

**Skagit County Government
Request for Proposal
IT Service Management and
IT Asset Management Software**



March 6, 2017

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1. INTRODUCTION

The purpose of this RFP is to solicit proposals from qualified Proposers to provide Skagit County with an on-premise IT Service Management (“ITSM”) and IT Asset Management (“ITAM”) solution. The RFP is to obtain a replacement software solution for the current ITSM and ITAM application that will allow the County to manage technology services through a standard integrated toolset. The ideal Proposer will be an established solution Proposer with an industry-recognized solution for ITSM and ITAM that meets our specific requirements, as documented in this RFP, within the budget available to Skagit County.

2. PROJECT SCOPE

The scope of this project is to identify, select, contract with, and engage a Proposer who provides ITSM and ITAM solutions. The proposed solution must provide integration between the ITSM and ITAM processes. The application must be compliant with Information Technology Infrastructure Library (ITIL) for ITSM. The ultimate goal is to implement a solution that will support the County in improving how IT delivers and supports their business services.

Skagit County is seeking a solution that will adequately service the current County environment, specified as:

- 1000 County Employees
- 23 Total IT Positions w/contractors
- 500 Number of Tickets Opened on the Average Every Month
- 140 servers (physical and virtual)
- 1,500 desktops/laptops/tablets

Must Be Included
Service Request
Incident Management
Problem Management
Change Management
Knowledge Management
Self Service
Service Level Management
Asset Management
Service Catalog Management

Optional
Project Management
Password Reset

2.1 Project Goals

The primary business goals that we hope to achieve with this ITSM and ITAM solution include:

- Support our adoption of the ITIL framework of good practices for ITSM
- Replacing our current ITSM and ITAM Application
- Help us better document and manage the work that we do throughout all parts of the IT department, for everything from major projects to minor requests or support calls.
- Enable true Problem Management and Change Management processes
- Develop and implement effective system and service documentation via a searchable Knowledge Base
- Better Manage our IT Assets
- Help with Resource and Project Management
- Track System Downtime
- Better manage our service delivery to our Service Level Agreement

- Maintain our high level of customer satisfaction
- Better track staff workload, backlog and project status

2.2 Project Budget

Skagit County has estimated that the project cost will be up to \$100,000 for implementation of the ITSM and ITAM solution. This cost includes all necessary software and professional services.

2.3 Communications

It is the responsibility of the Proposer to read and understand all parts of the Request for Proposals. All communications regarding this Request for Proposals from Proposers and other interested parties must be directed through:

Roxane L. Goss
Business Process Analyst
Skagit County Information Services
1800 Continental Place
Mount Vernon, WA 98273
(360) 416 - 1300
E-MAIL: rfp@co.skagit.wa.us

The individual identified above is the sole point of contact for any inquiries or information pertaining to this RFP.

Proposers who request a clarification of the RFP requirements may submit written questions to the RFP contact person by **3:30 p.m. (PST) on March 27, 2017**. All questions and responses will be provided to all Proposers who have submitted a letter of intent pursuant to section 3.1 and 3.2. Skagit County reserves the right to update RFP requirements. Skagit County will use electronic mail and our Access Skagit County Web site, www.skagitcounty.net/rfp, to notify Proposers of RFP questions and/or changes.

Due to a high volume of spam, questions to the RFP submitted by electronic mail are to include:

“Skagit County ITSM/ITAM RFP Questions” in the Subject area of the electronic message.

Skagit County assumes no responsibility for unanswered questions without the correct information in the subject line or delays caused by delivery service.

3. PROPOSAL INSTRUCTIONS, FORMAT CONTENT AND SUBMISSION

3.1 Schedule

This request for proposals will be managed according to the following schedule:

Formal issue to Proposers	March 6, 2017
Tentative Proposer Conference	March 13, 2017 10:00 AM (PST)
Deadline for Proposer Letter of Intent	March 20, 2017 3:30 PM (PST)
Deadline for Proposer Questions	March 27, 2017 3:30 PM (PST)
Deadline for Response to Proposer Questions	March 30, 2017 3:30 PM (PST)
Deadline for receiving Proposer's Proposal	April 11, 2017 3:30 PM (PST)
Anticipated Proposer Phase I Notification	April 24, 2017 3:30 PM (PST)
Anticipated Proposer Functional Presentations/Test Drive Setup	May 1, 2017 – May 5, 2017
Anticipated RFP Phase II Evaluation w/Test Drive	May 8, 2017 – July 14, 2017
Anticipated Final Proposer Selection	July 17, 2017

3.2 Proposer Conference

A Proposer conference is tentatively scheduled to be held at **10:00 AM (PST), March 13, 2017** at 1700 East College Way, Mount Vernon, WA 98273. The Proposer conference is at the Proposer's expense, is not mandatory and will not include a teleconference. Proposers are invited to bring their questions regarding this Request for Proposal to this conference. The evaluation team and support staff will be available to answer questions at this time.

