**REQUEST FOR PROPOSALS**

**RFP NO. 21-055**

Sealed Proposals for **ERP MANAGED SYSTEM ADMINISTRATION SERVICES AND ON CALL SUPPORT** for the El Paso County Information Technology Department, will be received by the El Paso County Contracts & Procurement Division, **until 2:00 PM (MT), Wednesday, June 16, 2021.** Proposals must be submitted online via Rocky Mountain E-Purchasing System at [www.bidnetdirect.com](http://www.bidnetdirect.com). Faxed or emailed proposals will not be accepted.

**A voluntary Pre-Proposal Teleconference will be held at 10:00 AM, on Thursday, May 27, 2021. Dial-in instructions are stated herein.**

All questions regarding this Request for Proposals shall be submitted in writing via [**www.rockymountainbidsystem.com**](http://www.rockymountainbidsystem.com). Do not contact any other individual regarding this solicitation. **Final questions are due no later than 2:00 PM (MT), Friday, May 28, 2021, submitted in writing via Rocky Mountain E-Purchasing System.**

**PLEASE USE THE ROCKY MOUNTAIN E-PURCHASING SYSTEM WEBSITE &** **LOG ONTO** [www.bidnetdirect.com](http://www.bidnetdirect.com) **TO DOWNLOAD DOCUMENTS.**

**EL PASO COUNTY CONTRACTS & PROCUREMENT DIVISION WILL NOT BE HELD RESPONSIBLE**

**FOR MISINFORMATION RECEIVED FROM PRIVATE PLAN HOLDERS.**

**It is the responsibility of all bidders to make sure they have obtained all solicitation documents and addenda and to include signed copies of each addendum signature page with their bid.**

BOARD OF COUNTY COMMISSIONERS

EL PASO COUNTY

/s/ EILEEN GONZALES

CONTRACTS MANAGER

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| --- |
| **PUBLICATION DATES:** |
| **Rocky Mountain E-Purchasing:**  **May 18, 2021**  **Fountain Valley News:** |
| **May 19, 2021**  **May 26, 2021** |

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**EL PASO COUNTY**

**CONTRACTS & PROCUREMENT DIVISION**

#### RESPONSE CHECKLIST

#### RFP NO. 21-055

**ERP MANAGED SYSTEM ADMINISTRATION SERVICES AND ON CALL SUPPORT**

The proposer’s attention is especially called to the items listed below, which must be submitted in full as part of the proposal. Failure to submit any of the documents listed below as a part of your proposal, or failure to acknowledge any addendum in writing with your proposal, or submitting a proposal on any condition, limitation or provision not officially invited in this RFP (Request for Proposals) may be cause for rejection of the proposal.

**THIS CHECKLIST MUST BE SUBMITTED AS PART OF YOUR PROPOSAL PACKAGE.**

Proposer shall check each box indicating compliance.

|  |  |
| --- | --- |
| **Please submit the following items through Rocky Mountain E-Procurement Website.**  **See Proposal Submission section for details** | |
|  | Response Checklist |
|  | Addendum(s) Acknowledgement, if any |
|  | Letter of Introduction |
|  | Response Form |
|  | Understanding of Scope/Approach |
|  | Staff Resources |
|  | Qualification Statement |
|  | Insurance Certificates |
|  | Exceptions, if any |
|  | Fee Proposal (separate file) |

PLEASE READ THE **“INSTRUCTIONS FOR SUBMITTING PROPOSALS”** INCLUDED IN THIS PACKAGE**.**

|  |  |
| --- | --- |
| **COMPANY NAME:** | **PHONE NUMBER:** |
|  |  |
| **STREET ADDRESS:** | **FAX:** |
|  |  |
| **CITY, STATE, ZIP:** | **EMAIL:** |
|  |  |
| **AUTHORIZED REPRESENTATIVE NAME (PRINT**): | **TITLE:** |
|  |  |
| **AUTHORIZED REPRESENTATIVE SIGNATURE:** | **DATE:** |

**GENERAL SPECIFICATIONS**

**FOR**

**ERP MANAGED SYSTEM ADMINISTRATION SERVICES AND ON CALL SUPPORT**

1. **INTRODUCTION**

El Paso County, Colorado, Information Technologies Division (COUNTY), is seeking proposals from qualified firms interested in supplying Oracle JD Edwards System (JDE) Administration/Configurable Network Computing (CNC) Managed Services and On-Call ERP Services. The objective is to establish/award a Master Services Agreement to support ongoing system administration operations and projects as needed, and to award a Services Contract to multiple vendors that are able to provide On-Call ERP Services for an initial one-year term with 4 one-year renewal options.

