servers or hosted services, client licenses, web licenses, report generators, third-party software (if any), and add-ons or toolkits that maybe required to facilitate full use of the proposed system
 - b) Describe your licensing scheme (enterprise, module versus system, concurrent versus named, external internet user(s), query versus user, etc.)
 - c) Identify how costs are determined for adding additional users after the initial purchase

- 2) Training fees for each application and supporting programs (reporting programs, etc.)
- 3) System software and any specialized hardware required for software applications
- 4) Implementation services divided into:
 - a) Project Management
 - b) Technical services
 - c) Parallel testing/production user assistance
 - d) Data conversion/migration
 - e) Other anticipated costs (travel, etc.)
- 5) Annual maintenance fees and costs of future upgrades

SECTION 9.0 - SYSTEM PROCUREMENT OPTIONS: Include any procurement options available in the proposal. Identify the benefits to the County offered by any recommended acquisition method.

SECTION 10.0 - DATABASE CONVERSION SERVICES: Indicate if the proposed system is able to utilize accumulated data from the systems currently in place. The migration from the existing systems would include any necessary data conversion and importation from current systems to provide historical data views. Include the cost of these services in your response to Section 7.0 - Project Costs.

As part of these services, the vendor(s) would be responsible for the accurate documentation of the current location, file, field, and library names, and the accurate conversion of the historical data from the current software databases, and for writing and executing all necessary conversion programs. The County will make all necessary data available to the vendor(s) to perform this data conversion effort.

Discuss in detail any prior experience converting specific modules of SunGard IFAS 7 software to the proposed software, identifying any module / files that have not been successfully converted from SunGard IFAS 7 software. For the purpose of this proposal, the conversion will include a minimum of twenty years of historical data.

SECTION 11.0 - CUSTOMIZATION CAPABILITIES: Provide descriptions of the customization capabilities including the ability to add fields and tables.

SECTION 12.0 - REPORTING: Reporting capabilities should be integrated and intuitive, and be able to generate accurate, easy to use, well-developed reports. The reporting solution should quickly query application databases and provide custom reports

- 1) Describe the data modeling and the reporting capabilities of the system being proposed. Include the level of user expertise necessary to independently create reports and whether or not they can be saved, shared and imported directly into other products (i.e. Microsoft Excel or Adobe PDF format).
- 2) The reporting and modeling capabilities of the system should include, but not necessarily be limited to, financial analysis, budget forecasting, budget preparation,

budget to actual monitoring, retrieval of historical data, pre-scheduled reporting and graphical representations of data and reports. Indicate if the system is capable of delivering reports to individuals throughout the organization, and printing professional checks and invoices.

3) The County wishes to obtain a reporting program that helps us systemize and speed the development of reports for management-level employees and elected decision makers. Describe how your organization's reporting package can support these efforts.

Provide a short description of how your company's reporting solution can meet the reporting requirements of the Government Accounting Standards Board and develop Comprehensive Annual Financial Reporting statements.

SECTION 13.0 - IMPLEMENTATION PLAN: This section should address all key phases including, but not limited to, project planning, installation, configuration, data conversion, testing, rollout, and support. The implementation plan should include the following information and necessary documentation for each item listed:

- a) An overview of services proposed for analyzing the County's existing business processes and how they will translate into the proposed system
- b) The critical path schedule, including a description of each proposed phase, milestone and associated deliverable
- c) Contract time in calendar days from 'Notice to Proceed' to 'Notice of Completion'
- d) Critical meetings
- e) Proposed phases
- f) Deliverable due dates
- g) Detailed tasks
- h) Task owner(s)
- i) Detailed project planning process/methodology
- j) Organizational change management methodology
- k) Project risk management/mitigation
- l) Conversion support plan
- m) A table listing County staff assignments and proposed labor hours for all tasks
- n) A table listing vendor staff assignments and proposed labor hours for all tasks
- o) Project dependencies
- p) Periods of unavailability

Pricing for implementation services should include all costs associated with a successful and complete installation and configuration of the system, and all associated implementation tasks.