3.3. Letter of Intent

All Proposers intending on submitting a proposal to this RFP are **required** to submit a letter of Intent to bid no later than **3:30 PM (PST) on March 20, 2017**. The letter should identify the following information:

- Company Name
- RFP Contact for Company
- Address for Company Contact
- Phone Number/Fax Number for Company Contact
- E-mail address for Company Contact

The Letter of Intent must be electronically mailed. The letter does not commit the Proposer to respond to the RFP. All Proposers who have submitted a letter of intent will receive notification of proposal changes or responses to questions submitted by other competitors.

Electronic mail letter of intent shall be sent to **rfp@co.skagit.wa.us**. Once your letter of intent is received you will receive a confirmation via electronic mail. Each letter of intent shall identify the electronic submission by submitting the proposal with the phrase:

"Skagit County ITSM/ITAM RFP Letter of Intent" in the Subject area of the electronic message.

3.4 Submission of Proposal

3.4.a Submission Deadline

All Proposer responses and proposals must be received no later than 3:30 PM (PST) on April 11, 2017. Late or incomplete proposals may be rejected. Proposers should note that this is a firm deadline. Skagit County does not contemplate any extension of the deadline noted herein.

3.4.b Submission

All proposals MUST be sent by electronic mail to **rfpproposal@co.skagit.wa.us** and must be time stamped by Skagit County's system as received as specified in section 3.1. Once your proposal is received you will receive a confirmation via electronic mail. Each submitted proposal shall identify the electronic submission by submitting the proposal with the phrase:

"Skagit County ITSM/ITAM RFP Response" in the Subject area of the electronic message.

Skagit County assumes no responsibility for delays caused by delivery service.

3.4.c Copies

All responding Proposers shall submit one (1) original response of their response to this Request for Proposals. The electronic version is to be considered the original.

3.4.d Proposal Materials

Proposals must be in Microsoft Word 2010 or higher or Adobe PDF format (with Microsoft Excel attachments remaining in their native formats).

Prospective Proposers must provide the following materials as part of their proposal:

- Cover Letter

- Completed Skagit County Proposal Forms (as provided as part of this Request for Proposals)

- Signed Proposer's Certification and Formal Offer of Proposal

3.4.e Legibility and Organization

Proposals must be typed or printed, must be written in English and must be legible and reasonably organized. Pages must be consecutively numbered. Responses must mirror the numbering order used throughout this RFP.

3.4.f Completeness of Response

Proposers must include responses to all of the provisions and items of this RFP using the forms provided herein for their responses.

4 RFP AND PROPOSAL TERMS AND CONDITIONS

4.1 Right to Withdraw Proposals

Proposals may be withdrawn at any time before proposal deadline.

4.2 Right to Reject/Accept Proposals

Skagit County reserves the right to accept any proposal or, at its discretion, reject any or all proposals.

4.3 Right to Modify Proposals

Skagit County reserves the right to, but is not obligated to; modify minor irregularities in proposals received.

If discrepancies between sections or other errors are found in a proposal, Skagit County may reject the proposal. Proposers are responsible for all errors or omissions in their proposals, and any such errors or omissions will not serve to diminish Proposers obligations to Skagit County.

4.4 Additional Information

Skagit County reserves the right to request and/or obtain additional information as required.

4.5 Sub-Out Components

It is acceptable for a Proposer to sub-out components of the system; however there will be one contract and the Proposer shall be designated as responsible for the complete proposal solution.

4.6 Skagit County Not Responsible for Proposal Expenses

Receipt of a proposal does not obligate Skagit County to pay any expenses incurred by the Proposer in the preparation of proposal or obligate Skagit County in any other respect.

4.7 RFP, Proposals Do Not Obligate

Neither the publication nor distribution of the RFP, or the receipt of proposals, constitutes any obligation or commitment on the part Skagit County.

4.8 Proprietary Information/Public Disclosure

Any information contained in the proposal that is proprietary must be clearly designated. Even if information in a proposal is marked "confidential" or "proprietary", such information may be subject to public disclosure pursuant to applicable law (including, but not limited to RCW 42.56). Marking the entire proposal as "proprietary" or "confidential" will neither be accepted nor honored. If a public records request is received for a Proposer's proposal, Skagit County will comply according to the Public Records Act, Chapter 42.56 Revised Code of Washington (RCW).

