

INVITATION TO RFP

Sealed RFPs, subject to the conditions contained herein, will be received by the ONEIDA COUNTY PERSONNEL DEPARTMENT until **3:00 pm** local time on **Thursday, August 10** for:

Civil Service and Personnel Management Software RFP #2017-204

Specifications **MUST** be RECEIVED from the Oneida County Personnel Department, Attention: John P Talerico, Personnel Department, Oneida County Office Building, 800 Park Ave, Utica, NY 13501 or downloaded from the Oneida County website at <http://www.ocgov.net> (Public Notice Section).

Copies of the described RFP may be examined at no expense at the Oneida County Personnel Department Office.

The return envelope must be clearly marked with the RFP # and addressed to the Oneida County Personnel Department. The Oneida County Personnel Department reserves the right to reject any of all proposals received.

The County of Oneida, in order to promote its established Affirmative Action Plan, invites sealed bids from minority groups. This policy regarding sealed bids and contracts applies to all persons without regard to race, creed, color, national origin, age, sex, or handicap.

John P Talerico
Commissioner

Dated: July 10, 2017



ONEIDA COUNTY PERSONNEL

REQUEST FOR PROPOSAL

FOR

**CIVIL SERVICE AND PERSONNEL
MANAGEMENT SOFTWARE SYSTEM**

RFP #2017-204

BIDDER QUALIFICATIONS

Bidders shall only be considered if they currently provide Civil Service software and technical support services to at least 6 other jurisdictions of comparable size to Oneida County.

PROCUREMENT POLICY

It is Requestor's policy to reduce current and future business costs wherever possible. Due to Requestor's internal policies and other operational considerations, the most economically attractive proposal may not be the most suitable for Requestor's needs. Requestor will make decisions based on merit and the Requestor's overall business needs, which includes the appropriate balance of cost, timeliness, quality, technical suitability, viability, economic diversity, legal requirements and other business considerations.

Requestor reserves the right to reject any or all proposals or portions thereof. Requestor makes no guarantee of any minimum or maximum amount of Product or Service to be procured. It is Requestor's policy to evaluate all proposals fairly without prejudice to any one Supplier. Requestor reserves the right to make no award under this Request For Proposal ("RFP"), and the right to cancel this RFP. Requestor reserves the right to procure any part of the products and services of this RFP from Requestor's internal sources.

Requestor shall incur no obligation or liability whatsoever by reason of issuance of this RFP or action by anyone relative thereto.

TECHNICAL REQUIREMENTS

PURPOSE

The purpose of this RFP is to inform the private sector of a potential business opportunity to establish a contract for an experienced and qualified firm to provide and install a Civil Service and Personnel Management System including an Online Application and Candidate, Employee and Position Tracking in order to ensure compliance with New York State Civil Service Laws, as well as the Oneida County Civil Service Rules. The system shall integrate seamlessly with the existing Oneida County Personnel Software.

Proposals shall include all product descriptions, and line item costs for all modules needed for a complete system.

The Vendor shall provide a detailed list of all recommended and minimum required hardware specifications. The Vendor shall also define the minimum/recommended connectivity speed for each application.

SCOPE

Oneida County intends for this Request for Proposal to result in the selection of one vendor to supply software, implementation, conversion of current data, customization, integration with our existing website, training and support as specified in the Scope of Objective section of this Request for Proposal. Please note in your proposal any and all annual recurring charges and anticipated annual pricing increases. Respondents are encouraged to include

discounted annual licensing for 4-year and 5-year terms and offer to provide a cap on future maintenance fees or reasonable increases for Years 6-10.

PROJECT BACKGROUND

Oneida County has been using Civil Service Software platform Persoft/PStek.

STAFFING & PERSONNEL BIOGRAPHIES

Personnel qualifications and experience should be detailed as part of the Technical Proposal. Include resumes for all personnel and subcontractors to be assigned to this project.

Will all of the services proposed by your company be performed by its own salaried personnel? If the answer is in the negative, please explain in what manner a service bureau, officiated company, or other organization will perform these services.

FACILITY INFORMATION

The Oneida County Personnel Department is located at 800 Park Avenue, Utica, NY 13501.

CERTIFICATION/LICENSE REQUIREMENTS

Response shall include any certificates / licenses required to perform the requirements specified.

LENGTH OF CONTRACT

Initial software implementation shall be completed within six (6) to nine (9) months from Notice to Proceed with annual software maintenance and support for a total of five (5) years. Awarded firm shall also offer to provide a cap on future maintenance fees or reasonable increases for Years 6-10.

CONTRACT PRICE ADJUSTMENTS UPON RENEWAL

The proposed rates shall remain firm through the first contract period with no wage adjustments allowed. If the County exercises any of the option years of the contract, Contractors may submit a request for adjustment on the yearly anniversary date of the contract. Any request for price adjustment(s) shall be submitted thirty (30) days in advance in writing to the Director of Purchasing. Any and all price adjustments will be limited to the percentage increase in the CPI Index – All Urban Consumers for the preceding 12 months. The County reserves the right to reject any request for price increase deemed excessive.

SOFTWARE LICENSE

The License shall include the County, its affiliates and political subdivisions. The Vendor hereby grants the County a perpetual, nontransferable, nonexclusive license under the terms of this Agreement to use the Application Software on its network.

THIRD-PARTY PRODUCTS

To the extent that a third-party product is required to compensate for functionality that is absent in the solution, the vendor should explicitly state the name of any third-party products. For each third-party product, proposals must include a statement surrounding whether the vendor’s contract will encompass the third-party product and/or whether the County will have to contract on its own for the product. The County prefers that the software vendor serve as the administrator for all third-party software contracts. Finally, the vendor should provide proof that they have access to the third-party software source code (own or in escrow) and that the vendor has the ability to provide long-term support for the third-party software components of their system.

PAYMENT HOLDBACK

The County shall not pay the total contract price until the requirements outlined in this RFP have been met. A five percent (5%) retention amount will be held.