The County acknowledges that some software companies partner with implementation specialists for technical and training support. This practice is acceptable. However, the vendor(s) shall disclose the legal name of those companies providing supplemental support and describe the services each third-party implementation company provides and the hourly rate for implementation consultants.

The County will assign a Project Manager to work with the vendor staff throughout the installation. The selected vendor(s) will be required to assign their own Project Manager to oversee the entire implementation project to ensure the project remains on time, within budget, and proceeds without unacceptable interruption of essential financial and human resources services. Staff utilized by the vendor to provide installation services and training must have sufficient expertise related to the operation of those applications and be highly effective in their respective tasks. Work performed unsatisfactorily will be repeated by the vendor(s) until successful at no additional charge to the County.

The vendor(s) will design a weekly progress status report form covering the period of time between contract signing and the Letter of Completion. The progress report should include current progress against the project plan, itemize the activities accomplished since the previous progress report, the specific activities planned for the following week, and any problems which have occurred or are anticipated. The form's design and adequacy will be subject to County approval. Progress reports will be submitted weekly by the vendor(s), and sent via email to the County's Project Manager. Meetings will be held weekly with the County's Project Manager and vendor's Project Manager to discuss the report and any other issues that arise. Progress reports will be discontinued when the County, in its sole judgment, deems the project to be complete and in conformance with the contract documents.

Describe your methodology for acceptance testing and the criteria to be used for final system acceptance (after installation, testing, and "go-live").

SECTION 14.0 - TRAINING AND DOCUMENTATION: The selected vendor(s) will provide project management, technical installation expertise, and training.

The County believes that thorough training is necessary for the success of the system implementation. The County requests the option of recording the training sessions for County use.

Describe your proposed training program for system users and system administrators along with documentation that is included (i.e., training manuals, technical manuals, user guides, data element dictionary, and context-sensitive online help text with customizable screens). The vendor(s) must have or establish and implement a training program to teach the skills and knowledge necessary to effectively use the technology being proposed.

Once the system is installed, the vendor will be required to return and provide advanced training for both end users and system administrators within approximately ninety days after final system acceptance. Trainers shall be experienced and knowledgeable in the specific application software they are teaching and shall be familiar with the installation and implementation at Umatilla County and train for the County's system as

implemented. The County may request a replacement trainer if, in the opinion of the County, there is evidence that the trainer initially scheduled has been ineffective in conducting specific training sessions. The County will be entitled to withhold payment until a makeup session with a qualified trainer can be completed.

The vendor(s) must provide a detailed plan for training. This information should include:

- a) Overview of the proposed training plan and strategy, specifying how and when training is to be delivered for both on-site and off-site training, web training services for the core project team, end users, and technology personnel.
- b) Develop training based on Umatilla County's specific implementation, policies and procedures.
- c) Describe the role of County and vendor staff for training, including the design and implementation of the training plan, development of training materials, and level of assistance with training.
- d) Provide descriptions of classes/courses proposed in the training plan. Vendor should specify the unit of measure for its training (i.e., units, classes, days, etc.) and define the hours associated with these units of measure. The vendor must be very clear about exactly what training courses are included in the cost of the proposal and which personnel should be involved (i.e., finance, payroll, cashier, etc.)
- e) Training should include a written overview of task sequences.
- f) Provide options on locations, frequencies, topics, and budget estimates for ongoing training.

Describe any operating and maintenance manuals that will be provided, including how those would be accessed by end users, and provide a sample of the formats of those documents

SECTION 15.0 - MAINTENANCE, SUPPORT SERVICES & ENHANCEMENTS:

The vendor(s) will be responsible for providing ongoing user and technical support during the County's normal business hours, which are 7:00 AM to 5:00 PM, Pacific Time, Monday through Friday, with after-hour emergency support available. Weekend support may be required when upgrading to new versions or applying upgrades/enhancements. The support must be available in a variety of areas including, installing and configuring product updates, addressing product inquiries and product errors in a timely manner, providing documentation for product upgrades and using client feedback to determine product enhancement priorities. Please include a copy of a support and maintenance agreement and an internal support staffing plan.