By submitting a proposal, all Proposers recognize and agree that any proposal, information, documents, data, etc. provided to the County may be subject to disclosure pursuant to applicable law (including, but not limited to RCW 42.56), and any Proposer submitting a proposal expressly waives any claim(s) for damages against the County arising from and/or related to the release of any information provided to the County which is subject to public disclosure (as determined by the County, at the County's sole judgment and discretion), even if such information is arguably exempt from disclosure pursuant to applicable law.

All materials received in response to this RFP shall become the property of Skagit County.

4.9 Proposal Evaluation and Contractor Selection

The proposals will be evaluated by a team of people from Skagit County. The Skagit County ITSM/ITAM Team is made up of people from the Skagit County Information Services. Other staff may participate where their expertise will be of value. Skagit County will initially check the Proposer’s proposal to validate all information required to conform to this RFP is included. Absence of required information may be cause for rejection.

The team will evaluate the responses based on the follow criteria:

Evaluation Criteria – Phase One	Meets Expectation
Minimum Functional Requirements (Must Meet)	1-5
Proposer Responsibility (Must Meet)	1-5
Functional Requirements	1-5
Experience (references, client retention, litigation etc.)	1-5
Service (Customer service, ongoing support, service during implementation)	1-5
System Security	1-5
Project Schedule and Implementation Timeline	1-5
Proposal within County Authorized Budget	1-5
Evaluation Criteria – Phase Two	Meets Expectation
Functional Demonstration	1-5
Software Solution Test-Drive (10 business days)	1-5
Cost of Project	1-5
Overall State of Technology and Functionality	1-5

Rating Key

- 1 - Does Not Meet Expectations
- 2 - Minimally Meets Expectations (significant gaps and significant compromise required)
- 3 - Mostly Meets Expectations (small amount of gaps and/or small amount of compromise required)
- 4 - Meets Expectation
- 5 - Exceeds Expectations

4.10 Phase One Notification

Proposers will be given a 1-5 on the minimum functional requirements in **S6 –Functional Requirements.xlsx**. Any Proposer that receives a ‘1- Does Not Meet Expectations’, meaning they do not meet the minimum requirements will result in an **automatic disqualification and elimination**. Proposer **must** meet Proposer Responsibility Requirements in Exhibit A as a minimum requirement to move to Phase II.

*In the event that **no or only a few** Proposers meet all of the minimum functional requirements, Skagit County has the discretion to evaluate proposals that **do not** meet all the minimum functional requirements in Phase One.*

Experience and customer service will be evaluated on a satisfaction rating between 1 -5. Provided client references may be contacted at this time.

During Phase One, Skagit County will select **up to the top 3** Proposers, **with an overall satisfaction rating of at least a 3**, and invite them to Skagit County to participate in Functional Demonstrations and to provide Skagit County with a 10 business day test-drive of their solution at Skagit County. Each test-drive will be conducted independently of the other Proposers. The selected Proposers will be notified in writing or email by the date indicated in paragraph 3.1.

4.11 Functional Demonstrations of Top Proposers

Each of the selected top Proposers will demonstrate their product at Skagit County. Skagit County will discuss each of the requirements with the Proposer and ask to have the requirements demonstrated.

4.12 Site Visits

Skagit County may choose to conduct site visit(s) to software Proposer's clients as part of the evaluation process. The site visits may be used to determine the successful Proposer, and will be conducted following scheduled software demonstrations, if requested by Skagit County. Evaluations of the Proposer client sites will be based on the following:

- Assessment of the Proposer's service during system implementation
- Assessment of the quality of Proposer's ongoing support
- Overall user satisfaction with the system

4.13 Software Test-Drive

Each of the top selected Proposers must provide a test-drive of their **full solution** for 10 business days as Part of Phase II Evaluation. Skagit County will install the on-premise ITSM and ITAM solution on Skagit County servers. Each test-drive will be conducted independently of the other Proposers.

4.14 Phase II Evaluations and Final Proposer Selection

The cost of the project is not a major part of the evaluation criteria. The cost of the project is assigned 20% of the evaluation and remainder of the evaluation criteria will be the remaining 80%.

Skagit County will select the Proposer that has, in Skagit County's judgment, the best overall ITSM and ITAM solution proposal. The selected Proposers will be notified in writing or email by the date indicated in paragraph 3.1 Skagit County will start contract negotiation with this Proposer.

4.15 Negotiations

Skagit County will enter into negotiations with the Proposer selected in Phase II as discussed in 4.14. This may include cost, technical, financial, contractual or other clarifications needed to make a decision. Skagit County reserves the right to also negotiate with the other top rated Proposers in the event it is determined by Skagit County that the selected Proposer and Skagit County cannot agree to contracting terms.

