

Richmond County Department of Social Services
Electronic Document Management System



Request for Proposals

10/17/2008

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1.0 GENERAL PURPOSE AND OVERVIEW

1.1 Purpose of this Request for Proposals

The Richmond County Department of Social Services, in partnership with the Richmond County Information Technology Services Department, is soliciting Proposals for an Electronic Document Management System and a Client Scheduling System as it is defined in this document, which will initially be implemented in the Income Maintenance Division of the Social Services with the intent to include all divisions over the next five years.

1.2 History and Background

The Department of Social Services provides crisis assistance and social work services to residents of Richmond County. The caseloads in major program areas have increased 50-100% in the last seven years. During this time, relatively few new staff have been added to meet this demand increase. This combination has caused a workload crisis.

Most of the agency programs are mandated by the state or federal government and have very specific rules and regulations attached. Meeting these standards require a lot of paperwork. Social Services agencies generate thousands of paper documents a week that accumulate in massive file rooms requiring extensive amounts of space. At the Richmond County Department of Social Services' location file rooms are full. Most staff members have multiple filing cabinets inside their offices. Additionally, older case files are stored in a facility off site. Storing and accessing these files is extremely difficult and new case files are created daily.

Staff within Social Services, Information Technology and the County Manager's Office have reached the conclusion that an automation solution is paramount to allow the agency to continue a high level of service under these parameters.

The Social Services Electronic Document Management System project has identified and developed the business requirements and business justification for an integrated agency-wide document management application that meets the needs of the key stakeholders.

1.2.1 Technology Background

The Department of Social Services currently utilizes the State of North Carolina's mainframe system.

The county has implemented the Munis financial and business systems software package, which is also used by the administrative division.

1.3 Goals and Objectives

This project has defined and prioritized the requirements for an integrated, agency-wide electronic document management application that meets the needs of the Department of Social Services and integrates with and/or replaces existing applications.

The system will consist of hardware and software applications designed to interface with existing and developing technologies. Hardware includes scanning stations (multi-functional copier/scanners as well as desktop scanners), desktop pc's, and secure servers. Software applications include a dynamic file management system including search and retrieve functions.

This system will allow the agency to process, file, and store the majority of client materials into a secure database. The user interface will permit workers to efficiently locate client files and share them effectively. The system will be available to all staff. Line staff will be able to directly enter information into the system while supervisors and management will be able to check accuracy, view follow-up of work and run various reports detailing client activity and demographics.

This project will support the requirements of the Department of Social Services to collect, compile, retain and recall client data and programmatic files in a supportable, sustainable electronic format. The information contained within this document is designed to identify and select an application that will improve the current paper-driven process, replace legacy systems, and streamline business practices.

1.4 Issuing Office

This Request for Proposals is released by and the subsequent contract will be let by the Richmond County Department of Social Services, as authorized by the Richmond County Board of Commissioners. The Department of Social Services will administer the contract.

1.5 Anticipated Procurement Timetable

| | |
|------------|---|
| 10/17/2008 | Richmond County Published Request for Proposals |
| 10/31/2008 | Deadline for submittal of questions |
| 11/21/2008 | Deadline for vendors to submit Proposals to Richmond County |

Richmond County reserves the right to revise this schedule in the best interest of the county and/or to comply with the State of North Carolina procurement procedures and regulations after providing reasonable notice.

1.6 The Contact Person

Inquiries regarding the Request for Proposal or the scope of the Proposal should be directed in writing to:

Tammy Schrenker, Director
Richmond County Department of Social Services
125 Caroline St.
Rockingham, NC 28379
Email : tammy.schrenker@ncmail.net

1.7 Registration

Proposal packets may be picked up at the Richmond County Department of Social Services from 8:00 — 5:00 p.m. Monday — Friday, on the web at <http://www.richmondnc.com/dssrfpdocmgmt.aspx> or may be received by contacting Tammy Schrenker via e-mail at tammy.schrenker@ncmail.net. A registration list will be maintained of all vendors requesting the RFP. Any questions concerning the legal bid process, technical aspects or scope of Proposal must be submitted in writing to the attention of the Contact Person.

If it becomes necessary to revise any part of this RFP, written revisions and/or addenda will be sent to all registered vendors.

1.8 Communications Prohibited

From the issuance date of this RFP, until an actual contract is awarded to a vendor, there may not be any communications concerning the RFP between any vendor which expects to submit a Proposal and any employee of the Richmond County Department of Social Services, or the Richmond County Information Technology Department who is in any way involved in the development of the RFP or the selection of the contractor.

The exceptions to this prohibition are as follows:

1. Communications provided through the submission of written questions, which will be shared with all registered Vendors submitting a Proposal.

1.9 Availability of Funds

This RFP is conditional upon the availability of federal, state, or local funds that are appropriated or allocated for payment of the proposed purchase. If, during any stage of this RFP process, funds are not allocated and available for the proposed purchase, the RFP process will be canceled. Richmond County will notify all known vendors at the earliest possible time if this occurs. Richmond County is under no obligation to compensate vendor for any expenses incurred as a result of the RFP process.

2.0 SUBMISSION OF PROPOSAL

2.1 Preparation of Proposal

Proposals must be made in strict accordance with the Request for Proposal format outlined herein. Dollar amounts shall be stated in whole dollars.

Proposals shall be addressed as indicated in Section 2.5 of this Proposal. All proposals must be signed by an authorized official. Proposals that contain omissions, erasures, alterations, or additions not called for, conditional or alternate bids unless called for, or that contain irregularities of any kind, may be rejected.

Modification of proposals will be acceptable only if delivered in writing to the Contact Person prior to the submission deadline. Should the vendor find discrepancies in or omissions from the Request for Proposal or should be in doubt as to their meaning, they shall at once notify Richmond County Department of Social Services who will send a written instruction/clarification to all vendors. The vendor will be responsible for any oral instructions. If the Proposal and specifications are found to disagree after the contract is awarded, Richmond County shall judge as to which was intended.

