



## Kent County Information Technology

### Request for Proposal Number RFP 16-IT-01

## Business Architect Services to establish a Comprehensive Technology Master Plan

Kent County Levy Court  
Information Technology  
555 Bay Rd  
Dover, DE 19901

**Original Published Date: 11/30/2016**  
**Mandatory-Notice of Intent to Submit Proposal Form: 12/09/2016 03:00 pm**  
**Mandatory-Pre-proposal meeting Date: 12/15/2016 10:00 am**

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**1. Introduction and Schedule of Events**

**1.1. Purpose of the Request for Proposal (RFP)**

The Kent County Information Technology Office is requesting proposals from qualified individuals/firms to provide professional services for an experienced Business Architect (BA). The role of the BA will be to facilitate meetings with all departments to identify systems and services needed through technology in order to establish a Comprehensive Technology Master Plan (CTMP). This plan will be the vision for future technology projects and identify the project priorities.

**1.2. Scope of the RFP**

This Request for Proposal (RFP) contains the instructions governing the requirements for a proposal to be submitted by interested vendors, the format in which proposal information is to be submitted, the material to be included therein, the requirements which must be met, and the vendor’s responsibilities.

**1.3. Right to issue RFP’s**

The County reserves the right, at its sole discretion, to issue RFP’s for similar work, for other disciplines or types of work, and for other work orders as the need may occur. The County also reserves the right to issue work orders to other Information Technology firms under Term contracts at its sole discretion, based on the County’s evaluation of each I.T. firm’s qualifications, expertise, current workload, capabilities, performance record, location or distance to the work, and other factors as may be pertinent to the particular work order.

**1.4. Issuing Office and Proposal Contact**

The issuing office and mailing address is:

Kent County Administrative Complex  
 Information Technology Room A235  
 Attn: Kimberly Crouch  
 555 Bay Rd  
 Dover, DE 19901  
 Email contact – [it.rfp@co.kent.de.us](mailto:it.rfp@co.kent.de.us)  
 Phone Contact – 302.744.2458

**1.5. Schedule of Events**

Listed below are important dates by which actions must be taken or completed. Times noted are Eastern Standard Time.

Actions	Complete by Date/Time
Posting in local newspapers	11/30/16 & 12/04/16
Initial Posting of RFP on County website; release to all vendors who have expressed interest or are on a specific vendor mailing list	11/30/16
Mandatory - Notice of intent to submit proposal form due date	12/09/16 3:00 pm
Mandatory - Pre-proposal meeting Schedule Room 221	12/15/16 10:00 am
Deadline to submit questions via E-Mail	12/21/16 3:00 pm
Answers to questions posted on website and acknowledgment sent via e-mail	01/11/17 4:00 pm

<b>Proposal submission deadline</b>	01/25/17 3:00 pm
<b>Proposal Opening</b>	01/25/17 3:00 pm
<b>Proposal review, verification of references, Site visits, vendor interviews, demonstration and estimate</b>	Approximately 6-8 weeks after proposal deadline
<b>Projected vendor selection</b>	March 2017

**1.6. Intent to Submit a Proposal**

All vendors must complete the Notice of Intent to Submit a Proposal form that is attached in the appendix 9.1 if they intend to participate in the RFP process. The completed, signed and dated form must be submitted by one of the three methods on or before the notice of intent to submit proposal form due date.

- Hand delivered to issuing office in section 1.4
- Sent via certified mail to the address referenced in section 1.4 post marked no later than notice of intent to submit proposal form due date.
- Email a scanned image of the signed form to email address referenced in section 1.4

Kent County will issue a confirmation e-mail to the vendor stating the notice of intent was received. Vendors are responsible for ensuring their Notice of Intent to Submit a Proposal form is received and the confirmation email was sent no later than the notice of intent to submit proposal from due date.

**1.7. Submission Checklist**

A submission checklist is provided in the appendix 9.2. This document lists all required forms and documents that must be returned with the proposal.

