December 17, 2021

AMENDMENT NO. 01

SOLICITATION NO. RFP-PO-2200017 Community & Workforce Development Case Management System

Be advised of the following changes, clarifications and/or additions to the above-referenced Solicitation as stated in the following Amendment.

SOLICITATION DUE DATE:
Please note the Solicitation Due Date has changed:
JANUARY 28, 2022 AT OR BEFORE 2:00 PM LOCAL ARIZONA TIME (MST)

CHANGES AND/OR ADDITIONS:
The Tentative Procurement Schedule in Section 1.3 of the Instructions to Proposers has been revised to reflect the extension to the due date.

All other requirements and terms of the Solicitation remain unchanged. Failure to include acknowledgment of all addenda may be cause for rejection.

This Amendment is a total of 14 Pages.

If any questions, please contact me via e-mail at troy.mcmaster@pima.gov.

/s/ Troy McMaster
Troy McMaster, Procurement Officer
**PIMA COUNTY NOTICE OF REQUEST FOR PROPOSALS (RFP)**

**Solicitation Number:** RFP-PO-2200017  
**Title:** Community & Workforce Development Case Management System  
**Issue Date:** December 14, 2021

**Due In and Opens:** January 28, 2022, at or before 2:00 PM local Tucson, AZ time (MST)

**Submit Proposal to:**  
Pima County Procurement Department  
150 West Congress, 5th Floor  
Tucson, Arizona 85701

**Pre-Proposal Virtual Conference:**  
December 27, 2021, 12:00 AM local Tucson AZ time (MST)  
MS Teams Meeting Only  
MS Teams Link: [Click Here](#)

**SOLICITATION:** Pima County ("County") is soliciting bids from Proposers qualified, responsible and willing to provide the software and ongoing support in compliance with all solicitation specifications and requirements contained or referenced herein.

**GENERAL DESCRIPTION:** Implementation and ongoing support for a case management system for use by the County’s Community & Workforce Development department, per specifications called for herein.

You may download a full copy of this solicitation at [https://vendors.pima.gov](https://vendors.pima.gov) by selecting the solicitation number. Proposers are required to check this website for amendment(s) prior to the closing date and time of the solicitation to assure that the bid incorporates all amendment(s). Prospective Proposers may also pick up a copy, Monday through Friday excluding legal holidays, 8 AM to 5 PM local Tucson Arizona time (MST), at the address listed above.

**PRE-PROPOSAL VIRTUAL CONFERENCE:** County will hold an MS Teams meeting Pre-Proposal Meeting for the purpose of clarifying requirements and answering prospective Proposer questions. This meeting will be held via MS Teams Only. It is the responsibility of Prospective Proposers to familiarize themselves with all requirements of the solicitation and to identify any issues at the conference. Attendance is optional but encouraged.

**MS TEAMS PROPOSAL OPENING:** County will publicly, via an MS Teams meeting, open proposals after the Due In and Opens date and time listed above or as subsequently changed by a solicitation amendment. The County will read each respondent’s name. County will avoid disclosure of the contents of any proposal to competing Proposers during the process. MS Teams Meeting Link: [Click Here](#).

Proposers must submit proposals to the location indicated above and as defined in the Instructions to Proposers, in accordance with all solicitation documents, including the contract, either referenced or included herein. Failure to do so may be cause for County to reject a proposal as non-responsive.

Proposers must complete and return those documents identified in Section 2.15 of the Instructions to Proposers document.

Proposers may not withdraw proposals for sixty (60) days after opening except as allowed by Pima County Procurement Code.

**PROPOSIERS ARE REQUIRED TO READ THE ENTIRE SOLICITATION, INCLUDING ALL REFERENCED DOCUMENTS, ASSURE THAT THEY ARE WILLING AND ABLE TO COMPLY, AND TO INCORPORATE ALL ASSOCIATED COSTS IN THEIR PROPOSAL.**

**County will not accept verbal requests for clarifications or interpretations.** Proposers must submit any questions in writing to County’s Procurement Department, Attention Troy McMaster, email: troy.mcmaster@pima.gov.

All submittals must reference the Solicitation Number and Title. County may not answer any Questions that Proposers submit within 8 days of the solicitation Due Date/Time.
INSTRUCTIONS TO PROPOSERS

FAILURE TO COMPLY MAY CAUSE COUNTY TO IMPROPERLY EVALUATE THE PROPOSAL OR TO CONSIDER THE PROPOSAL TO BE NON-RESPONSIVE

1. PURPOSE OF REQUEST FOR PROPOSAL

This RFP is for the purpose of procuring a case management system (to include implementation and ongoing support services) to support the work performed by the Community & Workforce Development department ("CWD") and its One Stop System community partners to provide employment, education, occupational training, emergency housing, eviction prevention, and other social services. This RFP provides information, requirements, specifications, guidelines, and other data for Proposers who wish to submit a proposal for consideration.