Proposals must provide a straightforward, concise delineation of good and services, qualifications, capabilities, and experience to satisfy the requirements of this RFP. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness, and clarity of content. The Proposal must include all costs to complete the project. All Proposals submitted shall become the property of Richmond County to use, or at its option, return. All Proposals and associated documents will be considered to be public information and will be open for inspection to interested parties unless identified as proprietary. Richmond County will make the determination as to whether the Vendor has adequately demonstrated the information is proprietary.

2.2 Proposal Cost

Costs incurred in the preparation of this Proposal are to be borne by the Vendor, and Richmond County will not contribute in any way to the costs of the preparation. Any costs associated with Proposal review interviews will be the responsibility of the Vendor.

2.3 False or Misleading Statements

Proposals which contain false or misleading statements, or which provide references which do not support an attribute or condition contended by the vendor, may be rejected. If, in the opinion of Richmond County, such information was intended to mislead Richmond County in its evaluation of the Proposal and the attribute, condition, or capability is a requirement of the RFP, the Proposal will be rejected.

2.4 Vendor Representative's Signature

The Proposal cover sheet shall be signed by an individual who is authorized to bind the vending organization contractually. The signature must include the title or position the individual holds in the organization. Any and all unsigned Proposals will be rejected.

2.5 Due Date and Delivery of Proposals

Proposals are due on 11/21/2008 at the Richmond County Department of Social Services at 125 Caroline St., Rockingham, NC 28379, per the following instructions.

One original copy and three (3) duplicates of the entire Proposal, as well as a copy in .PDF on a CD, must be received by Richmond County **no later than 11/21/2008**. **All Proposals shall be printed duplex on paper**. Envelopes containing the Proposal should be sealed and clearly marked "Richmond County Department of Social Services Electronic Document Management Project"

Attn: Tammy Schrenker, and mailed or delivered to the Richmond County Department of Social Services, 125 Caroline St., Rockingham, NC 28379. A receipt will be issued for all Proposals received. Proposals received after the deadline will not be considered.

It is absolutely essential that vendors carefully review all elements in their final Proposals. Once opened, Proposals cannot be altered; however Richmond County reserves the right to request information for the purpose of clarifying a Proposal.

2.6 Pre-proposal Meeting

A pre-proposal meeting is not planned at this time. Richmond County reserves the right to hold such a meeting should it be determined to be necessary and will make the date, time, and location of such a meeting available. If a pre-proposal meeting is held, it will not be a mandatory meeting; however, Richmond County will not be responsible for providing respondents who are not present with any information provided at this meeting, unless it results in a material change in the requested information contained within this RFP.

2.7 Bulletins and Addenda

Any bulletins or addenda to the Proposal specifications issued during the period between issuance of the RFP and receipt of proposals are to be considered covered in the Proposal and in awarding a contract they will become a part thereof. Receipt of bulletins or addenda shall be acknowledged by the Vendor in the Proposal.

2.8 Acceptance and Rejection of Proposals

Subject to Section 3.0 of this RFP, Richmond County reserves the right to:

1. Award a Proposal received on the basis of individual items, or on the entire list of items
2. Reject any or all Proposals, or any part thereof
3. Waive any informality in the Proposals
4. Demand correction of any deficiency and accept the deficiently prepared Proposal upon compliance with these instructions

Proposals submitted are offers only and the decision to accept or reject is a function of quality, reliability, capability, reputation, and expertise of the bidders.

The contract for this entire project will be awarded to the respondent deemed the best overall proposal as determined by the evaluation criteria and process outlined in Section 3.0 of this RFP as a lump-sum award. The County reserves the following rights (in addition to those accorded to Richmond County by policy and statutory laws):

1. The right to negotiate with one or more vendors to arrive at a final selection.
2. The right to negotiate all Proposal elements to ensure the best possible consideration be afforded to all parties concerned (this includes the right to approve or disapprove subcontractors proposed after the award).

3. The right to reject any and all Proposals, to consider alternatives, to waive any minor irregularities and technicalities, and to re-solicit Proposals.
4. The right to award the contract to a vendor who submits the best overall Proposal (N.C.G.S. 143-129.8).

If the vendor is selected as a finalist, Richmond County will require the vendor to qualify himself or herself to Richmond County by furnishing a financial statement showing assets and liabilities of the company or other financial information satisfactory to Richmond County. This financial information must be current within 30 days of bid opening date and delivered to Richmond County within one week of being notified as a finalist. Additionally, each vendor must submit a copy of its most recently audited financial statements with its Proposal. Should Richmond County determine that a finalist is not qualified by virtue of the above information furnished, said finalist will be so notified.

3.0 EVALUATION PROCESS AND AWARD CRITERIA

3.1 Evaluation Process

Proposals that meet the minimum requirements will be evaluated by a review committee using the award criteria included on the following pages. The review committee will consist of Department of Social Services staff, Information Technology System staff and may include the County Manager's staff, and all Proposals will be read and scored by the same reviewers. The review committee may request additional information from any or all vendors or may request an interview with any or all of the vendors submitting Proposals. Additional information, and/or interviews with vendors will be only for evaluation or clarification of the Proposal. The review committee will not negotiate with a vendor, modify a Proposal, or accept either a modification or additional documentation. The review committee will make a recommendation to the Board of County Commissioners as to the best Proposal.

3.2 The Evaluation Timeline is as follows:

- Proposals received — 11/21/2008
- Evaluation of Proposals by review committee — completed on or before 12/5/2008
- Recommendation to Richmond County Board of Commissioners — completed on or before 12/8/2008
- Execution of Contract — completed on or before 12/31/2008
- Notice to Proceed — by 1/2/2009

3.3 The Minimum Requirements

Proposals that do not meet these requirements will not be considered.

1. Proposal submitted by deadline
2. Signed cover sheet
3. A finding for recovery has not been issued against the vendor by the State Auditor

4. Proposal conforming to requirements of Section 7.0.

3.4 The Award Criteria

Criteria used to evaluate the Proposals will result in the selection of a vendor or vendors that best meets the needs of the Richmond County Department of Social Services and is the best overall proposal.