The County desires to partner with a technology company providing top-quality customer services. Provide information about the support your organization provides, including:

- a) Phone and web-based help, including the hours available
- b) Tracking system for ensuring requests are promptly addressed

- c) Problem reporting and resolution procedures
- d) Any special support plans, including support for older versions
- e) Frequency and delivery mechanism for new software releases
- f) Notification and delivery method for bug fixes and patches
- g) Methodology of integration of any client modifications with new versions, upgrades or enhancements.
- h) Available user groups
- i) Other support

Define any service level options and/or disclose which services are included in the annual maintenance fees and which are optional. The vendor(s) should disclose how it solicits feedback from its customers and incorporates the information into the software. Describe the testing process for patches, updates, and releases.

SECTION 16.0 - MODULARITY AND PHASED APPROACH: The system must be modular in design so that new application components can be integrated with the system to accommodate a phased implementation and take advantage of new technological advances. Once implemented, the system must be able to easily expand to include new capabilities without negatively impacting previously implemented functionality.

Describe your approach to phasing in the applications in Section 1.5, including the order they would be implemented, how they would be grouped and the reason for that order. Explain the level of redundant data entry processes necessary during a phased implementation and the potential impact on staff resources.

A phased approach would require that newly implemented applications be able to interface with applications that have not yet been converted. Describe how this would be handled.

SECTION 17.0 - PRIME CONTRACTOR RESPONSIBILITIES: The County will consider the vendor to be the Prime Contractor and sole point of contact with regard to contractual matters including the performance of services and payment of charges resulting from the lease or purchase of software. The vendor(s) selected for this project assumes and accepts responsibility for all of its subcontractors, vendors, employees and agents and all work and product necessary to successfully complete this project.

The responsibilities of each subcontractor, vendor and agent that the vendor intends to employ to accomplish the project should be clearly identified. All third-party solutions proposed as part of this package are subject to the same guidelines of this RFP, unless otherwise stated. For each third-party product or service provider, there should be a statement about whether the vendor's contract will or will not encompass the third party product/service and/or whether the County will have to contract on its own for the product.

SECTION 18.0 - ADDITIONAL INFORMATION: Proposers may use this section to include additional information about their products and services not covered in other sections of the proposal such as conference information, documentation, newsletters, or published case studies.

3 Response Requirements and Conditions

3.1 Proposal Response Instructions

The Proposal must be received no later than 5:00 PM(PST) on April 16, 2021 at the following address:

Umatilla County

216 SE Fourth

Pendleton OR 97801

Proposals are to be submitted in sealed packages with the following information clearly marked on the outside of each package:

Name of the Vendor with company address

Project title: “Software, Implementation and Training Services for Integrated Financial Management and Human Resources System”

Please note the following as part of the submittal process:

Submission of the proposal constitutes acceptance by the vendor of terms, conditions, and requirements set forth herein and provides a guarantee that if chosen, it will be able to provide the proposed products and services during the period of time discussed in the RFP.

If a proposer’s response includes any information to be furnished that the proposer considers proprietary and is not required by law, and the proposer requests up front this information be held in confidence, the County will take reasonable efforts to maintain the confidentiality to the extent allowable under Oregon law, including whether the public interest would suffer by disclosure.

Proposers are required to submit:

- a) One hard copy and one electronic copy (PDF on USB) of the complete proposals sealed in the proposal package.
- b) One original paper copy to be marked as “Original”.
- c) Identify the USB with your business name and address.
- d) Hard copies must include a submittal letter signed by an authorized agent of the vendor(s) proposal and the appropriate contact information.

