

Request for Proposal

Automated Document Management System



County of Ashe, North Carolina

April 28, 2012

Automated Document Management System

April 28, 2012

The County of Ashe is requesting proposals from Service Providers regarding an Automated Document Management System for the Income Maintenance and Child Support Division of the Ashe County Department of Social Services.

The requirements for submitting proposals are stated in the attached Request for Proposal (the RFP). Please review them carefully.

Responses are due in the County of Ashe DSS Department, 150 Government Circle, Suite 1400 no later than 5:00 PM, Wednesday, May 11, 2012. One (1) hard copy original and two (2) copies of your response should be submitted in a sealed opaque envelope or box plainly marked as follows:

Request for Proposal
Automated Document Management System
Name of Company Submitting Response

RFP questions should be directed in writing to Todd Chapman, IT Tech, per the enclosed instructions in Section 2.2.

1. INTRODUCTION

1.1. Background and Intent

The County of Ashe (the County) is requesting proposals for an Automated Document Management System for the Income Maintenance and Child Support Division of the Department of Social Services. The County is seeking a commercially available, off the shelf solution that is able to support document imaging and workflow in any business market through simple configuration of the systems, with no custom coding.

The purpose of this document is to provide general and specific information for use by Vendor(s) in submitting a proposal to supply Ashe County Government with information technology goods and services as listed above in accordance with **N.C.G.S. 143-129.8**. We will select a qualified Vendor(s) with whom we will develop a mutually beneficial contractual relationship. Our decision to award will be based on our determination of the proposal that offers the best overall benefit to Ashe County, taking into account pricing, maintenance and support, and any value-added services and other factors specified herein. We reserve the right to reject any or all proposals.

You are being asked to submit a proposal in a sealed envelope in accordance with the attached specifications and within the terms and conditions herein set forth.

1.2. Accuracy of RFP and Related Documents

The County assumes no responsibility for conclusions or interpretations derived from technical and background information presented in the RFP, or otherwise distributed or made available during the procurement process. In addition, the County will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by the County other than those given in writing by the County through the issuance of addenda. In no event may a Service Provider rely on any oral statement by the County or its agents, advisors or consultants.

1.3. County Rights and Options

The County, at its sole discretion, reserves the following rights:

- To supplement, amend, substitute or otherwise modify the RFP at any time;
- To cancel this RFP with or without the substitution of another RFP;
- To reject any or all proposals produced in response to this RFP;
- To take any action affecting this RFP, this RFP process, or the Services or facilities subject to the RFP that would be in the best interests of the county;
- To issue additional requests for information, and/or;
- To require one or more Service Providers to supplement, clarify or provide additional information in order for the County to evaluate the responses submitted.

1.4. Expense of Submittal Preparation

The County accepts no liability for the cost and expenses incurred by the Service Providers in response to this RFP, including preparing requests for clarification. Each Service Provider that prepares a Response shall do so at its own expense and with the express understanding that they

cannot make any claims whatsoever for reimbursement from the County for the costs and expenses associated with the Response.

1.5. Trade Secrets/Confidentiality

Upon contract award by the County, your Response is considered a public record, except for material which qualifies as “Trade Secret” information under NC G.S. 66-152(3). Your Response will be reviewed by County staff and members of the general public who submit public records request.

THE RESPONDER IS REQUIRED TO IDENTIFY ALL CONTENT DESIGNATED AS A TRADE SECRET AS DEFINED PURSUANT TO N.C.G.S. 66-152(3) AND WHICH MEETS THE CRITERIA FOR CONFIDENTIALITY PURSUANT TO N.C.G.S. 132-1.2(1). ALL NOTED TRADE SECRETS MUST FOLLOW PROCEDURES NOTED BELOW AND REQUIRE ATTACHED DOCUMENTATION SPECIFYING HOW THE CONTENT QUALIFIES AS A TRADE SECRET UNDER NORTH CAROLINA LAW. IF AN ENTIRE RESPONSE IS MARKED CONFIDENTIAL OR TRADE SECRET, IT WILL BE DISQUALIFIED FROM CONSIDERATION.

To properly designate material as a “trade secret” under these circumstances, each Service Provider must take the following precautions: (a) any trade secrets submitted by a Service Provider should be submitted separately in a sealed envelope marked “**Trade Secret – Confidential and Proprietary Information – Do Not Disclose Except for the Purpose of Evaluating this Response,**” (b) offer documentation specifying how the content qualifies as a trade secret under North Carolina law, and (c) the “trade secret” should be stamped on each page of the trade secret materials contained in the envelope.