1. **OBJECTIVES**

* To establish a primary CNC Managed Services Agreement with a single firm.
* To establish On-Call Service Agreement(s) with a list of preferred vendors.
* To maintain secure and stable ERP services to the departments of the COUNTY.
* To provide additional skill sets to the ERP team on an as-needed basis.
* To provide resource augmentation for the ERP team on an as-needed basis.

1. **ENVIRONMENT**

The following is non-exhaustive list of the current JDE environment and related software solutions.

COUNTY’s current version of E1 is 9.2 and the current version of E1 Tools is 9.2.4.3. This is an on-premises installation using an Oracle Database with no cloud service components.

The current E1 modules utilized include:

* Finance – Address Book, General Ledger, Accounts Receivable, Accounts Payable, Fixed Assets
* Budget
* Payroll
* Benefits Administration
* Human Resources – Position Control
* Procurement
* Grant Management
* Inventory
* Work Order

The following list is the technical environment that the E1 is installed on. The CNC Managed Services firm must be able to support JD Edwards in the following:

* Oracle JD Edwards Enterprise One 9.2
* Red Hat Linux on VM Ware
* Oracle WebLogic Application Servers
* Oracle Database
* Vertex
* AllOut Security

The following list of software is the ERP suite employed by the COUNTY. All software in the list is considered in scope. If your firm has a resource that can assist with the ancillary software products the COUNTY may engage them for on call services under this agreement.

* + ReportsNow DAS and Mobie
  + Universal Productivity Kit UPK 12g
  + Kronos for time and attendance
  + ServiceNow
  + NeoGov
  + Spreadsheet Server
  + Zen Load Balancer

1. **SCOPE OF WORK**

The COUNTY plans to award a primary Services Agreement for Managed CNC Services as well as individual Services Agreement(s) for On-Call Services. The On-Call Agreement(s) will serve as a preferred vendor list that will allow the COUNTY to engage services on an as-needed basis. Firms are welcome to respond to the CNC Managed Services only, the On-Call Services only, or to both. Firms that respond to both may still be considered for an On-Call contract if not selected as the primary CNC Managed Service provider.

The COUNTY is not currently considering a cloud option for hosting the JDE environment. Please do not include any cloud hosting options in your response.

1. **CNC Managed Services**

COUNTY seeks to establish a Managed Services Agreement for system administration technical support and consulting for JD Edwards Configurable Network Computing (CNC). The Agreement will establish a cost structure for a predetermined collection of system administration functions including, but not limited to:

* Tools upgrades
* Full and update package builds and related package maintenance
* OMW-Web UDO maintenance, support, and promotions
* Evaluation, installation, support of electronic software updates to include major functional updates i.e. JDE Update 5
* Core application software maintenance and upgrade support
* Vertex tax software installation, maintenance, and support
* Security administration and role management
* JDE Java Application Server (JAS) installation and administration on WebLogic
* AIS Server and Orchestration scheduler maintenance and support
* JDE batch server installation & administration
* Risk assessment for ad hoc, non-standard, SQL statements
* JDE CNC configuration maintenance i.e. OCM mapping maintenance, ini settings etc.
* Evaluation of modifications to the system from a CNC perspective
* Performance tuning for JDE app servers and JAS servers (WebLogic) and database
* Scheduler maintenance
* Open Calls with Oracle Support on behalf of the COUNTY
* Installation and maintenance of thick clients including local web dev client
* Installation and maintenance of server manager
* Installation and maintenance of deployment server
* Installation and maintenance of WebLogic servers
* Installation and maintenance of AIS servers and Orchestration components
* System monitoring
* Environment support and maintenance - Development, Prototype, Production, Pristine
* Troubleshooting JD Edwards technical issues
* System failover design best practices and JDE configuration
* Sandbox environment installation
* JD Edward architecture best practices
* Documentation of environment and configuration
* Browser configuration and support for JDE
* Menu builds
* JDE BSSV server installation & administration on WebLogic (not currently in use)
* Oracle Database support as it relates to the installation and functioning of JD Edwards

