



Request for Proposal

Boone County Purchasing
601 E. Walnut Street, Room 209
Columbia, Missouri 65201

Heather Turner, CPPB, Senior Buyer
Phone: (573) 886-4392 Fax: (573) 886-4390
E-mail: hturner@boonecountymo.org

Proposal Data

Proposal Number: **55-10AUG06**

Commodity Title: **FACILITIES MAINTENANCE SOFTWARE**

DIRECT PROPOSAL FORMAT OR SUBMISSION QUESTIONS TO THE PURCHASING DEPARTMENT

Proposal Submission Address and Deadline

Day / Date: **THURSDAY, AUGUST 10, 2006**
Time: **10:30 A.M. C.S.T. (No late proposals will be accepted)**
Location / Mail Address: Boone County Purchasing Department
Boone County Johnson Building
601 E. Walnut, Room 209, Columbia, MO 65201
Directions: The Johnson Building is located on the Northeast corner at 6th Street and Walnut Street. Enter the building from the East Side. Wheel chair accessible entrance is available on the West side of the building.

Proposal Opening

Day / Date: **THURSDAY, AUGUST 10, 2006**
Time: **Shortly After 10:30 A.M. C.S.T.**
Location / Address: Boone County Johnson Building
601 E. Walnut, Conference Room 213
Columbia, MO 65201

Proposal Contents

- 1.0: Instructions and General Conditions
 - 2.0: Introduction and General Information
 - 3.0: Scope of Services
 - 4.0: Proposal Submission Information
 - 5.0: Response/Pricing Page
- Attachment A: *No Bid* Response Form
Attachment B: Prior Experience



NOTICE OF REQUEST FOR PROPOSAL

Boone County is accepting Request for Proposals for the following:

PROPOSAL 55-10AUG06 Facilities Maintenance Software

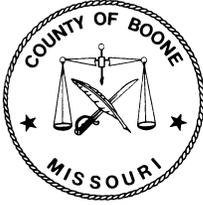
Sealed proposals will be accepted until **10:30 a.m. on Thursday, August 10, 2006** in the Boone County Purchasing Office, Boone County Johnson Building, Room 209, 601 E. Walnut Street, Columbia, MO 65201.

The Request for Proposal is scheduled to be opened shortly after **10:30 a.m. on Thursday, August 10, 2006** in Conference Room 213, Boone County Johnson Building, 601 E. Walnut Street, Columbia, MO 65201.

Request for Proposals are available in the Purchasing Office and requests for copies may be made by phone (573) 886-4392; fax (573) 886-4390 or e-mail: hturner@boonecountymo.org. The Request for Proposal and additional information is also available on our web page at www.showmeboone.com.

Heather Turner, CPPB
Senior Buyer

Insertion: July 9, 2006
COLUMBIA MISSOURIAN



1. INTRUCTIONS AND GENERAL CONDITIONS

1.1 **Delivery of Proposals:** Sealed proposals, subject to Instructions and General Conditions and any special conditions set forth herein, will be received at the Boone County Purchasing office until the proposal closing date and time indicated herein for furnishing the County with services as detailed in the following request for proposal.

- a) **Proposal Closing:** All proposals shall be **delivered before 10:30 A.M., C.S.T., on Thursday, August 10, 2006** to:

Boone County Purchasing Department
Heather Turner, CPPB, Senior Buyer
601 E. Walnut Street, Room 209
Columbia, Missouri 65201-4460

- b) The County will not accept any proposals received after 1:30 P.M. and will return such late proposals to the Offeror.
- c) Offerors must submit one (1) original, and five (5) copies of the proposal (total of six). Proposals will be opened publicly but only names of Offerors will be read aloud.
- d) Proposals must be submitted in a sealed envelope identified with the proposal number and date of closing. List the proposal number on the outside of the box or envelope and note "Response to Request for Proposal enclosed."
- e) If you do not care to submit a proposal, please return the *No Bid Response Form* and note your reason. No fax or electronic transmitted proposals will be accepted, however, the *No Bid Response Form* may be returned by fax.
- f) If you have obtained this proposal document from our Web Page or from a source other than the Boone County Purchasing Department, please check with our office prior to submitting your proposal to ensure that you have a complete package. The Purchasing Department cannot be responsible for providing addenda if we do not have you on our Vendor list for this proposal.