In submitting a response, each Service Provider agrees that the County may reveal trade secret materials contained in such response to all County staff and officials involved in the selection process, and to any outside consultant or other third parties who serve on an Evaluation Committee or who are hired by the County to assist in development of specifications. Furthermore, each Service Provider agrees to indemnify and hold harmless the County and each of its officers, employees and agents from all costs, damages and expenses incurred in connection with refusing to disclose any material, which the Service Provider has designated as a trade secret. **Any Service Provider that designates its entire Response as a Trade Secret will be disqualified.**

1.6. Equal Opportunity

The County has an equal opportunity purchasing policy. The County seeks to ensure that all segments of the business community have access to supplying the goods and services needed by County programs. The County affirmatively works to encourage utilization of small and minority business enterprises in our procurement activities. The County provides opportunities for all businesses and does not discriminate against any Service Provider regardless of race, color, religion, age, sex, national origin or disability.

1.7. Clarification of Ambiguities

Any Service Provider believing that there is any ambiguity, inconsistency or error in this RFP shall promptly notify the County as outlined in Section 2.2, in writing of such apparent discrepancy. Failure to notify will constitute a waiver of claim of ambiguity, inconsistency, or error.

1.8. Availability of Funds

This RFP is conditional upon the availability of federal, state or local funds which are appropriated or allocated for payment of the proposed purchase. If, during any stage of this RFP process, funds are not allocated and available for the proposed purchase, the RFP process will be canceled. The County will notify all known vendors at the earliest possible time if this occurs. The County is under no obligation to compensate a vendor for any expenses incurred as a result of the RFP process.

2. DESCRIPTION OF RFP PROCESS

This section contains information, which shall govern the procurement process for this project.

2.1. Schedule and Process

The following chart shows the schedule of events to prepare your organization's response. The key events and deadlines for this process are as follows, some of which are set forth in more detail in the sections that follow:

<u>DATE</u>	<u>EVENT</u>
April 20, 2012	Advertisement of RFP
May 2, 2012	Cut-off for Submitted Questions. Service Providers are permitted to submit written questions to the County, but only for purpose of clarifying this RFP. All submissions shall be submitted as outlined in Section 2.2.
May 11, 2012	Response Submission due by 5:00 PM on this date.

2.2. Interpretation and Addenda

If the responder needs to submit changes or addenda, such shall be submitted in writing, signed in original ink by an official representative of the responder, cross-referenced clearly to the relevant bid section, in a sealed envelope, prior to the RFP opening. Such changes or addenda shall meet all requirements for the RFP. If the responder chooses to withdraw his/her RFP response; the withdrawal notice shall be in writing and received prior to the RFP opening.

No significant interpretation or clarification of the meaning of any part of this RFP will be made orally to any Service Provider. Service Providers must request such interpretations or clarification in writing to the County. Requests for information or clarification of this RFP must be made in writing and addressed to Todd Chapman at the e-mail address or fax number listed below, with e-mail being the preferred method of communication. Questions should reference the RFP page and topic number.

E-mail: todd_chapman@ashecountygov.com

Fax: (336) 846-5779

Please submit your questions by May 2, 2012. Any written responses issued by the County to questions and requests for information will be provided to all Service Providers that have requested an RFP. Any and all such interpretations and supplemental instructions will be made in the form of written addenda and shall become a part of this RFP.

2.3. Submission of Responses

One (1) original response signed in ink by an authorized company official, plus two (2) hard copies shall be submitted no later than May 11, 2012 at 5:00 PM to:

Ashe County Department of Social Services

150 Government Circle Suite 1400

Jefferson, NC 28640

The “original” Response and each of the two (2) copies shall be complete and unabridged and shall not refer to any other copy of the signed original for any references, clarifications, or additional information. When received, Responses and supporting materials, as well as correspondence relating to this RFP, shall become the property of the County.

Responses sent by facsimile (fax) or e mail will not be accepted. Responses will not be made available to inspect or copy until any trade secret issues have been resolved.

2.4. Pre-Proposal Meeting

A pre-proposal meeting is not planned at this time. Ashe County reserves the right to hold such a meeting should it be determined to be necessary and will make the date, time, and location of such a meeting available. If a pre-proposal meeting is held, it will not be a mandatory meeting; however, Ashe County will not be responsible for providing respondents who are not present with any information provided at this meeting, unless it results in a material change in the requested information contained within this RFP.

