

REQUEST FOR PROPOSAL (RFP)

Procurement Services website
352-343-9839
315 West Main Street, Suite 441
Tavares, Florida 32778
Post Office Box 7800



RFP Number: 20-0403
Solicitation Title: TIMEKEEPING AND SCHEDULING SOFTWARE
Contracting Officer: Sandra Rogers
CLOSING DATE: 01/10/2020
CLOSING TIME: 3:00 P.M. Eastern

Vendors shall complete and return all information requested in Section 9.0. Failure to submit the solicitation response by the specified time and date will result in rejection of Proposal. Failure to sign the Proposal response may be cause for rejection of the Proposal.

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1.0 PURPOSE OF SOLICITATION

Lake County Board of County Commissioners is seeking proposals for **TIMEKEEPING AND SCHEDULING SOFTWARE**. As a result of this Request for Proposal (RFP), the County expects to receive and evaluate responses, select a vendor, and enter into an agreement for implementation of a solution, including support, training, data migration and maintenance. This RFP provides a list of capabilities to be considered, general information, instructions for submitting responses and firm selection procedures.

The vendor shall provide Professional Services and Software Service which includes all necessary maintenance on a turnkey basis during the term of the contract. This may include software or other technical maintenance.

The County’s preferred solution is web-based and hosted by the Contractor.

The County will not consider responses submitted that are a **TIMEKEEPING AND SCHEDULING SOFTWARE** which does not integrate with Tyler Technology MUNIS Financial/HR/payroll Software System.

1.1 TECHNICAL SPECIFICATIONS or SCOPE OF WORK

Refer to Exhibit A – Scope of Work for full details.

1.2 EXHIBITS

Exhibit A – Scope of Work

Exhibit B – Insurance Requirements

Exhibit C – Review the [Lake County General Terms and Conditions page](#) dated 10/10/2019.

1.3 ATTACHMENTS

Attachment 1 – Bid Submittal Form

Attachment 2 – References Form

Attachment 3 – Pricing Schedule

Attachment 4 – Functional and Technical Response

2.0 POINT OF CONTACT

Inquiries concerning any portion of this solicitation should be directed to the Contracting Officer below who will be the official point of contact for this solicitation.

Sandra Rogers, CPPB, Senior Contracting Officer
Telephone: 352-343-9832
Fax : 352.343.9473
E-mail: srogers@lakecountyfl.gov

3.0 PROPOSED SCHEDULE

12/02/2019.....Request For Proposal Available
12/16/2019.....Last Day to Receive Written Questions
01/10/2020.....Solicitation Closing Date

4.0 QUESTIONS, EXCEPTIONS, AND ADDENDA

Vendors should carefully examine this solicitation package including the [Lake County General Terms and Conditions page](#). All communication, inquiries, or requests for exceptions are to be directed to the Contracting Officer listed in Section 2.0. The last day for questions or requests

for exceptions is 12/16/2019. An addendum may be issued in response to any inquiry received, which changes or clarifies the terms, provisions, or requirements of the solicitation. No answers given in response to questions submitted will be binding upon this solicitation unless released in writing as an addendum to the solicitation and posted on the [Lake County Formal Bid site](#) for this solicitation. Where there appears to be a conflict between this solicitation and any addenda, the last addendum issued will prevail.

It is the vendor's responsibility to ensure receipt of all addenda and any accompanying documentation. Failure to acknowledge each addendum may prevent the proposal from being considered for award.

Clarification of process or procedure questions may be asked at any time to the Contracting Officer.

5.0 TERM OF CONTRACT

The software installation period under the contract arising from this solicitation will commence upon issuance of purchase order and shall remain in effect until installation, data migration, implementation, initial project management, deployment of security, roles, processes, interfaces, responsibilities, workflow and reporting and training has been completed. This period shall not exceed ninety (90) days after issuance of purchase order unless such time is extended by mutual agreement of both parties.