1. **Value-Add Optional Support Services**

Special consideration may be given to proposals that provide other business support services, as defined by the CONTRACTOR, that enable long-term business resiliency and that demonstrate the ability to provide proactive system management and system continuity functions in support of a stable and highly reliable COUNTY ERP platform. Desired system continuity programs elements include but are not limited to:

1. **Ticket & Time Tracking systems**

CONTRACTOR will provide a tool for tracking tickets submitted and time spend on the account. The tool will maintain the status and details of the ticket from issue to resolution, the person responsible for the ticket, the severity of the call. Reports on time to response, time to resolution by issue severity, and hours tracking by issue are desired. Reporting on hours spent by ticket per week are desired.

1. **Configuration/Change Management Program**

CONTRACTOR will provide a formal system, methodology or software system to document, track and audit configuration, modifications and security changes to the ERP system including a library of best practice or standard operating procedures for industry standard configuration management. CONTRACTORs with demonstrated experience and expertise in this domain should include information on the systems used and provide references of customers actively using the configuration management system.

1. **Proactive Maintenance Program**

CONTRACTOR will provide a proactive ERP system maintenance program to keep COUNTY current on the software components of the JD Edwards ERP system. CONTRACTORs with demonstrated experience and expertise will design, document, and implement a program to review, analyze, recommend, and implement software updates and tools releases on a routine scheduled basis. At a minimum, the program would include an annual implementation of the latest tools release.

1. **Proactive Automated Monitoring Tool**

CONTRACTOR will provide a tool for proactively monitoring the state of the JD Edwards system. The tool will proactively monitor the system status and provide alerts for potential problems like system unavailability or performance bottlenecks.

1. **Annual System Audit**

CONTRACTOR will conduct an annual health check of the system and prepare a formal report on the current status of the system including major configuration changes, events, outages and security changes during the last reporting period. CONTRACTOR will conduct and annual audit of users and roles and make recommendations on improving and streamlining the internal system security.

1. **Response Service Levels**

CONTRACTOR will state service levels and hours of operation they are able to support. In general, non-emergency trouble calls will be supported during standard operations hours.

**Standard Operations Support Mon-Fri, 7 a.m. – 6 p.m. Mountain Time Zone**

Sample activities that are generally performed during this time:

* Non-emergency trouble call support
* Routine, non-invasive, non-disruptive CNC activities
* Planning and consultation
* CNC work in development and prototype environments

**Scheduled After Hours Support Mon- Fri, 6 p.m.–10 p.m. and Sat 8 a.m.–5 p.m. MT**

Sample activities that are generally performed during this time:

* Routine package deployment
* CNC activities requiring scheduled system outages
* Tools release production implementation
* Server restarts
* Urgent Unscheduled Support as occasionally needed

1. **Out of Scope**

The follow is a non-exhaustive list of activities that would be considered out of scope for the CNC managed services provider:

* Linux server administration. OS configuration items related to JDE will be passed to a Linux administrator within the COUNTY
* Server OS level patching
* Workstation OS level patching
* Server and database backups

1. **Expected Hourly Usage**

The COUNTY expects to use fifty to seventy hours a month for regular CNC tasks. Effort increases for year end and compliance work December – February. Effort will also spike for a yearly tools release, or application update. Larger effort endeavors will be planned and resourced with the COUNTY project manager and the CONTRACTOR account or project manager.

1. **Billing Model**

CONTRACTOR will be responsible for providing the desired billing model. A flexible billing model is preferred as the COUNTY finds a monthly bucket of hours to be restrictive and inefficient with how the hours are consumed.

The COUNTY desires to purchase a bucket of hours to be used throughout the year and considered ***“use them or lose them.”*** Some billing models are hours by month or by quarter with options to roll over the hours. These types of models create unnecessary administration and overhead. The COUNTY understands the need for regular routine resource consumption.