4.16 Final Authority

The final authority to award contracts as a result of this RFP rests solely with Skagit County.

5. PROJECT SCHEDULE AND IMPLEMENTATION TIMELINE

The Proposer is required to provide a projected schedule and implementation plan. The plan is to include:

- A Gantt chart showing beginning and end dates of all tasks (the actual project start date will be determined during contract negotiations)
- A description of each proposed deliverable
- Skagit County Information Services Project Team Effort

Complete the attached Form C, Project Schedule and Implementation Timeline on page 22.

6. FUNCTIONAL REQUIREMENTS

This response is mandatory. The determination that you have achieved all the *minimum* functional requirements may be made from this document alone.

You **must** complete the Minimum Functional Requirements worksheet by answering 'Y or N' in the Y/N column. You **must** also complete the remainder of the worksheets with a number based on the information in the 'Ability to Meet Requirement' column. The numbering is also described in the TOC worksheet. Proposer is to complete the 'Proposer Response to Requirement' sections with as much detail as possible. **Line items with an 'I' are not requirements**, but are items that are required to be answered with detailed information.

***Note:** Read the TOC within the functional requirements spreadsheet thoroughly.*

Complete functional requirements located in S6 –Functional Requirements.xlsx.

7. OPTIONAL FEATURES

Proposers are encouraged to not only respond to the functional requirements, but to offer information on additional ITSM and ITAM solution options/features available with their solutions that would be of benefit/interest to Skagit County.

Optional: Complete the Form D, Optional Features on page 23.

8. NARRATIVE QUESTIONS

Proposer is to provide responses to the narrative questions. These responses are intended to educate us as to how your ITSM and ITAM solution addresses certain business problems and/or provide more insight into current administration and future direction of your solution.

Complete the Form E, Narrative Questions on page 24.

9. TRAINING PLAN

The Proposer shall provide training plan that covers on-site training.

This plan shall identify:

- Training needs for IT employees
- Scope and Objectives for each training session
- The number of hours/days for each training session
- Estimated duration of each session
- Additional training available

Training materials as necessary shall be delivered to Skagit County. An electronic version of training materials is highly desired.

A formal training plan between the chosen Proposer and Skagit County will be completed at a later date.

Complete the Form F, Training Plan on page 29.

10. COST PROPOSAL

10.1 Cost of Proposal

A full five year cost analysis is a **minimum requirement** of this proposal. If different costs configurations are presented, as an example one year verse a three year support plan; please enter into different spread sheets.

Please itemize the total cost of implementation by function or phase to implement the proposed solution including: project management, configuration and any customization development to support your responses on the ITSM & ITAM Requirements worksheet, data conversion, system testing, deployment, and both end-user and system administrator training. Please include any travel and expenses estimated costs.

Complete S10 – Cost Proposal.xls.

10.2 New Version Upgrade Costs

If your system requires professional services to implement software upgrades, then a statement is required giving estimated upgrade and cost information.

Complete the Form G, New Version Upgrade Costs page 30.

12. Acceptance and Go Live

Skagit County and Proposer shall validate that the system meets the minimum requirements and level 3 requirements as specified within this RFP.

Unless waived by the Skagit County Project Manager, each minimum requirement and level 3 requirements shall be tested for acceptance.

Proposer shall deliver a test script document for Skagit County identifying the steps, processes, or procedures required to test each minimum requirement and level 3 requirement. Test scripts shall be repeatable processes that will consistently derive an expected result.

Skagit County and Proposer shall sign an acceptance document that minimum requirements and level 3 requirements have been tested and meet acceptance expectations as part of the exit criteria for these steps.

Final payment and start of software support or assurance shall not be made until after acceptance by Skagit County. The acceptance test will be considered complete when the acceptance test document, which has been agreed to by both parties, is accepted by both parties.

Note: No response is needed at this time. This is a contractual item and will be negotiated with the proposer which is selected as the apparent winner in Phase II.

PROPOSER RESPONSE CHECKLIST

This checklist is provided for the Proposer’s convenience to insure that all required materials are included in the Proposer’s response. It is not required as part of the Proposer’s response.

Form Name		✓
Cover Letter		
Company Information Form		
Company Background Information		
Company Experience		
Company Contact Information		
Anticipated Project Manager Information		
Customer Reference 1		
Customer Reference 2		
Customer Reference 3		
S6 –Functional Requirements.xlsx		
Project Schedule and Implementation Timeline		
Optional Features		
Narrative Questions		
Training Plan		
S10 – Cost Proposal.xlsx		
New Version Upgrade Costs		
Signed Proposer’s Certification and Formal Offer of Proposal		
Supplemental Proposer Responsibility – Declaration of Proposer		

SKAGIT COUNTY PROPOSAL FORMS

Skagit County reserves the right to request and/or obtain additional information as required.