LIQUIDATED DAMAGES

If the Contractor fails to complete services in accordance with the specifications and requirements or within the times specified herein it is understood, and the proposer and subsequent contractor hereby agrees, that the amount of 1 percent of the contracted value per day up to the value of contracted equipment and services shall be deducted from the monies due the Contractor for each intervening calendar day, not as a penalty, but as liquidated damages. However, the Contractor shall not be liable if failure to perform arises out of causes beyond its control and without fault or negligence of the Contractor. (Acts of God, the public enemy, fires, floods, freight embargoes, regulated telephone company delays, etc.)

SYSTEM SPECIFICATIONS

Vendor responses should be as follows:

Yes: This feature is included in the current system

No: The Software does not offer these features

MR: Modification Required. Modifications to incorporate this feature will be done. If a cost is involved, state the cost; also state the date by which this modification will be made. You may attach additional pages if you feel more clarification to a response is required.

This Table must be included with your submission:

	YES	NO	MR	COST
CIVIL SERVICE FUNCTIONS				
A. APPLICANTS				
1. Ability to create applicant master record				
2. Ability for applicants to create their own on-line account in order to apply on-line for examinations, track their application history (i.e. saved applications, applications for previous examinations/positions, eligibility for status for particular examination; examination results, eligible list status, etc.)				
3. Ability for the on-line application process to electronically accept and remit application filing fees.				

	YES	NO	MR	COST
4. Ability for the system to integrate seamlessly with the Oneida County website.				
5. Ability to track all applicant information (name, address, email, DOB, legal residency, etc.)				
6. Ability to track all changes made to applicant master record (name, address, residency, etc.) and for it to appear directly on the applicant record including the date the change was made.				
7. Ability for the system to track up to 4 separate residency criteria (County, Town, Village, School District).				
8. Ability for the system to provide comprehensive veteran status tracking (status, dates of services, conditional veteran, veteran credits verified, veteran credits used).				
9. Ability for applicants to complete and submit application(s) for examination(s) on-line.				
10. Ability for applicants to upload documents (i.e. resume, license, DD214, etc.) to their on-line application and submit it with their application.				
11. Ability for applicants to save all information entered on their on-line application and be able to access this to submit another application for another examination at a later date.				
12. Ability for the system to accept downloaded on-line applications and transfer them into the specific examination after verified by appropriate personnel.				
13. Ability for the system to receive applications via on-line for positions not requiring an examination.				
14. Ability to allow municipalities remote user access capability to submit documentation as it pertains to their own municipality.				
15. Capability of producing a daily log of all applications received within a specified date range.				
16. Capability to permanently upload documents (i.e. resume, official transcripts, DD214s, licenses, etc.) into an applicant's master record so that documents do not need to be located and uploaded each time applicant applies for a position or examination.				
17. Ability for the system to track documents (i.e. eligibility letters, admission notices, scheduling letters, exam result letters, etc.) for applicants for any and all examinations applicant has applied for.				
18. Ability for appropriate personnel staff to enter eligibility (approved, conditionally approved, disapproved) into an applicant record for specific examinations or positions.				
19. Capability for system to electronically send documentation (i.e. Report of application determination, Certification of Eligibles, etc.) regarding applicants to municipalities and in turn receive documentation back electronically.				
B. EXAMINATIONS				
1. Capability to generate and post to website upcoming examination announcements.				

	YES	NO	MR	COST
2. Capability for the system to track each examination from examination establish/schedule through adding/editing applicants, scoring and establishing eligible list.				
3. Ability for the system to enable continuous recruitment examination tracking.				
4. Ability for the system to track up to 7 performance tests (i.e. medical; psychological; physical fitness; oral; 911; ITT, etc.) for each examination with dates and results.				
5. Ability for system to track examination location, where applicants have taken examination.				
6. Ability for system to track if applicant has cross-filed for other civil service examinations (i.e. State examinations, other local jurisdictions) on the same date that they are taking our examination.				
7. Ability for system to generate documents (i.e. eligibility letters, admission notices, test results letters, etc.) and electronically send to applicant.				
8. Ability for system to provide for complete examination maintenance for examinations. Information to include but not be limited to: Exam title, exam date; Oneida County exam #; State exam #; Performance Test(s); # of booklets order for exam; whether exam is: State Decentralized, State Prepared & Rated, Locally Prepared & Rated; Issue date of exam; last filing date of exam; type of exam: OC, Prom, NCP; continuous recruitment exam; date list established; date list expires; scores received; bandscored; list prepared by initials; date prepared; checked by initials; date checked; etc.				
9. Capability for system to allow for documentation pertaining to the examination to be uploaded to that specific examination.				
10. Capability for system to allow for qualifications to be associated with an examination and for qualifications to be printed at the end of an Eligible List.				
11. Ability for system to generate a Candidate Roster (with detailed information indicated) for examinations.				
12. Ability for system to generate attendance lists for approved and conditionally approved candidates only for specific examination give on specific dates in alphabetical order.				
13. Ability for system to generate attendance lists for approved and conditionally approved candidates who are flagged as alternate; disabled, religious observer or military for all examinations given on a specific date.				
14. Ability for system to download examinations scores directly from the New York State Department of Civil Service with automated band score calculations and the storage of band scores associated with any given exam.				
15. Capability of system to generate an eligible list for examinations breaking ties by last name.				
16. Capability of system to generate a promotional eligible list				