1.2 . Evaluation of Proposals (Procedure):

- a) The County will first examine proposals to eliminate those that are clearly non-responsive to the stated requirements. Therefore, Offerors should exercise particular care in reviewing the Proposal format required for this RFP.

- b) The evaluation committee shall then score all proposals based upon the evaluation factors detailed herein. Upon completion of the scoring, the committee may recommend short listing the proposals that are potentially acceptable.
- c) At this point, the County may request presentations by Offerors, and carry out negotiations for the purpose of obtaining best and final offers, and conduct detailed reference checks on the short listed Offerors.
- d) The County reserves the right to contact any and all references to obtain, without limitation, information regarding the Offeror's performance on previous projects. A uniform sample of references may be checked for each short-listed Offeror.
- e) The County reserves the right to withdraw this RFP at any time and for any reason and to issue such clarifications, modifications, and/or amendments as it may deem appropriate.
- f) Receipt of a proposal by the County or a submission of a proposal to the County offers no rights upon the Offeror nor obligates the County in any manner.
- g) No negotiations, decisions, or actions shall be initiated by any firm as a result of any verbal discussion with any County employee prior to the opening of responses to the Request for Proposal. Boone County reserves the right to select the Offeror which best meets its goals and objectives, needs, fiscal constraints, quality levels and service expectations.

1.3 Ambiguity, Conflict, or Other Errors in the RFP:

- a) If an Offeror discovers any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposal, they shall immediately notify the Department of such error in writing and request modification or clarification of the document. The County will make modifications by issuing a written revision and will give written notice to all parties who have received this RFP from the County.
- b) The Offeror is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or it shall be waived.
- c) Implied Requirements: Products and services that are not specifically requested in this RFP, but which are necessary to provide the functional capabilities proposed by the Offeror, shall be included in the proposal.
- d) The County will not be liable in any way for any costs incurred by any Offeror in the preparation of their proposal in response to this RFP, nor for the

presentation of their proposal and/or participation in any discussions or negotiations.

1.4 Rejection of Proposals: The right is reserved to accept or reject in whole or in part any or all proposals submitted, to waive technicalities, and to accept the offer the County considers the most advantageous to the County. Further, the County shall reject the proposal of any Offeror that is determined to be non-responsive. The unreasonable failure of an Offeror to promptly supply information in connection with respect to responsibility may be grounds for a determination of non-responsibility.

1.5 Acceptance of Proposals: The County will accept all proposals that are submitted properly. However, the County reserves the right to request clarifications or corrections to proposals.

1.6 Requests for Clarification of Proposals: Requests by the Purchasing Department for clarification of proposals shall be in writing.

1.7 Validity of Proposals: Offeror should state how many days or months proposals remain valid beyond the 120 days minimum.

1.8 Receipt and Opening of Advertised, Sealed Proposals: The Offeror(s) and public are invited, but not required, to attend the formal opening of proposals. Offeror(s) names only will be read aloud to the public. No decisions related to an award of a contract or creation of any contractual or lease relationship, or purchase order will be made at the opening.

- a. Information provided in your response will be considered proprietary and will not be divulged during the selection process. The successful firm's proposal will become public record after its acceptance by the County Commission. All proposals and tabulation sheets are kept by the County for a period of time established by regulation or statutes after the award is made and are available for inspection at any time during regular working hours.
- b. Proposals will be opened and Offeror's names read aloud during the proposal opening in the Boone County Johnson Building, Conference Room 213, **Thursday, August 10, 2006 at 10:30 A.M., C.S.T.** located at the following address:

Boone County Johnson Building
Conference Room 213
601 E. Walnut Street
Columbia, Missouri 65201