Proposer is to use these forms to provide requested information. If you run out of space, you may attach additional sheets; however you must clearly identify the form(s) as shown below and each form must be on its own sheet.

i.e.

From B - Project Schedule and Implementation Timeline
Deliverables

Answer

FORM A

Company Information

The Company Information Form asks specific information about the company. Our intent is to verify the viability of the company to support Skagit County for the next several years.

Company Information	
Company Name:	
Address:	
City, State Zip	
FAX Number	

Company Background Information	
Organizational Type/Structure:	
Date Incorporated	
Number of employees:	
Company Experience	
Years Proposer has conducted business in Washington State:	
Number of systems Installed, with focus on institutions of similar scale to Skagit County:	
Is there any pending litigation against the firm? Has there been any litigation against the firm in the last 3 years?	
If so, attach a statement indicating the caption, cause number, Court, Counsel, and general summary.	

Company Contact Information	
Contact Name:	
Address:	
City, State Zip	
Phone Number	
E-Mail Address	
Web Site URL	

Anticipated Project Manager Information	
Contact Name:	
Phone Number	
E-Mail Address	
Years' Experience	
Number Employees Working Under Project Manager	

FORM B

References

Provide at least 3 customer references relevant to the scope of this contract. A brief description of the work performed must be provided for each reference. More than three references may be provided. For additional references, please add additional sheets with the requested information in the same format as shown below.

Customer Reference (1) Information:	
Institution Name:	
Address:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact Email Address:	
Number of Years as Customer:	
Size of System:	
Year Installed:	
Additional Relevant Information:	

Customer Reference (2) Information:

Institution Name:	
Address:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact Email Address:	
Number of Years as Customer:	
Size of System:	
Year Installed:	
Additional Relevant Information:	

Customer Reference (3) Information:

Institution Name:	
Address:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact Email Address:	
Number of Years as Customer:	
Size of System:	
Year Installed:	
Additional Relevant Information:	

FORM C

Project Schedule and Implementation Timeline

Please provide a basic timeline for implementation of your proposed solution.

Gantt Chart

Use this section to include your Gantt chart showing beginning and end dates of all tasks.

Deliverables

Use this section to include brief descriptions of all project deliverables.

Skagit County Information Services Project Team Effort

Use this section to describe the roles and quantify the effort that will be required from Skagit County IS staff to contribute to the implementation effort.

FORM D

Optional Features

Please use the space provided to describe any additional features or options that you feel may be relevant to this proposal. Include availability, limitation and extra cost. ***Please include those items in the cost proposal as separate line items under Optional Features. (S10 – Cost Proposal.xlsx under)***

As part of the optional features, please describe the following:

1. Your systems ability to track contracts and agreements. Please include in your description the linking capability within this feature (i.e. can you link an agreement to an asset, project or a profile etc.).
2. Your systems ability to define training and track training employees has completed. Please include the ability to link training too an employee record.

Optional Feature Description (add cost to S10 – Cost Proposal.xlsx under Optional features)

FORM E

Narrative Questions

Provide your narrative responses to the following questions in the space provided. If you need more room than is provided, please use an extra sheet and include the Form letter, title, question number and the question on the attachment.

1. Describe how your solution could support project management and day to day project tracking. Include reference to how the solution handles:
 - a. Tracking task assignments for everything from small requests to large-scale projects
 - b. Handling precedents, constraints, and level of effort required
 - c. Offering reporting tools to produce project-related task lists, schedules, GANTT charts, and resource usage and availability reports.
 - d. Tracking tasks and time.

2. Describe your system's ability to create comprehensive reports that include calls, resolutions, total hours worked, and the associated total cost of staff member.

3. Describe your integration to external toolsets (i.e. SharePoint).

4. Describe your solution's approach to formatted reporting vs. queries.

5. Describe your solution's overall roadmap for the next 1, 3, and 5 years.

6. Describe your solution's roadmap to Microsoft Office compatibility.

7. Describe and ideally include a graphical representation of the solution deployment architecture that you would recommend to optimize system performance for the anticipated number of system users and within your proposed pricing. Proposer may add this as an attachment, but be sure to label by Form Name, question number and question.