**2. Scope of Service to develop a CTMP**

Kent County seeks to acquire professional business architect services from reputable and experienced organization that can carry out business research and provide a Comprehensive Technology Master Plan (CTMP).

The objective of the Master Plan is to complete a comprehensive assessment of County services. This assessment would be the result of interviews with the department management, supervisors and staff, to identify areas where enhanced functionality, integration, workflow and web base technology and services can be improved. The successful vendor will provide deliverables, project priorities, discuss benefits and drawbacks to recommendations.

The Comprehensive Technology Master Plan can be summarized within four major deliverables:

- A) Inefficiencies of current processes – Create document showing current state analysis to show business processes/services, stakeholders involved in the business process and the infrastructure used to support processes.
- B) Needs analysis – identify and evaluate needs by describing “opportunities” that can enhance workflow, integration, web based technology and services.

- C) Future requirements and strategic roadmap for implementation – Provide an overall understanding of services required by each office and prioritize them based on benefits and cost savings to the County.
- D) Recommendations – Provide recommendations for software solution(s), new technology and staffing to improve services through technology, including system integration, mobile computing, citizen portal, and enhanced workflow.

### **3. Kent County Information Technology**

The Kent County Information Technology office is responsible for computing initiatives of Kent County Levy Court. The mission is to analyze the strategic and tactical information management needs and recommend as well as implement projects which have the potential to yield a positive return on investment.

#### **3.1. Information Technology Support**

The I.T. office supports the following divisions: Administration (Personnel, Economic Development and Information Technology), Finance (Accounting Services, Assessment and Tax Office), Community Services (Library, Parks and Recreation), Planning (Planning, Zoning, Inspection and Enforcements, Community Development, GIS, Inspection and Code Enforcements and Manufactured Housing), Public Safety (Emergency Communications, Emergency Management, Emergency Medical), and Public Works (Engineering, Facilities, Wastewater Treatment Plant and GIS), and in addition Row Offices include Clerk of the Peace, Recorder of Deeds, Register of Wills, and Sheriff Office.

The I.T. office serves as the County's resource for information technology guidance and is responsible for the planning, purchasing, development and coordination of County systems. I.T. staff along with the departmental staff work together to identify requirements and review solutions. I.T. strives to ensure the County makes the best use of its technology funds by reviewing and purchasing most equipment and software used by the County and also makes recommendations to Levy Court Commissioners for final approval of large hardware and software purchases.

#### **3.2. Application Systems**

The County's core business systems are: Tyler Technologies – New World for Financial Management, Sewer Billing, Personnel and Payroll services; Sungard HTE systems for Building Permits, Code Enforcements, Tax billing, Assessment and Land Management services; and, ESRI Arc Info Geographic Information System for Geo-Referenced Data collection, management, retrieval and analysis. New World and Sungard HTE core systems run on the County's ISeries. The ESRI Arc Info GIS is hosted on a dedicated VM server. The Assessment system is currently being converted from a Sungard product called Aplus to Patriot Properties assessment system, which runs on Windows 7. In addition, there are about ten other vendor systems used to support County services. The I.T. office is the first line of support for all systems.

The County's Public Safety division uses Tyler Technologies for their Aegis Public Safety software which supports Fire, Police and EMS dispatching. The systems are shared and supported by the State of Delaware. This union of State and local government provides a multi-jurisdictional format that is centralized and provides standards for communications to Fire, Police and EMS.

### **3.3. Network**

The County's network environment consists of 5 main sites and about 40 servers. Each site has their local domain controller and file server virtualized and hosted on a VMware server. All other services\application servers are located at the Admin building and are part of a virtualized farm consisting of 3 host servers and 2 disk array enclosures. All but approximately 5 servers are virtualized.

Network Authentication\Security is controlled with Microsoft Active Directory and virus protection is maintained with Kaspersky on all PC's and servers. There is also a Windows patch\update server for control and distribution of Windows OS security updates.