By letter, the County will determine and confirm, in its sole discretion, that the System is functional and formally accepted. After system acceptance has been completed and confirmed, maintenance of services for the initial year of support shall commence and may continue on an annual basis subject to annual renewal of such services by the County. The date of the system acceptance letter shall serve as the date upon which annual maintenance commences, and as the renewal date for any subsequent continuation of maintenance services after the first year of such service.

Rates are to be guaranteed for the initial eight (8) years of the contract.

If not otherwise provided for in the vendor's pricing, after year eight (8), the annual cost for maintenance may only increase annually by the lesser of three percent (3%) or the Bureau of Labor Statistics, Table 5, Compensation (<https://www.bls.gov/news.release/eci.t05.htm>), Professional, Scientific, and Technical Services Index for the applicable year (not seasonally adjusted).

6.0 METHOD OF PAYMENT

Vendor shall submit a single invoice for the initial installation effort upon acceptance of the installed system by the County. For maintenance services, the vendor shall submit invoices by the month prior to the contract expiration month. These invoices must be submitted to the County user department that requested the service through a purchase order. The invoices must reflect the type of service provided to the County in the prior month.

Payments will be tendered in accordance with the Florida Prompt Payment Act, Part VII, Chapter 218, Florida Statutes. The County will remit full payment on all undisputed invoices within forty-five (45) days from receipt by the appropriate County using department. The

County will pay interest not to exceed one percent (1%) per month on all undisputed invoices not paid within thirty (30) days after the due date.

7.0 METHOD OF AWARD

Each Proposal submittal will be evaluated for conformance as responsive and responsible using the following criteria:

- A. Proper submittal of ALL documentation as required by this Solicitation. (Responsive)
- B. Proposals will be evaluated based upon the greatest benefits to Lake County and the following criteria: (Responsible)
 - 1. Product Features, function, design and suitability: current features and capabilities and their ability to meet Lake County's business processes, extensibility without customization, flexibility, ease of use, maturity and future direction;
 - 2. Company Strength: financial standing, experience, customer service and organizational maturity;
 - 3. Technical Architecture: application and hardware technical architecture, technical support abilities, integration capabilities and all technical specifications associated with this Solicitation;
 - 4. Services: Implementation methodology, needs assessment, roll-out methodology
 - 5. Full life cycle costs, including other costs related to implementation, resource requirements, software and hardware maintenance, hosting and licensing costs.
 - 6. Past Performance. In order to evaluate past performance, all vendors are required to submit a list of five (5) verifiable references / relevant projects completed within the last five (5) years that are the same or similar in magnitude to this RFP, preferably from local governments within the State of Florida. Use Attachment 2.

Vendors shall answer all questions in accordance with the guidelines provided within this RFP. Vendors shall provide full proof of the capabilities stated in Attachment 4 – Functional and Technical Response. Failure to provide honest responses will be grounds for disqualification from the RFP process.

Awards will be made to the most responsive, responsible, Vendor whose proposal represents the best overall value to the County when considering all evaluation factors.

Proposals received before the date and time listed will be opened, recorded, and accepted for consideration. Vendors' names will be read aloud and recorded. Proposals will be available for inspection during normal business hours in the Office of Procurement Services thirty (30) calendar days after the solicitation due date or after recommendation of award, whichever occurs first.

8.0 DELIVERY OF PROPOSAL

DO NOT RESPOND TO THIS SOLICITATION ON-LINE. All Proposals must be sealed and clearly marked with **SOLICITATION: 20-0403, TIMEKEEPING AND SCHEDULING SOFTWARE**, and vendor name.

Proposals must be received by the Lake County Office of Procurement Services, Room 441, Fourth Floor, 315 W. Main Street, Tavares, FL 32778-7800, no later than 3:00 P.M., Eastern

time on **01/10/2020**. Proposals received after this time, regardless of circumstance, will not be considered.

A response will not be accepted if received in the Office of Procurement Services after the official due date and time regardless of when or how it was received by the Lake County Clerk of Court Mail Receiving Center. Allow enough time for transportation and inspection.