1.9 Withdrawal of Proposals: Proposals may be withdrawn without prejudice any time before the deadline for receipt of proposals. If a mistake or error is discovered by the Offeror or by the County after the proposal opening, the County has the right to call this error to the Offeror's attention and request verifications of the proposal. If the Offeror acknowledges the mistake and requests relief, the County will proceed in the following manner:

- a. **Withdrawal:** Permission to allow an Offeror to withdraw their proposal without prejudice may be given when clear and convincing evidence supports the existence of an error. If there is a significant and obvious disparity between the prices of the lowest Offeror and of the other Offerors, an Offeror may be permitted to withdraw without prejudice, upon submission of evidence that a non-intentional error occurred.



2. INTRODUCTION AND GENERAL INFORMATION

2.1 Introduction:

2.1.1 This document constitutes a request for sealed proposals for **Facilities Maintenance Software**, as set forth herein.

2.1.2 Organization – This document, referred to as a Request for Proposal (RFP), is divided into the following parts:

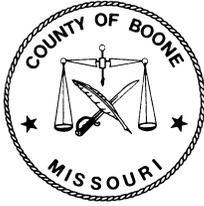
- 1) Instructions and General Conditions
 - 2) Introduction and General Information
 - 3) Scope of Services
 - 4) Proposal Submission Information
 - 5) Response/Pricing Page
- Attachment A – *No Bid Response Form*
Attachment B – *Prior Experience*

2.2. Guideline for Written Questions:

2.2.1 All questions regarding this Request for Proposal shall be submitted in writing no later than **Thursday, July 27, 2006**. All questions must be mailed, faxed or e-mailed to the attention of Heather Turner, CPPB, Senior Buyer.

- a. Heather Turner, CPPB
Senior Buyer
601 E. Walnut Street, Room 209
Columbia, Missouri 65201
Phone: (573) 886-4392 Fax: (573) 886-4390
E-mail: hturner@boonecountymo.org

2.2.2 The responses and usage will become a part of a written addendum, which will be mailed or faxed prior to proposal opening.



3.0 SCOPE OF SERVICES

3.1. Project Description:

The County of Boone – Missouri, hereafter referred to as *the County*, hereby solicits formal written proposals from qualified offerors to provide **Facilities Maintenance Software** for the County.

3.2. Background:

- 3.2.1. New Facilities Maintenance Software will be replacing Maximo Version 4. Maximo has been in place for over five years.
- 3.2.3. Additional information about the County of Boone – Missouri can be obtained from the following internet web site at: <http://www.showmeboone.com>
- 3.2.4. Although an attempt has been made to provide accurate and up-to-date information, the County of Boone – Missouri does not warrant or represent that the background information provided herein reflects all relationships or existing conditions related to this Request for Proposal.

3.3 Scope of Services:

- 3.3.1 The contractor must provide facilities maintenance software in five modules as specified below:
- 3.3.2 Work Order Module
 - 3.3.2.1 Must be able to handle incoming e-mail routed directly to work order module, with automatic creation of a new work order. This work order must be marked or que'd as new and placed to a technician by an administrative authority.
 - 3.3.2.2 Work orders must have a time tracking. The minimum time tracking must include the total amount of time a technician actually worked on the problem.
 - 3.3.2.3 Must be able to set-up notification of unassigned or overdue work orders to an administrative authority.
 - 3.3.2.4 System should automatically e-mail the technician when a new work order is assigned to them.

- 3.3.2.5 System should be able to reply to the requestor with details provided by the system (i.e. work order #, etc.)

3.3.3 Preventative Maintenance/Scheduling Module

- 3.3.3.1 Must have a calendar view of preventative maintenance in day, week, and month modes.
- 3.3.3.2 Must be able to print all preventative maintenance work orders on demand using a date range.
- 3.3.3.3 Must be able to print preventative maintenance work orders on demand by technician assigned.
- 3.3.3.4 Must be able to schedule with floating date (i.e. “second Tuesday of the month”).