	YES	NO	MR	COST
by department and maintain promotional list separately for each department.				
17. Ability for system to automatically calculate veteran credits to an applicant's score, if applicable.				
18. Ability for system to generate public eligible lists and private eligible lists for viewing both on screen and as a printed report and make available on the Web after appropriate levels of approval.				
19. Ability for system to track original position, current position and rank on an eligible list both internally and on the Web.				
20. Capability for system to enable a comment field (List Notes) on an eligible list.				
21. Capability for system to provide full exam statistics (# applied, # approved, # disapproved, # no action taken, # examined, # passed, # failed, # FTA, # withdrew, # on Eligible List, # appointed).				
22. Capability for system to enable automatic waiving of previously passed performance tests based on a user-defined period of time.				
23. Ability for system to track performance tests results for an exam over any specified period of time.				
C. CERTIFICATIONS				
1. Ability for system to generate a Certification of Eligibles from an established eligible list. Certification of Eligibles must include candidate's name, address, telephone #, email address, score, veteran credits, seniority credits, if applicable.				
2. Capability for system to generate a canvass automatically after generating an eligible list for a specific examination and to electronically transmit to eligibles.				
3. Ability for system to track each Certification of Eligibles.				
4. Ability for system to track each canvass associated with a specific Certification of Eligibles.				
5. Ability for system to automatically prepare Certification of Eligibles form and then download exam specific information into form.				
6. Ability for system to permit an unlimited number of Certification of Eligibles for an examination.				
7. Ability for system to generate a Certification of Eligibles based upon user-defined criteria (i.e. residency).				
8. Capability for system to electronically send Certification of Eligibles to departments/municipalities.				
9. Capability for system to electronically receive Certification of Eligibles from departments/municipalities.				
10. Ability for system to track canvass responses associated with a Certification of Eligibles for an exam.				
CIVIL SERVICE FUNCTIONS				
D. REPORTS				
1. Capability for system to generate a report for an applicant				

	YES	NO	MR	COST
which indicates what examinations candidate has taken. Report to include: Exam #, Exam Title, Date Exam Given, Date List Expires, Score on Exam, Current Position, Current Rank and Eligibility Status.				
2. Capability for system to generate a Candidate Roster for a certain period of time for a Continuous Recruitment Exam.				
3. Capability for system to generate a report to list all current examinations based upon specified criteria including user-defined fields.				
4. Capability for system to generate reports for eligible lists that are expiring based upon specified criteria.				
5. Capability for system to generate a report to indicate if employees appear on specific eligible lists including user-defined fields.				
6. Capability for system to generate a report to indicate all canvass/certification listing for a certain examination based upon specified criteria including user-defined fields.				
7. Capability for system to generate a report for an eligible list activity log based upon specified criteria including user-defined fields.				
8. Capability for system to generate a report for all active eligible lists based upon specified criteria including user-defined fields.				
9. Capability for system to generate a report for all Certification of Eligibles due back within a specified date range.				
10. Capability for system to generate a report for all canvasses due back within a specified date ranged.				
11. Capability for system to generate a report for all newly issued examinations.				
12. Capability for system to generate a report to assist with the preparation of the Annual Fee Report based upon specified criteria including user-defined fields.				
13. Capability for system to generate comprehensive reports for fees paid to take examinations based on specified criteria including user-defined fields.				
CIVIL SERVICE FUNCTIONS				
E. MISCELLANEOUS				
1. Ability for the system to provide user defined tables for: Titles Application Status Codes Departments Additional Applicant Data Items Agencies Disapproved Reasons Counties Conditional Approved Reasons Towns Alternate Reasons Villages Pre-Canvass Codes School Districts Canvass Response Codes Libraries Certification Results Special Districts Performance Tests Fire Districts Performance Exam Results				

	YES	NO	MR	COST
Zip Codes Personnel Actions Personnel Action Types Special Pay Types Authorizations Position Action Codes Job Type Classification Codes Benefits Group Unions				
Exam Sites				
Non-Exam Status Codes				
Non-Exam Action Codes				
Non-Exam Result Codes				
Job Bank Status Codes				
Job Bank Topics				
2. Ability for system not to allow applicant to amend application after it is submitted (to protect integrity of application) for a specific examination.				
3. Ability for system to be able to verify/accept an electronic signature.				
4. Ability for system to have multiple users view a record at the same time without locking anyone out.				
5. Ability for system to assign security to menu options, screens, tables, fields, etc. by user or role.				
6. Ability for system to restrict specific transactions to authorized personnel.				
7. Capability for general public to view established, active eligible lists.				
8. Capability to provide for a 24/7 help desk.				

Local Municipal Services	YES	NO	MR	COST
General Requirements				
1. Ability to track employee and position information for over 4,800 employees in 77 separate civil divisions.				
2. Ability to maintain a complete history of employees, including all salary increases, promotions, changes of dates, work location and department, leave of absence (e.g. any change in civil service status).				
3. Ability to locate employee by name, social security number, position number, retirement number, department of title.				
4. Ability to track an unlimited number of employees with each having an unlimited number of records.				
5. Ability to track multiple dates for each promotion including provisional, probationary, contingent, temporary and permanent.				
6. Ability to track educational background.				
7. Ability to track all full-time, less-than-full-time, part-time, seasonal and substitute positions.				
8. Ability to have a seamless integration between employee and position records.				

Local Municipal Services	YES	NO	MR	COST
9. Ability for certain employees to have multiple positions.				
10. Ability for payroll certification to be electronically submitted to and from municipalities via excel.csv format.				
11. Ability to transmit electronically a Personnel Transaction Form to and from 77 separate civil divisions.				
12. Ability to automatically post position files directly from roster records.				
13. Ability to provide license and/or certification tracking.				
14. Ability to flag employees of pending license and/or certification expiration.				
15. Ability to track multiple occupants in a position.				
16. Ability to track family/medical leave of absence.				
17. Ability to import salary schedules from municipalities.				
18. Ability to accept electronic signature on personnel forms.				
19. Ability to define user access to remote sites.				
20. Ability to have Print Screen capability.				
21. Ability to integrate with PSTek database system.				
Position Tracking				
1. Ability to maintain complete position history.				
2. Ability to locate position by title, position number, department or last occupant.				
3. Ability to track encumbered, vacant and abolished positions.				
4. Ability to automatically post encumbered positions from employee history record.				
5. Ability to track probation by automatically computing the end date and the ability to revise that date if probation is extended.				
6. Ability to track all actions taken (dates and action) during the life of a position.				
7. Ability to track full-time, less-than-full-time, seasonal and substitute positions.				
8. Ability to have multiple occupants assigned to one position.				
Reporting Requirements				
1. Ad-hoc report generation (e.g., report writer).				
2. Ability to generate specific reports such as annual report required by Civil Service, seniority reports, by title, probation to permanent reports, roster history and employee and position listing reports.				
3. Ability to generate EEO reports regarding employee demographics.				