2.5. Acceptance and Rejection of Proposals

The County reserves the right to:

- Award a proposal received on the basis of individual items, or on the entire list of items;
- Reject any or all proposals, or any part thereof;
- Waive any informality in the proposals.

The contract for this entire project will be awarded to the respondent deemed the best overall proposal as determined by the evaluation criteria and process outlined in section 2.7 of this RFP as a lump-sum award. The County reserves the following rights (in addition to those accorded to Ashe County by policy and statutory laws):

- The right to negotiate with one or more vendors to arrive at a final selection.
- The right to negotiate all Proposal elements to ensure the best possible consideration be afforded to all parties concerned (this includes the right to approve or disapprove subcontractors proposed after the award).
- The right to reject any and all Proposals, to consider alternatives, to waive any minor irregularities and technicalities, and to re-solicit Proposals.
- The right to award the contract to a vendor who submits the best overall Proposal (N.C.G.S. 143-129.8)

The decision of the County shall be final. The waiver of an immaterial defect shall in no way modify the RFP documents or excuse vendors from full compliance with its specifications if the vendor is awarded the contract.

2.6. Preliminary Review of Proposals

Proposals which fail to meet the following standards of completeness will be considered “**NON-QUALIFIED**” and will **NOT** be reviewed:

- Timely submission of the proposal (on or before deadline for submission);
- Required number of copies (one (1) original and two (2) copies);
- Signed Cover Sheet and Execution of Proposal Documentation;
- All designated attachments;

- Other requirements provided herein.

2.7. Evaluation of Proposals

All qualified proposals will be reviewed and evaluated. At any time during the review, the County may request additional information from the Service Provider. Such information request and Service Provider's response must be in writing. Information may be requested from sources other than the submitted proposal to evaluate the Vendor. Evaluation will include, but will not be limited to:

- Strength and stability of the Service Provider to provide the requested goods and/or services;
- Ability to meet the project timeline;
- Overall responsiveness, viability and completeness, as well as the likelihood that, in the County's opinion and at the County's discretion, the bid best meets or exceeds the County's specifications;
- Scope of goods/services being proposed;
- Information in the executive summary;
- Personnel qualifications;
- Distinguishing characteristics;
- Cost of proposed goods/services;
- Any other facts considered relevant by the County;
- Experience with similar projects of comparable size and scope in Departments of Social Services

3. SCOPE OF WORK.

3.1. Objective and Scope.

Proposals should be based on the benchmark that there will be 45 users within the Income Maintenance areas of Medicaid, Work First, Food & Nutrition Services, Child Support and the supporting clerical staff.

3.2. Desired Outcomes of the Project

The overall desired outcomes for the project are as follows:

- Improvement of client services by eliminating long waits in the lobby, retrieving documents quickly, and improving productivity by the Income Maintenance Caseworkers.
- Improve communication among caseworkers and supervisors by electronically capturing client documentation once and allowing immediate access to multiple caseworkers simultaneously.
- Improve security of documents by electronically storing documents which are safeguarded in a system instead of all paper documents in a common filing area.
- Improve efficiency and worker morale by reducing the time it takes to locate critical information by providing immediate access to information, allowing caseworkers to complete forms at their computer without paper, and allowing streamlining of workers jobs to alleviate the burden of mounds of paper.

- Reduction of overall maintenance and supply costs to include paper, copier repairs, printer replacements, toner costs for copiers, faxes and printers, paper filing cabinets, and rental space for storage of paper documents.

3.3. General Functional Requirements

- A. The system provided by the vendor must function within a Windows Server 2003/2008 domain with a mix of Windows XP Professional and Windows 7 Professional clients. The system provided by the vendor must also work with a Virtual Desktop environment running on XenServer.
- B. The vendor must demonstrate their system capability by including three references from Social Services agencies of similar size, that utilize all functionality specified in this RFP.
- C. The system provided by the vendor must include complete functionality as defined by the proposal specifications.
- D. The system must integrate with Laserfiche Document Management Software.
- E. The system must be compatible with future N.C. FAST Case Management Software.
- F. The system must provide out of the box capability to incorporate case/task banking.

3.4. General Technical Requirements

- A. Provide detailed and complete acquisition, installation, and configuration for all hardware and software required to run the proposed system in the Agency, including backup and disaster recovery.
- B. The vendor must provide details on the system's data security at all levels, from system administrator to power users and end users, including remote access security. The system must include extensive system security features and options to function in a multi-user environment.
- C. System should utilize a client-server design -- Application programs load from the local workstation client hard drive and access a network database server for property information that is shared by all client workstations.