3.3.4 Asset Tracking Module

- 3.3.4.1 Preventative maintenance work orders should be driven and/or assigned to assets.
- 3.3.4.2 Reporting must include all asset history.
- 3.3.4.3 Ability to attach documentation and photos to asset description is needed.
- 3.3.4.4 Asset entries should have a place for lockout/tag out procedures.
- 3.3.4.5 Should have the ability to track down time of a defined asset, if possible.

3.3.5 Inventory Module

- 3.3.5.1 System must be functional without population of inventory module.
 - 3.3.5.1.1 At this time, the County does NOT keep a parts inventory. The County does not want to be required to track parts for repairs in an inventory system.

3.3.6 Requisition/Purchasing Module

- 3.3.6.1 System must be functional without population of the purchasing module.
 - 3.3.6.1.1 At this time, the County performs all purchasing functions in other systems and does not want to be required to double enter on purchasing procedures.

3.3.7 Facilities Maintenance will require all data from Maximo be extracted and imported into the new Facilities Maintenance Software. The cost for such extraction and importation shall be noted on the corresponding line on the Pricing Page.

3.3.8 Preferred Platform for Software

3.3.8.1 Hardware-Intel based, 3.2 Ghz server with 4 Gigs of RAM

3.3.8.2 Operating System-Windows 2003 server standard

3.3.8.3 Database-MS SQL 2000 SP4 (upgrading to SQL 2005 in the next 12 months)

3.3.8.4 Other platforms will be considered.

3.3.9 Software Licensing Requirements

3.3.9.1 Two administrative seats, four service technicians, and unlimited requestors.

3.4 Project Timeline/Milestones:

3.4.1 Within thirty (30) days after contract award, the County must be able to test and import current data into the software package.

3.5 Proposal Submission Requirements:

3.5.1 The offeror must respond to each requirement listed under section 3.3 Scope of Services. The offeror must provide a detailed description of the proposed software and the ability of such proposed software to meet each requirement in section 3.3.

3.5.2 The offeror may be contacted to provide a demonstration of the proposed software during the evaluation process. Such demonstration shall be provided free of charge.

3.6 Contractor Requirements:

3.6.1 **Insurance:** The Contractor shall purchase and maintain in force, at his/her own expense, such insurance as will protect him/her and the County from claims which may arise out of or result from the Contractor's execution of the work, whether such execution be by himself/herself, his/her employees, agents, subcontractors, or by anyone for whose acts any of them may be liable. The insurance coverage shall be such as to fully protect the contractor and County, from any and all claims for injury and damage resulting by any actions on the part of the Contractor or his/her forces as enumerated above. The Contractor shall furnish a copy of any original Certificate of Insurance, naming Boone

County as an additional insured. Should any of the policies be canceled before the expiration date, the issuing company will mail 30 days written notice to the certificate holder. The Contractor shall furnish insurance in satisfactory limits, and on forms and of companies which are acceptable to the County and shall require and show evidence of insurance coverages on behalf of any subcontractors (if applicable), before entering into any contract agreement to sublet any part of the work to be done under this contract.

3.6.2 Indemnity Agreement: To the fullest extent permitted by law, Contractor shall indemnify, hold harmless and defend the County, its directors, agents, and employees from and against all claims arising by reason of any act or failure to act, negligent or otherwise, of Contractor, (meaning anyone, including but not limited to consultants having a contract with Contractor or subcontractor for part of the services), of anyone directly or indirectly employed by Contractor, or of anyone for whose acts the Contractor may be liable, in connection with providing these services. This provision does not, however, require Contractor to indemnify, hold harmless, or defend the County of Boone from its own negligence.

3.6.2.1 In performing all services under the resulting contract agreement, the Contractor will comply with all local, state and federal laws.

3.6.3 Term; Termination of Contract Agreement:

3.6.3.1 The initial term of the resulting contract agreement from this Request for Proposal for Imaging Extraction/Conversion Software and Support for Boone County will begin at the time of contract award and end upon project completion.