1.1. Notice to Proposers

Proposers must read the information contained in this RFP to understand how to submit proposals, what documents must be included, and what legal obligations are being agreed to by Proposers by providing a potentially successful proposal. Failure to carefully read and understand this RFP may cause the proposal to be out of compliance, and thereby rejected by County. County will only accept the format and documents included with this RFP as compliant for the submitted proposal. Proposers’ failure to completely fill out all required attachments may result in County deeming the proposal as Non-Responsive.

1.2. Proposers Minimum Qualifications

In order for proposals to be evaluated and considered for award, County must deem proposals Responsive and Responsible. A Responsive proposal includes documents that conform in all material aspects to the requirements stated by the solicitation. A Proposer is Responsible if the proposer documents and substantiates their capability to fully perform all requirements defined by the solicitation. In making these determinations, County may consider a Proposer’s experience, integrity, perseverance, reliability, capacity, facilities, equipment, credit and other factors required by the solicitation.

1.3. Tentative Procurement Schedule

<table>
<thead>
<tr>
<th>Tentative Procurement and Implementation Schedule</th>
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<tr>
<td>December 14, 2021</td>
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<td>March 18, 2022</td>
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<td>April 5, 2022</td>
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1.4. Revisions to the RFP

County reserves the right to revise the RFP prior to the date that proposals are due. County will post revisions to the RFP to County’s website at: www.pima.gov/procure/ifbrfp.htm. County reserves the right to extend the date by which proposals are due. County reserves the right to revise or cancel, in part or in its entirety, this RFP, including, but not limited to: selection schedule, submittal date, and submittal requirements. If County revises this RFP prior to the proposal submission date, County will issue the revision in an amendment and post it to County’s website at: https://vendors.pima.gov. If County cancels this RFP, County will post a Notice of Cancellation to the County’s website at: http://www.pima.gov/procure/awards/index.html.
1.5. **Proposal Submittal Instructions**

A Proposer’s failure to comply with the requirements of this RFP may result in County deeming a proposal as **Non-Responsive**. County will not consider proposals received subsequent to the **Due In and Opens** date. Please note the following as part of the submittal process:

1.5.1. Signature of the proposal by Proposer constitutes acceptance by Proposer of the terms, conditions, and requirements in this RFP.

1.5.2. If a Proposer has any exceptions to the specifications in this RFP, the Proposer must list the exceptions in detail on a separate sheet and attach it to their proposal, referencing Section 2.11. Requesting exceptions to the RFP will not automatically eliminate the proposal from consideration.

1.5.3. Proposals not conforming to the instructions provided in this RFP may be subject to disqualification.

1.5.4. Use **Attachment 6: RFP Submittal Checklist** to ensure that all required documents, forms, and attachments have been completed and submitted as instructed.

1.5.5. By submitting a proposal, Proposers guarantee that, if chosen, they will be able to provide the proposed products and services during the period of time in the RFP.

1.5.6. County shall under no circumstances bear any responsibility to reimburse Proposers for any expenses incurred in preparing proposals in response to this RFP or any expenses incurred by Proposers in providing a demonstration of their product in a place determined by County.

1.5.7. Pursuant to A.R.S. § 39 121 et seq., all information submitted in response to this solicitation, including, but not limited to, pricing, product specifications, work plans, and any supporting data becomes public information and upon request, is subject to release to and/or review by the general public, including competitors.

If Proposers submit any records in response to this solicitation that may constitute proprietary, trade secret or otherwise confidential information, Proposers must appropriately and prominently mark those records as CONFIDENTIAL prior to the close of the solicitation.

Notwithstanding the above provisions, in the event records marked CONFIDENTIAL are requested for public release pursuant to A.R.S. § 39-121 et seq., County will notify Proposers on the same day of the request for public release or as soon thereafter as practicable. County will release records marked CONFIDENTIAL 10 business days after the date of notice to the Proposers, unless Proposers have, within the 10-day period, secured a protective order, injunctive relief or other appropriate order from a court of competent jurisdiction in Arizona, enjoining the release of the records. For the purposes of this paragraph, the day of the request for release is not counted in the time calculation. County will not, under any circumstances, be responsible for securing a protective order or other relief enjoining the release of records marked CONFIDENTIAL, nor will County be in any way financially responsible for any costs associated with securing such an order.