3.5. Automated Document Management Requirements

- A. Ability to capture verifications (pay stubs, rent receipts, etc.) and other documents that are produced by clients which vary greatly in size, quality, single sided or double sided, black and white or color, etc. by using scanners. Scanners should be capable of scanning a Driver License or similar laminated card type document, as well as normal letter and legal documents. Scanner should automatically switch color, simplex/duplex settings based on the type of document being scanned.
- B. Electronically capture documents from clients once, without producing multiple copies or photocopying. All documents should be captured at the point where they are first received by the Agency, including the mailroom, front desk, and the caseworkers' workspace. The scanning stations must have the ability to produce a receipt with images

for the client. Provide ability to print mailing labels to allow for the return of originals, received through the mail, to client.

C. Store captured documents in a non-proprietary electronic format.

D. Ability to add documents to the electronic document imaging system on an ad hoc basis and directly from other applications, including email, faxes and screen captures.

E. Ability to conduct interviews with clients without generating paper documents, other than that which is handed to the client as their personal copy or receipt.

F. Provide for the capture of bar codes when scanning forms and use bar code values to populate index fields.

G. Provide a process to retrieve and utilize demographic and caseload data that is available through downloads from the State.

H. Ability to index or file the documents into an electronic case file by logical groups or batches for easy retrieval by end user. Index values, including Client name, SSN and case number, must be automatically inserted into the index fields utilizing available demographic and caseload data to reduce time and errors associated with manual indexing.

I. Provide for the ability for case workers to easily see all of their newly received documents. Allow the case worker to mark documents for follow-up. Provide a calendar and list view of documents that are marked for follow-up.

J. For documents that apply to multiple cases, the documents should appear in the queues of all case workers that have been assigned a case to which the document is pertinent.

K. Allow for easy searching of documents by index values, document types, document groups and by roles.

L. Allow for an automated search and retrieval of documents in the imaging system, using values on the screen of the worker's connection to the State mainframes, without having to open an application or cut and paste index values.

M. Allow for virtual "working folders" that allow documents to be retrieved for active cases based on user determined criteria.

N. Allow for documents to be viewed on a second monitor, while allowing for other applications to be viewed on the first monitor.

O. Allow for hierarchical structures for users, user departments, groups and agency records which include various permissions on what users can and cannot do.

P. Contain security measures to prevent accidental/incorrect document indexing and deletion of documents, including an electronic record that shows all activity on that document.

Q. Contain security measures for special treatment of Agency confidential documents that are identified by SSN or case number.

R. Allow for confidential treatment of sensitive or personally identifiable data, like SSN.

3.6. Electronic Forms Requirements

- A. Ability to complete mandated federal, state and county reproduced forms electronically, that are then filed electronically in the electronic case file in the imaging system.
- B. Ability to pull required demographic data from available downloads from the State and populate the associated fields on a form or group of forms. This data would also be used to populate index values for the forms in the imaging system.
- C. Ability to capture forms existing in a variety of formats, including Microsoft Word and Excel, and PDF, and render in an unalterable electronic format without printing and scanning.
- D. Ability to easily retrieve and print completed forms.
- E. Provide an electronic form designer to create, modify and maintain forms.
- F. Allow for signing, or initialing any form using an electronic signature pad which becomes a permanent, unalterable part of the form when completed.
- G. Allow for forms to be printed with bar codes.
- H. Allow for the creation of forms packets to automate the selection of individual forms for a given type of appointment or assistance. Upon selection of a form group, multiple forms should be presented to the user, allowing them to be completed in sequence, stored in the imaging system, and printed for the client as necessary.

3.7. Desktop Faxing Requirements

- A. Ability for users to retrieve the appropriate electronic document on their workstation and fax it directly from their desktop computer.
- B. Ability to keep commonly used fax number and user names in a phone book.
- C. Ability for all incoming faxes to be directed to one employee's computer and then routed to the appropriate worker electronically.
- D. Ability for the user to view the document and save it to the imaging system.

3.8. Training and Documentation

- A. The vendor must provide end user training for all designated Agency employees. Training must be provided for all application software. The vendor must prepare and provide a training plan with scheduled dates, time frames, and locations. All end user training must be conducted at the Agency's designated location. The training plan must be submitted for approval and included in the overall implementation plan.
- B. Administrator training must also be provided on the creation of forms.
- C. Administrator training must be provided on the administration functions of the system, at a level appropriate for the technical point of contact (TPOC).