Local Municipal Services		YES	NO	MR	COST
4.	Are customized reports readily available? What is the average time to program a new report or change an existing one?				

Technical Requirements		YES	NO	MR	COST
1	Cloud-based tools support multiple browsers including Internet Explorer 10 (and above), Chrome, Firefox 37 (and above).				
2	Client software (if any) supports all versions of Windows 7x, Window 8.x and Windows 10x Operating System environment.				
3	Client software (if any) supports Active Directory authentication.				
4	Client/Server solution (if any) supports true 64bit Microsoft Server Operating System environment with Server 2012 R2, Hyper-V and VMWare V-Sphere virtualization.				
5	Client/Server solution (if any) supports Microsoft SQL Server 2008 (and above) always on availability groups and writes directly to the Microsoft SQL Server database without passing through any intermediate or proprietary databases.				
6	Technical Support is located in the United States and within the Eastern Time Zone.				

HARDWARE / OPERATING SYSTEM / DATABASE PLATFORMS

Response shall introduce your proposed system platform and software. At a minimum the response shall discuss the following items:

- The computing hardware platform(s) including specifications.
- The network operating systems and client operating systems and database software and versions.
- Provide an overview of the proposed system integration into the current County network.
- Provide a network diagram to illustrate your proposed system configuration.
- NOTE: If not offering a hosted solution, the Vendor IS NOT responsible for supplying servers and peripheral hardware to operate the System modules recommended.
- However, specifications shall be provided for servers and other related hardware necessary to implement the complete system as proposed. Oneida County will acquire all hardware, server operating systems(s), and manage data / system backup requirements.

PROOF OF CONCEPT

A sixty day pilot period for the Personnel Management/Civil Service Software System may be required from the Proposers. The County desires to evaluate the proposed System on ease of use, functionality, management interface, scalability and the ability to tie into an employee management system.

SOFTWARE DEMONSTRATIONS

Vendors short-listed for software demonstrations agree to be available on dates mutually agreed upon with the County. Failure to be available for specified dates will lead to the County replacing the short listed proposal with another proposal. Oneida County shall also require five (5) current live systems as references and may require the shortlisted firms to arrange for visits to some or all of the five (5) current live systems provided as references.

SOFTWARE INSTALLATION

On the mutually agreed upon installation date, the vendor shall install the application software upon the network and in all other ways make the application software ready for the County's intended use.

SOFTWARE INSTALLATION ACCEPTANCE AND TEST CRITERIA

The County will be deemed to have accepted the system under the following conditions:

- The vendor-supplied system is fully implemented by the mutually agreed upon implementation date; and
- It performs as warranted and error-free 95% of the time over a ninety (90) day period; and
- The County has completed and delivered a certificate of acceptance to the vendor.

The vendor will not receive final payment until a Certificate of Acceptance has been completed and delivered to the vendor.

If, after the implementation date, the vendor-supplied system should fail to satisfy the acceptance provisions, the County, after written notice to the vendor, may suspend all payments to the vendor. The vendor shall then provide a written timetable within 5 working days for corrections and a written commitment to allocate additional resources at no expense to the County. The vendor shall have forty-five (45) days from receipt by the County of the written timetable for corrections to complete the required corrections.

If, after the above-mentioned corrections are completed, the vendor-supplied system fails to satisfy the acceptance provisions, the County may terminate the agreement and receive a full refund of all funds paid to the vendor and may pursue other lawful remedies.

DOCUMENTATION

The Application Software documentation (referred to as "documentation") shall include, but not be limited to the following components: narrative description of the system, narrative description of the applications, narrative description of the reports, data base record descriptions, screen layouts with description of each input field on the screens, report layouts with descriptions of each data element on the report, user manuals for all processing (e.g. table set-up/maintenance, report querying, data input, etc) and operator instructions. The vendor shall provide four sets of documentation. The County may make unlimited additional copies of documentation for its internal use without obtaining permission from the vendor.

PROJECT MANAGEMENT AND SUPPORT SERVICES

The vendor shall provide all Project Management Services that are required to implement this system. A detailed conversion and implementation plan must be developed by the successful vendor. This plan is to include vendor and County responsibilities, the implementation timing, and implementation milestones. All required tasks are to be detailed on the project plan. Project plans are to be submitted to the County, using Microsoft Project and supply updated monthly status reports. Proposal shall state the number of hours of installation services, conversion and customization services and training support that are included in their cost proposal. The vendor's responsibility shall include documenting and knowledge transfer, coordinating and managing the implementation plan with the designated County's project manager.

Describe the typical implementation process for a project of this scope including the roles of key members of the implementation team.

Include the resume of the project manager assigned to this opportunity. Note whether the project manager is Project Management Professional (PMP) certified.

What tools are employed by the implementation team to collaborate with the County regarding project milestones?

Describe the vendor's training services.

Does the vendor provide a practice database that utilizes the County's data? If so, describe.

Describe all training documentation and instructional support available to the County.

Has the vendor ever completed an implementation after the deadline or exceeded the agreed budget? If so, describe.

Has the vendor ever failed to complete an implementation? If so, describe.

EXISTING DATA / INTERFACES

The County's existing data shall be converted into the new software system.

WARRANTY

Proposal must indicate standard warranty offered. Warranty will start after final testing and acceptance by the County authorized representative for the Department of Personnel.