1. **On-Call Services**

By awarding contracts to multiple providers, the COUNTY seeks to establish a preferred vendor list that can respond to ad-hoc ERP needs on an on-call basis. This agreement will establish the price structure for On-Call Services with Task Orders issued for any work to be performed. A Request for Quote will be forwarded to those deemed qualified to provide work under numerous Service Categories and a Task Order issued to Vendor(s) based on evaluation of availability, schedule, and price. Award of a contract does not guarantee assigned work.

**Task Orders**

1. The ERP Manager or IT General Manager will issue Task Orders against this scope of work. Task Orders may be issued via email.
2. The COUNTY will designate a Task Order “Project Manager” who will provide the guidance and oversee Task Order execution.
3. The COUNTY’s Project Manager will work with the Contractor Account manager to define scope, estimate hours, and identify resources to fulfill the Task Order. Work must be scheduled and approved in advance with the COUNTY’s Project Manager.
4. The firm will be reporting the time spent on each Task Order to the COUNTY on a WEEKLY basis to ensure proper tracking and progress of the Task order.
5. The COUNTY Project Manager and CONTRACTOR’s Project Manager will monitor the work to make sure it can be completed in the time frame established. Issues will be communicated immediately.
6. The Contractor will bill the COUNTY for hours worked against the task order using the rate sheet established in this contract.
7. If the task order is established with the primary CNC vendor, hours purchased may be used for the task order.

The primary scope of work includes (see details below):

* Advanced functional support
* Advanced development services
* Advanced configurable network computing (CNC) support
* Oracle Database Administration and Support

CNC services are listed as on call work so that the COUNTY has a contracting mechanism to engage the firm if the primary CNC provider is unable to perform.

Firms do not need to support each service category listed but should include all services provided related to the Scope of Work. For each category provided, the Contractor shall provide services on an on-call basis, which will be issued by the COUNTY through a Task Order. The individual items within each service category are not intended to be a comprehensive list of all work within that area and may include related IT support services, not specifically described herein.

Hours from one task order may be moved to another authorized Task Order by email request from the designated COUNTY Project Manager, ERP Manager, or IT General Manager only.

**Service Categories**

1. JDE Functional Support

The Consultant shall provide senior level functional and technical support services that may include, but are not limited to the following:

1. Provide advanced troubleshooting on complex technical issues not resolved by in-house staff.
2. Provide ERP Incident support.
3. Evaluate potential additional modules and functionality within the ERP suite of software.
4. Identify opportunities to apply functional capabilities to improve business processes, operational efficiencies and information accuracy using best practices and assist in fulfilling new user functional requests.
5. Perform data restructuring as needed to support data migrations, and/or system upgrades to handle data being stored in new or modified database table structures.
6. Re-deploy functionality and customizations after an upgrade.
7. Create and enhance user documentation and training in response to updates.
8. Provide Business Analyst support for E1 modules in use.
9. Create application enhancement or report specifications
10. Develop ReportsNow DAS reports.
11. JDE Developer Support

The Consultant shall provide senior level development services that may include, but are not limited to the following:

1. Re-apply customizations for E1 standard objects impacted by ASU and ESU's installations.
2. Develop custom applications or/and customize existing E1 objects.
3. Create detailed documentation of modifications or customizations to satisfy our ITIL standards to know exactly what was changed and how it can be recreated and/or maintained.
4. Develop E1 Universal Batch Engines (UBE) reports into Business Intelligence Publisher (BIP) output as needed
5. Create table conversions (extract file development) to convert data under one data format (external) to the JD E1 data format required or vice-versa going out to an external system.
6. Develop/Support integration to business intelligence or data analytics tools.
7. Maintain and modify application integrations using E1 Orchestrator including Groovy Scripting and supporting API technologies.
8. Provide support from a developer’s perspective for Oracle E1 Tools Release 9.2.X upgrade and its subsequent upgrades
9. Ability to craft SQL statements against JDE tables to assist the database administrators with any required data changes that cannot be done via E1 applications.
10. Assist with other development, integrations or modification needs that may arise but are not currently defined.
11. Develop mobile applications targeting iOS using Xamarin (or other standard framework) integrating to E1 with REST JSON calls.
12. Assist with E1 incident management and support including debugging app/ube and C business functions.
13. Develop REST JSON integration API calls using the E1 AIS server.
14. Develop ReportsNow DAS reports.
15. Develop/support E1 UX One technologies for example Oracle JET and ADF components.
16. Develop/support Excel Visual Basic code to call JDE REST Json APIs.
17. Configurable Network Computing (CNC Support)