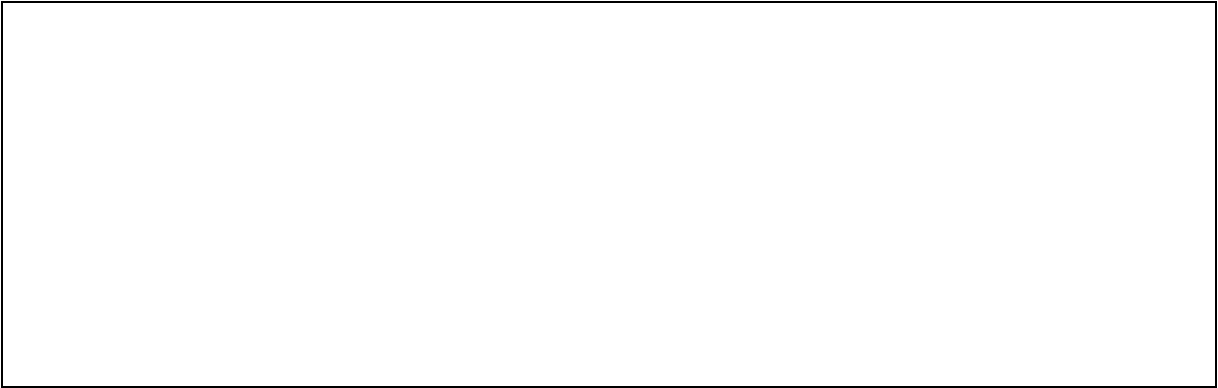
8. Describe the administrative FTE required (for day to day operation, system patching, minor upgrades, etc.) and the daily, weekly, and monthly tasks that the administrator(s) should expect to carry out for a solution deployment of our size.

9. Describe how you manage implementation risk.

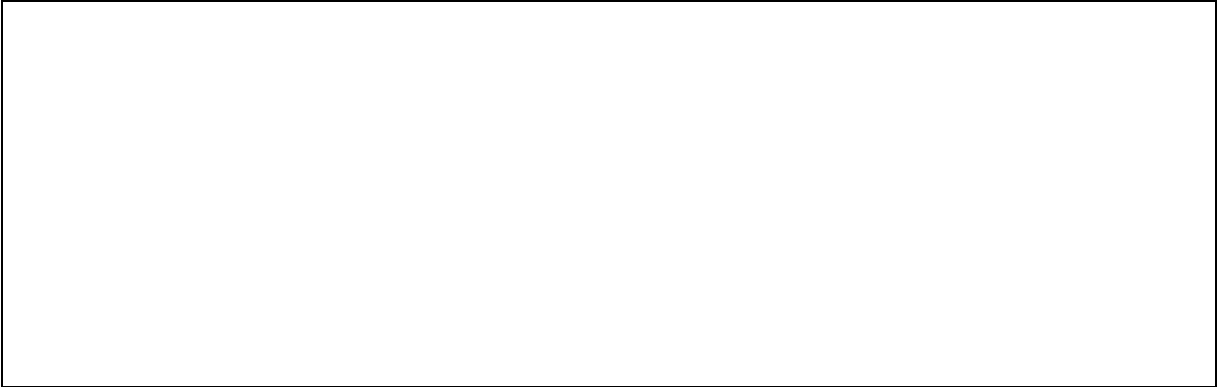
10. Describe your technical support process and hours of support. Describe what happens if the County has a major incident with your ITSM and ITAM solution after hours.

11. Describe any user groups, wikis, online forums, knowledge base access, etc. that are available to your customers. Describe which ones are available to your prospective customers to help with their pre-purchase due diligence.

12. Describe the user help and support documentation that is available for your solution. Where possible, provide us with an example as an attachment.

A large, empty rectangular box with a thin black border, intended for the proposer to describe user help and support documentation and provide an example as an attachment.

13. The Proposer is asked to provide security documentation for their proposed solution. This should include security diagrams and other documentation such as architecture, policies, procedures etc.

A large, empty rectangular box with a thin black border, intended for the proposer to provide security documentation, including security diagrams, architecture, policies, and procedures.

FORM F

Training Plan

The Proposer shall describe in detail your user and administrator training approach and tools.

Training Plan

FORM G

New Version Upgrade Costs

Please use the space below to provide a statement below estimating the number of upgrades that will happen over the next five years and the estimated professional services costs associated with each upgrade. Proposers must clarify what constitutes a paid upgrade verses what is included in the yearly support and maintenance contract.

New Version Upgrade Costs

FORM H

Proposer's Certification and Formal Offer of Proposal:

By signing and dating below, the Proposer affirms that the information provided in this proposal response and any included materials are true and correct, and that by signing, the signer certifies that he or she is authorized to enter into agreements on behalf of the Proposer.

Do you certify that you are not on the Comptroller General's list of ineligible contractors nor the list of parties excluded from Federal procurement or non-procurement programs? Yes No

THE UNDERSIGNED have hereunto set their hands or caused their duly authorized officers to submit this proposal, all as of the ____ day of _____, 2017.

