Grant County
Office of The
Board of County Commissioners
P O Box 37
Ephrata WA   98823
(509) 754-2011

REQUEST FOR PROPOSALS/BIDS PACKET (Page 1)
GRANT COUNTY ELECTRONIC PERMITTING, TRACKING PROGRAM/SYSTEM
July 17, 2013

Grant County, Washington, by and through the Board of County Commissioners, is seeking to contract with a company (or companies, as vendors are encouraged to team up with other vendors if doing so would result in a proposal/bid that will produce the best solution for the County's need) for an Electronic Permitting and Tracking Program/System (EPTP), with a primary emphasis on developing a land use permit tracking program for planning and to upgrade the County's current Building Permit System used by the Building Department, or replace it with a program that is deemed equivalent, including a number of specified modifications included within this RFP Packet.

Each proposal/bid (hereafter "proposal") shall specify each and every item as set forth in this RFP Packet. Any and all exceptions must be clearly stated in the proposal. Sections within this RFP Packet are categorized as follows:

(1) General RFP Information;
(2) Proposal Preparation and Submission;
(3) Vendor Information;
(4) Requirements and Project Scope;
(5) Price and Payment Proposal Instructions; and
(6) Vendor Checklist

Failure to set forth any item in the RFP Packet without taking exception may be grounds for rejection. Grant County reserves the right to reject all proposals and to waive any informality.

If your firm or agency is interested and qualified, please submit one original and three (3) copies of your proposal in a sealed envelope clearly marked with the project title "Grant County Electronic Permitting and Tracking Program" by 4:30 p.m. on Friday, August 16, 2013 to:

June Strickler, Administrative Services Coordinator
Grant County Commissioners' Office
PO Box 37 / 35 C Street NW
Ephrata, WA   98823

Richard Stevens	Carolann Swartz	Cindy Carter
District 1	District 2	District 3

Late proposals and/or proposals submitted *via* e-mail or facsimile will not be accepted.

Proposals will be opened at 4:35 p.m. on Friday, August 16, 2013 at the Grant County Commissioners' Office, located on the 2nd floor of the Grant County Courthouse at 35 C Street NW in Ephrata, Washington.

Grant County is an equal opportunity employer and this invitation extends to all qualifying individuals/companies, including those that are minority and woman-owned.

Should you have any questions about the proposal process, please contact me. I may be reached directly at ext. 637. Thank you in advance for your courtesies.

Sincerely,

BOARD OF COUNTY COMMISSIONERS

June Strickler

June Strickler
Administrative Services Coordinator

cc: Board of County Commissioners
         Dave Nelson, Building Director
         Damien Hooper, Planning Director

1. GENERAL RFP INFORMATION

    1.1 <u>RFP Notices and Posting Location</u>
    To locate RFP notices, postings, etc. on the County's website for this proposal, access the County's website at <u>www.grantcountyweb.com</u>, and scroll to the bottom portion of the left sidebar entitled "Grant County Quick Links". Select the link entitled "Request for Proposal"; this will bring you to a listing of current/recent Grant County RFPs listed by project title. Click on the .pdf you are interested in under the *Grant County, Washington Electronic Permitting, Tracking Program/System* section.

    1.1a <u>Note:</u> It is the responsibility of RFP respondents/vendors to access the County's RFP website for any and all updates, addendums, corrections, or any other changes and/or other communications regarding this RFP/RFP Packet prior to the RFP deadline.

    1.2 <u>Objective of this RFP</u>
    The purpose of this Request for Proposals (RFP) is to replace and/or upgrade and develop in part, Grant County's ("County") electronic permitting and tracking program/system. Such permitting and tracking program shall be used primarily by the Grant County Planning and Building Departments. Planning is responsible for County land use permitting and Building is responsible for building permits, fire code permits and code enforcement. The County currently utilizes a software program for building and fire code permits but has no land use permitting capability. The County is therefore seeking proposals to develop a land use permit tracking program for planning and upgrade the current Building Permit System used by the Building Department, or replace it with a program that is deemed equivalent, including some specified modifications included within this RFP. Vendors are encouraged to team up with other companies if that combined proposal will produce the best solution.

    The current permitting and tracking program is located and operating on an IBM AS 400 platform. The County is currently using Terra Scan for property assessment and tax collection. This RFP seeks an upgrade of the current Building Permit System or program ("System/Program") or a new application for the Building Permit System. A new planning permit system application for the Planning Department is also needed, which will comply with all specifications set forth within this RFP and interface with the Terra Scan system currently in use by the County. All systems - whether upgraded or new – must also be compatible with Laser-Fiche document management systems.