1.5.8. County must receive and time stamp proposals at the specified location at or before the **Due In and Opens** date and time as stated in the **Request for Proposals** notice page. The submitted proposal will be time-stamped upon receipt at the Procurement Front Desk. The County’s time-stamp will be the official time used to determine the timeliness of the submittal. County will not accept or will return unopened any proposals or modifications that County receives after the **Due In and Opens** date and time. County will open and record timely submittals promptly after the **Due In and Opens** date and time.

1.5.9. **Proposer Record Maintenance:** By submitting a response to this solicitation, Proposers agree to establish and maintain a complete Pima County Contractor record, including the provision of a properly completed and executed “Request for Taxpayer Identification Number and Certification” document (Form W-9), prior to the solicitation’s due date. The referred method for creating this record is via the Vendor Self-Service (VSS) portal.

The VSS portal link is [https://vendors.pima.gov/webapp/VSSPROD1/AltSelfService](https://vendors.pima.gov/webapp/VSSPROD1/AltSelfService).

1.5.10. **Unfair Competition and Other Laws:** All proposals must comply with Arizona trade and commerce laws (see Arizona Revised Statutes, Title 44) and all other relevant County, State and Federal laws and regulations.

1.5.11. **Warranties:** County requires warranties for the case management system and requisite support. It is assumed that Proposers will price their services to recognize these warranty provisions. The extent of the warranty coverage will be evaluated as part of the overall procurement process.
1.5.11.1. **Warranty of Function:** The selected Proposer will warrant that the case management system will conform in all material respects to the requirements and specifications in this RFP and to include all Proposer work product, developed modifications, and system configuration, for a minimum of 24 months after the final acceptance date (to be determined during the negotiation process). The detailed requirements in this RFP and Proposer’s response to meet the requirements will become a part of the final contract with the selected Proposer.

1.5.11.2. **IP Warranty:** Proposers must warrant that they are the owner of the software and all of its components, or that Proposers are recipient of a valid license to the software and its components. Proposers must also warrant that they have and will maintain authority to grant intellectual property rights to the software to County.

1.5.11.3. **Professional Services:** Proposers must warrant that they will perform professional services in a professional and workmanlike manner.

1.5.12. **Waiver:** Each Proposer, by submission of a proposal waives any and all claims for damages against County or its officers or employees when County exercises any of its reserved rights.

1.5.13. **Covenants Against Contingent Fees:** Proposers warrant that no person or selling agency has been employed or retained to solicit or secure a contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee. For breach or violation of this warranty, County may annul the contract without liability or in its discretion deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

1.5.14. **Fraud and Collusion:** Each Proposer, by submission of a proposal, certifies that no officer or employee of County or of any subdivision thereof: 1) has aided or assisted Proposer in securing or attempting to secure a contract to furnish labor, materials or supplies at a higher price than that proposed by any other Proposer; 2) has favored one Proposer over another by giving or withholding information or by willfully misleading the Proposer in regard to the character of the material or supplies called for or the conditions under which the proposed work is to be done; 3) will knowingly accept materials or supplies of a quality inferior to those called for by any contract; 4) has any direct or indirect financial interest in the proposal or resulting contract. Additionally, during the conduct of business with County, Proposer will not knowingly certify, or induce others to certify, to a greater amount of labor performed than has been actually performed, or to the receipt of a greater amount or different kind of material or supplies that has been actually received. If County finds at any time that Proposer has in presenting any proposal(s) colluded with any other party or parties for the purpose of preventing any other proposal being made, then County will terminate any contract so awarded and that person or entity will be liable for all damages that County sustains.

1.5.15. **Deviation Requests:** If Proposers submit a requests for changes with its proposal, Proposers must specifically document and clearly illustrate the deviation to the particular specification or the requirement in this solicitation and fully explain the requested deviation’s impact on the end performance of the item. County may accept or reject a deviation request in accordance with the Pima County Procurement Code. County may consider conditional proposals that do not conform to or that request exceptions to the published solicitation and amendments as non-responsive and County may not evaluate them.

2. **DETAILED SUBMITTAL REQUIREMENTS**

Proposers are required to submit one original paper version of the complete proposal marked *Original* and five (5) electronic copies of the proposal on USB drives, formatted for use on Microsoft Windows. Paper copies must include a transmittal letter which clearly identifies the Proposer and appropriate contact information. Electronic copies should be named so as to clearly identify the RFP and submitting Proposer.

*Attachment 5: Price Proposal* must be sealed and separate from the rest of the Proposal, and include one digital copy of the attachment on USB drive. This separate and sealed package must be delivered along with the Proposer’s full submittal. Other than in the separate and sealed package, an original paper version of the price proposal attachment should not be included, nor should it be included with the other digital copies.