3.4.1 Software

There are five award criteria for the Software portion of this Proposal and the five criteria will be valued equally. The award criteria are as follows:

1. Performance. The Proposal sufficiently satisfies the Scope of Work and the Requirements and Specifications of this RFP. The Proposal includes the features of an Electronic Document Management and Client Scheduling System, which when implemented, is expected to improve the ability of the Richmond County Department of Social Services to conserve human and capital resources and to better serve its clients.
2. Vendor Accomplishments. The Proposal demonstrates the ability of the vendor to provide, implement and support Electronic Document Management Systems in North Carolina departments of social services that employ the specific procedural requirements and work activities associated with income maintenance, crisis assistance and intervention, employment services and child welfare and other social work services. The Proposal must be able to show a strong correlation in requirements if there is not currently a North Carolina agency on the client list.
3. Integration & Compatibility. The Proposal demonstrates the ability of the system to currently integrate with the State of North Carolina systems and applications while adhering to confidentiality requirements and system limitations of both the Richmond County Department of Social Services and the state. If there is no current ability to integrate effectively with the state the Proposal should demonstrate an adaptive ability of the application to integrate with emerging state technologies.
4. Cost. The proposed cost to the Richmond County Department of Social Services for all services, and materials proposed by the vendor for software, licensing, design, implementation, training, support and maintenance, which fulfill the requirements of the RFP and best meet the needs of the agency, is fair, appropriate and justified.
5. Timeline. The proposed project timeline meets the funding and implementation needs of the Richmond County Department of Social Services. The Proposal identifies the level of activity and the operational impact of the project upon the ongoing operations of the agency for each phase of the project.

3.5 Proposal Selection

All Proposals will be evaluated in accordance with Section 3.0. The Proposal is evaluated on the criteria in the RFP.

Proposal selection does not guarantee that a contract for services will be awarded. The award process includes:

1. Based upon the results of the evaluation, Richmond County will identify a Vendor whose Proposal it determines to be the lowest and best Proposal.
2. Richmond County works with the Vendor who was selected as lowest and best to finalize the details of the contract.
3. If Richmond County and the Vendor are able to successfully finalize the contract details, the agency will request approval of the Board of County Commissioners to authorize the execution of the contract with the Vendor.
4. If Richmond County and the Vendor are unable to successfully come to terms regarding the contract, the agency reserves the right to terminate contract discussions with the Vendor. In this event, the Richmond County Department of Social Services reserves the right to select another Vendor from the Proposal process, cancel the RFP, or reissue the RFP if deemed necessary.

4.0 TERMS AND CONDITIONS

The contents of the RFP and the commitments set forth in the selected Proposal(s) shall be considered contractual obligations, if a contract ensues. Failure to accept these obligations may result in the cancellation of the award.

4.1 Type of Contract

The desired contract structure is one under which the Vendor designs, develops, implements and is solely responsible for the execution of the project and contract requirements. The contract is subject to review and approval as to form by the Richmond County attorney who is the legal representative of the Richmond County Department of Social Services.

The contract shall incorporate the terms, conditions and requirements of the RFP, the Vendor's Proposal, and all other terms that may be reached.

4.2 Contract period, funding & invoicing

The Richmond County Department of Social Services desires to commence this project during January of 2009 so that approximately forty to sixty percent of the project can be delivered and billed to Social Services prior to 5/15/2009. A contract specifying the deliverables, terms and conditions for the entire project will be written and entered into on or before 12/31/2008. Vendors

will be paid for services authorized by the Richmond County Department of Social Services through the resulting contract.

The software being proposed is an integrated solution to the information systems requirements defined by Richmond County. As such, all proposed applications are considered one and must perform as one integrated business system. Progress payments will be based on the following terms, which shall be integrated into the contract signed by the County and the successful vendor:

1. At the time of the delivery and installation of the software, payment will be 30% of the total contract.
2. Upon acceptance by Richmond County, payment will be 35% of the total contract. The acceptance criteria will be determined by Richmond County and the vendor during contract negotiations and shall become part of the final contract.
3. Final payment of 35% shall be made to the vendor within thirty (30) days after all work has been finally completed, and each and every provision of the specifications completed to Richmond County's satisfaction.

All payments may be subject to deduction or setoff by reason of any failure of Vendor to perform under this Proposal as determined by Richmond County. All of these stipulations assume that no significant delays will be encountered during the software installation, implementation and testing phases. If the applications, training and support documentation are not delivered and total system acceptance is not granted within 90 days after the completion of the implementation schedule, the vendor will forfeit the retainer and all moneys due for unacceptable applications as liquidated damages, not as a penalty.

Time is an essential element of the RFP documents and contract. If the successful vendor fails to meet the schedule as set forth in the RFP, or fails to supply in accordance with the specifications, terms and conditions of the RFP documents, the Richmond County Department of Social Services shall have the right to purchase the software and/or equipment from other sources and terminate the contract.

4.3 Additional contract information

1. Cost limitations Administrative costs shall not exceed 10% of the overall budget Proposal (if applicable)
2. Monitoring Contracts will be subject to announced and unannounced monitoring by the Richmond County Department of Social Services
3. Subcontracting All subcontracts proposed under this project are subject to the procurement process and must have prior approval.
4. System Evaluation Vendor will be expected to evaluate the effectiveness of their programs monthly throughout the contract period. The evaluation shall include measurable indicators, which are clearly linked to the goals and objectives of this project.

4.4 Insurance

If this Proposal is accepted, Vendor proposes and agrees, that Vendor shall provide certificates and policies of insurance evidencing the minimum insurance coverage and limits set forth below within 10 days following Richmond County's acceptance of this Proposal. Such policies shall be in a form, and from companies, acceptable to Richmond County. The insurance coverages and limits set forth below shall be deemed to be minimum coverages and limits and shall not be construed in any way as a limitation on Vendor's duty to carry adequate insurance or on Vendor's liability for losses or damages under this Proposal. Insurance coverages provided under any contract resulting from this Proposal shall include the provision for a 30-day advance notification to Richmond County in event of cancellation of coverage or modification of any stipulated insurance coverage. Language that limits the responsibility of the insurance company to provide such notice shall not be acceptable.