By signing below, you certify in writing that all Proposer proposal terms, including prices, will remain in effect for a minimum of 180 days after the Proposal Due Date, that all proposed hardware and system software has been operational at a non-Proposer owned customer site for a period of 90 days prior to the Proposal Due Date, and that all proposed capabilities can be demonstrated by the Proposer.

Additionally you certify that all information provided within this proposal response is accurate.

Person duly authorized by company to submit and certify this proposal (print name:)

Signature: _____

DATE _____

Proposer agrees that submission of this proposal to Skagit County, with a duly authorized officer or representative named above constitutes a binding agreement by Proposer to Skagit County to preserve the price submitted for 180 days. Skagit County will accept a named individual in lieu of a signature so that this document can be electronically submitted (provided that a signed printed proposal shall be provided by the County upon request by the County). Proposer agrees that changing the proposal cost within this 180 day period may void the proposal response by the Proposer and Skagit County may eliminate the proposal from further evaluation.

SUPPLEMENTAL PROPOSER RESPONSIBILITY – DECLARATION OF PROPOSER

In accordance with the Contract Provisions Proposer must provide the following sworn statement relevant to the supplemental Proposer responsibility applicable to the project.

Name of Proposer: _____
Address: _____
Telephone No. _____
E-Mail: _____

I, the undersigned declarant, as the duly authorized representative on behalf of (herein the “Proposer”) hereby make this declaration on the basis of facts within the scope of my firsthand knowledge and authority to which I am competent to testify:

1. I hereby certify, swear, and affirm under penalty of perjury, that the Proposer has not been convicted of a crime involving bidding on a contract within the five (5) year period immediately preceding the bid submittal deadline for the project; and
2. I hereby certify, swear and affirm under penalty of perjury, that the Proposer has not had any contracts terminated for cause by any State, Federal, or local government agency during the five (5) year period immediately preceding the bid submittal deadline for the project.
3. I hereby certify, swear and affirm under penalty of perjury, that the Proposer meets all requirements and conditions set forth in the Supplemental Proposer Responsibility.
4. I hereby certify, swear and affirm under penalty of perjury, that the Proposer meets all requirements and conditions set forth in the Request for Bid for ITSM and ITAM solution Proposer Responsibility Exhibit A. (Please see Paragraph C. of Exhibit A.)

Signed under penalty of perjury under the laws of the State of Washington this _____ day of _____, 2017 at _____ Washington.

Name of Proposer: _____
By: _____
Print Name: _____
Title: _____

STATE OF WASHINGTON)
)ss.
COUNTY OF SKAGIT)

I certify that I know or have satisfactory evidence that _____ is the person who appeared before me, and said person acknowledged that he/she signed this instrument, on oath stated that he/she was duly authorized that he/she signed this instrument, on oath stated that he/she was duly authorized execute the instrument and acknowledged it as the _____ of _____ to be free and voluntary act of such party for the uses and purposes herein mentioned.

Dated this _____ day of _____, 2017.

(SEAL)

Notary Public

Print name: _____
Residing at: _____
My commission expires: _____

PRIOR EXPERIENCE/QUALIFICATIONS

Proposer: _____
(Type or Print Company Name)

I, Proposer shall indicate in detail below its prior experience/qualifications including number of continuous years in the business of ITSM and ITAM solution similar to the system specified herein and all additional requirements set forth in the Supplemental Proposer Responsibility.

By signing below, I hereby certify that the above information is true and correct.

Proposer Signature: _____ Date _____

Exhibit A

Request for Bid for ITSM and ITAM solution Proposer Responsibility.