The Consultant shall provide senior level CNC expertise and general Application and Tools upgrade support that may include, but are not limited to the following:

* 1. Provide advanced troubleshooting for complex technical and performance issues – E1 incident management and support.
  2. Provide advanced CNC support for tools releases/upgrades and WLS (WebLogic Server) updates and patch upgrades.
  3. Implement other E1 technical components and functionality new to the COUNTY
  4. Provide system administration
  5. Provide standard day to day CNC support for example package builds, security changes and system restarts.
  6. Fix to Current by applying Oracle’s JDE E1 ESU and ASU software updates to the most current versions. Provide E1 support for integrated systems upgrades
  7. Install E1 application, batch and AIS servers as well as other components.
  8. Vertex support.

1. Database Administration and Support (Added value option)
   1. Provide administration services for Oracle databases
   2. Execute database refreshes on Oracle databases from production to lower database environments.
   3. Perform database patching
   4. Troubleshoot ERP service degradation and outages.
   5. Review SQL statements for risk and execute SQL statements against Oracle databases
   6. Monitor regular database backups and perform data restoration as needed
   7. Manage support tickets with Oracle support

**Response Service Levels for On-Call Services**

CONTRACTOR will state the service levels, hours of operation they are able to support, and how quickly they can respond to a Task Order request for each of the service categories.

1. **Expectations for Conducting Work for CNC Managed Services and On-Call Services**

* Most work is done via a remote VPN connection. Occasionally it is possible the work will be done onsite. Travel will bill separate under standard GSA rates for El Paso County.
* The consultant(s) must be available to work during El Paso County’s regular work hours, which are 7am-6pm MST/MDT. Occasionally, the consultants will work after regular work hours (upgrades and other downtime). CNC managed services will have regular after-hours work scheduled for server reboots, production package builds, and critical incident troubleshooting.
* The consultant(s) will be required to follow all applicable El Paso County policies and procedures whenever they are using El Paso County’s systems and/or accessing the COUNTY’s data, including but not limited to Information Security and ITIL requirements.
* The consultants will agree to take any training the COUNTY may want to administer prior to granting access.
* In some cases, the Consultant may be given access to the COUNTY’s ticketing system to work incidents and fulfill requests.

1. **Experience and Skill Requirements or its Equivalent**

* 5+ years JD Edwards E1 systems architecture and CNC administration experience in an Oracle WLS environment.
* 5+ years JD Edwards E1 systems functional knowledge and experience;
* 5+ years JD Edwards E1 systems development experience;
* Multiple and recent E1 9.2 application and Tools release installations and upgrades experience.
* Strong written and verbal communication skills.

1. **Option to Elevate On-Call CONTRACTOR to CNC Managed Services Primary Provider**

An On-Call CONTRACTOR may be elevated to the primary CNC managed services provider via this contract with an executed Change Order should the primary CNC managed services contractor is unable to perform.

1. **FEE PROPOSAL**

Proposer should include Fee/rate/cost schedule for services proposed in a separate file.

1. **PROPOSAL PROCESS REQUIREMENTS**
2. **INQUIRIES**

Questions related to this Request for Proposals (RFP) shall be submitted in writing via **www.rockymountainbidsystem.com**. If needed, written responses to those questions shall be published as an addendum after final questions are due. Final questions are due **no later than Friday, May 28, 2021 2:00 PM (MST).** **Do not contact any other individual regarding this RFP other than the Procurement Contact listed above.**

1. **PRE-PROPOSAL CONFERENCE**

A **Voluntary Pre-Proposal Conference** will be held **Thursday, May 27, 2021 at 10:00 AM (MST)**, via teleconference.