The minimum insurance coverages and limits that shall be maintained at all times while providing, performing, or completing the Work are as follows:

4.4.1 Workers' Compensation and Employer's Liability

Limits shall not be less than:

1. Workers' Compensation
 - a. Statutory
2. Employer's Liability
 - a. \$500,000 each accident-injury
 - b. \$500,000 each employee-disease \$500,000 disease-policy
 - c. Such insurance shall evidence that coverage applies to the State of North Carolina
3. Comprehensive General Liability
 - a. Limits shall not be less than \$1,000,000 for Bodily Injury and Property Damage Combined Single Limit. Coverage is to be written on an "occurrence" basis.
 - b. Coverage to include:
 - i. Business Interruption
 - ii. Premises Operations
 - iii. Products/Completed Operations
 - iv. Independent Contractors and Subcontractors
 - v. Personal Injury {with Employment Exclusion deleted}
 - vi. Broad Form Property Damage Endorsement
 - vii. Contractual Liability

Contractual Liability coverage shall specifically include the indemnification set forth in Section 4.7.

4.5 Patent or Copyright Liabilities

Vendor will protect, defend and hold free and harmless the Richmond County Department of Social Services, Richmond County, its officers, employees, agents and Board of County

Commissioners against all claims that any of the designs supplied hereunder infringes a U.S. patent or copyright. Vendor will pay all resulting costs, damages, and attorney's fees to defend Richmond County against such claims. Richmond County will promptly notify Vendor in writing of all claims, and Vendor will have control of the defense and all related settlement negotiations. If such claim has occurred, or is likely to occur, Richmond County Department of Social Services agrees to permit Vendor, at Vendor's option and expense, either to procure for the agency the right to continue using the designs or programming or to replace or modify the same so that they become non-infringing but still meet the requirements of the RFP.

4.6 Confidentiality and Security

Representatives and/or agents of the vendor will be required to sign a confidentiality agreement prior to commencing work at the Richmond County Department of Social Services. Any person engaging in any service for the agency requiring them to come into contact with confidential information will be required to hold confidential such data made available to them.

4.7 Hold Harmless; Indemnifications

1. If this Proposal is accepted, Vendor proposes, and agrees, that Vendor shall indemnify, save harmless, and defend Richmond County against all damages, liability, claims, losses, and expenses (including attorneys' fees) that may arise; or be alleged to have arisen, out of or in connection with Vendor's performance of, or failure to perform, the Work or any part thereof, or any failure to meet the representations and warranties set forth in this Proposal.
2. The successful vendor shall be required to indemnify and hold Richmond County, the Richmond County Board of Commissioners and Richmond County Department of Social Services, including its officers, employees, and its agents, harmless from any liability with respect to claims for damages as a result of bodily injury, sickness, disease, death or property damage arising or resulting from the bidders fulfilling his responsibilities according to the bid documents and subsequent contract.
3. The successful vendor shall indemnify and save harmless Richmond County, the Richmond County Board of Commissioners and Richmond County Department of Social Services, its officers, agents or employees from any and all claims suits, losses, damages or expenses on account of injuries to or death of any or all persons or property damages sustained and caused by an act, omission, neglect or misconduct of said vendor.
4. Each successful vendor shall be required to provide insurance in accordance with Section 4.4 of this RFP.
5. Each successful vendor shall be required to provide proof of Workers Compensation Insurance in accordance with Section 4.4 of this RFP.
6. If subcontractors are employed, the successful vendor shall procure and maintain public bodily liability and public property damage insurance for and on behalf of the vendor for claims for damages arising out of acts of subcontractors for bodily injury and property

damage in the same amounts as required for public bodily injury liability and public property damage. See Section 4.4 of this RFP.

7. Such insurance shall be acquired for and on behalf of the successful vendor and protecting the vendor from claims for damages for bodily injuries, including sickness or disease, death, and for care and loss of services as well as from claims for property damage including, but not limited to, loss of use which may arise from operations under the Contract, whether such operations be by the vendor or by anyone directly or indirectly employed by him. Property damage coverage as required shall be on the broad form property damage basis.
8. The vendor shall be held responsible for all accidents and shall indemnify and protect the Richmond County Department of Social Services and its representatives from all suits, claims and actions brought against it, and all costs for liability to which the Richmond County Department of Social Services may be put for any injury or alleged injury to the person or persons, or property of another resulting from negligence or carelessness in the performance of the work, or in carrying out the same or from any improper or inferior workmanship or inferior materials used.

4.8 Penalties

If this Proposal is accepted, Vendor proposes, and agrees, that Vendor shall be solely liable for any fines or civil penalties that are imposed by any governmental or quasi-governmental agency or body that may arise, or be alleged to have arisen, out of or in connection with Vendor's performance of, or failure to perform, the Work or any part thereof.

4.9 Intention

The Vendor shall, unless otherwise specified, supply all installation, conversion, training, transportation, and incidentals necessary for the entire proper implementation of the selected systems. In addition, the Vendor shall be responsible for the implementation in a most professional manner, a complete job and everything incidental thereto, as shown in the Proposal, stated in the specifications, or reasonably implied there from, all in accordance with the contract documents.

4.10 Non-Performance

The Richmond County Department of Social Services shall in writing to the successful vendor at any time during the continuance of the ensuing contract for the work specified in this RFP and prior to the date of the acceptance of the work provided, have the right and power to declare the whole or any part of the ensuing contract forfeited for the violation of any of the conditions, terms, requirements or limitations contained in the contract, or if the performance of the contract is unnecessarily or unreasonably delayed, or if the successful vendor is not progressing with the work as fast as is necessary to insure the completion within the time specified as is required by the ensuing contract, or if the successful vendor is showing bad faith in carrying out the contract, or if the work is not completed within the time to which such completion may be extended as provided, or further, if the successful vendor shall fail or refuse to remedy or repair defective work or materials when so ordered. If the Richmond County Department of Social Services shall declare

the contract forfeited, in whole or in part, such declaration of forfeiture shall in no way relieve or affect the liability of the successful vendor and his sureties for breach of any of the covenants and conditions of the contract.