Any exceptions to the specifications established herein should be listed in detail on a separate sheet and attached to the proposal. Exceptions to the RFP will not

automatically eliminate the proposal from consideration.

Proposals not conforming to the instructions provided herein will be subject to disqualification at the discretion of the County.

Interested parties assume all responsibility for sending and confirming receipt of proposals. Vendors are encouraged to submit proposals several days in advance and to confirm that your proposal has been received. Late proposals may not be considered and may be returned unopened.

3.2 RFP Amendments

If it becomes evident that this RFP must be amended, the County will issue a formal written amendment and post it to the County's website.

3.3 Rejection of Proposals

The County reserves the right to reject any or all proposals in their entirety or to select certain application software from the proposals.

3.4 Proposal Costs

Those submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the County to reimburse any individual or firm for any costs incurred in preparing or submitting proposals providing additional information when requested by the County or for participating in any selection interviews.

3.5 Proposal Review

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. All applicable information will be subject to public disclosure in accordance with applicable laws (including ORS Chapter 192) at award of contract, or cancellation of the RFP.

3.6 Protests

Proposers may submit a written protest to request a change to any provision or specification contained in the RFP by the date specified for questions and clarifications in Section 1.3. Each protest and request for change must include the reasons and any proposed changes to the RFP provisions or specifications. All protests must follow the process as set out in Oregon law.

Every proposer who submits a proposal shall be notified of its selection status for continuation to the demonstration phase. Any proposer who claims to have been adversely affected or aggrieved by the selection of a higher ranked Proposer must submit a written protest of the selection to the County official designated in Section 1.8 within seven calendar days after the date of the selection notice. Protests submitted after this deadline will not be considered.

After the notification of intent to award contract is released, proposers not selected can submit a written protest to the County official designated in Section 1.8 within seven calendar days after the notification and may make an appointment to view the RFP files at the office of the 216 SE 4th Pendleton, OR.

3.7 Local, State and Federal Compliance Requirements

The vendor(s) must comply with all applicable laws, ordinances, and codes of the federal, state and county governments. It shall be the responsibility of the vendor to be knowledgeable of all laws, ordinances, rules and regulations that in any manner affect the items covered herein which may apply. Failure to comply with all applicable laws, ordinances and codes may lead to disqualification from the bid process.

3.8 Insurance and Indemnification

The vendor to whom the contract is awarded shall, within ten business days from the date of receipt of properly prepared contract documents, deliver to the County the fully executed contract in duplicate, along with required original insurance certificates satisfactory to the County Legal Counsel. The insurance certificates shall cover all areas set out in the contract documents and shall be issued by a company licensed to do business in the State of Oregon which is acceptable to the County Legal Counsel. The insurance shall be maintained in effect for the term of the proposed project (in the case of Professional Liability insurance the term of the proposed project shall mean its design life). The certificates of insurance, except that for Professional Liability insurance, shall name Umatilla County as additional insured. All insurance certificates shall provide for thirty days' notice to the County of any cancellation of the insurance policy. The contract documents will include indemnification clause, with the vendor indemnifying the County.

4 Evaluation

4.1 Evaluation Method and Criteria

Evaluation of the proposals is expected to be completed within 30 days of the proposals deadline. A selection committee will review proposals focusing on quantitative and qualitative criteria. The County will assign priority levels to information requested in the sections of the proposal. Responses from the vendors will be used to calculate individual weighted average responses. Vendors with the top scoring proposals will be invited to provide demonstrations for County staff.

The capabilities of the software will be evaluated during the demonstrations. The resulting evaluations, along with the priority of each function, will be scored and reviewed by the selection committee.

Negotiations will take place with the top scoring finalists, and, if the negotiations result in a satisfactory arrangement, a recommendation will be made to the Board of Commissioners for review and approval, and intent to award contract. If negotiations

are not satisfactory, the County will again review the proposals and identify a new finalist, or the County may discontinue the project or issue a new RFP. The software selected shall provide the most cost-effective approach that meets the County's needs.