SYSTEM TESTING

Successful vendor will provide standard test scripts and assist implementation in the final end user testing of the system. Successful vendor will assist the County in system testing and correct technical problems, which are a direct result of any modifications/customization made to the system during the implementation period. Vendor must briefly describe testing services related to the proposed system.

SOFTWARE MAINTENANCE AGREEMENT

The vendor shall provide a cost proposal for a five-year Standard Software Maintenance Agreement to be billed on an annual basis for all software purchased and installed under this

contract. This maintenance agreement will start after standard warranty ends. At a minimum the maintenance agreement shall provide for:

- Upgrades, including new releases to the software
- Temporary fixes to the software
- Revisions to the licensed documentation
- Telephone Support (24/7) for software
- Technical support via remote access, telephone and e-mail
- Participation in User Group Meetings
- Electronic Customer Support.

SUPPORT

Provide a copy of the vendor's standard support agreement.

What percentage of the support staff is dedicated solely to public personnel software?

Describe the account management resources available to the County.

Describe the vendor's standard support services.

For telephone support, provide the following information:

Does the vendor provide 24-hour support?

What is the vendor's average support call duration?

What is the vendor's average time to resolve issues?

What is the vendor's first-call resolution percentage?

TRAINING

Each submission shall include a detailed proposal for all training options. This shall include the minimum number of hours for the various levels (ex. security levels, system operations, supervisory, general staff). The County does have available on-site computer training facilities. Proposal shall include minimum system requirements if on-site training is selected and include on-site training costs, minimum classroom size, etc. Indicate if the vendor provides an online educational database? If so, describe.

LONGEVITY

Proposal shall include a brief description of the time frame product being offered has been available; its intended market availability. Also describe plans / implementation / description of next level / platform and time of its availability.

SECURITY

There should be various levels of security to be designed by the security administrator. Describe the security levels of the proposed system. What security tools are included with the software? How do restrictions to the following work: administrative tool access; application access; menu

access; record access; field access, and querying/reporting access? What is included in the user security profile? How is the security profile defined?

FILE BACKUP AND DISASTER RECOVERY (HOSTED OR ONSITE).

Describe the proposed systems backup procedure. The backup of data must not require constant attention by a systems operator. Please state how the system backup will be accomplished on the proposed system, addressing such points as:

- A detailed description of the software used to back up the system;
- System and/or data availability during backup;
- Any operator intervention or assistance;
- File reorganization capabilities.

Please provide a summary of the proposed system's backup features and options. The system software must provide for the "graceful shutdown" of the system. Ideally, the software should automatically notify users of the power outage, log them out and power down gracefully. Describe the software required and the time needed for a safe shutdown of the proposed system. The proposed system must provide for protection against loss of data due to power surges or outages. Describe how this is to be accomplished. Please provide your capabilities to host a disaster recovery hot site for this software application.

SAMPLE DOCUMENTS

To establish a complete and competitive proposal, vendors must include sample copies of the following documents:

- Sample training manuals (if included in proposal);
- Sample standard reports;
- Sample functional, technical and support documentation.

PROPOSAL RESPONSE, ORGANIZATION AND SUBMISSION

Sealed Proposals, 4 hard copies, one (1) Electronic Copy on a thumb drive. One (1) hard copy must be clearly marked original and (3) hard copies must be clearly marked copy will be received by Commissioner John P Talerico, Personnel Department , Oneida County Office Building, 800 Park Avenue, Utica, NY 13501 until Thursday, August 10, 2017, 3:00 p.m. EST. Note: Packages not containing the required number of copies will be automatically rejected.

All proposals shall be marked: RFP-2017-204, CIVIL SERVICE AND PERSONNEL MANAGEMENT SOFTWARE SYSTEM

Submitters shall include all documents necessary to support their proposal in the sealed package.

Submitters shall be responsible for the delivery of proposals during business hours to the address indicated in the RFP. It shall not be sufficient to show that the proposal was mailed in time to be received by the scheduled closing time.

No proposal will be considered which is not accompanied by all required documentation and signed by the proposer.

Proposals must be received on or before the specified time and date. Proposals received after the specified time will be returned unopened.

Proposal information is restricted and not publically available until after the award of the contract by the Purchasing Department.

All information and materials submitted will become the property of Oneida County. Vendors should not submit proprietary or confidential business information unless the vendor believes such information is critical to its presentation. Such information should be clearly identified as such. Oneida County will protect such proprietary or confidential information only to the extent which the law allows.

SUBMITTER RESPONSIBILITIES

Proposal Certification, Verification, and Signature.

Unsigned proposals will be eliminated.

It is the sole responsibility of the submitter to assure that they have received the entire RFP.

The RFP and any addenda may be secured by contacting the County Personnel Office. Submitters are expected to examine all special provisions, specifications, schedules and instructions included in this request. Failure to do so will be at the proposer's risk.

No proposal will be considered which modifies, in any manner, any of the provisions, specifications, or minimum requirements set forth in this RFP.

PROPOSAL FORMAT

Please submit A MARKED ORIGINAL AND THREE (3) COPIES of your proposal, as well as one (1) Electronic Copy on a thumb drive.

The Offeror shall prepare the proposal as set forth below. The titles and contents of the section shall be as defined in this section.

Section I	Cover Section
Section II	Executive Summary
Section III	Technical Response
Section IV	Cost/Price Proposal
Section V	Contract Documentation
Section VI	Relevant Past and Present Performance

Cost or Pricing Information – All cost or pricing information shall be addressed ONLY in the Cost/Price Proposal Section. Cost trade-off information, work-hour estimates and material kinds and quantities may be used in other sections only as appropriate for presenting rationale for alternatives or design and trade-off decisions.

Glossary of Abbreviations and Acronyms - Each section shall contain a glossary of all abbreviations and acronyms used, with an explanation for each. Glossaries do not count against

the page limitations for their respective sections. If no abbreviations and/or acronyms are used, then a Glossary is not required.