All Proposals must be sealed and delivered to (faxes/e-mails will not be accepted):

Hand Delivery:

LAKE COUNTY PROCUREMENT SERVICES
315 W. MAIN STREET
4TH FLOOR, ROOM 441
TAVARES, FLORIDA 32778

Sealed Proposals delivered by a third-party carrier (U.S. Postal Service, FedEx, UPS, etc.) are opened and inspected by the Lake County Clerk of the Circuit Court Mail Receiving Center in an off-site controlled facility prior to delivery to the Office of Procurement Services.

United States Postal Service (USPS). Allow additional days for transportation and inspection:

LAKE COUNTY PROCUREMENT SERVICES
PO BOX 7800
TAVARES, FL 32778-7800

Third Party Carrier (FedEx, UPS, etc). Allow an additional day for transportation and inspection:

LAKE COUNTY PROCUREMENT SERVICES
MAIL RECEIVING CENTER
313 SOUTH BLOXHAM AVENUE
TAVARES, FL 32778

9.0 SUBMITTAL REQUIREMENTS

Vendors must complete and return all information requested in this RFP document.

Proposal submission indicates a binding offer to the County and agreement of the terms and conditions referenced in this RFP.

Do not make any changes to the content or format of any form without County permission. All information must be legible. The person signing the Proposal must initial any corrections made. The Proposal must be signed by an official authorized to legally bind the vendor to its provisions. Include a memorandum of authority signed by an officer of the company if the signor is not listed as a corporate officer on the vendor's SunBiz registration or corporate documents.

The vendor must submit one paper copy of their complete proposal and one CD or USB drive version of their complete proposal. The vendor must include the complete original proposal with Attachment 3 Pricing Schedule, and Attachment 4 Functional and Technical Response Questionnaire in Excel format (not pdf). The proposal must be in a sealed package marked **20-0403, TIMEKEEPING AND SCHEDULING SOFTWARE** and delivered to the Office of

Procurement Services no later than the official solicitation due date and time. Any Proposal received after this time will not be considered and will be returned unopened.

The County is not liable or responsible for any costs^o incurred by any vendor in responding to this RFP including, without limitation, costs for product or service demonstrations if requested.

9.1 PRESENTATION

Each proposal must be a concise, accurate, complete, and clear description of the vendor's solution and capabilities to satisfy this RFP.

9.2 PROPOSAL GUIDELINES

Proposals must be in accordance with the instructions outlined in this section. Failure to do so may result in the County rejecting the proposal.

Page Size and Format – The preferred format is letter sized (not including foldouts), single-spaced, with 11 point or larger text, and numbered sequentially by section.

Legible tables, charts, graphs, or figures may be used as needed and should not exceed ledger size.

Binding and Labeling – Include a cover sheet containing the RFP title, solicitation number, and the vendor name in each proposal copy. All sections of the proposal should be identified by tabs.

9.3 PROPOSAL SECTIONS AND CONTENT

Proposals must be organized into the below major sections (“Tabs”). It is imperative that vendors answer the questions in accordance with the guidelines provided within this RFP. It is also assumed that the vendor will provide full proof of capabilities stated in Attachment 4, Functional and Technical Response Questionnaire. Failure by the vendor to provide honest responses will be grounds for disqualification from the RFP process.

Do not send confidential information, proprietary information, or trade secrets.

TAB 1 – VENDOR PROFILE

- Statement of Interest Letter that concisely states the vendor's understanding of the services required by the County and signed by an agent authorized to sign for the vendor. This letter should also include the vendor's number of years in business, company URL, list any changes in ownership, and any contracts cancelled for convenience or cause in the previous five (5) years. The submitted letter must be signed by an authorized agent of the vendor, as listed on the Florida Department of State, Division of Corporations, Sunbiz report available at www.Sunbiz.org. If anyone other than the officer listed on the Sunbiz website will be signing this RFP, a memorandum of authority signed by an officer of the vendor allocating authorization shall be required. If vendor is not currently registered as a vendor in the State of Florida (Sunbiz), include documentation designation of contracting authority. The memorandum of authority shall be on vendor's letterhead and shall clearly state the name, title, and contact information for the individual designated by the vendor. This Statement of Interest Letter accepts ALL terms and conditions contained in this solicitation.
- Submit a brief history of the business, noting organizational structure of business and ownership interests.