The Pre-Proposal Conference for this RFP will take place **VIA TELECONFERENCE** utilizing the call-in information below:

**Participant-guest login:**

1.  Dial access number: 1-877-820-7831

2. Enter the participant-guest pass code: 514880#

1. **PROPOSAL RESPONSE REQUIREMENTS**

The following items shall be included in the proposal in the order listed herein:

* + The Response Checklist (form included in this RFP package).
  + An Addendum acknowledgement signed for each addendum issued. The Addendum content does not need to be attached, just the acknowledgement page.
  + Letter of Introduction
  + Response Form
  + Understanding of Scope/Approach
  + Staff Resources
  + Qualification Statement
  + Copies of requested insurance certificates
  + Exceptions, if any
  + Fee Proposal (separate file)

1. **PROPOSAL SUBMISSION**

Proposals shall be submitted through Rocky Mountain E-Procurement System by **no later than 2:00 PM (MST), Wednesday, June 16, 2021** [**www.rockymountainbidsystem.com**](http://www.rockymountainbidsystem.com). Proposers shall submit three .pdf files: The COUNTY prefers the .pdf files to be searchable. Proposers shall follow the naming convention as described below.

* 1. Technical Proposal: Company Name RFP # Tech. Example (ABC Cleaning 19-001 Tech)
  2. Fee Proposal: Company Name RFP # Fee. Example (ABC Cleaning 19-001 Fee)
  3. Public Copy: Company Name RFP # Public. Example (ABC Cleaning 19-001 Public)

Public Copy shall be available for public inspection and should not contain any information that the proposer deems confidential and proprietary.

Proposals shall be signed by an authorized representative of the proposer. Failure to submit the information requested may result in the El Paso County Contracts & Procurement Division requiring prompt submission of missing information and/or giving a lower evaluation of the proposal. The Contracts & Procurement Division may reject proposals that are substantially incomplete or lack key information.

By submitting a proposal, you represent that you have (1) thoroughly examined and become familiar with the scope of services outlined in this RFP, and (2) are capable of performing quality work to achieve the COUNTY’s objectives.

1. **ORAL PRESENTATIONS / INTERVIEWS**

Firms submitting a proposal in response to this RFP may be required to give an oral presentation of their proposal in an interview session with the Evaluation Committee. Additional technical and/or cost information may be requested from any firm by the Evaluation Committee prior, during or after the interview for clarification purposes, but in no way shall change the original proposal submitted. Interviews are at the option of the Evaluation Committee and may or may not be conducted. If required interviews shall be conducted via teleconferencing.

1. **RFP TIMETABLE**

***NOTE: THE DATES SHOWN IN ITALICS ARE APPROXIMATE, ARE NOT BINDING, AND ARE SUBJECT TO CHANGE.***

|  |  |
| --- | --- |
| RFP NOTICE ADVERTISED | MAY 19TH & MAY 26th 2021 |
| PRE-PROPOSAL CONFERENCE | 10:00 AM (MT), MAY 27, 2021 |
| FINAL RFP QUESTIONS DUE | 2:00 PM (MT), MAY 28, 2021 |
| PROPOSAL DUE DATE | 2:00 PM (MT), JUNE 16, 2021 |
| EVALUATION OF PROPOSALS | *TBD* |
| INTERVIEWS (IF APPLICABLE) | *TBD* |
| RECOMMENDATION OF AWARD TO BOCC | *TBD* |

1. **TERM OF CONTRACT**

Issuance of this RFP and receipt of proposals does not commit the COUNTY to award a contract. The COUNTY reserves the right to postpone opening, to accept or reject any or all proposals received in response to this RFP. The COUNTY may negotiate with other than the highest ranked proposer should negotiations with the highest ranked proposer be terminated, or to cancel all or any part of this RFP.

**The initial contract period will be from date of approval to December 31, 2021. The fees proposed shall remain firm during the initial contract period.** The contract may be renewed for four (4) optional one-year terms upon satisfactory performance by the successful contractor and at a negotiated rate agreed to in writing at least ninety (90) days prior to the contract expiration date. Failure to negotiate an agreed-upon rate for the forthcoming year will result in non-renewal of the contract. Award of a contract or renewal of a contract is contingent upon available and approved funding.

Any contract awarded between El Paso County and the successful firm shall consist of the COUNTY’s standard Services Contract (a copy of which is included in this RFP package) signed by both parties, this RFP and any addenda, the submitted proposal, all negotiation documents and the resulting Purchase Order and original certificates of insurance.