    In the event the County selects a proposal through this RFP, the County will negotiate and enter into an agreement with the selected respondent for all or any combination of the following:

- Application Software
- Database Software
- Customization/Tailoring of Software
- Interface Development
- Data Conversion

- Installation Services
- Implementation Services
- Training Services
- Maintenance and Support Services

1.3   RFP Organization

The RFP is composed of six (6) sections, organized as follows:

Section 1 – GENERAL RFP INFORMATION
- 1.1   RFP Notices, Posting Location
- 1.2   Objective of this RFP
- 1.3   RFP Organization
- 1.4   Grant County
- 1.5   Data Conversion Needs
- 1.6   Interfaces
- 1.7   RFP Official Contact(s)
- 1.8   Procurement Schedule
- 1.9   Questions Regarding the RFP

Section 2 – PROPOSAL PREPARATION AND SUBMISSION
- 2.1   General Information
- 2.2   Proposal Submittal, Format, Misc.
- 2.3   Demonstration Software
- 2.4   Proposal Evaluation
- 2.5   Demonstrations
- 2.6   Site Visits
- 2.7   Best and Final Offer
- 2.8   Proposal Preparation Instructions

Section 3 – VENDOR INFORMATION
- 3.1   Signature and Representations
- 3.2   Company Information and Financial Requirements Matrix
- 3.3   Exceptions
- 3.4   Proposal Narrative Summary
- 3.5   Operating System, Hardware and Network Summary
- 3.6   Project Management
- 3.7   Maintenance and Support

Section 4 – REQUIREMENTS AND PROJECT SCOPE
Section 5 – PRICE AND PAYMENT PROPOSAL INSTRUCTIONS
Section 6 – PROPOSAL CHECKLIST

1.4   Grant County

Grant County, Washington, is a rural county located in North Central Washington and is home to more than 91,000 citizens. The County seat is Ephrata, Washington,

located approximately 25 miles northwest of Moses Lake, Washington. The County has approximately 721 active employees with three elected Commissioners and other Elected Officials responsible for the daily operations of general County government.

Further information regarding the County is available at its website:

www.grantcountyweb.com

1.5 Data Conversion Needs

The County may wish to convert approximately eight years of historical permitting and tracking information into the System/Program. This is an alternative component of the response to this RFP which may be selected by the County.

1.6 Interfaces

This list is intended to aid vendors in estimating interface costs. The actual set of interfaces required of a successful respondent will depend on the overall results of this entire procurement effort. Additional interfaces may be addressed and negotiated in a best and final offer process.

Interface	System Vendor	Software	Direction	Information Passed
Assessment / Property Taxes:				
Revenue	Terra Scan, Inc.	Terra Scan – Version T.2	One Way	Property tax billings and payments, all revenue collected
Imaging system for enterprise document management.	VPCI	Laser-Fiche	One Way	Critical data fields for building and land-use permit management.

1.7 RFP Official Contact(s)

Upon release of this RFP, all vendor communications must be directed to the RFP Official Contacts listed below. Unauthorized contact regarding this RFP with other County employees may result in disqualification. Any oral communications are discouraged and will be considered unofficial and non-binding on the County. Vendors may only rely upon written statements issued by the appropriate RFP Official Contact:

For RFP Submittal Process:

	June Strickler
Title:	Administrative Services Coordinator
Address:	35 C Street NW Ephrata, WA 98823
Telephone:	(509) 754-2011 ext. 637
Fax:	(509) 754-6098
E-mail:	jstrickler@co.grant.wa.us

For Building Permit System:

	David Nelson
Title:	Director and Building/Fire Marshall
Address:	457 1st Avenue NW Ephrata, WA 98823
Telephone:	(509) 754-2011 ext. 344
Fax:	(509) 754-6080
E-mail:	dnelson@co.grant.wa.us

For Planning Permit System:

Name:	Damien Hooper
Title:	Planning Director
Address:	457 1st Ave NW Ephrata, WA 98823
Telephone:	(509) 754 2011 ext. 620
Fax:	(509) 754 6097
E-mail	dhooper@co.grant.wa.us

1.8   Procurement Schedule

The procurement schedule for this project follows:

Note: The County reserves the right to adjust this schedule as necessary.