The main phone system which services 3 of the 5 sites is Cisco Call Manager and consists of 2 virtual hosts located at the Admin building and each one is hosting a primary and failover call server as well as a primary and failover voicemail server. It also contains one license management server. The other 2 sites have their own independent phone systems.

From an infrastructure standpoint, the County has 1 main core switch (MDF) and 20 distribution switches throughout the 5 sites. These are all Cisco brand switches and segmented into 11 subnets. At the Admin building there is 1 MDF and 3 distributions switches (IDF's) that consist of 13 stacked 3850 switches. Each IDF is connected to the MDF by redundant fiber channels.

The 911 Center is the most complicated site and consists of 3 County managed switches with two subnets and a link to the state of Delaware network. This link to the State network is achieved through a state managed firewall device and basically allows one-way traffic from the State network to the County network with a few exceptions for emergency management applications that are hosted and maintained by Kent County. The remaining 3 sites are basic network switch setups with single subnets for that location.

Inter-site connectivity is achieved through a 50 mbps and 10 mbps private local loop MPLS fiber connection to 4 sites with the 5th site being a microwave wireless connection.

Various small remote locations with connectivity to the County network is typically accomplished through business-class cable modems with no managed network devices.

Internet connectivity at each main site is secured with Cisco ASA firewalls with the Administrative building have 2 redundant firewalls.

### **3.4. Website and Media Technology Systems**

The County's internet presence consists of two websites, three Facebook pages, one Twitter page and one Pinterest page. The backbone of our main website is powered by the Umbraco Content Management System. Web page management is decentralized with each department being responsible for its own content updates. The I.T. Department provides various degrees of support to the web contributors. I.T. is responsible for the design and architecture of the website. As well as performing system and feature upgrades. The web platform runs on Windows Server 2008 and Umbraco Version 6.0.3

The County's second website was designed and is currently hosted by a third party hosting firm. The I.T. Department supports only content updates for this website.

The County operates audiovisual equipment in one auditorium, four conference rooms, a production studio and an Emergency Operations Center. The audiovisual equipment consists of projectors, screens, video cameras, mixers, DVD players, computers, video monitors, microphones, amplifiers, object imagers, teleconference units, assistive listening devices, system control units, digital audio recorders, video recorders, streaming media servers, and portable sound systems. The County operates a total of 10 digital signage displays in three locations. The I.T. Department supports this technology as follows: providing video production for its streaming videos and digital signage systems, providing audiovisual setup for conferences, performing systems maintenance and upgrades. The streaming media system runs on Windows Server 2008 and Sonic Foundry Mediasite Version 6.1.1

### **3.5. Information Technology Staff**

The Technology office employs 12 employees including the I.T. Director.

- A) A Technology Administrator – oversees Helpdesk technicians' efforts and is the liaison for users and implementation of vendor's software products.
- B) Three Computer Support Technicians who troubleshoot computer hardware, software and/or network connection problems.
- C) Three programmers who are the first line of support of all Iseries systems and related issues and questions. Providing security and permissions as well as assisting users with processing requirements.
- D) A Network Administrator and two Network Specialists who monitor the network to provide security, user's access, purchase and installation of network hardware, software, VOIP phone system, wireless network access within the Admin. Complex and the County's Email system.
- E) One Media Systems Coordinator operates audio/visual equipment, captures and streaming meetings content, updates County's bulletin board and provides input to the website design.



#### **4. Rules Governing Competition**

##### **4.1. Questions Regarding the RFP**

Vendors requiring clarification of the intent or content of this RFP or on procedural matters regarding the proposal process may request clarification by submitting questions via email as identified in section 1.4 of this RFP. Questions can be submitted up until the Deadline to Submit Questions via Email as identified in section 1.5 Schedule of Events.

Questions and answers will be posted on: [www.co.kent.de.us](http://www.co.kent.de.us), Under Public Notices, select Requests for Proposals/Quotes the RFP's & RFQ'S section.