D. The successful Vendor(s) must provide complete technical documentation of all products. End user documentation for all vendor-supplied software and third party software must also be provided.

3.9. Implementation Support and Services

A. Provide a detailed installation, conversion, and training plan that outlines the overall implementation of the new system. This plan must not exceed a six month time frame from commencement to County acceptance of the completed project.

B. Provide information concerning requirements of Agency staff and facilities.

C. Provide a required number of days for on-site system implementation, application and system training prior to and during system implementation.

D. Provide detailed pricing for any costs associated with additional training, implementation, or conversion beyond the prices in the proposal submission. Include any impact resulting from travel expenses.

3.10. Warranty and Maintenance/Support

A. The successful Vendor(s) shall warrant that all equipment is **NEW**, in good working order, free from defects and in conformance to specifications. All equipment must conform to the manufacturer's official published specifications. The successful Vendor(s) shall agree to repair, adjust and/or replace (as determined by Ashe County Government to be in its best interest) any defective equipment within the warranty period at the successful Vendor's sole expense. Hardware and software will be warrantied for standard manufacturer warranty period.

B. Each Vendor(s) must provide a complete maintenance and support plan for hardware and software including emergency and non-emergency intervals, as well as periodic routine schedules. Routine maintenance and associated costs should be included. Routine maintenance shall include, but is not limited to: Error or defect correction, Updates, and Telephone Assistance.

C. Vendor support must be available directly between 8:15 A.M. and 5:00 P.M. EST on all normal business workdays. If the issue involves a work stoppage, the vendor must respond to the request and work until it is resolved.

D. Proposals must include the problem escalation procedures and identify the location from where support personnel will be dispatched.

E. Proposals must define the conditions under which vendor personnel will be available to perform modifications during the life of the software.

F. Proposals must describe the software vendor's approach to releasing upgrades. This discussion must include information about the timing of releases and the prices involved. If software becomes available on new platforms (hardware) and/or operating systems, explain the policy concerning existing customers making the change to the new software.

G. Proposals must include optional pricing for 5 years of additional hardware and software support and system maintenance, that the County may or may not purchase.

4. RESPONSE FORMAT

The County desires all responses to be identical in format in order to facilitate comparison. While the County's format may represent a departure from the Service Provider's preference, the County requests adherence to the format. All Responses are to be in the format described below:

- A. Cover Letter
- B. Section 1 Executive Summary;
- C. Section 2 Company Profile'
- D. Section 3 Client Profiles;
- E. Section 4 System Functionality;
- F. Section 5 Implementation Training, Maintenance;
- G. Section 6 Budget;
- H. Execution of Proposal (provided at the end of this RFP); and,
- I. Other information the Service Provider wishes to communicate to the County.

Overview of Response Content

A. Cover Letter

The cover letter shall provide the name, address, telephone and facsimile numbers of the Service Provider along with the name, title, address, telephone and facsimile numbers of the executive that the County should contact with further questions for clarification about the Services.

B. Section 1 – Executive Summary

Provide a brief overview of the proposed solutions, including cost summary, project approach and benefits of solution.

C. Section 2 – Company Profile

Include the following information:

- Provide the name and headquarters address of your firm;
- Indicate the legal form of the business;
- State the total number of employees for the corporation and the number of employees whose primary responsibility is the Electronic Document Imaging and Client Scheduling System;
- State the company's revenue in last two (2) years;
- Identify other major products or services your firm offers; and
- Indicate the total number of you company's electronic document imaging and client scheduling systems installed and currently in use in the public sector as well as the private sector.

D. Section 3 – Client Profiles

The County is requesting information about clients who have purchased a similar solution and have used it in a productive environment for at least one (1) year. List public sector clients whose requirements are similar to the Ashe County's requirements. Please include the following information for a minimum of three (3) clients.

- Provide the name and address of each referenced client;
- List the name of the client's project manager, their telephone number, fax number and e-mail address; and
- Provide a description of the project and the projected outcome.

E. Section 4 – System Functionality

The purpose of this section is for the respondent to identify specifically how the functionality of their system will meet the needs of the County. Response may include flow charts, diagrams and other visual representations of the system. Please do not substitute printed brochures in response to specific questions.

F. Section 5 – Implementation, Training and Maintenance

Provide the following information:

- Describe the implementation process and schedule;
- Describe the training process and schedule; and
- Describe the maintenance program and any other options.