4.11 Acknowledgments

In submitting this Proposal, Vendor acknowledges and agrees that:

1. Reliance Richmond County is relying on all warranties, representations, and statements made by Vendor in this Proposal.
2. Reservations of Rights Richmond County reserves the right to reject any and all Proposals, reserves the right to reject the low price Proposal, and reserves such other rights as are set forth in this RFP.
3. Acceptance If this Proposal is accepted, Vendor shall be bound by each and every term, condition, or provision contained in this Proposal and in a contract to be negotiated.
4. Remedies Each of the rights and remedies reserved to Richmond County in this Proposal shall be cumulative and additional to any other or further remedies provided in law or equity or in this Proposal.
5. Severability The provisions of this Proposal shall be interpreted when possible to sustain their legality and enforceability as a whole. In the event any provision of this Proposal shall be held invalid, illegal, or unenforceable by a court of competent jurisdiction, in whole or in part, neither the validity of the remaining part of such provision, nor the validity of any other provisions of this Proposal shall be in any way affected thereby.
6. Amendments No modification, addition, deletion, revision, alteration, or other change in this Proposal shall be effective unless and until such change is reduced to writing and executed and delivered by Richmond County and Vendor.
7. Assignment Neither this Proposal, nor any interest herein, shall be assigned or subcontracted, in whole or in part, by the Vendor except upon the prior written consent of Richmond County.
8. Governing Law This Proposal, and the rights of the parties under this Proposal shall be interpreted according to the internal laws, but not the conflict of law rules, of the State of North Carolina.

4.12 Vendor's Representations and Warranties

In order for Richmond County to accept this Proposal, Vendor hereby represents and warrants as follows:

1. Compliance with Laws The Work, and all of its components, shall be provided, performed, and completed in compliance with, and Vendor agrees to be bound by, all applicable

federal, state, and local laws, orders, rules, and regulations, as they may be modified or amended from time to time.

2. Qualified Vendor has the requisite experience, ability, capital, facilities, organization, and staff to enable Vendor to perform the Work successfully and promptly and to commence and complete the Work within the proposed bid price and time frame proposed by the Vendor.

5.0 SCOPE OF WORK, REQUIREMENTS & SPECIFICATIONS

5.1 Scope of Work

The following outlines the general scope of work to be undertaken to complete this project:

- Gather detailed functional and system requirements from interviewees;
- Recommend project approach for identifying, selecting and testing software applications, and obtaining an implementation strategy;
- Estimate future project costs, including (but not limited to) software acquisition, software configuration and enhancement, project management costs, training costs;
- Estimate future project benefits; and
- Evaluate outcomes and measurements in relation to previous measurements;

The scope of work for Phase I of this project will be limited to Income Maintenance, which includes the following program areas in Richmond County:

- Food and Nutrition Services
- Family and Children's Medicaid
- Adult Medicaid

The scope of work for Phase II of this project will be limited to Child Welfare, which includes the following programs areas in Richmond County:

- Work First Family Services (Cash Assistance)
- Child Protective Services (CPS)
- NC LINKS
- Adoption and Foster Care Services
- Energy Assistance

The scope of work for Phase III of this project will incorporate the remaining program areas in Richmond County Department of Social Services, which may include the following:

- Work First Family Services (Employment Services)
- Child Care Subsidy Services
- Adult Services

5.2 System Functionality

The vendor must conduct site prep and assist the Richmond County Department of Social Services and Richmond County Information Technology Services in coordinating hardware acquisition from third parties and applications justification and analysis to determine best practices for implementation.

The vendor must consult with the Richmond County Department of Social Services staff in best practices for a transition from a paper-based environment to an electronic one. Demonstrate thorough understanding of Social Services business processes and consult the department in best practices for workflow automation.

The chart below lists the functional requirements for this project. For any answer that is marked with a “Yes” or “Configurable”, the vendor must be able to demonstrate the functionality listed by submitting an explanation with examples describing completely how each requirement is currently functioning or how it can be configured. For each functionality, the capability should be further demonstrated by listing three (3) references where described functionality is installed in a production environment. For configurable requirements, please include specific associated costs. Any functionality that does not exist, cannot be demonstrated, and is not being used in a production environment should be noted in the response to each item. The Vendor must also be able to demonstrate that the application can handle the user requirements listed in Section 5.4. Hardware recommendations should reflect this usage level. (This information should all be submitted as an attachment to the RFP Packet as the Requirements Narrative)

| Functional Requirements Y = Yes N = No C = Configurable | | Y | N | C |
|---|---|----------|----------|----------|
| Electronic Document Management | | | | |
| 1 | Ability to capture verifications (pay stubs, rent receipts, etc.) and other documents that are handed in by DSS clients which vary greatly in size, quality, single-sided and duplex, etc. by using scanners. | | | |
| 2 | Ability to capture information from clients once without multiple copies. Ability to provide document receipts on demand. All documents should be captured at the point where they hit the agency, including the mailroom, Front Desk, and documents carried in by consumers. There should be no photocopying of documents. | | | |
| 3 | Ultimately eliminate paper and hard copy case files entirely from the agency. All interviews with consumers should be conducted without generating any paper, other than that which is handed to the consumer to take with them. | | | |
| 4 | Ability to automatically index or file client documents into an electronic case file based on an assigned Personal Identification Number (PIN) for easy retrieval by user(s) | | | |
| 5 | Allow documents to be assigned to one or more cases so that multiple users can get the same verification for each of their cases if needed. For documents that apply to multiple cases, workers in all cases should be notified when a document for that case is scanned. | | | |