- A. Proposers must meet the minimum qualifications listed below:
 - a. Have a current Washington unified business identifier number.
 - b. If applicable, have industrial insurance coverage for the Proposer's employees working in Washington as required in Title 51 RCW; an employment security department number as required in Title 50 RCW; and a Washington excise tax registration number as required in Title 82 RCW; and
 - c. Not be disqualified from bidding on any public contract under RCW 39.06.010 or 39.12.065(3).
- B. In addition to the Proposer responsibility criteria above, the Proposer must also meet the following relevant supplemental Proposer responsibility criteria applicable to the project:
 - a. The Proposer shall not currently be debarred or suspended by the Federal Government. The Proposer shall not be listed as a current debarred or suspended Proposer on the U.S. General Services Administration's "Excluded Parties List System" website. Proposer debarment or suspension status may be verified through this website: <http://www.epls.gov/>. County may also use other sources of information that may be available to otherwise determine whether the Proposer is in compliance with these criteria. Proposer must also assure that any subcontractor working or supplying materials related to the work contemplated under the request for bids must not be currently debarred by the Federal Government.
 - b. The Proposer shall not owe delinquent taxes to the Washington State Department of Revenue, without a payment plan approved by the Washington State Department of Revenue. The Proposer shall not be listed on the Washington State Department of Revenue's "Delinquent Taxpayer List", which may be verified at the following website: <http://dor.wa.gov/content/fileandpataxes/latefiling/dtlwest.aspx>. The County may also use other sources of information that may be available to otherwise determine whether the Proposer is in compliance with these supplemental criteria.
 - c. The Proposer shall not have been convicted of a crime involving bidding on a public contract within five (5) years prior to the bid submittal deadline. The Proposer shall provide a duly executed sworn statement (on the included form, or on a form otherwise determined to be acceptable by the County), that the Proposer has not been convicted of a crime involving bidding on a public contract. The County may also use independent sources of information that may be available to otherwise determine whether the Proposer is in compliance with these supplemental criteria.
 - d. The Proposer shall not have a record of prevailing wage complaints filed against the Proposer within five (5) years prior to the bid submittal date that demonstrates a pattern of failing to pay workers prevailing wages, unless there are extenuating circumstances that are acceptable to the County. The Proposer shall submit a list of prevailing wage complaints filed against it within five (5) years of the bid submittal date along with a written explanation of each complaint, and how it was resolved. The County shall evaluate the

explanations provided by the Proposer (and the resolution of each complaint) to determine whether the complaints demonstrate a pattern of the Proposer failing to pay its workers prevailing wages as required. The County may also evaluate complaints filed within the time period specified that were not reported by the Proposer. The County may also use independent sources of information that may be available to otherwise determine whether the Proposer is in compliance with these supplemental criteria.

- e. The Proposer shall not have had any public or other contracts terminated for cause by the government agency during the five (5) year period immediately preceding the bid submittal deadline for the project, unless there are extenuating circumstances acceptable to the County. The Proposer shall provide a duly executed sworn statement (in the included form, or in a form otherwise determine to be acceptable to the County that the Proposer has not had any public contract terminated for cause by a government agency during the five (5) year period immediately preceding the bid submittal deadline for the project. The County may also use independent sources of information that may be available to otherwise determine whether the Proposer is in compliance with these supplemental criteria.
 - f. The Proposer shall not have a record of excessive claims filed against the retainage of payment bonds for public projects within three (3) years of the bid submittal date, that demonstrate a lack of effective management by the Proposer of making timely and appropriate payments to its subcontractors, suppliers, and workers, unless there are extenuating circumstances which are acceptable to the County.
 - g. Within two (2) years prior to the bid submittal date the Proposer shall not have received any willful safety violations, and the Proposer shall not have received more than two (2) serious safety violations (i.e., WISHA/OSHA written citations) for the Washington State Department of Labor and Industries or analogous agency with jurisdiction in the location the work was performed, regardless of whether such willful and/or serious safety violations have been abated or not. The Proposer shall provide County with a list of any and all willful and/or serious safety violations (i.e., WISHA/OSHA written citations) from the Washington State Department of Labor and Industries or analogous agency with jurisdiction in the location the work as performed, regardless of whether such willful and/or serious safety violations have been abated or not. The County may verify such information provided with the Washington State Department of Labor and Industries or analogous agency with jurisdiction in the location the work was performed. The County may also use other sources of information that may be available to otherwise determine whether the Proposer is in compliance with these supplemental criteria.
- C. All Proposers must supply and provide the forgoing described Proposer responsibility information, documentation, and materials to the satisfaction of the County. If a Proposer fails to supply the required Proposer responsibility documentation, information, or materials, then Proposer may be determined by the County to be non-responsive, and the bid may be rejected on this basis. If the County determines the Proposer does not meet the Proposer responsibility criteria above and is therefore not a responsible Proposer, the County shall notify the Proposer in writing with the reasons for its determination. If the Proposer disagrees with this determination it may appeal the determination within twenty four (24) hours of receipt of the County's determination by presenting additional written information to the County. The County will consider the additional information

before issuing its final determination. If the County's final determination affirms that the Proposer is not responsible, the County will not execute a contract with any other Proposer until two (2) business days after the Proposer determined to be not responsible has received the final determination. Please note that the above-described information, materials, and documentation request by the County for purposes of determining Proposer responsibility is not necessarily exclusive, and the County expressly reserves the right to request additional information, materials, and documentation as may be determine to be necessary or desirable by the County in order to evaluate and determine Proposer's compliance with the above- described Proposer responsibility criteria. At all times, the County may also use other sources of information that may be available to otherwise determine whether the Proposer is in compliance with the forgoing Proposer responsibility criteria.