Page Size and Format - Page size shall be 8.5 x 11 inches, not including foldouts. Pages shall be single-spaced. The text size shall be no less than 11 point. Use at least 1-inch margins on the top and bottom and 3/4 inch side margins. Pages will be numbered sequentially by section.

Legible tables, charts, graphs and figures shall be used wherever practical to depict organizations, systems and layouts, implementation schedules, plans etc. These displays shall be uncomplicated, legible and shall not exceed 11 by 17 inches in size. Foldout pages shall fold entirely within the section, and count as a single page.

Foldout pages may only be used for large tables, charts, graphs, diagrams, and schematics, and not for pages of text.

Binding and Labeling - All Sections of the proposal should be bound in a single three-ring loose leaf binder, with section tabs, which shall permit the proposal to lie flat when opened. Staples shall not be used. A cover sheet should be bound in each book, clearly marked as to RFP title, solicitation number, copy number, and the offeror's name. The same identifying information should be placed on the spine of each binder. All "Trade Secret" or Classified binders shall be similarly marked with the addition of "Trade Secret Information" contained on the cover sheet.

SECTION I- COVER SECTION

Table of Contents - A master table of contents of the entire proposal.

Cover Page

- Full proposal name;
- Submission date and time;
- Proposer's name;
- Name and contact information for the single point of contact for all phases of the project, if different than the Proposer.

A cover letter highlighting any special features of the Proposal.

SECTION II- EXECUTIVE SUMMARY

In the executive summary, the offeror shall provide the following information:

Narrative Summary - A concise narrative summary of the entire proposal, including significant risks, and a highlight of any key or unique features, excluding cost/price. The salient features should tie in with Section I evaluation factors/subfactors. Any summary material presented here shall not be considered as meeting the requirements for any portions of other sections of the proposal.

SECTION III - TECHNICAL RESPONSE SECTION

The Technical Response Section should be specific and complete. Legibility, clarity and coherence are very important. Your responses will be evaluated against the criteria defined in Evaluation Criteria Section for award. Using the instructions provided below, provide as specifically as possible the actual methodology you would use for accomplishing/satisfying the requirements stated in the County's Statement of Objectives.

All the requirements specified in the solicitation are mandatory. By your proposal submission, you are representing that your firm will perform all the requirements specified in the solicitation. It is not necessary or desirable to tell us that in your proposal. Do not merely reiterate the objectives or reformulate the requirements specified in the solicitation.

Format and Specific Content - Technical Response. In this section address your proposed approach to meeting the requirements listed in the Statement of Objectives, as well as risks in your proposal in terms of project capability/performance, cost and/or schedule.

Address Proposal Risk by identifying those aspects of the proposal you consider involving cost and/or project capability risk. Provide rationale for each risk, including quantitative estimates of the impact on cost, schedule and performance. Describe the impact of each identified risk in terms of its potential to interfere with or prevent the successful accomplishment of the project goals and Statement of Objectives. Suggest a realistic "workaround" or risk mitigation for identified risks that will eliminate or reduce risk to an acceptable level. Identify any new risks introduced by such risk mitigation.

Personnel Qualifications and Experience should be detailed as part of the Technical Response. Include resumes for all personnel and subcontractors to be assigned to this project.

Address your firms' motivation for being involved in this project and the priority this project will be assigned relevant to other commitments.

Statement of Work ("SOW") – A Statement of Objectives ("SOO") is provided in the Mandatory Section of this RFP. This Statement of Objectives represents the County's minimum objectives for this project. The Offeror shall use the Statement of Objectives to propose a Statement of Work, which expands upon these minimum objectives to the extent necessary to conduct this acquisition. The proposed Statement of Work shall define the tasks required for the successful completion of the County's goals and objectives ensuring all minimum requirements are met as detailed in the County's SOO.

The proposed SOW shall consist of tasking statements. Each tasking statement shall reference the deliverables, which will be provided by that task. The proposed SOW shall not contain informational notes, as the Technical Response subsection provides ample opportunity for discussion and description of the offeror's approach. The tasking statements in the SOW shall use a common numbering system. The proposed SOW, when accepted by the County, will be included in the final contract.

Work Breakdown Structure ("WBS") – The Offeror shall develop a Work Breakdown Structure, which reflects their view of the proposed contract effort. The WBS shall serve as a framework for organizing the proposed effort to include in-house, inter-divisional, subcontractor, and associate contractor activities. The WBS shall be developed to a depth (level) and breadth sufficient to accurately describe each participant's role and responsibilities in the project. The Offeror's proposed WBS shall be included with their SOW and will be incorporated as part of the final contract.

Master Schedule ("MS") – The intent of this section is to obtain a functionally integrated understanding of the proposal in a way that provides the County confidence that the proposal is structured to be executable for the resources indicated. The MS is a detailed task and timing of the work effort in the SOW and is used as the primary tracking tool for technical and schedule

status. The MS identifies all SOW events, accomplishments, criteria and the expected dates of each. These dates are based on a calendar date of January 1, 2018 as the starting point and the logical flow of dates provided by calculating the duration of all tasks using typical schedule networking tools. The MS tasks will be directly traceable to the SOW and the WBS.

The Offeror shall provide a top level MS as part of the proposal submittal. The more detailed levels of the MS, as well as updates, will be submitted after contract award. The MS is intended as a tool for day-to-day tracking of the program/project. All tasks/activities in the MS should be logically linked together showing predecessor/successor relationships. The activities and tasks will be sufficient to account for the total proposed solution.

The Technical Proposal Section shall be organized to the following general outline:

- Table of Contents;
- Technical Response to Statement of Objectives;
- Statement of Work;
- Work Breakdown Structure;
- Master Schedule;
- Potential Risks.

SECTION IV - COST/PRICE SECTION

Only one copy of the Cost/Price proposal shall be submitted in the "Original Copy." Additional copies of the proposals shall not contain copies of the Cost/Price proposal.