Milestone	Date
RFP Advertised	July 17, 2013
Vendor Questions Due	August 6, 2013
Responses to Questions completed/posted	August 13, 2013
Proposal Responses Due	August 16, 2013
Finalists Announced	August 23, 2013
Finalist Site Visits and Demonstrations	Aug. 26 – Sept. 3, 2013
Apparent Successful Vendor Announced	Sept. 17, 2013

Milestone (Cont'd)	Date (Cont'd)
Contract Negotiations with Successful Vendor	Sept. 24 – Oct. 3, 2013
Contract Signed	Oct. 10, 2013
Vendor Begins Work	TBD
System Substantial	TBD
System Migration	TBD

1.9   Questions Regarding the RFP

Vendors who request a clarification of the RFP requirements may submit written questions to the appropriate RFP Official Contact by mail, fax or e-mail. The deadline for receipt of questions is August 6, 2013, at 5:00 p.m. (PST). Questions received and answers to those questions will be posted on the County's website (see Section 1.1 above) on or before August 13, 2013.

2.   PROPOSAL PREPARATION AND SUBMISSION

2.1   General Information

2.1a   All respondents should read the entire RFP carefully. Failure to comply with instructions may result in a proposal being disqualified from consideration by the County.

2.1b   It is the vendor's responsibility to review the County's website to obtain amendments, updates, question answers, etc. on this project.   The specific website location for this project is detailed in section 1.1 above.

2.2   Proposal Submittal, Format, Misc.

2.2a   All proposals, consisting of one original and three (3) copies, must be received by mail, recognized carrier, or hand delivered no later than 4:30 p.m. on Friday, August 16, 2013.   Late proposals and/or proposals submitted *via* e-mail or facsimile will not be considered.

2.2b   All proposals must be received by the County in a sealed envelope clearly marked with the project title "Grant County Electronic Permitting and Tracking Program" and be directed to:

June Strickler, Administrative Services Coordinator
Grant County Commissioners' Office
PO Box 37 / 35 C Street NW
Ephrata, WA   98823

2.2c   Costs of preparation and presentation of the proposal will be borne by the proposer, as will any demonstrations that occur in response to this RFP.

2.2d Proposals must be typed/computer generated and clearly legible; any proposal that contains illegible information and/or dollar amounts subject to interpretation will render the entire proposal to be designated "Non-responsive" as it will not allow the County to confidently compare proposal prices.

2.2e A cover letter is required, as set forth in Section 3.1a below.

2.2f With the exception of the cover letter, it is preferred that the proposal photocopies be submitted double-sided (printed on two sides).

2.2g Proposals should contain straightforward and concise descriptions of the vendor's capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on accuracy, completeness, and clarity of content.

NOTE: There are five sections to the proposal. Each section is described as indicated:

- Vendor Information (Section 3)
- Proposal Narrative Summary (Section 3)
- Technology Requirements Matrix (Section 2)
- Financial Requirements Matrix (Section 3)
- Price and Payment Proposal Instructions (Section 5)

2.2h Proposals must include itemized breakdowns of all costs and include all fees and taxes.

2.2i Proposals must show numerical dollar amounts with decimal and commas (as appropriate). Any required pricing breakdown that indicates "No Bid" or similar wording or is left blank will render the entire proposal to be designated "Non-responsive" as it will not allow the County to confidently compare proposal prices.

2.2j Mathematical calculations/totals on all proposals will be checked by Grant County, and the County has the authority to correct any mathematical errors it identifies. For this reason, proposals that appear to be higher or lower than others immediately upon bid opening may not be accurate. Grant County will not post the proposal results until after the mathematical verification and totals check has been completed on each proposal. Should any mathematical errors in submittals be identified, the County will notify the affected responders and the proposal posting will reflect any necessary changes to the proposal total(s);

2.2k In the event of a low proposal tie between proposers with equal matching qualifications/proposals after verification of mathematical calculations/totals, a random method – such as a coin toss – to determine the low proposal will be utilized.

2.2l Selection of qualified proposers will be made by a County Selection Committee for awarding a contract/agreement to be signed by the proposer and the Board of County Commissioners as set forth in Section 2.4a.5 below.

2.2m This request does not constitute an offer of employment or to contract for services.

2.2n The County reserves the option to reject any or all proposals, wholly or in part, received by reason of this request.

2.2o The County reserves the option to retain all proposals, whether selected or rejected. Once submitted, the proposals and any supplemental documents become the property of the County.