| | | | | |
|----|--|--|--|--|
| 6 | Allow for hierarchical structures and security levels for users implemented on a Role based security initiative. | | | |
| 7 | Contain security measures to allow for the correction of accidental/incorrect document indexing including an electronic trail of data. | | | |
| 8 | Provide document authentication and validation assurances including electronic signatures. | | | |
| 9 | Capability to integrate and interface with current and emerging state technologies. | | | |
| 10 | Demonstrated ability to run ad-hoc reports for management (such as management reports, case management reports, number of clients receiving food stamps, etc) | | | |
| 11 | Ability to provide a dashboard view of client information. This dashboard would include current programs, demographics, caseworkers and other information pertaining to the client. | | | |
| 12 | Ability to calculate funds issued to clients and tracks the source of the funds whether they are from internal or external sources. | | | |
| 13 | Ability to attach notes, dictations, audio, or video files to clients electronic cases | | | |
| 14 | Ability to date stamp documents as they are added to a client file or case file | | | |
| 15 | Ability for Proxy address to be stored which can be used in a mail merge feature | | | |
| 16 | Ability to create mailing lists from databases based on search parameters | | | |
| 17 | Ability to automatically save documents as they are being entered or stored | | | |
| | Electronic Forms | | | |
| 18 | Ability to complete mandated NCDHHS and county reproduced forms electronically and file electronically in a case record | | | |
| 19 | Ability to pull data from the NCDHHS Mainframe applications and import demographic data into the electronic forms. NCDHHS data should be used to populate the form and also index it to allow for easy retrieval. | | | |
| 20 | Ability to electronically complete and store a Common Application Form if one is approved. | | | |
| 21 | Ability to retrieve, fill-in and print completed forms easily; and to populate repetitive data on multiple forms | | | |
| 22 | Includes a form designer for DSS staff to use to create and modify NCDHHS and county-specific forms | | | |
| 23 | Allow for signing, or initialing any form using electronic signature pad which becomes a permanent, unalterable part of the form when completed | | | |
| 24 | Ability to utilize form groups for programs which include the application and all necessary forms needed for that program. The data on the application form should also be automatically transferred to the matching fields on supporting documents. | | | |

| | | | | |
|--------------------------------------|---|--|--|--|
| 25 | Ability to print duplicate Medicaid cards from a pre-designed template | | | |
| Client Scheduling Requirement | | | | |
| 26 | Automate the scheduling of appointments allowing workers to input their work schedules. | | | |
| 27 | Allow for creation of multiple appointment types to reflect the Agency business model. | | | |
| 28 | Provide unlimited number of configurable “waiting queues” for clients who walk-in without a scheduled appointment. | | | |
| 29 | Provide unlimited configurable rotation lists for balancing assignment of appointments. | | | |
| 30 | Provide statistical reports regarding client’s appointments to include average client wait times, no-show statistics, total number of appointments by type of worker and number of escalated appointments. | | | |
| 31 | Provide communication between reception and caseworker areas, allowing the front desk to notify workers when a client arrives for appointment. | | | |
| 32 | Provide for escalated appointment notifications when a client waits in the lobby for a configurable period of time. | | | |
| 33 | Permit supervisors to search for time blocks for scheduling staff meetings. | | | |
| 34 | Allow for hierarchical structure for users, user departments, groups and agency records which include various permissions on what users can and cannot do. | | | |
| 35 | Allow for maintenance and tracking of multiple rotation lists to show which worker should receive the next appointment of a given type, based on past assignment history. | | | |
| 36 | Provide for simple reassignment of appointments from one worker to another in the event a worker calls in sick. Ensure that reassignment is only made to a worker capable of handling the specific appointment type. | | | |
| Process Management | | | | |
| 37 | Allows for documents to be transferred electronically to caseworkers for a particular case. Also allows for any information change to be transferred to all caseworkers for a particular client | | | |
| 38 | Ability for designated workers to manage the electronic documents via the use of a queue that lists complete and incomplete work from their desktop by moving documents between work folders based on the progression of work. | | | |
| 39 | Ability to digitally model ideal business processes inside Social Services including application processing, follow-up reminders, mail processing, routing documents along an electronic workflow in which supervisors and workers are simultaneously notified. | | | |
| 40 | Ability to create and access a log of the following items: Client Interactions, Worker Notifications, and Reminder Notifications | | | |
| 41 | Ability to have automatic case number generation for new cases that are created | | | |

| | | | | |
|----|--|--|--|--|
| 42 | Ability to send a reminder of files or applications that are incomplete after a designated timeframe from date of entry | | | |
| 43 | Ability to perform an initial data scrape/download from the data warehouse to populate the database with the most current information. | | | |

| Technical Requirements | | Y | N | C |
|---|---|----------|----------|----------|
| Y = Yes N = No C = Configurable | | | | |
| Server Infrastructure | | | | |
| 1 | Ability of software to be run in a shared server environment. | | | |
| 2 | Ability to be on a SQL based server. | | | |
| 3 | Ability to be operated in Windows 2003 Server or newer operating system. | | | |
| 4 | Ability for applications to function in a VMWare virtual machine running on ESX Server 3.5 or higher. | | | |
| Training and Documentation | | | | |
| 5 | The vendor must provide end user training for all designated Agency employees. Training must be provided for all application software. The vendor must prepare and provide a training plan with scheduled dates, time frames, and locations. All end user training must be conducted at the Agency's designated location. The training plan must be submitted for approval and included in the overall implementation plan. | | | |
| 6 | Administrator training must also be provided on the creation of forms. | | | |
| 7 | Administrator training must be provided on the administration functions of system, at a level appropriate for the DSS technical point of contact (TPOC). | | | |
| 8 | End user documentation for all vendor-supplied software and third party software must be provided. | | | |
| 9 | Administrator training and knowledge transfer for the County IT staff at a technical level necessary to ensure successful performance of the vendors applications on the County's server and network infrastructure. | | | |

5.3 Hardware Specifications

In addition to the specifications found in the chart above, the vendor should include a list of hardware items needed to run and maintain the application. Show how each item is necessary for

system functionality. Hardware will be purchased by Richmond County through NC State Contracts, GSA contracts or other means.

5.4 User Roles

The Richmond County Department of Social Services has identified the user roles involved in Phase I of this project. Proposals should address the needs and required functions of each of these roles. Budget Narratives should take into account the numbers of staff in each of these roles for software licensing purposes.