- Provide a resume for the proposed Project Manager and one for each of the proposed team members for this project. Submit an organization chart showing the reporting structure and where the proposed project would be assigned within the organization.

TAB 2 – FORMS

- Complete Attachment 1 – Bid Submittal Form.
- Completed Addenda issued subsequent to the release of this solicitation must be signed and returned with the vendor’s proposal. Failure to return signed addenda may be cause for the proposal to be considered non-responsive.
- Complete Attachment 2 – Reference Form submitting at least five (5) verifiable references where the proposed solution of similar magnitude has been completed within the last five (5) years. Government entities are preferred.
- Provide a completed W-9.
- Proof of Insurability. See Exhibit B. Provide either an Acord form reflecting required insurance coverage or documentation from the vendor’s insurance agency stating insurability at the required insurance coverage.

TAB 3 – PROPOSED SOLUTION

- Provide a concise description of the approach and process to successfully complete the work to be performed including any specific staffing or equipment resources that will be employed by the vendor. Vendor shall clearly describe their ability to deliver a state-of-the-art, secure, turnkey solution utilizing a contractor-hosted solution and/or a County on-premises solution.
- A project schedule must be furnished by the vendor showing the personnel engaged in each task, the deliverables, and the significant completion dates (days after contract start, not specific dates) for the major tasks of the project. Include any anticipated risks, negative or positive, and proposed response strategies.
- State objectives, scope of services, and anticipated deliverables.
- Vendor shall clearly state the anticipated benefits to the County for using the vendor’s proposed solution.
- Vendor shall clearly state how future upgrades shall keep the County current with evolving technologies and mandated State of Florida or other governmental requirements.
- Vendor shall clearly state how the proposed system provides maximum flexibility with no customization required by the Vendor. The system shall provide all features within the current version of the software, requiring no coding or programming modifications and with all changes done through configuration of existing software.
- The vendor shall clearly state how future upgrades will keep the County current with evolving technologies.

TAB 4 – FUNCTIONAL AND TECHNICAL RESPONSE QUESTIONNAIRE

- Complete the Functional and Technical Response Questionnaire in Attachment 4. Although the vendor shall “self-rate” the responses, all requirements may be validated during evaluation and demonstration prior to final ranking of the vendor. If functionality cannot be validated, ranking of the vendor will be changed at the discretion of the County. For ease of evaluation, this completed Attachment 4 must be printed on one side, not printed on both sides of the paper.

TAB 5 – IMPLEMENTATION PLAN/SUPPORT

- Vendor shall clearly state how their vendor shall provide effective and timely implementation and ongoing technical support 8:00 AM to 5:00 PM EST, Monday through Friday.
- Include a plan for implementing the vendor’s proposed software solution for each Office. The plan should be sufficiently comprehensive in scope and detail, minimally including the following information:
 - a. Orientation of schedulers
 - b. Method of viewing schedule changes
 - c. Demonstration for Scheduling Staff
 - d. Education for staff
 - e. Warranty and software maintenance program.
 - f. Anticipated product upgrade schedules
 - g. Consultation/collaboration in development/revision of policies & procedures
- The vendor shall describe and provide adequate documentation detailing the proposed integration that will be used to integrate data from the County’s current software system (Tyler Technology’s Munis) to the proposed system.
- Software Escrow Agreement. For those vendors proposing the use of a Software Escrow Agreement, the vendor shall provide a copy of the Software Escrow Agreement or indicate that an agreement shall be provided. All proposed agreements shall be included on the CD or USB drive in MS Word format, clearly marked as a separate file.
- Third Party Agreements: For those vendors proposing the use of a third party agreement, the vendor shall provide a copy of the third party agreement or indicate that an agreement shall be provided. All proposed agreements shall be included on the CD or USB drive in MS Word format, clearly marked as a separate file.