All proposals submitted must describe the overall system software and all services proposed and their associated costs, hosting costs, including any additional modules necessary to meet the requirements as specified. All hourly rates offered should include an on-site fixed hourly rate, an off-site hourly rate and an on-the job training ("OJT") rate.

Total cost of software as listed in the system requirement matrix.

Cost of Implementation / Consulting services. Briefly describe implementation / consulting services related to the proposed implementation time line. Include an estimated number of days consulting will be required.

Cost of installation. Vendor shall briefly describe installation and set-up options. If a lump sum price is offered, vendor shall indicate the maximum hours that lump sum represents. Vendor shall also include a cost per hour and/or per day to cover any additional requirements not included in lump sum price.

Cost of conversion of existing data. Vendor shall describe in detail the data conversion approach and options from current software to suggested product. Include a lump sum cost for a set number of hours, or cost per hour and/or per day with an estimated number of hours.

Cost of developing a payroll system feed. Vendor shall briefly describe developing a payroll system for suggested software. Include a lump sum cost for a set number of hours, or cost per hour and/or per day with an estimated number of hours.

Cost of custom programming for customer requested software changes, reports, etc. Briefly describe customization options. Vendor to include a cost per hour and/or per day.

Cost of upgrades, if not covered as specified under software maintenance.

Annual cost for hosting.

Annual software support maintenance cost and hosting cost. Vendor shall supply annual maintenance, support and hosting costs for a five-year Standard Software Maintenance Support as per the specifications. Briefly describe all support options available and include cost information. Response shall also indicate annual software support maintenance cost and hosting cost for years six (6) through ten (10).

Cost of training. Include a detailed description of all training options offered and associated costs. Vendor shall specify the location(s) for off-site training.

Estimated cost of travel associated with installation and training at the following times:

- Initial;
- 3 Months after install;
- 6 Month after install;
- 9 Month after install;
- 1 Year after install.

SECTION IV - CONTRACT DOCUMENTATION

The purpose of this section is to provide information to the County for preparing the contract document and supporting file. The offeror's proposal shall include:

Certification of Compliance with the Iran Divestment Act.

Special Contract Requirements – Required Licenses or Certifications. The Offeror shall include copies of any licenses and/or certifications that are required to perform any of the work required by this RFP. If no licenses and/or certifications are required, the Offeror is not required to make reference to this subsection.

Exceptions to Terms and Conditions – Exceptions taken to the terms and conditions of the sample contract, contract clauses, formal attachments or to other parts of the solicitation shall be identified. Each exception shall be specifically related to each paragraph and/or specific part of the solicitation to which the exception is taken. Provide rationale in support of the exception and fully explain its impact, if any, on the performance, schedule, cost and specific requirements of the solicitation. Failure to comply with the terms and conditions of the solicitation may result in the Offeror being removed from consideration for award.

Authorized Offeror Personnel – Provide the name, title, telephone number and e-mail address of the company point of contact regarding decisions made with respect to your proposal and who can obligate your company contractually. Also identify those individuals authorized to negotiate with the County.

Company Address and Identifying Codes – Provide company/division's street address, Federal Identification Number, DUNS Code, and size of business. List all locations where work is to be performed and indicate whether such facility is a division, affiliate or subcontractor, and the percentage of work to be performed at each location.

Subcontracting Plan – If the Offeror intends on using subcontractors a Subcontracting Plan must be included in this section. The Subcontracting Plan shall include a detailed explanation of the work to be subcontracted and the percentage of that work to the total project for each proposed subcontractor. Oneida County reserves the right to approve or disapprove of any subcontracting plan.

Participation of Disadvantage Business Enterprises – The Offeror must provide with its offer a statement as to whether they have established targets for DBE participation on this contract. The targets may be provided for participation by a prime contractor, joint venture partner, teaming arrangement member or subcontractor. The targets for subcontractors must be listed separately.

SECTION V - RELEVANT AND PAST PERFORMANCE

General – Each Offeror shall submit a past and present performance section with its proposal, containing past performance information in accordance with the format contained in The Past and Present Performance Information Form. This information is required on the Offeror and all subcontractors, teaming partners, and/or joint venture partners. Offerors are cautioned that the County will use data provided by each Offeror in this Section and data obtained from other sources in the evaluation of past and present performance.

For each contract submitted as a past performance reference, the Offeror shall submit a client authorization letter, authorizing their client to release to the County information requested on the Offeror's past and present performance.

Relevant Contracts – Submit Past Performance Information on 3 recent contracts that you consider most relevant in demonstrating your ability to perform the proposed effort. Also include information on 3 recent contracts performed by each of your teaming partners and significant subcontractors that you consider most relevant in demonstrating their ability to perform the proposed effort. Include rationale supporting your assertion of relevance. Provide 3 reference for municipalities that you provide services for with a minimum of 1000 civil service positions

Note that the County generally will not consider performance on a newly awarded contract without a performance history or on an effort that concluded more than 3 years prior to this source selection.

Specific Content – Offerors are required to explain what aspects of the reference contracts are deemed relevant to the proposed effort, and to what aspects of the proposed effort they relate. This may include a discussion of efforts accomplished by the Offeror to resolve problems encountered on prior contracts as well as past efforts to identify and manage risk. Merely having problems does not automatically equate to a little or no confidence rating, since problems encountered may have been on a more complex program, or an Offeror may have subsequently demonstrated the ability to overcome the problems encountered. The Offeror is required to clearly demonstrate management actions employed in overcoming problems and the effects of those actions, in terms of improvements achieved or problems rectified. This may allow the Offeror to be considered a higher confidence candidate.