##### **4.2. Vendor Pre-Proposal Meeting**

A vendor's pre-proposal meeting is **mandatory** and will be held as specified in section 1.5 Schedule of Events. Attendance is **mandatory** and vendors are required to attend in order to submit a proposal. The meeting will be held at:

Kent County Administrative Complex  
Conference Room 221  
555 Bay Rd  
Dover, DE 19901

##### **4.3. Addenda to the RFP**

The County may modify this RFP by issuance of one or more addenda to all parties known to have been furnished the RFP. Addenda will be published on [www.co.kent.de.us](http://www.co.kent.de.us) and an email will be sent to all vendors who submitted their Notice of Intent to Submit Proposal Form.

##### **4.4. Submission of Proposals**

Proposals should be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive binding, colored displays, promotional materials, etc., are not necessary and should not be included with your response. Sales material can, however, be sent separately or it can be delivered at the pre-proposal meeting.

Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of the content. Detailed instructions for the format and content of submitted proposals are outlined in Section 7 Proposed Response Format.

###### **4.4.1. Alternate Proposals**

Vendors may submit alternate proposals in addition to their main proposal. Alternate proposals must be clearly marked "ALTERNATE" and must be prefaced with a brief explanation of the vendor's purpose for submitting an alternate proposal. The alternate proposal may be in abbreviated form following the same format but providing only those sections that differ from the original proposals. The same number of copies must be furnished for alternate proposal as it was for the original proposal as specified in the RFP.

The inclusion of different price/cost options for a given configuration does not constitute an alternate proposal.

###### **4.4.2. Incurred Expenses**

Costs incurred by the vendor for developing proposals and/or travel to any proposal meetings are entirely the responsibility of the vendor and shall not be chargeable for reimbursement by the County.

**4.4.3. Completion of the Proposal**

Vendor proposals shall be completed in all respects as required in the Proposal Format section of this RFP (section 7). The proposal shall contain all required cost information.

**4.4.4. Vendor Representative's Signature**

The proposal shall be signed and dated by an individual who is authorized to bind the vending firm contractually. The signature must indicate the title or position the individual holds in the firm. Firms who sign their contracts with the name of the firm must provide the name of the corporate officer for signature validation by the County.

**4.4.5. Delivery to the County**

Vendor must submit one original and five (5) paper copies and one electronic copy on CD-ROM in PDF format. The original copy must contain an original signature and must clearly be marked "Master Copy". The five (5) paper copies shall each be marked "Copy". Mail or deliver written proposals to the address referenced in Section 1.4.

Proposals must be sealed and clearly marked with the vendor's company name and Proposal #16-IT-01 Business Architect Services.

Proposal will be date and time stamped as it is received by the County. Proposals must be received no later than date and time specified in section 1.5 Schedule of Events.

Vendors are responsible for ensuring their proposals are received on time. No E-mail, telegraphic, telephone, or facsimile proposals will be accepted.

**4.4.6. Withdraw, Resubmission, or Modification of Proposals**

A proposal may be withdrawn by a vendor's authorized representative any time prior to the proposal submission deadline, as specified in section 1.5 Schedule of Events. Requests for withdrawal must be in writing, signed by the vendor's authorized representative, and submitted to the address in section 1.4 of this RFP. The vendor may thereafter submit a new or modified proposal prior to the date and time specified in section 1.5 Schedule of Events. Modification offers after the due date in any other manner, oral or written, will not be considered.

**4.5. Acceptance and Rejection of Proposals**

Kent County reserves the right to: reject any or all proposals, or any part thereof, waive any irregularities; accept the proposal that is in the best interests of the County.

The County may reject any or all proposals or parts of proposals, when in the County's reasoned judgment the public interest will be served thereby.

**4.6. Proposal Evaluation**

Proposals will be evaluated in accordance with the process described in Section 6 Evaluation and Award of Contract of this RFP.

**4.7. Proposal awarded**

Award of the proposal shall be the one who provides the most qualified candidate which will be determined by the County. The successful vendor may or may not be the lowest cost proposal submitted. The proposal awarded the contract will be posted on the Kent County's website after selection has been made.