TAB 6 – SAMPLE REPORTS

- Vendor shall demonstrate how the proposed system provides maximum flexibility with minimal or no customization required by the vendor.
- Provide sample of standard reports generated by the proposed software, including but not limited to those specified below:
 - a. Basic 2-week schedule
 - b. Printable timesheet
 - c. Scheduled time off
 - d. Overtime scheduled/used
 - e. Weekend and holiday call-ins
 - f. Staff shortage report with shortages broken out daily for each shift
 - g. Report totaling the hours by pay code by location that can be run on a weekly, biweekly, or 28-day cycle.
 - h. Audit reports showing time approved by employee and/or supervisor.
- Vendor must state all third-party licensing requirements in response.

TAB 7 – ADDITIONAL INFORMATION

Include and reference all supporting information, sample reports, and processes relevant to understanding your project including, but not limited to:

- Data conversion – Describe the approach, process and required formats to receive County payroll data. Also, describe your proposed data conversion upon termination of the contract.

- ❑ Ownership rights - Describe the rights of purchase of software. Topics such as “access to” codes, understanding of logic, and format of files shall be addressed.
- ❑ Access rights and control – describe system security regarding the rights of software access privileges and control of information by proposed module. Describe security dependencies.
- ❑ The vendor shall submit a sample of a proposed HIPAA Business Associate Agreement if any patient health information will be stored within the proposed solution.
- ❑ The vendor shall submit a SOC 2 Type 2 report if any PII (personally identifiable information) is stored within the proposed solution.

TAB 8 – MAINTENANCE AND SUPPORT

- ❑ The vendor shall provide a proposal to provide implementation support services. The vendor shall describe how application maintenance and support will be provided.
- ❑ The vendor shall provide detailed definitions of the terms “upgrade to software” and “update to software.” The vendor shall state whether either or both of these are included as part of maintenance and support at no charge. The vendor shall detail how baseline product software releases, which are provided periodically to address technical, functional, regulatory changes, or changes to business practices, will be provided to the County and what documentation updates will be provided to the County with a release.
- ❑ The vendor shall provide a complete schedule of how issues and defects will be prioritized and corrected. The vendor shall include a ranking scale, definition of what types of problems are included, and how and when the issue will be resolved. The vendor shall provide details of the process to be used to address client requests for enhancements or corrections to the software. The vendor shall state whether these requests are routed to other clients for comments, and if found to be desired by the majority of clients, whether these enhancements are then added to the software as an upgrade at no charge to all clients.
- ❑ The vendor shall provide details of support to be provided to the County such as Internet access to a secure website, help desk support and method of defect corrections to baseline product software. The vendor shall include specific methods of support (phone, email, web, etc.) and the hours of operation/response time for each and must state whether a senior technical advisor will be available 24/7 with cellular phone support for the duration of special processes or events.
- ❑ The vendor shall describe how user groups are established and what support the vendor provides to the user group and describes the frequency and location of client forums, seminars, and conferences.

TAB 9 – COMPLETED PRICING SECTION

- ❑ The vendor must provide separate cost information according to the itemized cost format outlined in Attachment 3, Pricing Schedule for Office of Emergency Management Services (EMS), Office of Fire Rescue and Office of Public Safety Support.
- ❑ The vendor shall provide costs and descriptions for any third-party products required by the County.

TAB 10 – RESOURCES TO BE PROVIDED BY THE COUNTY

- ❑ The vendor shall list any resources or other items expected to be provided by the County.

All County staffing requirements within the project shall be detailed, including the specific tasks to be performed and estimated amount of required time by staff type.

9.4 PRESENTATIONS/ POST-DISCUSSIONS AFTER PROPOSAL RESPONSE

A. The County, at its sole discretion, may ask for an oral presentation or demonstration without charge to the County. The County reserves the right to require the vendor to demonstrate to the satisfaction of the County that the vendor has the fiscal and technical ability to furnish the requirements of the RFP. The demonstration must satisfy the County and the County will be the sole judge of compliance.

B. The County may commence contract negotiations in accordance with the method of award specified. The County reserves the right to conduct discussions with vendors having a realistic possibility of contract award to include requests for additional information and requests for “best and final” offers.

C. Vendors must not assume they will be asked to make a presentation or asked for a “best and final” offer and must include all pertinent and required information in their original proposal.

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