Organizational Structure Change History – Many companies have acquired, been acquired by, or otherwise merged with other companies, and/or reorganized their divisions, business groups, subsidiary companies, etc. In many cases, these changes have taken place during the time of

performance of relevant present or past efforts or between conclusion of recent past efforts and this source selection. As a result, it is sometimes difficult to determine what past performance is relevant to this acquisition. To facilitate this relevancy determination, include in this proposal a “roadmap” describing all such changes in the organization of your company. As part of this explanation, show how these changes impact the relevance of any efforts you identify for past performance evaluation. Since the County intends to consider present and past performance information provided by other sources as well as that provided by the Offeror(s), your roadmap should be both specifically applicable to the efforts you identify and general enough to apply to efforts on which the County receives information from other sources.

QUESTIONS

All questions in regard to the project will be accepted by email only.

All questions must be received no later than 10:00 AM on August 3, 2017

All questions shall be directed to: John P Talerico, Commissioner
Oneida County Personnel
800 Park Avenue
Utica, NY 13501
jtalerico@ocgov.net

MODIFICATION OR WITHDRAWAL OF PROPOSAL

A proposal that is in the possession of the Purchasing Agent may be altered by a letter bearing the signature or name of the authorized person, provided it is received PRIOR to the date and time of the opening. FAX, telephone or verbal alterations will not be accepted. A proposal that is in the possession of the Purchasing Agent may be withdrawn by the proposer up to the time of opening.

INSURANCE REQUIREMENTS

At all times during the term of this Agreement, the Contractor and its sub-contractors, if any, shall maintain at his own cost the following insurance and shall provide proof thereof to the County, in the form of a Certificate of Insurance, prior to commencing work under this Agreement:

Worker’s Compensation Employer’s Liability and Disability Benefits Coverage (statutory limits). In compliance with the Workers’ Compensation Law of the State of New York, each contractor shall provide:

a certificate of insurance on an Acord form indicating proof of coverage for Worker’s Compensation, Employer’s Liability and Disability Benefits Coverage; OR

a New York State Workers Compensation Notice of Compliance (Form C-105, Form U-26.3, Form SI-12 or Form SI-105.2P) and New York State Notice of Compliance - Disability Benefits Law (Form DB-120 or DB-20.1).

In the event that the Contractor is exempt from providing coverage, it must provide a properly executed copy of the Certificate of Attestation of Exemption from NYS Workers' Compensation and/or Disability Benefits Coverage: Form CE-200.

Commercial General Liability Insurance coverage including blanket contractual coverage for the operation of the program under this Agreement with limits not less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate. This insurance shall be written on an occurrence coverage form and include bodily injury and property damage liability. The County must be listed as additional insured on a primary, non-contributory basis. The additional insured endorsement for the Commercial General Liability insurance required above shall not contain any exclusion for bodily injury or property damage arising from completed operations. All construction, trade contractor, and service maintenance agreements must utilize the additional insured endorsement CG 2037 July 2004 edition. The insurance coverage shall contain a waiver of subrogation in favor of Oneida County. Acceptable proof of the waiver of subrogation and the County's additional insured status may be evidenced through a copy of the policy form or endorsement.

Automobile Liability Insurance coverage for all owned, scheduled, hired, and non-owned vehicles with a combined single limit of liability of not less than \$1,000,000. This insurance shall include coverage for bodily injury and property damage. The County must be listed as additional insured on a primary, non-contributory basis. Acceptable proof of the County's additional insured status may be obtained by submitting a copy of the policy form or endorsement. The insurance coverage shall contain a waiver of subrogation in favor of Oneida County.

Professional Liability with limits not less than \$1,000,000 per occurrence; \$2,000,000 in the aggregate. In the event of expiration or termination of this Agreement, each party hereto shall either maintain the abovementioned insurance coverage for a period of not less than three (3) years, or shall provide an equivalent extended reporting endorsement (commonly known as a 'tail policy').

Excess/Umbrella Liability (for certain contracts at the discretion of the County) with limits not less than \$1,000,000 per occurrence; \$5,000,000 in the aggregate. The County must be listed as additional insured on a primary, non-contributory basis. Acceptable proof of the County's additional insured status may be obtained by submitting a copy of the policy form, endorsement or Acord insurance certificate.

THE COUNTY OF ONEIDA MUST BE NAMED AS THE CERTIFICATE HOLDER AND ADDITIONAL INSURED.

All policies of insurance referred to above shall be underwritten by companies authorized to do business in the State of New York with an A.M. Best financial strength rating of A or better. In addition, every policy required above shall be primary insurance and any insurance carried by the County, its officers, or its employees shall be excess and not contributory insurance to that provided by the Contractor. The Contractor and his sub-contractor(s), if any, shall be solely responsible for any deductible losses under each of the policies required above.

Payment(s) to the Contractor may be suspended in the event the Contractor and his sub-contractor(s), if any, fails to provide the required insurance documentation in a timely manner.

Prior to cancellation or material change in any policy, a thirty (30) day notice shall be given to the County Attorney at the address listed below:

Oneida County Attorney
County Office Building
800 Park Avenue
Utica, New York 13501

Acceptable proof of the thirty (30) day notice provision may be obtained by submitting a copy of the policy form, endorsement or Acord insurance certificate. On receipt of such notice, the County shall have the option to cancel this Agreement without further expense or liability to the County, or to require the Contractor to replace the cancelled insurance policy, or rectify any material change in the policy, so that the insurance coverage required by this paragraph is maintained continuously throughout the term of this Agreement in form and substance acceptable to the County. Failure of the Contractor to take out or to maintain, or the taking out or the maintenance of any required insurance, shall not relieve the Contractor from any liability under this Agreement nor shall the insurance requirements be construed to conflict with or to limit the obligations of the Contractor concerning indemnification.

All losses of County property shall be adjusted with and made payable directly to the County.

All Certificates of Insurance shall be approved by the County Attorney or designee prior to commencement of any work under this Agreement.

In the event that claims in excess of these amounts are filed in connection with this Agreement, the excess amount or any portion thereof may be withheld from payment due or to become due the Contractor until the Contractor furnishes such additional security as is determined necessary by the County.