3.6.3.2 The resulting contract agreement may be terminated by the County upon 15 days prior written notice should the other party fail substantially to perform in accordance with its terms through no fault of the party initiating the termination. In addition, the contract agreement may be terminated at will by the County upon at least 15 days prior written notice to the Contractor.



4. PROPOSAL SUBMISSION INFORMATION

4.1. RESPONSE TO PROPOSAL

4.1.1. Submission of Proposals:

4.1.1.1. When submitting a proposal, the Offeror should include the **original and five (5) additional copies**.

a. The Offeror shall submit the proposal to:

Boone County Purchasing Department
Attn: Heather Turner, CPPB, Senior Buyer
601 E. Walnut Street, Room 209
Columbia, MO 65201

b. The proposal response must be delivered no later than **1:30 p.m. on May 8, 2006**. Proposals will not be accepted after this date and time.

4.1.1.2. To facilitate the evaluation process, the Offeror is encouraged to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein.

a. Each distinctive section should be titled with each individual evaluation category and all material related to that category should be included therein.

b. The signed response page from the original RFP and all signed amendments should be placed at the beginning of the proposal.

c. The Proposal must, at a minimum, address all mandatory and desired services, equipment, materials, etc. Responses will fully describe how the service will be performed and what hardware/software (if any) is required at the County to access the service.

4.1.1.3. The Offeror is cautioned that it is the Offeror's sole responsibility to submit information related to the evaluation categories, and that the County is under no obligation to solicit such information if it is not included with the proposal. The Offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal. Any Offeror whose responses deviate from the outlined specifications may automatically be disqualified.

4.1.1.4. Offeror's Contacts: Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the

RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any County employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.

4.1.2. Competitive Negotiation of Proposals: The Offeror is advised that under the provisions of this Request for Proposal, the County reserves the right to conduct negotiations of the proposals received or to award a contract without negotiations. If such negotiations are conducted, the following conditions shall apply:

- 4.1.2.1. Negotiations may be conducted in person, in writing, or by telephone.
- 4.1.2.2. Negotiations will only be conducted with potentially acceptable proposals. The County reserves the right to limit negotiations to those proposals, which received the highest rankings during the initial evaluation phase.
- 4.1.2.3. Terms, conditions, prices, methodology, or other features of the Offeror's proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the Offeror may be required to submit supporting financial, pricing and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.
- 4.1.2.4. The mandatory requirements of the Request for Proposal shall not be negotiable and shall remain unchanged unless the County determines that a change in such requirements is in the best interest of the entities.

4.1.3. Evaluation and Award Process:

4.1.3.1. After determining a responsible Offeror and a responsive proposal through the determination that the proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use both objective analysis and subjective judgment in conducting a comparative assessment of the proposal in accordance with the evaluation criteria stated below:

- a. **Method of Performance**
- b. **Experience/Expertise**
- c. **Cost**

4.1.3.2. After an initial evaluation process, a question and answer interview may be conducted with the Offeror, if deemed necessary by the

County. In addition, the Offeror may be asked to make an oral presentation of their proposal to the evaluation team at a designated Boone County location. Attendance cost shall be at the Offeror's expense. All arrangements and scheduling will be coordinated by the County.

4.1.4. Evaluation:

- 4.1.4.1. Experience and reliability of the Offeror's organization are considered subjectively in the evaluation process. Therefore, the Offeror is advised to submit any information, which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.
- 4.1.4.2. The Offeror should provide the following information related to previous and current services/contracts performed by the Offeror's organization and any proposed subcontractors which are similar to the requirements of this RFP (This information may be shown on the form attached as Attachment B to this RFP or in a similar manner):
 - a. Name, address, and telephone number of client/contracting agency and a representative of that client/agency who may be contacted for verification of all information submitted;
 - b. Dates and locations of the service/contract; and
 - c. A brief, written description of the specific prior services performed and requirements thereof.
- 4.1.4.3. The Offeror should submit a copy of all licenses, certifications, accreditation, and/or permits, which may be required by state, federal, and/or local law, statute, or regulation in the course of conduct of the Offeror's business. If not submitted with the proposal, the County reserves the right to request and obtain a copy of any license or certification required to perform the defined services prior to contract award.
- 4.1.4.4. Proposals will be subjectively evaluated based on the Offeror's distinctive plan for performing the requirements of the RFP. Therefore, the Offeror should present a written narrative, which demonstrates the method or manner in which the Offeror proposes to satisfy these requirements. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of action.
- 4.1.4.5. Where the words "shall" or "must" are used, they signify a required minimum function of system capacity that will heavily impact the Bidder's final response rating.
- 4.1.4.6. Where the words "should", "may" or "desired" are used, they signify that the feature or capacity is desirable but not mandatory; therefore,