**4.8. Ownership of RFP materials**

All materials submitted in response to this RFP will become the property of Kent County. The Master copy shall be retained for official files and will become a public record after award of the contract.

**5. Terms and Conditions**

**5.1. Contract Type**

The evaluation of proposals submitted in response to this RFP may result in the issuance of a contract for services.

**5.2. Governing Laws and Venue**

The laws of the State of Delaware will govern any contract entered into between the County and the selected vendor. Venue for any action under such contract shall be in Kent County, Delaware.

**5.3. Acceptance of RFP Content**

The contents of this RFP, and of the successful vendor's proposal, will become contractual obligations if a contract ensues. Failure to accept these obligations may result in cancellation of the award

**5.4. Insurance**

Vendor shall obtain and maintain continuously at its own expense general occurrence form liability with limits of liability not less than \$1,000,000 for each occurrence. Insurance company of Vendor shall issue a certificate to the County as proof of insurance.

**5.5. Performance Guarantee**

At the option of the County, Contractors awarded contracts may be required to furnish a 100% Performance Bond to Kent County Levy Court with surety in the amount of 100% of the specific award. Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted in the form of good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware. If the Kent County's bond form is not utilized, the substituted bond form must reflect the minimum conditions specified in section 9.3.

Proposer is required to state the cost of the 100% performance bond to be included in the cost proposal summary.

**5.6. Price Availability**

Vendor must guarantee that all prices and conditions presented in their proposals are valid for a minimum of 180 days.

**5.7. Confidentiality**

Any vendor engaging in any service for the County requiring them to come into contact with confidential information will be required to hold confidential such confidential data made available to them. Such confidentiality is a part of the contract. Vendor and/or maintenance personnel who require periodic access to secured areas in accordance with the contract resulting from this RFP will be required to comply with County security measures.

**5.8. Payment Schedule**

Payment will be made as agreed upon in the contract with the awarded vendor.

**5.9. Use of Subcontractors**

Vendor must state whether they intend to use subcontractors to deliver the services requested in the RFP. If any part of the work is to be subcontracted, the vendor shall fully identify the subcontractor and describe the subcontracting organization with the same level of information as needed for the vendor. All subcontractors will be subject to approval by the County. The selected vendor shall also furnish the corporate or company name and the names of officers or principals of the company or companies proposed as subcontractors. Subcontractors may not be assigned after vendor selection without express written consent of the County. Preference may be given to those vendors who do not subcontract portions of the work. Vendors will be completely responsible for any work/actions performed by the subcontractor.

**6. Evaluation and Award of Contract**

**6.1. Introduction**

All proposals received in response to this RFP will be evaluated by a proposal evaluation team. Each proposal will be evaluated to determine the vendor's responsiveness to the County's needs and the vendor's qualifications for providing the services requested in the RFP. During the evaluation, validation, and selection process, the County may require an interview with the vendor's representative for answering specific questions. The evaluators may obtain and consider additional information from any available source including but not limited to specified references, and present and former clients.

**6.2. Proposal Opening**

Proposals will be opened and the vendors' names announced in a public meeting to be held in Room 221 of the Kent County Administrative Complex in accordance to the Schedule of Events section 1.5. Proposals will not become public records until after the contract is awarded.

**6.3. Evaluation Criteria**

Please read through all sections of the RFP carefully and provide the information requested. The criteria that will be used to evaluate your proposal are the following.

**6.4. Qualifications**

The ideal candidate/s must have areas of expertise for Business Architect services which would include the following qualifications.

- A) Experience in defining a Technical Comprehensive Master Plan for government agencies

- B) Strong analysis and decision making abilities
- C) A Team player with effective communication skills both written and oral
- D) Ability to define business requirements, identify functional specifications and best practice standards
- E) Extensive experience planning and deploying both business and I.T. initiatives
- F) Ability to conduct meetings with various groups in order to elicit and collect feedback
- G) Ability to assign project priorities that provides the best rate of return, enhanced workflow, integration and services through technology.