G. Section 5 – Budget

Provide a description of all costs, including implementation, training and all other required services. Cost projections need to be listed in the following breakdowns:

- Cost of complete project (software, installation, training and hardware).
- Cost of software, installation and training only. (The County reserves the right to purchase the required hardware through their MIS resources.)

H. Section 6 – Execution of Proposal Documentation

The execution of proposal documentation is found on the last two pages of this RFP. All respondents must complete and sign both pages of the documentation and submit with proposal. Failure to include a completed, signed execution of proposal will result in the proposal being excluded from consideration.

All responses shall be on 8 ½” 11” format with all standard text no smaller than 11 points. Please provide one (1) original signed response and two (2) hard copies of the response.

5. AWARD OF PROPOSAL

The Ashe County Manager and Ashe County DSS Director will have final award approval. Any contract resulting from this Request for Proposals shall be awarded to the Vendor(s) that submits the best overall proposal as determined by Ashe County Government in accordance with NC G.S. 143-129.8. The County may negotiate with any Vendor(s) in order to obtain a final contract that best meets the needs of Ashe County Government.

The County shall have a period of thirty (30) days after the opening of the bids in which to award the contract. Contracts shall be awarded to the person or entity that submits the best overall proposal as determined by the awarding authority.

All proposal information from all bidders, except that specifically meeting the trade secret requirements set forth in this RFP, become public record upon contract award pursuant to NC G.S. 143-129.8, NC G.S. 132 and other applicable North Carolina laws,. It is Ashe County's policy to advise all bidders as to whom the award was given and at what amount once the contract has been awarded.

6. MISCELLANEOUS ITEMS

Insurance

A. Minimum General Liability Insurance of no less than \$1,000,000 with \$2,000,000 being the preferred limit per occurrence for bodily injury, personal injury and property damage. General aggregate limit shall apply separately to each project/location and limit shall not be less than the required occurrence limit.

B. The County of Ashe shall be named as the additional insured.

C. Workers Compensation and Employee Liability insurance limits of no less than \$1,000,000 for bodily injury per accident shall be required.

Retainage

A five percent (5%) retainage fee will be withheld from all payments for the first half of the contract price. No retainage will be withheld on the second half of payments. The accumulated retainage will then be paid in full within 30 days of the payment of the final invoice.

Performance Bond

A Performance Bond or Deposit of at least five percent (5%) of the total amount of the proposal amount must accompany any bid made out to the County of Ashe. The performance bond or deposit may be paid using any of the following forms: Cash, Cashier's Check, Certified Check on a bank or trust company insured by the Federal Deposit Insurance Corporation, or a Bid Bond executed by a surety licensed under the laws of North Carolina. The bid deposit shall be retained if the successful Service Provider fails to execute the contract within 10 days after the award (G.S. 143-129 (b)) or fails to give satisfactory surety as required by state law.

EXECUTION OF PROPOSAL

(Submittal #)

Agreement

By signing this proposal, the Offeror agrees to the following items. Initial each line item below for acceptance.

#	Item	Initial Below
1	This proposal is signed by an authorized representative of the firm.	
2	Offeror has read and understands the conditions set forth in this RFP and agrees to them with no exceptions.	
3	The Offeror understands the scope and requirements of this RFP and has included all labor costs, direct and indirect, in the proposed cost.	
4	The cost and availability of all equipment, materials, and supplies, if needed, associated with performing the services described herein have been determined and included in the proposed cost.	
5	Offeror will be responsible for all warranty issues related to goods and services provided during the factory warranty period if applicable.	

Authorization

In compliance with this RFP, and subject to all conditions herein, the undersigned offers and agrees, if this proposal is accepted within 90 days from the date of the opening, to furnish the goods or services as stated in this RFP.

#	Item	Provide Information
1	Company Name	
2	Address	
3	City, State, Zip	
4	Telephone Number	
5	Fax Number	
6	E-mail Address	
7	Federal Identification Number	

VENDOR ATTESTATION

BY _____ TITLE _____

(Signature)

COMPANY _____

_____ DATE _____

(Typed or printed name)



ACCEPTANCE OF PROPOSAL

Ashe County Government

BY: _____ TITLE: _____

DATE: _____

BOTH PAGES OF THE EXECUTION OF PROPOSAL DOCUMENT MUST BE SIGNED AND INCLUDED IN THE PROPOSAL. NON-COMPLIANCE WITH THIS REQUIREMENT WILL RESULT IN THE PROPOSAL BEING EXCLUDED FROM CONSIDERATION.