So that County can compare competing proposals equally, Proposers must assemble their proposals in strict adherence to the layout requirements. Proposers’ failure to follow all proposal layout requirements may result in disqualification as *Non-Responsive.* Each Proposer is required to submit the proposal in a sealed package. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Proposers should pay attention to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The original paper version should not be bound, but placed in a binder with tabbed and identified sections. The proposal should be organized into the following major sections:
2.1. Introductory Material
The introductory material must include a title page with the RFP number; RFP subject; Proposer’s name; Proposer’s address and telephone number; date of the proposal; a letter of transmittal; and a table of contents.

2.2. Executive Summary
The executive summary should be limited to a brief narrative summarizing the proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel.

2.3. Scope of Services
Proposer must provide a detailed narrative of how they will approach the implementation and ongoing support of a case management system, including but not limited to a description of:

- Implementation timelines.
- Analysis of current CWD practices.
- Conceptual designs.
- Business process design, including reports and data queries.
- Configuration of Test Environment.
- System and User Acceptance: The application must work in a Microsoft Windows 10 network environment (Operational Environment Compliance attached), which requires a Production environment for the use of the application, but also a Development and Test environment, to allow for ongoing modification work and testing of changes. Production would not be required until the internal audit validation of the system immediately prior to go-live.
- Specific or proprietary hardware that might be required for using the solution should be identified, including options for hosted or a locally hosted solution.
- Training, ongoing maintenance and support: A description of how the Proposer will support and train users, and which administrative permissions CWD will be provided.

2.4. Company Background
Proposers must provide information about their company so that County can evaluate the Proposer’s stability and ability to support the commitments in response to the RFP. Proposers will describe and include in the proposal and documentation of relevant experience and expertise for work related to the implementation and ongoing support of case management system software. Proposer should provide documentation that demonstrates fiscal health, such as the most recent financial audit with current financial statements, and documentation demonstrating expertise, such as professional certifications, licenses, or association memberships. County may require a Proposer to provide additional support or clarify the submitted information.

2.4.1. Complete Attachment 4: Company Background Form.
2.5. **Project Team Qualifications and Experience**
Proposers must delineate the skills and experience of each individual needed to accomplish each deliverable in the Proposer’s implementation plan. For each deliverable, Proposers must identify the number of individuals involved, the background or discipline of each individual, and the skills and experience they each possess. Proposer should provide professional certifications and licenses for each individual.

Upon award to the successful Proposer, County reserves the right to interview and accept or reject the proposed project manager and any or all individuals proposed for the project. The project manager and key consulting staff cannot be substituted at any time during the period of the contract without the consent of County. County reserves the right to reject the project manager and key consulting staff at any time.

2.6. **Proposed Case Management System**
The proposed case/client management system must be public facing allowing clients to apply for services and is intended to support the work of CWD and its community partner agencies to assist individuals and families living in Pima County who are in need of CWD services, including emergency services, employment and training services, youth development, emergency housing repairs and eviction prevention services. The proposed system will also be used in the administration of said services, scheduling appointments and training workshops, project tracking, tracking distribution of grant funds, document management, reporting and analysis.

2.6.1. **System Requirements**

2.6.1.1. The system must allow for electronic storage of all supporting documents, including photos and videos, and have the capability to send emails, appointment reminders and confirmations to clients and vendors.

2.6.1.2. Assigns each client a unique identifier that is not their SSN or DOB. Any and all Personally Identifiable Information shall be properly encrypted by the application.

2.6.1.3. Allows for secure upload and storage of our client’s supporting documents.

2.6.1.4. Configurable client application forms that will allow for adding, modifying and subtracting service and program offerings as needed.

2.6.1.5. The system must support CWD’s obligation to establish trusted systems for maintaining electronic records created and stored as official records and is capable of managing record retention schedules within the system.

2.6.1.6. The system must be hosted within a government cloud within the continental United States.

2.6.1.7. The system must be browser-based and capable of high-demand processing.

2.6.1.8. The system must support County browser standard of Microsoft Edge without requiring unsecured custom browser configurations.

2.6.1.9. The system must always be capable of running the latest operating system versions of Windows, Mac, iPhone and Android.

2.6.1.10. The system must include a reporting tool that produces useful Standard Reports, such as LIHEAP, CAPS Consolidates, CSBG, ERAP, etc., that allow easy access to analyze historical data.

2.6.1.11. The system must be capable of providing County staff access only on their County issued desktop, tablet, laptop or cell phone and Partner Agencies staff access only on their agency issued desktop tablet, laptop or cell phone to complete client electronic transactions such as field service reports, inspections and interviews in remote locations throughout Pima County.