If proposer does not agree with any terms or conditions of the COUNTY’s standard Contract or any items in this document, the proposer shall present its exceptions with its proposal. If no concerns are expressed by proposer, the COUNTY shall consider that all terms and conditions of the standard contract shall control. El Paso County reserves the right to reject proposals based upon exceptions to its standard contract terms and conditions.

A proposal shall be disqualified and rejected by the COUNTY if the price in the proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any other proposer, COUNTY employee, or any competitor.

The Proposer is prohibited from submitting multiple proposals in a different form (i.e. as a prime Contractor and as a sub-Contractor to another prime Contractor). Submittal of multiple proposals in different form may result in the disqualification of all Proposers associated with a multiple proposal.

Should any such prohibited action Stated above in this section be detected any time during the term of the Contract, such action shall be considered a material breach and grounds for Contract termination.

By submitting their proposal, the Proposer certifies that they are not currently debarred from submitting bids or proposals for contracts by any agency of El Paso County, Colorado and/or the State of Colorado, nor are they an agent of any person or entity that is currently debarred from submitting bids or proposals on contracts by El Paso County, Colorado or the State of Colorado.

1. **INSURANCE REQUIREMENTS**

For proposal purposes, proposers shall submit copies of certificates of insurance for professional and general liability and workers' compensation, as referenced on the Response Checklist. The Contractor shall be required to provide original certificates of Insurance showing coverage for the items identified in the “INSURANCE CHECKLIST”, at its own expense, **naming El Paso County as an additional insured**, along with an original Workers’ Compensation certificate, both with a 30-day cancellation notice, and maintain such coverage for the duration of the proposal award/contract.

1. **EVALUATION AND AWARD PROCESS**

The Evaluation Committee shall evaluate all proposals received for completeness and the proposer’s ability to meet all specifications as outlined in this RFP. The committee may then short-list for interviews the specific firms whose proposals best meet all the criteria required.

1. **SELECTION CRITERIA**

The following factors (not listed in order of priority) shall be considered when evaluating each proposal. The COUNTY reserves the right to consider other factors not named here in making its decision.

1. Completeness of the response to this RFP.
2. Project Plan.
3. Experience, resumes, and references
4. Reservations, conditions, exceptions, or constraints related to this RFP.
5. Fee Proposal.
6. **ATTACHMENTS:**
7. Insurance Checklist
8. Instructions for Submitting Proposals
9. Response Form
10. General Services Contract

Any questions regarding this RFP should be directed to Donna Flath, CPPB, Procurement Specialist, Contracts & Procurement Division by e-mail to [donnaflath@elpasoco.com](mailto:donnaflath@elpasoco.com)

Donna Flath

Donna Flath, CPPB

Procurement Specialist

**EL PASO COUNTY**

**CONTRACTS & PROCUREMENT DIVISION**

**CONTRACTOR’S QUALIFICATION STATEMENT**

**for**

**ERP MANAGED SYSTEM ADMIN SERVICES & ON-CALL SUPPORT**

This statement will provide information which will enable the County to evaluate the qualifications of your firm and staff with regard to the requirements of this Request for Proposals (RFP**).**

**Please complete this form in its entirety and submit it along with the other required proposal documents.** If there is not enough room on the form to answer the questions, attach additional pages if necessary.