2.2p All proposals shall remain firm for one hundred eighty (180) days following the closing date for receipt of proposals.

2.3 Demonstration Software

At its discretion, a vendor may include demonstration software with its proposal. The software is for informational purposes only and is not scored as part of the evaluation. The County is not obligated to return any sample or demonstration software submitted with a proposal.

2.4 Proposal Evaluation

2.4a Evaluation Procedures
 The County will evaluate proposals according to the following procedures:

1. The County Selection Committee will perform an initial screening of each proposal using the following mandatory requirements:

Technology Requirements Matrix Minimum General Requirements	
The proposed System/Program must meet the functional requirements of the current technical matrix	
The vendor must provide ongoing product support for the System/ Program	
The vendor must have support available Monday through Friday, 8:00 a.m. to 5:00 p.m. (PST)	
The System/Program must be compatible with the County's LAN (Local Area Network) and network applications.	
The System/Program must interface and be fully compatible with Terra Scan – Version T.2.	
The System/Program must interface and be compatible with Laser-Fische.	
The System/Program must provide audit trails for all transactions, identifying user, date, and time.	
The System/Program must be based on approved architecture standards currently in use by the County.	

The Selection Committee will identify those proposals meeting the initial evaluation criteria and subject them to further evaluation. Proposals not meeting the initial screening factors will be disqualified.

2. The Committee will then evaluate the remaining proposals using the following criteria:

Procurement Specific Evaluation Criteria/Weight/Vendor	
Qualifications, Project approach, and Customer Preferences	20%
Technical Fit	25%
Functional Fit	25%
Support and Maintenance	15%
Cost	15%

NOTE: The County reserves the right to select, in its absolute and sole discretion, the vendor or vendors believed to best meet the County's overall needs.

3. The County will consider the results of the evaluation in Step 2.4a.2 and select the finalists.

4. The County will invite the finalists to present demonstrations of their products. (See the next section, Demonstrations, for more information.) The Selection Committee will provide demonstration requirements to the finalists. The committee may also send representatives to visit the vendors' installation sites and/or customer reference sites. The Committee will conduct additional background and reference checks on finalists.

5. After completing demonstrations and site visits, the County will likely select an apparently successful vendor or vendors. If initial demonstrations and site visits do not prove conclusive, the County reserves the right to conduct additional demonstrations or site visits. The County may also request "Best and Final Proposals" from finalists, if necessary. The County reserves the right to reject all proposals.

   The Selection Committee will recommend a vendor according to the selection criteria outlined in the RFP. Any award will be made by the Grant County Board of County Commissioners.

2.5 Demonstrations
The County will invite finalists from the initial evaluation of proposals to demonstrate their systems. The Selection Committee will provide the specific requirements the demonstrations must meet in advance of the demonstration sessions. Vendors must conduct the demonstrations at Grant County. The

County reserves the right to request additional demonstrations in Grant County beyond the initial round of demonstrations.

2.5a Functionality Testing
During the demonstration period a list of requirements from the Technical Requirements will be generated and the system will be required to demonstrate the required functionality.

2.5b Team Meeting
The Selection Committee may wish to meet the key project team members proposed by each finalist. If possible, finalists should arrange to have their proposed team members attend the demonstration session(s).

2.6 Site Visits
In addition to inviting finalists to oral presentations and demonstrations, the County may send representatives to visit finalists' installation sites and finalist company headquarters.

The County reserves the right to visit and/or contact both reference and non-reference customers without the vendor's presence or involvement, which may include communication with vendors' clients that experienced unfavorable installations or implementations which did not meet clients' needs or expectations.

2.7 Best and Final Offer
Due to the complexity of this RFP and the number of alternatives the County could consider, the County may request "best and final" proposals from finalists. This will provide the vendors an opportunity to refine their proposals after working with the County, and allow the County to solicit solutions, or combinations of solutions, that will best meet its needs. It also allows the County to gather additional information about the vendors. The County intends to engage in competitive negotiation as allowed under Washington law for technology acquisition.