- The system must include reporting tools where authorized users can create additional ad-hoc and custom reports defining the format, look and content of reports that allow query, display, download and printing of data to meet grant requirements and allow for robust data analysis.
- The system shall include reporting tools with an intuitive interface that allows cross tabular data to be presented with charting and graphing, drill down reporting and hyperlinks that provide quick case and name access.
- The system shall be capable of producing dashboard reports for quick analysis and high-level overviews that inform business decisions.
2.6.1.12. The system shall provide for intuitive data entry, navigation, identification and elimination of duplicate entry, and reporting procedures for all data elements. Data entry and tracking case and client information shall be simple and user-friendly, not requiring overly complex steps and inordinate amounts of time to track and enter data.

2.6.1.13. CWD and their Community Partner Agencies will use the system and will need permissions to see only those cases and information they are authorized to see.

2.6.1.14. CWD currently files electronically with the ACA (Arizona Community Action Association) and AJC (Arizona Job Connection). The system shall allow for interfaces to various reporting agencies such as the ACA and AJC as well as internal applications.

2.6.1.15. The system shall be ADA compliant.

2.6.1.16. The system shall support a multilingual user interface; English and Spanish are both used in Pima County.

2.6.1.17. The system must have an integrated Help menu.

2.6.2. Desired Features

2.6.2.1. Applications are searchable by Name, Address, DOB, Phone Number, SSN, Client ID and Email Address.

2.6.2.2. The system should have configurable Site, Budget and Service codes that will accommodate the required current and future Pima County budget and service codes and all similar configurable items. Anything configurable items shall be done from a built in user interface and not require back-end server access.

2.6.2.3. The system should display dollar amounts of available funding for the selected funding source of a program that lists the Total Budget Amount, Current Available Balance, the funding amount to be provided to the applicant and the remaining balance.

2.6.2.4. The system should allow for electronic signature of applications and forms.

2.6.2.5. The system should have the capability to send email and text from within the system to clients for confirmation of the receipt of their application, supporting documents and appointment reminders using Pima County standard email processes.

2.6.2.6. The system should have the capability to add, modify and delete client application business rules for qualifying and prioritizing services depending on the funding source.

2.6.2.7. The system should have configurable workflow, such as application approvals, queue tracking, case and work assignments, and documents.

2.6.2.8. The system should have configurable record retention settings for Pima County record retention rules for records and documents.

2.6.2.9. The system should have a scheduling tool for scheduling appointments and training workshops that also allows clients to schedule their own appointments.

2.6.2.10. The system should have the capability to create, issue and print vouchers for services as well as print applications and documents.

2.6.2.11. The system should have work order tracking for use with programs as needed. For example, a Home Repair program.

2.6.2.12. The system should have client follow-up and program exit interview section to fulfill the requirement to report the outcomes of services and assistance received.

2.6.2.13. The system shall have the capability to refer clients to different agencies and departments for additional services.

2.6.2.14. The system should allow online access for clients to check the status of their application and upload any supporting documents.

2.6.2.15. The system should allow users to embed videos and clients to play videos for introduction of services, training and orientation for all video formats.

2.6.2.16. The system should have a mobile app for field service and home visits and to allow clients to apply for services and track their application progress.
2.6.2.17. The system should have a public facing Calendar and/or blog for announcements, description of services and a list of special events.

2.6.2.18. The system should have a Public Facing Job Board.

2.6.2.19. The system should have a configurable Customer contact and feedback form.

2.6.2.20. The system should have an Active chat window for client questions.

2.6.2.21. The system should have embedded GIS Mapping capabilities for analysis of service patterns in various neighborhoods and districts, identification of jurisdictions for eligibility.

2.6.3. Testing

2.6.3.1. Contractor shall provide multiple environments for testing and development at no additional cost throughout the life of the program.

2.7. Implementation Plan

Proposer must provide a detailed implementation plan as part of the solicitation response to include performance metrics to be completed by both the Proposer and County along with the timetable in which each section of work is to be completed. Provided plan must clearly define all phases, milestones, and ongoing services to County and the requirements for completing each section of work, including who will be responsible for completing the required tasks.

2.8. Training Plan

Proposers must provide a detailed plan for training to allow the County project team to participate in the configuration process. This training must include, but is not limited to, providing instruction on building custom reports, automating documents, building business rules, and administering other aspects of the system.

2.8.1. An overview of proposed training plan/strategy, specifying how and when training is to be delivered for the following contextual settings:

- In-person training for both on and off-site classes.
- Virtual classroom.
- Core Project Team training.
- End user training.
- Technical training for administration and data related services.