the specifications in question will possess minimal impact on the Bidder's final response rating.

- 4.1.4.7. The method by which the proposed method of performance is written will be left to the discretion of the Offeror. However, the Offeror should address each specific paragraph and subparagraph of the Specifications by paragraph and page number as an item for discussion. Immediately below these numbers, write descriptions of how, when, by whom, with what, to what degree, why, where, etc, the requirements will be satisfied.



5. Response/Pricing Page

In compliance with this Request for Proposal and subject to all the conditions thereof, the Offeror agrees to furnish the services/equipment/supplies requested and proposed and certifies he/she has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below. (Note: This form must be signed. All signatures must be original and not photocopies).

Company Name: _____

Address: _____

Telephone: _____ Fax: _____

Federal Tax ID (or Social Security #): _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

E-Mail Address: _____

Item #	Description	Quantity	Unit Price	Extended Total
5.1	Base Software Package	1	\$ _____	\$ _____
5.2	Administrative Seats	2	\$ _____	\$ _____
5.3	Service Technician Seats	4	\$ _____	\$ _____
5.4	Installation & Implementation	1	\$ _____	\$ _____
5.5	Software Import/Conversion	1	\$ _____	\$ _____
5.6	Training	1	\$ _____	\$ _____
5.7	TOTAL			\$ _____

5.8 **OPTIONAL:** At the sole discretion of the County, the County may choose to purchase the following optional item.

Unlimited Requestors \$ _____

5.9 Mid-Missouri Public Purchasing Cooperative:

Will you honor the submitted prices for purchase by other entities in Boone County who participate in cooperative purchasing with Boone County, Missouri?

_____ Yes

_____ No



“No Bid” Response Form

ATTACHMENT A

Boone County Purchasing
601 E. Walnut, Room 209
Columbia, MO 65201

Heather Turner, CPPB, Senior Buyer
(573) 886-4392 – Fax: (573) 886-4390

“NO BID RESPONSE FORM”

**NOTE: COMPLETE AND RETURN THIS FORM ONLY IF YOU DO NOT WANT TO
SUBMIT A PROPOSAL RESPONSE**

If you do not wish to respond to this proposal request, but would like to remain on the Boone County vendor list **for this service**, please remove form and return to the Purchasing Department by mail or fax.

If you would like to FAX this “No Bid” Response Form to our office, the FAX number is (573) 886-4390.

Proposal: 55-10AUG06 Facilities Maintenance Software

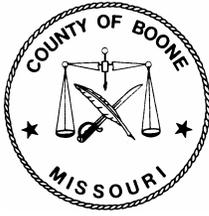
Business Name: _____

Address: _____

Telephone: _____

Contact: _____

Date: _____



ATTACHMENT B

PRIOR EXPERIENCE

(References of similar services for governmental agencies are preferred)

1. Prior Services Performed for:

Company Name:
Address:

Contact Name:
Telephone Number:

Date of Contract:
Length of Contract:

Description of Prior Services (include dates):

2. Prior Services Performed for:

Company Name:
Address:

Contact Name:
Telephone Number:

Date of Contract:
Length of Contract:

Description of Prior Services (include dates):

3. Prior Services Performed for:

Company Name:
Address:

Contact Name:
Telephone Number:

Date of Contract:
Length of Contract:

Description of Prior Services (include dates):