2.8 Proposal Preparation Instructions
Proposals must conform to all the requirements of this RFP.

3.   VENDOR INFORMATION

The proposal submitted shall contain the following information and conform to the following requirements:

3.1 Signature and Representations
All proposals must be signed by an official of the vendor authorized to bind the vendor and all joint proposal vendors to the proposal and pricing

3.1a The cover letter must contain the following statements, without alteration:

1. The product described in this proposal meets all pre-screening initial requirements outlined in Section 2 of the RFP.

2. The RFP and this proposal, including pricing, shall be valid and binding for One Hundred Eighty (180) days following the proposal due date and will become part of any contract with the County, unless revisions, additions and deletions are expressly negotiated.

3. It is acknowledged that this proposal is subject to public disclosure under the Public Records Act and may be released in total as public information in accordance with Washington law. Any and all information believed to be proprietary and exempt from public disclosure has been plainly and clearly marked or otherwise identified.

3.2 Company Information and Financial Requirements Matrix

Provide the vendor's company name, address, telephone number, Federal employer tax number and Washington State business registration number. Provide the name, title, address and telephone number of the contact person authorized to represent the vendor and to whom correspondence should be directed. In the case of multiple vendors submitting a joint proposal, provide this information for each vendor. A lead vendor must be identified for a joint proposal and the primary contact person identified.

Provide the following information for each vendor/respondent:	
Name of parent company, if any.	
Length of time in business.	
Total number of installed clients using proposed product.	
Total number of clients in production with same product proposed or installation pending.	
Number of public sector clients.	
Number of full time personnel at your company in: • Customer and software support • Installation and training • Product development • Sales, marketing, and/or administrative support	

3.2a What is the location of the office that would service the proposed product for Grant County?

3.2b Summarize the vendor's qualifications and why the vendor is uniquely qualified to provide the solutions sought by Grant County. Provide this information for each vendor submitting a joint proposal.

3.2c Is stock in your company or your parent company publicly traded on any stock exchange? If yes, provide copies of your most recent financial statements. Have you or any vendor that is part of a/your joint proposal had a

contract terminated for default, nonperformance, convenience or any other reason during the past five years?

3.2d If your answer to Section 3.2c is affirmative, describe all terminations. Termination for default includes any notice to stop performance due to the non-performance or poor performance, whether the issue was litigated or not litigated, and whether or not the issue was resolved favorably to your company or partner vendor. Include the customer's name, address, and telephone number. Present the vendor's position on the matter. The County will evaluate the facts and may, at its sole discretion, reject the vendor's proposal if the facts discovered indicate that successful completion of a contract resulting from this RFP may be jeopardized by selection of the vendor. In the case of multiple vendors submitting a proposal together, the County, at its discretion, may evaluate the vendors individually or as a whole.

3.2e A vendor response that indicates the requested information will only be provided if and when the vendor is selected as the apparently successful vendor is not acceptable. Restricting the vendor response to include only legal action resulting from terminations for default is not acceptable.

3.3 Exceptions
Indicate any and all exceptions that you take to any terms and conditions of the RFP. Proposals which take exception to the terms, conditions or specifications of the RFP or offer substitutions shall expressly state the exceptions and reasons therefore, and provide language substitutes. Failure to take exceptions shall constitute the vendor's acceptance of the terms, conditions and specifications of the RFP.

3.4 Proposal Narrative Summary
Provide a narrative summary of the proposal not to exceed four (4) pages. Include the name, title and qualifications of all vendor's principal officers and employees who will be installing, customizing, and implementing the County's Building and Planning Permitting Systems solution, as well as conducting training and initial support services.

3.5 Operating System, Hardware and Network Summary
Describe in detail all operating system, hardware and network requirements to successfully implement the proposal.

3.6 Project Management
The County expects a successful vendor to present a comprehensive and realistic plan for successful implementation and training.

3.6a Describe in detail the planned phases of the project, including benchmarks and a timeline.

3.6b What project management plans (project schedule plan, training plan, system test plan, risk management plan, corrective action plan, project quality, change management) do you propose to implement? Describe the plans and timelines.

3.6c How will you proactively manage the working relationship with the County with respect to communication regarding project issues, recommending solutions, and assisting in solution implementation?

3.6d Describe all County resources required for each phase of implementation, including your expectations and resource requirements for County personnel by subject matter area.

3.6e Describe the anticipated impact that the transition/implementation will have on "normal" County business operations. Identify the anticipated disruption that transition/implementation tasks will have on the County's normal work environment and how your organization will minimize and manage any disruption.

3.6f In the table below, list the County's staff and corresponding amounts of time (in percentages of full time equivalents) you require to successfully implement your proposal.