2.8.2. A description the role of County and Proposer for training, including the design and implementation of the training plan, development of training materials, and level of Proposer assistance with training. Proposer must provide separate training for IT and Subject Matter Experts.

2.8.3. Class and course descriptions in the training plan. (Proposer should specify the unit of measure for its training (e.g., units, classes, days, etc.) and define the hours associated with these units of measure.) Proposer must specify the training courses that are included in the Cost Proposal.

2.8.4. A description of how Proposer’s out-of-the-box training will be modified to reflect County specific configuration.

2.8.5. After go-live, Proposer must provide training opportunities at regular intervals, including but not limited to webinars, user conferences, annual onsite training, and newsletters.

2.8.6. Training and support resources must be made available through the software or the Proposer's website and at a minimum must include FAQs and video training.

2.8.7. Proposer must bear all costs of transportation, lodging, and meals for its employees when onsite training is warranted or requested by County.

2.9. Support Program

Proposers must specify the nature of any on-going support that proposer will provide to County, including:

2.9.1. A description of Proposer’s business support model that that will address product issue resolution and product enhancement for a sustained vendor-client relationship. The business support model must address each of the following:

- Proposer’s customer support and maintenance services.
- The experience level of Proposer’s support and service staff.
• The number of Proposer’s customer service centers and locations.
• Provide information regarding scheduled maintenance periods.
• Proposer’s process and frequency for updating the case management system.

2.9.2. A software service-level agreement shall be required containing clearly defined deliverables, to include guaranteed availability (via telephone and email), specific response times, and minimum qualifications for support staff.

• County staff must have access to support at a minimum between 7:30 A.M. and 5:30 P.M. local Tucson, Arizona time (Mountain Standard Time).
• Proposer support staff must be based in the United States.
• Proposer support staff must acknowledge and assess any and all maintenance and support issues received from County staff within forty-eight (48) hours.
• Scheduled routine maintenance must be completed outside of standard CWD work hours. Such maintenance must not begin before 5:30 P.M. each weekday and must be completed before 7:30 A.M. each weekday. Deviation from these established times requires County’s written approval.
• Proposer must include in their proposal a software escrow agreement naming County and its affected department(s) as beneficiary.

2.10. Client References
County considers client references to be important in its evaluation and decision to award a contract. Proposers should supply three (3) client reference who will be available to speak with the County. References should have fully completed the implementation of, and have maintained for at least one year, the case management system proposed. County may contact all references during the evaluation process, without providing prior notification to Proposers. County will not work through a Proposer or any individual designated by a Proposer to complete a reference. Proposers must include the names, phone numbers and email addresses of the project manager for each reference, or another individual with broad knowledge of the reference’s project. Providing inaccurate information that prevents County from contacting a reference, providing information for a reference that refuses to respond, or failure to provide any reference information may result in a Proposer not being elevated to software demonstrations. County reserves the right to request and contact additional client references if deemed necessary.

2.11. Exceptions to the RFP
Proposers must supply all requested information in this RFP. Proposers may take exception to certain requirements in this RFP. Proposers must clearly identify all exceptions and include a written explanation of the scope of the exceptions, the ramifications of the exceptions for County, and a description of the advantages or disadvantages to County as a result of exceptions. County, at its sole discretion, may reject any exceptions or specifications within the proposal.

2.12. Sample Documents
Proposers should include sample copies of the following documents. Although they are sample forms, the documents must contain all material terms so that County can fairly evaluate a Proposer’s forms.

• Software Subscription Agreement including but not limited to Proposer’s standard terms and conditions for confidentiality, data management, and data security.
• Service Level Agreement.
• Standard Reports.
• Dashboard.
• Documentation (user guides, training materials, etc.).
• Project Plan.
• Disaster Recovery Plan and/or Cyber Threat Management Plan.
• Any and all other documentation not identified in this RFP which Proposers knows to be relevant and/or influential to the case management system, implementation, and support services.
2.13. **Price Proposal**

Proposers should complete and submit their price proposal in a separate and sealed packet according to the format provided in Attachment 5: Price Proposal. **DO NOT CITE COSTS ANYWHERE ELSE IN THE PROPOSAL.**

2.13.1. Do not use “To Be Determined” or similar annotations for cost estimates. County is asking Proposers to estimate all costs for all categories with the understanding that they may be based on assumptions. Any such assumptions should be stated on Attachment 5: Price Proposal.

2.13.2. County may award a contract based on initial proposals received without discussion of such proposals. A Proposer's initial price proposal should, therefore, be based on the most favorable terms available. County may also request revised price proposals from such Proposers, and make an award and/or conduct negotiations thereafter.

2.13.3. Cost proposed must be the total cost to County (sans tax, see below). It must include all parts, labor, licensing, support, and incidentals.