**6.5. Proposal Evaluation Process**

Vendors and candidates are scored according to the evaluation criteria.

Evaluation Criteria	Weight
<b>Vendor Qualification and Experience</b>	<b>30%</b>
Expertise, experience, and qualifications of the vendor in each discipline that may provide services relevant to the RFP. Expertise and past experience of the firm providing systems architecture services for state or local government on projects of similar size, scope, and features as those required for the Scope of Services on this RFP.	
Length of time vendor has provided similar services to government entities; length of time in business generally; and company financial stability.	
<b>Business Architect / Staff Experience</b>	<b>30%</b>
Kent County may hold interviews with the firm’s proposed Business Architect in charge and supporting staff. Proposed personal to be assigned to Kent County’s project will be evaluated on expertise and past experiences with system architecture services for state or local government on projects of similar size, scope, and features as those required for the Scope of Services on this RFP.	
Previous experience in defining a Technical Comprehensive Master Plan for state and local government agencies.	
<b>Geographic Location of Resource</b>	<b>10%</b>
Vendors and/or Business Architect ability to work during the hours that is conducive to County resources.	
<b>Pricing</b>	<b>30%</b>
Pricing/Rate Structure	
Proposed payment structure.	

**6.6. Correction of Errors**

If errors are found in a proposal, the County may reject the proposal. The County, at its sole option, may correct arithmetic or transposition errors on the basis that the lowest level of detail will prevail in any discrepancy. In case of conflict, unit price prevails.

**6.7. Vendor Presentations**

Kent County may require a formal presentation or demonstration of the vendor’s proposed solution during or following the initial RFP evaluation process.

**6.8. Vendor Selection Process**

Kent County will assemble an RFP Review team which shall review the vendor's proposals. This team shall rank and select the top three vendors, conduct candidate interviews and make a recommendation to the County Administrator for further review and consideration. Final selection shall be the discretion of Kent County Levy Court.

## **7. Proposal Response Format**

### **7.1. Introduction**

These instructions prescribe the mandatory proposal format and the approach for the development and presentation of proposal data. Proposal format instructions must be adhered to, all questions must be answered and all requested data must be supplied. All required information shall be included in the submission document as specified in Submission of Proposals in Section 4.4. The complete proposal must include the items indicated on the Submission Checklist in Appendix 9.2.

### **7.2. Proposal Content**

#### **7.2.1. Cover Sheet**

#### **7.2.2. Letter of Transmittal**

A letter of transmittal must accompany the vendor's proposal. The letter must be on vendor letterhead and include:

- name
- street address
- mailing address if different
- email address
- telephone number
- fax number
- web site address (if any) of the firm submitting the proposal
- the title and number of the RFP as set forth on the title page of the RFP
- a brief description of the proposed solution

The letter must be signed by a duly authorized officer or agent of the vendor's company who has the power to bind the company to the requirements, terms, and conditions contained in this RFP. Proposals submitted without such signature may, at the County's discretion, be rejected without further consideration. Submission of the signed letter with the proposal constitutes the vendor's acceptance of all terms, conditions, and requirements of the RFP and further binds the vendor to all terms of the submitted proposal.

#### **7.2.3. Table of Contents**

#### **7.2.4. Executive Summary**

Provide the following information relative to your company. If a joint venture similar information must be provided for each member of the joint venture.

- a. Full legal name of your company, business address, including telephone number, fax number and web site if any.
- b. Year business established (include former firm names and year established if applicable).
- c. Type of ownership and parent company, if any.

- d. Project contact name, mailing address and telephone number if different than Item a.
- e. Description of the major facts or features of the proposed solution, including any conclusions, assumptions, or recommendations the vendor desires to make. The executive summary should be written specifically for review by executives who may not possess a technical background.