Task	County Staff Resource	% FTE

3.6g Describe all training included in your proposal, including the following for each training course:

1. Location of training;
2. Approach and recommended course content;
3. Schedule and frequency;
4. Tutorials provided (*e.g.,* text, multimedia, intranet, internet, computer based training modules, hands-on training, classroom instruction); and
5. Media used to provide each training course (*e.g.,* text, multimedia, intranet, internet).

3.6h The County may elect to convert historical data. Describe your data conversion plan.

3.6i The RFP requires interfacing of the proposed product with Terra Scan – Version T.2. Describe your interface development plan.

3.6j The RFP requires compatibility with Laser-Fische document management; give details of this compatibility.

3.6k Describe your definition of successful installation and implementation of your proposed product and how your success can be quantitatively demonstrated.

3.7 Maintenance and Support

3.7a Are subcontractors used for maintenance and/or support implementation? Describe your relationship with any proposed subcontractor(s) and identify one past experience with each of the proposed subcontractors, including scope and outcome.

3.7b Please complete the following table:

Question	Answer
Is help desk support available?	
When is support available (indicate the specific time, in PST, and which days of the week)?	
Will the County be charged for support? If so, describe how any charges for support are structured (*e.g.,* flat-fee or per incident)	
Do you provide on-site support?	

3.7c Please describe your problem escalation process, including:

1. Initial problem identification (hand-off from help desk);
2. Triage for priority and severity of problem;
3. Steps for resolving problem escalation when a solution is not forthcoming or if implemented solution is unsatisfactory;
4. Final authority regarding conflicts; and
5. Response time goal and your statistics documenting the success or failure in meeting that goal.

3.7d List any training, user conferences, and workshops your firm sponsors, attends, or recommends to support your product.

3.7e How long will you continue to support the application if enhancements/upgrades are not implemented? How is this assured for the customer?

3.7f Is installation assistance provided for updates?

3.7g   How does customization affect the installation of upgrades?

3.7h   Describe the typical IS staff skill sets and commitments required to manage the system on an ongoing basis for the following areas:

1. Database Management;
2. Network & Operating Systems Support;
3. Desktop Support;
4. User Functional Support;
5. Programming; and
6. Other

3.7i   Describe any upgrades to the product over the last two years, and describe any planned upgrades anticipated within the next two years.

3.7j   Do you have tools or methods to test changes to the software resulting from upgrades or business rule changes? Describe.

3.7k   Describe your change request processing procedures and policies.

3.7l   Describe how you provide customization to meet specific user requirements and your price schedule for customization?

3.7m   Provide all warranty and exclusion of warranty language for the proposed product and, for joint proposals, the language to be used by each vendor.

3.7n   How does customization impact the warranty?

3.7o   Describe fault tolerant features of the product.

3.7p   Describe in detail all maintenance and support services included within the proposed price.

3.7q   Describe in detail all maintenance and support services excluded from the proposed price.

3.7r   Describe in detail all maintenance and support services to be provided under separate, recurring contract.

4.   REQUIREMENTS AND PROJECT SCOPE

The features, functions and requirements of Grant County and the Grant County Department of Community Development regarding upgrade and/or replacement of the current electronic permitting and tracking program/system are prioritized as follows:

4.1   Program/system must integrate with the Grant County Assessor's software program to supply up-to-date information such as property ownership, parcel data, addresses and similar data;

4.2   Program/system must create an interactive inspection module to facilitate field inspections including inspection research and electronic recording from the field, as well as updates to current inspection and condition modules for greater efficiency of input and tracking;

4.3   Program/system must create progressive permit document(s), beginning at application stage and including inspection card and Certificate of Occupancy;

4.4   Program/system must have the ability to generate additional reports on a wide variety of data and criteria in a freeform or easily accessible format within the permit system;

4.5   Program/system must have the ability to link system data with external, preset forms and letters;

4.6   Program/system must have the ability to accept and/or incorporate modifications to accommodate additional types of permitting such as Fire Code or Temporary Structures, including the detail screens and fee linkages, etc.;

4.7   Program/system must have the ability to accept and/or incorporate minor modifications throughout the program to add or modify field use, update fee modules to reflect current processes and make them available outside of application screens, add effective dates to file maintenance modules, add administrative authority to update certain aspects of issued/other status permit documents and other similar updates to clean up the system to provide greater efficiency;

4.8   Specifically, the program/system must be able to provide services and satisfy the needs of the Grant County Planning Department, to wit:

4.8a   The program/system must accommodate multiple permit types used for land use permitting. The proposed system must be able to track permit timeliness and activities pursuant to the requirements of the Grant County Unified Development GCC 25.04 and RCW 36.70B;

4.8b   The program/system must integrate with the Grant County Assessor's software program to supply information such as ownership, parcel data, and other similar information;

4.8c   The program/system must fluidly track land use permits through the various stages of review and a dynamic time tracking component that can track the complex start and stop of regulatory time associated with land use permits;

4.8d The program/system must generate reports to assess permit timeliness, quantity, employee productivity and revenues associated with land use permitting activities performed by the department.