2.13.4. Do not include sales tax in the cost. Sales tax is not included in the County's evaluations, but will be factored in to the award amount at the conclusion of this RFP.

2.13.5. If a Proposer uses any design, device, materials or works covered by letters, service mark, trademark, patent, copyright or any other intellectual property right, it is mutually agreed and understood without exception that the price proposal will include all royalties or costs arising from the use of such design, device, or materials in any way involved in the project.

2.14. **Required Attachments**

The following documents must be included in the proposal:

- **Attachment 1: Proposal Certification Form** (1 page). Proposers must complete and provide the requested information which may include, but not be limited to, legal name of the contractor (as registered with the Arizona Corporation Commission and Pima County Vendor Record), Proposer contact information, acknowledgement of solicitation Amendments, and signature by an authorized representative.

- **Attachment 2: Minimum Qualifications Form** (1 page). Proposers must certify that they possess the qualifications specified in this form and provide the information and/or supporting documentation identified by these Minimum Qualifications to substantiate meeting the qualifications and for the County to verify the response as Responsible.

- **Attachment 3: Client Reference Form** (1 page). Fully complete, one copy per reference.

- **Attachment 4: Company Background Form** (1 page). Fully complete.

- **Attachment 5: Price Proposal** (1 page). Fully complete, with any and all requested and/or required supporting documentation (including Small Business Enterprise (SBE) certification, if applicable). Proposer must provide both an electronic copy as well as a paper copy. **THIS MUST BE SEALED SEPARATE FROM THE REST OF THE PROPOSAL.**

- **Attachment 6: Sustainability Checklist** (1 page). Fully complete.

- **Attachment 7: RFP Submittal Checklist** (1 page). Fully complete.

3. **EVALUATION CRITERIA**

County will review all Responsive and Responsible proposals, as defined in Section 1.2, received as part of a documented evaluation process. For each decision point in the process, County will evaluate Proposals according to specific criteria and will then elevate a certain number of Proposals to compete in the next Phase. Proposals not initially elevated may be elevated at a later date.

The sole purpose of the proposal evaluation is to determine which solution best meets County’s needs. The evaluation process is not meant to determine that one Proposer’s product is superior to any other, but rather that the selected proposal can provide the best solution for County’s current and future needs based on the information available and County’s best efforts of determination.

The proposal evaluation criteria should be viewed as standards that measure how well a Proposer’s case management system, implementation plan, and support services meets the requirements and needs of County. County will evaluate cost without regard to applicable taxes.
3.1. Written Proposal Needs Assessment – Phase 1

3.1.1. Prior to any evaluation County will review submitted Minimum Qualifications Verification Forms to establish each proposal meets the stated, required qualifications. Any proposal lacking the form and associated documents, or failing to meet the minimum qualifications will not be evaluated.

3.1.2. During the initial phase, County will evaluate the written proposals to identify the top ranked Proposers likely to receive an award. The evaluation panel will assess the strength and weaknesses of a proposal according to the established functional criteria, supporting documentation and references provided.

3.1.3. County reserves the right to determine the suitability of proposals on the basis of any or all stated criteria, or other criteria not otherwise stated in this RFP.

3.2. Evaluation of Cost

Proposers must propose one firm, fixed, fully-loaded unit price per service category and/or line item. The firm, fixed, fully-loaded hourly rate will include all direct cost, indirect cost, overhead and profit margin, as well as subcontractor’s total costs if appropriate.

Procurement will evaluate cost independently of the evaluation panel and may do so at any phase of the evaluation.

County reserves the right to consider cost during multiple phases of the evaluation.

Do NOT include taxes in proposed costs. Taxes will be factored in upon Award of contract.

3.2.1. **COST POINTS CALCULATION**

County Procurement Department will calculate points for the cost based on the Total Price Proposed (TPP) using the following formula: Lowest Total Price Proposed Amount (LTPP) will receive the maximum quantity of points. Other proposals will receive points using the following formula: (LTPP / Other TPP) x Maximum Points = Score

3.2.2. **SMALL BUSINESS ENTERPRISE (SBE)**

Any contract funded in any amount with federal funds is not eligible.

For those proposals whose cost does not exceed $500,000 per contract year, County will give a 5% Cost preference to firms submitting SBE Certificates issued by the City of Tucson WITH THEIR PROPOSAL; said certification is subject to verification and acceptance by County. If County accepts the certification, the Cost will be evaluated at 95% of the Total Price Proposed amount to determine the highest scoring and responsive proposal. If County awards a contract, it will utilize the Unit Prices, Total Price Proposed or as negotiated.