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| **IF ADDITIONAL INFORMATION IS PROVIDED ON A SEPARATE SHEET FOR ANY OF THESE ITEMS, CLEARLY SPECIFY WHERE IT CAN BE LOCATED IN YOUR BID PACKAGE.** | | | | | | | | | | | | | | | | | | | | | |
| **(PRINT or TYPE)** | | | | | | | | |  | | | | | | | | | | | | | |
| FIRM NAME: | | | | | | | | |  | | | | | | | | | | | | | |
| ADDRESS: | | | | | | | | |  | | | | | | | | | | | | | |
| CITY STATE ZIP: | | | | | | | | |  | | | | | | | | | | | | | |
| PHONE: | | | | | |  | | | | FAX: | | | | |  | | | | | Email: |  | |
| AUTHORIZED REPRESENTATIVE NAME: | | | | | | | | | | | | | | | | | |  | | | | |
| AUTHORIZED REPRESENTATIVE TITLE: | | | | | | | | | | | | | | | | | |  | | | | |
| **AUTHORIZED REPRESENTATIVE**  **SIGNATURE (sign here):** | | | | | | | | | | | | | | | |  | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | |
| **1. TYPE OF BUSINESS** | | | | | | | | | | | | | | | | | | | | **2. TYPE OF LICENSE & LOCATION** | | | |
| Corporation | | | | | | | |  | Individual | | |  |  | | | | | | |  | | | |
| Partnership | | | | | | | |  | Joint Venture | | |  |  | | | | | | |  | | | |
| Other: | | | | |  | | | | | | | |  | | | | | | |  | | | |
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| **3. CONTRACTOR CLASSIFICATION** | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | General Contractor | | | | | | | | |  | | | Electrical Contractor | | | | | | |
|  | | | Plumbing Contractor | | | | | | | | |  | | | HVAC Contractor | | | | | | |
|  | | | Roofing Contractor | | | | | | | | |  | | | Asbestos Removal | | | | | | |
|  | | | Other (Please Specify): | | | | | | | | |  | | | | | | | | | |
| **4. NUMBER OF YEARS IN BUSINESS:** | | | | | | | | | | | | | |  | | | | | | | | | | |
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| 1. **On a separate sheet provide** a brief history of your firm, staff size and experience, include a resume for the   project manager and each key personnel assigned to this project. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **6.** | | | | **What other name(s) has your company operated under:** | | | | | | | | | | | | | | | | | | | | | | | | |
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| **7.** | | | | **Have you or your firm ever failed to complete any work awarded to you?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | **NO** | | | | | |  | | |  | | | **YES** | | | |  | | | |  | | **IF “YES”, EXPLAIN:** | | | | | | | | | | |
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| **8. Has any officer or partner of your organization ever been an officer or partner of another organization that failed to complete a contract within the last five (5) years?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **NO** | | | | | | | |  | | |  | | **YES** | | | |  | | | |  | | **IF “YES”, EXPLAIN:** | | | | | | | |
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| **9.** | | | | | **Has your firm or any partners or officers ever been involved in any bankruptcy action?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **NO** | | | | | | |  | | | **YES** | | |  | | | | **IF “YES”, EXPLAIN:** | | | | | | | | | | | | | | | | | |
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| **10.** | | | | | | | | | **Are you presently involved in any litigation with an owner or other government agency?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **NO** | | | | | | |  | | | **YES** | | |  | | **IF “YES”, EXPLAIN type, kind, plaintiff, defendant, etc. and state the current** | | | | | | | | | | | | | | |
|  | | | | | |  | | | | | | | | | | | | | | | **status** (attach pages if necessary**):** | | | | | | | | | | | | | | | | | |
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| **11.** | | | | | | **List three (3) similar projects** (local or state-wide) **from last five (5) years**: (include location of project; contact name, address, phone number; size of project (contract $ amount): | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | **(NOTE: Detailed information on these projects may also be requested in the solicitation package.)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | **a)** | | | | |  | | | | | | | | | | | | | | | | | | | | |
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| **12.** | | | | | | | **List current similar projects (**local or state-wide**) under contract:** (include location of project, contact | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | name, address, telephone number, size of project (contract $ amount).  **(NOTE: detailed information on these projects may also be requested in the solicitation package.)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **13.** | | **BANK REFERENCE:** | |  | | | | |
|  | Address: | |  | | | | |
|  | Contact Name: | |  | | | Phone: |  |
|  | | | | | | | | |
| **14.** | | **BONDING COMPANY AND AGENT:** | | | | | | |
|  | Company Name: |  | | | | | |
|  | Agent Name: |  | | | | Phone: |  |
|  | (A) Current Bonding Rate: | | |  | | | |
|  | (B) Largest Individual Project Bond To Date: | | | | **$** | | |
|  | | | | | | | | |
| **15.** | | **SURETY** (insurance**) REFERENCE FOR LAST FIVE (5) YEARS:** | | | | | | |
|  | Company Name: |  | | | | | |
|  | Agent Name: |  | | | | Phone: |  |