4.9 The program/system may be hosted off site or software may be provided.

4.10 It is expected that the vendor will elaborate responses (if needed) to a particular requirement in the Comments column, an Excel note, or via RFP attachments. If attachments are used, refer to the question by worksheet name and item number.

5. PRICE AND PAYMENT PROPOSAL INSTRUCTIONS

5.1 Fees and Insurance

5.1a Propose all fixed fees and/or hourly rates of pay, as appropriate, for implementation of services as described within the RFP.

5.1b Within five (5) business days after final signatures are obtained on the contract, the individual/agency shall provide the County with a certificate of liability insurance naming Grant County and its employees and officers as additionally named insured. Said insurance shall be maintained in full force and effect for the duration of the contract and must be in an amount and format satisfactory to the County.

5.2 Indemnification

The individual/agency shall defend, indemnify and hold harmless the County, its officers and employees from all claims, demands, damages, costs, expenses, judgments, attorney fees, liabilities or other losses that may be asserted by any person or entity, and that arise out of or are made in connection with the acts or omissions relating to the performance of any duty, obligation, or work hereunder. The obligation to indemnify shall be effective and shall extend to all such claims and losses, in their entirety, even when such claims or losses arise from the comparative negligence of the County, its officers and employees. However, this indemnity will not extend to any claims or losses arising out of the sole negligence or willful misconduct of the County, its officers and employees.

The preceding paragraph applies to any theory of recovery relating to said act or omission, by the individual/agency, or its agents, employees, or other independent contractors directly responsible to individual/agency including, but not limited to the following:

5.2a Violation of statute, ordinance, or regulation;

5.2b Willful, intentional or other wrongful acts, or failures to act;

5.2c Negligence or recklessness;

5.2d Furnishing of defective or dangerous products;

5.2e Premises liability;

5.2f Strict Liability;

5.2g Violation of civil rights; and/or

5.2h Violation of any federal or state statute, regulation, or ruling resulting in a determination by the Internal Revenue Service, Washington State Board of Tax Appeals or any other Washington public entity responsible for collecting payroll taxes, when the agency/firm is not an independent contractor.

It is the intent of the parties to provide the County the fullest indemnification, defense, and "hold harmless" rights allowed under the law. If any word(s) contained within the Professional Services Agreement are deemed by a court to be in contravention of applicable law, said word(s) shall be severed from the Professional Services Agreement and the remaining language shall be given full force and effect.

5.3 <u>Price Proposal</u>
The Price Proposal must provide a comprehensive and complete description of all prices to fully and successfully implement the system solution described in the RFP.

5.3a Information describing the scope and size of product licenses must be provided.

5.3b The Price Proposal must separately state the additional prices, if any, for the required for additional interfaces and/or software.

5.3c The Price Proposal must separately state the additional price for the optional Data Conversion sought by Grant County.

5.3d The Price Proposal must separately state the price of maintenance and support to be provided under recurring contracts.

5.3e For joint proposals, identify the vendor supplying the application, module, implementation, training, maintenance, support and other services.

5.3f All prices must be Freight on Board (FOB) for Ephrata, Washington, in U.S. dollars and list WSST sales tax. The rate at Ephrata, Washington is 7.9%.

5.3g The Payment Proposal must include a payment schedule tied to objective phases of the vendor's implementation plan.

6. PROPOSAL CHECKLIST

A complete proposal will include:

_____ Checks of the County website for any and all amendments to the RFP Packet and/or other notices
_____ A cover letter containing required information
_____ One original and three copies
_____ Completed signature and representations
_____ Exceptions list, if any
_____ All requested vendor/company information
_____ Proposal narrative
_____ Operating system, hardware, and network summary
_____ Technical requirements check information
_____ Project management information
_____ Training information
_____ Maintenance and support information
_____ Price and payment proposal