SBE firms must include with their proposal documents a copy of their current certification certificate, which they may acquire from the City of Tucson; Department of Procurement. The City of Tucson SBE website, which typically includes an SBE Application Form and a Directory listing firms holding SBE Certification, is located at: [http://www.tucsonprocurement.com/bidders_SBE.aspx](http://www.tucsonprocurement.com/bidders_SBE.aspx).

The process of acquiring SBE Certification may take several weeks. Please contact the Pima County Business Enterprise Program Coordinator at 520.724.3807 for assistance or further information.

3.3. Proposal Demonstration Compatibility Assessment – Phase 2

3.3.1. The Procurement Officer will notify selected Proposers of the date, time and location of the demonstrations. The presentation will include an oral presentation and the demonstration of any function, product or system capability included in the proposal.

3.3.2. The evaluation panel will observe demonstrations of selected proposals to determine compatibility with County’s needs and designate a Proposer or a shortlist of Proposers to begin negotiations. Proposers selected for demonstrations must be available to provide a demonstration for County, on dates established by County.
3.3.3. County will base points for the demonstration on the oral presentation (the presenter's knowledge, effectiveness of communication, experience with similar contracts and quality of the responses to questions during the presentation) as well as the proposal's demonstrated compatibility with current County processes.

3.3.4. Any demonstration must be recorded during the presentation, and a copy of that recording provided within 24 hours of the presentation concluding. Any exhibits, pictures, diagrams, PowerPoints, or other online material used in the presentation must be provided to Pima County in electronic format prior to the presentation.

3.4. Evaluation Discussions & Clarifications of Proposals
County may conduct discussions with Responsible Proposers who submit proposals determined to be reasonably likely of being selected for award for the purpose of clarification to assure full understanding of, and conformance to, the solicitation requirements and to clarify Proposal details provided that they do not substantially change the intent of the solicitation.

County reserves the right to request additional information and/or clarification. Any clarification of a proposal must be in writing.

3.5. Best and Final Offer
In the event that County holds discussions and requests clarifications, County will issue a written request for best and final proposals. The request will set forth the date, time, and place for the submission of best and final proposals. If Proposers fail to respond to the request for best and final proposal or fail to submit a notice of withdrawal, County will consider their immediate previous proposal as their best and final proposal.

3.6. Proposal Consideration
County reserves the right to reconsider any proposal submitted at any stage of the procurement. County reserves the right to meet with select Proposers at any time to gather additional information. County reserves the right to delete or add functionality (i.e., modules and components) until contract execution.

3.7. Reservation of Rights
County, at its sole discretion, reserves the following rights: 1) to waive informalities in the bid or bid procedure; 2) to reject the response of any persons or corporations that have previously defaulted on any contract with County or who have engaged in conduct that constitutes a cause for debarment or suspension as set forth in County Code Section 11.32; 3) to reject any and all responses; 4) to re-advertise for bids previously rejected; 5) to otherwise provide for the purchase of such equipment, supplies materials and services as may be required herein; 6) to award on the basis of price and other factors, including but not limited to such factors as delivery time, quality, uniformity of product, suitability for the intended task, and bidder's ability to supply; 7) to increase or decrease the item quantity or eliminate any item of this solicitation prior to the award. Pricing evaluations will be based on pre-tax pricing proposed by Contractor.

3.8. Recommendation of Award
If County makes an award it will be to the Responsible and Responsive Proposers whose proposals County determines to be the most advantageous taking into consideration the evaluation criteria, discussions, and Best and Final Offers in this solicitation.

3.9. Award Authority
The Board of Supervisors or Procurement Director will make contract award(s) in accordance with the Pima County Procurement Code.

3.9.1. Award Notice: County will post a Notice of Recommendation for Award (NORFA) for the RFP on the Procurement website available for review by interested parties. The Procurement Department will maintain a tabulation of the bids or ranking of proposals. County will not provide results of this procurement in response to telephone inquiries.

3.9.2. Protests: An interested party may file a protest regarding any aspect of a solicitation, evaluation, or recommendation for award. Protests must be in accordance with the Pima County Procurement Code, Section 11.20.010. The Pima County protest procedures are in Chapter 11.20 of the Pima County Procurement Code, available through the link below:

3.10. **Final Contract**

If County makes an award, it will enter into a Professional Services Contract with the Proposer that submitted the highest scoring *Responsive* and *Responsible* proposal by executing and transmitting a Master Agreement ("MA") document that incorporates the proposal without further action by the Proposer. The County may conduct discussions with the Proposer to clarify the Proposal and Agreement details provided that they do not substantially change the intent of the solicitation.

*END OF INSTRUCTIONS TO PROPOSERS*