1. Receptionist/Support Staff (6 staff)

This role is responsible for checking in all clients. The list of possible functions includes:

- Scanning Documents
- Saving Documents
- Viewing Document and Files
- Adding Documents to Files
- Moving Documents between Files
- Creating Client Files
- Updating Client Files
- Managing Main Client Queue

2. Income Maintenance Caseworker (32 staff)

This role is responsible for taking, reviewing and processing applications for programs and services. The list of possible functions includes:

- Scanning Documents
- Saving Documents
- Viewing Documents and Files
- Adding Documents to Files
- Moving Documents between Files
- Creating Client Files
- Activating/Deactivating Client Files
- Updating Client Files
- Managing Personal Client Queue
- Adding Clients to Main Client Queue

3. Supervisor/Management (15 staff)

This role supervises and manages direct staff and performs quality control functions. The list of possible functions includes:

- Viewing Documents and Files
- Moving Documents between Files

- Activating/Deactivating Client Files
- Updating Client Files
- Viewing Overall Client Queue
- Managing File Load
- Generating Reports
- Adding/Deleting Documents

5.5 Current Systems

Proposals should address the desire of the Richmond County Department of Social Services to integrate or replace current systems.

The following chart lists and describes the current systems that are being utilized by the Richmond County Department of Social Services. Vendors should note whether the functional aspects of these systems are already incorporated or can be configured. For state systems, note whether and where integration is possible.

| System | Function |
|------------------|--|
| NC Datawarehouse | A state repository for client, service and program information. |
| NC State Systems | Legacy mainframe systems that state divisions use to process and store all client information for counties. |
| NC FAST | The State of North Carolina's automation project to upgrade current mainframe systems and enhance the technology applications of counties. |

6.0 OTHER REQUIREMENTS

6.1 Interview

Vendors submitting Proposals may be requested to participate in an in-depth interview as part of the evaluation process. Richmond County reserves the right to select from responding Vendors for interviews and may not interview all Vendors submitting Proposals. The Vendor shall bear the cost of travel to any scheduled interview. Richmond County also reserves the right to conduct site visits to current installations without the vendor present

6.2 Start Work Date

Vendor must assure the Richmond County Department of Social Services that services are already available or can be developed and be ready for implementation by 1/2/2009. Any work begun by the vendor prior to contract approval will not be reimbursable by the Richmond County Department of Social Services.

6.3 Ethical and Conflict of Interest Requirements

1. No contractor, or individual, company or organization seeking a contract shall promise or give to any Richmond County employee any consideration of value that is of such character as to manifest a substantial and improper influence upon the employee with respect to his or her duties.
2. No contractor or individual, company or organization seeking a contract shall solicit any Richmond County employee to violate any of the conduct requirements for employees.
3. Any contractor acting on behalf of Richmond County shall refrain from activities, which could result in violations of ethics and/or conflicts of interest. Any contractor or potential contractor who violates the requirements and prohibitions defined here or found in North Carolina General Statute is subject to termination of the contract or refusal by the Richmond County Department of Social Services to enter into a contract.
4. Richmond County employees and contractors who violate local, state or federal laws may be prosecuted for criminal violations.

6.4 Contractual Requirements

1. All aspects of any contract apply equally to work performed by any and all subcontractors.
2. The contractor, and any subcontractor(s), will not use or disclose any information made available to them for any purpose other than to fulfill the contractual duties specified in the RFP. The contractor, and any subcontractor(s), agrees to be bound by the same standards of confidentiality that apply to the employees of the Richmond County Department of Social Services. Any violation of confidentiality will result in an immediate termination of the contract, and may result in legal action.
3. By signing a contract with the Richmond County Department of Social Services, a vendor agrees that all necessary insurance is in effect.
4. All contracts will require that the contractor maintain the confidentiality of information and records which state and federal laws, rules, and regulations require to be kept confidential.
5. The Vendor agrees to accept full responsibility for payment of all unemployment compensation, contributions or reimbursements, insurance premiums, workers' compensation premiums, all income tax deductions, social security deductions and all other employee taxes and payroll accounting required for all employees.
6. Vendor must verify maintenance of comprehensive liability insurance and agree to hold the Richmond County Department of Social Services harmless from all liabilities or claims caused or resulting from the vendor's obligation.

7. North Carolina law prohibits any state agency or political subdivision from awarding a contract for goods, services, or construction to any person against whom a finding for recovery has been issued by the State, if that finding is unresolved.
8. Effective for the State Fiscal Year 2007, any North Carolina organization that receives Federal or State financial assistance from a State agency is called a "subrecipient". Counties, as subrecipients of the state, must develop monitoring procedures to ensure that funds are appropriately spent by any subrecipients with whom they may contract to provide services. Accordingly, all contracts with the Richmond County Department of Social Services must contain certain certifications including, but not limited to, Certification Regarding Drug-Free Workplace Requirements, a Conflict of Interest Policy, Certification Regarding No Overdue Taxes, Certification Regarding Lobbying, Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion-Lower Tier Covered Transactions, and Certain Reporting and Auditing Requirements.

6.5 Travel Reimbursement

Travel should be folded into the overhead, per diem, or the hourly rates which are built into the cost of the deliverables. Travel is not to be listed separately.

6.6 Public Records

Vendors are advised that most documents in the possession of the Richmond County Department of Social Services are considered public records and subject to disclosure under the law.

6.7 Rights to Source Code

Richmond County requires that the selected vendor keep a copy of the Source Code and related documentation in escrow. Should the selected program contractor or vendor cease to exist or their organization become financially insolvent, rights to the source code and all supporting documentation will pass to Richmond County. The successful vendor shall include as part of the Contract Documents, a letter from the escrowing agency acknowledging their receipt of the Code and providing information to the County as to how the County may access the Code in the event it should become necessary.

7.0 PROPOSAL FORMAT AND SUBMISSION

Vendor Proposals shall include the following components.

7.1 Cover Sheet

The cover sheet must include the following:

1. Printed on company letterhead.

2. Signed by an individual who is authorized to bind the vending organization contractually. The signature must include the title or position the individual holds in the organization.
3. Contact person's name, title, phone number, fax number and e-mail address.