**7.2.5. Vendor Qualifications and Experience**

Vendor must provide names, qualifications and experience for the Business Architect in charge and associated staff that will be assigned to Kent County's project. Proposed personnel will be scored according to section 6.5.

Vendors must demonstrate their ability and competency to complete the project by providing responses in their proposals to all questions stated in Section 8.

**7.2.6. Project Schedule**

Provide an overall project plan for defining a Comprehensive Technology Master Plan. The plan must include all tasks required by both the County and vendor covering the period from notification of contract award through presenting the plan. The plan must include beginning and completion dates associated with each task. The vendor must also identify all tasks that involve joint County and Vendor participation. The schedule of tasks will be mutually agreed upon after the vendor is selected.

**7.2.7. Cost Proposal Summary**

Vendors are required to submit cost proposals for all aspects of service needed to produce the desired results including other costs the vendor will charge or pass through to the County. These costs will constitute contractual amounts and will be incorporated into the contract document(s) between the County and the successful vendor.

Cost Proposal should state the amount of total fees required for professional services to carry out business research and provide a Comprehensive Technology Master Plan (CTMP). Separately provide a fee schedule listing hourly rates along with type of resources needed and a timeline for the project.

The selected vendor shall furnish all expertise, labor and resources to provide complete services necessary for the work issued during the contract. The County will provide a place to work on site and necessary equipment, such as a workstation, monitor, phone etc.

Prices quoted in vendor proposals shall be valid for at least 180 days following the proposal submission deadline.

Any special discounts offered by the vendor should be included in the prices quoted.

**7.2.8. Other Supporting Documents**

The submitted proposal shall contain any other documents requested in this RFP or deemed necessary to demonstrate the Vendors ability to meet the County's requirements for this project.

**8. Vendor Qualifications and References**

**8.1. Vendor Overview**

Provide a brief history of your company, including the current number of employees.

**8.2. Financial Statements**

Provide copies of audited financial statements for the past two years and an annual report. State whether you have included your financial statements and annual report in the appendix (as noted above) or under separate cover.

**8.3. 3<sup>rd</sup> Party Vendor Relationship/Partnerships**

Outline the relationship between your company and any 3<sup>rd</sup> party vendors used in conjunction with your services.

**8.4. References**

Provide a minimum of 5 references where your services have been provided to other government agencies and is still in use. The proposal evaluation team may contact any number of the references provided. The references must include:

- Contact Name
- Contact Title
- Company Name
- Address
- Contact Email
- Brief description of services provided
- Date of service

**8.5. Sample Contract**

Vendor must provide a sample contract with their response.

**9. Appendices (see the following pages)**



**9.1. Notice of Intent to Submit Proposal Form**

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***Kent County Information Technology  
Business Architect services to establish a Comprehensive Technology Master Plan***

Please return this form, via one of the methods listed in section 1.6, no later than the completion date and time as indicated in 1.5 schedules of events.

Deliver To:

Kent County Administrative Complex  
Attn: Kimberly Crouch  
Room A235  
555 Bay Rd  
Dover, DE 19901

OR Email Copy to: [IT.RFP@co.kent.de.us](mailto:IT.RFP@co.kent.de.us)

Fax is not acceptable

**NOTE: YOU MUST RETURN THIS FORM IF YOU INTEND TO PARTICIPATE.**

Vendor: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Title: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Contact Email: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Please note, by sending this completed, signed and dated form to Kent County Levy Court, your company is stating its intention to submit a proposal for RFP # 16-IT-01. We will send a confirmation email upon receipt. It is the company's responsibility to verify that this form was received and the County confirmation email was sent by the deadline date specified in Section 1.5 of the RFP.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

*This section used by Kent County Levy Court*

Date/Time Received:

Date/Time Confirmation  
Email Sent to Vendor:

Initials:

**9.2 Submission Checklist**

<b>Item No.</b>	<b>Item to be Submitted</b>	✓
1.	Cover Sheet	
2.	Letter of Transmittal	
3.	Table of Contents	
4.	Executive Summary	
5.	Vendor Qualifications and Experience	
6.	Project Schedule	
7.	Cost Proposal Summary	
8.	Vendor Overview	
9	Financial Statements and Annual Report	
10.	3 <sup>rd</sup> Party Vendor Relationships/Partnerships	
11.	Sample Contract	
12.	References	
*	Any additional supporting documents deemed necessary by the vendor	

**9.3 Performance Bond Form**

**KENT COUNTY, DELAWARE  
PERFORMANCE BOND FORM**

Bond Number: \_\_\_\_\_

KNOW ALL PERSONS BY THESE PRESENTS, that we, \_\_\_\_\_, as principal (“**Principal**”), and \_\_\_\_\_, a \_\_\_\_\_ corporation, legally authorized to do business in the State of Delaware, as surety (“**Surety**”), are held and firmly bound unto the \_\_\_\_\_ (“**Owner**”), in the amount of \_\_\_\_\_ (\$ \_\_\_\_\_), to be paid to **Owner**, for which payment well and truly to be made, we do bind ourselves, our and each and every of our heirs, executors, administrations, successors and assigns, jointly and severally, for and in the whole, firmly by these presents.

Sealed with our seals and dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

NOW THE CONDITION OF THIS OBLIGATION IS SUCH, that if **Principal**, who has been awarded by **Owner** that certain contract known as Contract No. \_\_\_\_\_ dated the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_ (the “Contract”), which Contract is incorporated herein by reference, shall well and truly provide and furnish all materials, appliances and tools and perform all the work required under and pursuant to the terms and conditions of the Contract and the Contract Documents (as defined in the Contract) or any changes or modifications thereto made as therein provided, shall make good and reimburse **Owner** sufficient funds to pay the costs of completing the Contract that **Owner** may sustain by reason of any failure or default on the part of **Principal**, and shall also indemnify and save harmless **Owner** from all costs, damages and expenses arising out of or by reason of the performance of the Contract and for as long as provided by the Contract; then this obligation shall be void, otherwise to be and remain in full force and effect.

**Surety**, for value received, hereby stipulates and agrees, if requested to do so by **Owner**, to fully perform and complete the work to be performed under the Contract pursuant to the terms, conditions and covenants thereof, if for any cause **Principal** fails or neglects to so fully perform and complete such work.

**Surety**, for value received, for itself and its successors and assigns, hereby stipulates and agrees that the obligation of **Surety** and its bond shall be in no way impaired or affected by any extension of time, modification, omission, addition or change in or to the Contract or the work to be performed thereunder, or by any payment thereunder before the time required therein, or by any waiver of any provisions thereof, or by any assignment, subletting or other transfer thereof or of any work to be performed or any monies due or to become due thereunder; and **Surety** hereby waives notice of any and all such extensions, modifications, omissions, additions, changes, payments, waivers, assignments, subcontracts and transfers and hereby expressly stipulates and agrees that any and all things done and omitted to be done by and in relation to assignees, subcontractors, and other

transferees shall have the same effect as to **Surety** as though done or omitted to be done by or in relation to **Principal**.

**Surety** hereby stipulates and agrees that no modifications, omissions or additions in or to the terms of the Contract shall in any way whatsoever affect the obligation of **Surety** and its bond.

Any proceeding, legal or equitable, under this Bond may be brought in any court of competent jurisdiction in the State of Delaware. Notices to **Surety** or Contractor may be mailed or delivered to them at their respective addresses shown below.

IN WITNESS WHEREOF, **Principal** and **Surety** have hereunto set their hand and seals, and such of them as are corporations have caused their corporate seal to be hereto affixed and these presents to be signed by their duly authorized officers, the day and year first above written.

**PRINCIPAL**

Principal Name: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

(Corporate Seal)

Witness or Attest:

By: \_\_\_\_\_

Name: \_\_\_\_\_

**SURETY**

Surety Name: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

(Corporate Seal)

Witness or Attest:

By: \_\_\_\_\_

Name: \_\_\_\_\_