7.2 Executive Summary

1. Organization's History Provide a brief history of Vendor's organization. State briefly the programmatic and administrative experience qualifying the Vendor to perform the proposed services. Personnel qualifications for staff to be assigned to the project need to be specified.
2. Prior Service Experience If applicable, list in detail prior experiences in providing the same, or similar, services to those being proposed. Highlight experiences in comparable counties in North Carolina where possible. Give an overview of the experience, target population, length of experience, outcomes, etc.
3. Distinguishing Characteristics Vendors are encouraged to identify their package of goods/service's distinguishing characteristics that should be reviewed. These characteristics may be beyond the scope of this project if the Vendor deems they would provide value to the long-term goals of the Richmond County Department of Social Services.
4. Cost of the Proposed Services Total cost of the project is a key factor in the evaluation of the Proposals. The expenses presented on the Budget must be detailed and explained in a **Budget Narrative**. The cost of proposed services must include software. Software costs must include licensing, installation, implementation, and system maintenance (both annual and hourly rates). Costs for professional services, including consulting and training should be detailed. Costs for this phase of the project should be based on providing software and training to 53 initial users.

7.3 Body of Proposal

1. Design and Content Include time lines, start-up dates and length of the project. The project design must indicate an understanding of the needs of the department and propose effective strategies to meet those needs. Include a list of the activities to be carried out in chronological order, showing a reasonable schedule of accomplishments and target dates.
2. Required Attachments The following attachments are a required part of the Proposal body. See sections 3 and 5 for more information.
 - a. Requirements checklist
 - b. Requirements narrative
 - c. Current systems integration/replacement
 - d. Workflow diagram
3. Demonstrated Organizational Effectiveness Describe evidence of demonstrated effectiveness and provide a discussion of your organization's experience. Describe your organization's ability to accept fiscal accountability for contracted funds and your ability to track and report stated outcomes. Include a description of the system you have in place to

safeguard these funds. Also describe your experience with a comparable project and your readiness to implement. If you are proposing to establish a subcontract to provide services, document the subcontractor's qualifications and experience. Additionally discuss why you chose that organization as your subcontractor.

4. Project Management System

- a. Who will serve on the Project Management Team
- b. How implementation of time lines and expenditure will be monitored
- c. Describe the project modification process

5. Innovative/Exceptional Design Discuss your ability to implement new program initiatives and achieve desired objectives. Describe and support any unusual features of the project, such as design or technological innovations, reductions in cost or time, efficiencies in process, etc.

6. Implementation Schedule The overall project will be done in a phase format. Subsequent phases will be dependent upon funds received by the county. The following outlines the proposed approach to the implementation of Phase I of this project which is outlined in this RFP:

- 1/5/2009 - Start date
- 4/13/2009 – Food and Nutrition Unit implemented and Trained
- 6/15/2009 – Family and Children and Adult Medicaid Units are implemented and trained
- 6/15/2009 – End of Phase I

7. Vendors should include a proposed implementation schedule and detail any variances from that listed above.

8. Budget Request Provide a budget for the project. This section should document funds needed to develop and implement the proposed project. In addition, provide a **Budget Narrative**, which describes how costs are derived. The cost of proposed services must include software. Software costs must include licensing based on Section 5.4, (include additional licensing and associated costs in increments of five and ten), installation, implementation, and system maintenance (both annual and hourly rates). Hardware costs may be included, but are not required. Costs for professional services, including consulting and training should be detailed. Discuss necessity and reasonableness associated with program costs.

The total cost for the project should be included on the proposal form as an attachment.

The vendor will not be compensated for unallowable project costs. Unallowable project costs include bad debt, bonding costs, contingencies, contributions, entertainment costs, fines and penalties, interest and other financial costs, losses on other contracts, costs related to legal and other proceedings, goodwill, costs of alcoholic beverages, asset valuations resulting from business combinations, and legislative costs.

8.0 PROTEST PROCEDURE

8.1 Protests

Any potential, or actual, vendor objecting to the award of a contract resulting from the issuance of this RFP may file a protest of the award of the contract, or any other matter relating to the process of soliciting the Proposals. Such a protest must be filed in writing and contain a detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents. All protests must be filed with the Richmond County Department of Social Services, 125 Caroline St., Rockingham, NC 28379. The protest shall be filed no later than 5:00 p.m. of the tenth (10th) business day after notification of award.

PROPOSAL FORM

The undersigned declares that they have examined the Request for Proposal (RFP) and is informed fully with regard to all terms and conditions pertaining thereto and agrees that if this proposal is accepted within ninety (90) days, the undersigned will supply and deliver, as ordered, all items as required under this RFP at the prices set forth below:

| # | DESCRIPTION | COST |
|---|---|----------|
| 1 | TOTAL COST INCLUDING IMPLEMENTATION AND TRAINING | \$ _____ |
| 2 | PLEASE PROVIDE A DETAILED SCHEDULE OF COSTS ON A SEPARATE SHEET | |

Company: _____

Address: _____

By: _____ (signed)
_____ (above name printed or typed)

Phone: _____

BID ENVELOPES TO BE SEALED AND MARKED "RICHMOND COUNTY DEPARTMENT OF SOCIAL SERVICES ELECTRONIC DOCUMENT MANAGEMENT PROJECT"

DUE 11/21/2008

One original copy and three (3) duplicates of the entire Proposal as well as a copy in .PDF on a CD must be submitted. **All Proposals shall be printed duplex on paper.**

NOTE: INCLUDE ONE COPY OF THIS FORM IN A SEPARATE ENVELOPE ATTACHED TO THE "ORIGINAL

REFERENCES

Similar Contracts/RFP's Performed: Proposer is requested to provide 3 contracts in which they have implemented their system in an enterprise manner at a County Human Services Agency.

Firm name: _____

Address: _____

Phone Number: _____

Contact Person: _____

Contract Date Range: _____

Description of Project: _____

Scope: _____

Firm name: _____

Address: _____

Phone Number: _____

Contact Person: _____

Contract Date Range: _____

Description of Project: _____

Scope: _____

Firm name: _____

Address: _____

Phone Number: _____

Contact Person: _____

Contract Date Range: _____

Description of Project: _____

Scope: _____