



Kent County  
Information Technology

Request for Proposal  
Number RFP 15-IT-01

Software Package Supporting  
Computer-Assisted Mass Appraisal (CAMA) system

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

Original Date Published:	5/15/2015
Notice of Intent to Submit Proposal Form Due Date:	5/29/2015

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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 to solicit from qualified and experienced Bidders for the acquisition, installation, integration, training, technical support, and maintenance of a state-of-the-art Computer Assisted Mass Appraisal software system for the Kent County Assessment Office.

### 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 before and after installation.

### 1.3. 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 – 302.744.2461

### 1.4. 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	5/16/15 & 5/23/15
Initial Posting of RFP on County website; release to all vendors who have expressed interest or are on a specific vendor mailing list	5/15/15
Notice of intent to submit proposal form due date	5/29/15 3:00 pm
Pre-proposal meeting	6/12/15 10:00 am
Deadline to submit questions via E-Mail	6/19/15 3:00 pm
Answers to questions posted on website and acknowledgment sent via e-mail	6/26/15 4:00 pm
Proposal submission deadline	7/10/15 3:00 pm
Proposal Opening	7/10/15 3:00 pm
Proposal review, verification of references, Site visits, vendor interviews, demonstration and estimate	Approximately 6-8 weeks after proposal deadline
Projected vendor selection	September 2015

### 1.5. Intent to Submit a Proposal

All vendors must complete the Notice of Intent to Submit a Proposal form that is attached in the appendix 7.1 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 1.3
- Sent via certified mail to the address referenced in section 1.3 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 1.3

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.

**1.6. Submission Checklist**

A submission checklist is provided in the appendix 7.2. This document lists all required forms and documents that must be returned with the proposal.

**1.7. Kent County Assessment office Environment**

Kent County's CAMA system manages property data, notifies owners of valuation changes, creates building sketches using Apex, tracks ownership sales history and ensures tax equity through uniform valuations. Kent County manages residential, commercial and mobile home property for 95,000 parcels and does not value personal property. Current assessment values were originally calculated using CLT valuation tables.

**1.8. Software Requirements**

1. Maintains property data elements to include property assessment, ownership, Tax map reference and physical property characteristics for both land and buildings, with notes/comments section.
2. Interface/update Sungard Land Management system on the I series platform
3. Track previous sales and owner information along with other pertinent market data.
4. Create notification letters to owners of parcel of assessment changes and keep a history of notices.
5. Manage parcels that are subdivided or combined with traceability back to the parent parcel.
6. Comparison capabilities. The system should have a way to compare like features of assessment data for value comparison.
7. The ability to define new data items with ability to select the screen to view that data
8. Provide multi-year processing. Users should be able to update records for the current year and forthcoming assessment year simultaneously.

9. Ability to create sketches of buildings and calculate areas into the assessment value. Sketch changes must be included in the audit trail
10. Provide an audit trail showing before and after data/sketch changes and by whom
11. Keep history of year end value information
12. Provide a printout showing all assessment data and the sketches of the structures.
13. Ability to exempt parcels from valuation and track specific types of exemptions. Example elderly, handicap and military.
14. Exemptions need to be by percentage or dollar amount.
15. Ability to OVERRIDE parcel values to any value including zero, track reasons by user
16. Users should have the ability to create ad hoc queries.
17. System should be equipped with various standard reports.
18. County staff must be able to define user's security access.
19. Serve up CAMA data to the internet.
20. A systematic way to assign tasks to assessors and track tasks e.g., permit completion.
21. Must be able to search by address, name, map number, subdivision or mobile home tag number
22. Have export and import features
23. Manage appeals and supporting documents
24. Ability to value mobile home and mobile home parks
25. Ability to value condominiums
26. Convert production and history data and sketches.
27. Newly calculated assessment values must be within 2% of current assessment values.
28. County must be able to flag parcels for a billing cycle based on valuation change, set individual parcel to be billed or set "No bill" on parcels.
29. Have the ability to exclude CAMA data from displaying on the internet, but allow that data to be shown internally on an Intranet to accommodate privacy for police officers.

**1.9. Maintenance and Support Services to be provided by the Vendor**

The software vendor shall document the provisions for providing software version releases as well as any maintenance patches issued by the software company. These provisions must identify any costs, terms, and conditions required for Kent County to receive ongoing updates.

The software vendor shall provide support for their software. This support must accommodate Kent County's Business hours of 8:00 AM to 5:00 PM EST. The proposal will outline the various methods of support available and identify the costs associated this support.

**2. Rules Governing Competition**

**2.1. 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 1.3 of this RFP.

Questions can be submitted up until the Deadline to Submit Questions via Email as identified in section 1.4 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.

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

A vendor's pre-proposal meeting will be conducted as specified in section 1.4 Schedule of Events. Attendance is not mandatory, but vendors are invited to attend. The meeting will be held at:

Kent County Administrative Complex

Conference Room 220

555 Bay Rd

Dover, DE 19901

## **2.3. 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.

## **2.4. Submission of Proposals**

### **2.4.1. Preparation**

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 below in Section 5.

### **2.4.2. 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 both proposals as specified in the RFP.

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

### **2.4.3. 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.

**2.4.4. Completion of the Proposal**

Vendor proposals shall be completed in all respects as required in the Proposal Format section of this RFP (section 5). The final proposal shall contain all required cost information.

**2.4.5. 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.

**2.4.6. 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 1.3.

Proposals must be sealed and clearly marked with the vendor's company name and Bid Proposal #15-IT-01 Software Package Supporting the Assessment Department.

Each Master 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 the section 1.4 Schedule of Events and e-mail proposals will NOT be accepted.

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

**2.4.7. 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 1.4 Schedule of Events. Requests for withdrawal must be in writing, signed by the vendor's authorized representative, and submitted to the address in section 1.3 of this RFP. The vendor may thereafter submit a new or modified proposal prior to the date and time specified in section 1.4 Schedule of Events. Modifications offered in any other manner, or oral or written, will not be considered.

**2.5. Acceptance and Rejection of Proposals**

Kent County reserves the right to: award proposals received on the basis of individual items, or groups of items, or on the entire list of items; 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. This professional services agreement is administered under the



provisions of the Delaware Code, Title 29, Chapter 69, Section 6924  
Competitive sealed proposals.

**2.6. Proposal Evaluation**

Proposals will be evaluated in accordance with the process described in Section 4 of this RFP.

**2.7. Vendor Presentations/Functional Demonstrations**

Kent County may require a formal presentation or demonstration of the vendor's proposed solution.

**2.8. Contract Award**

Award of the contract shall be to the vendor providing the best software solution to meet the requirements of the RFP. The successful vendor will be selected in accordance with the Proposal Evaluation Process section (Section 4) of this RFP and based upon the proposal which complies with all requirements of the RFP and any addenda thereto. The successful vendor may or may not be the lowest cost proposal submitted. The vendor awarded the contract will be posted on the Kent County's website.

If the successful vendor refuses or fails to execute the contract within 15 days of receipt, the County may award the contract to another vendor.

**2.9. Ownership**

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.

**3. Terms and Conditions**

**3.1. Contract Type**

The evaluation of proposals submitted in response to this RFP may result in the issuance of a contract for the purchase or lease of a new software system for the requirement as listed in Section 1.7, 1.8 and 1.9. This contract will cover any software, equipment, hardware, training and support associated with installing and running the new CAMA system.

**3.2. 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.

**3.3. 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.

**3.4. 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.

**3.5. 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 7.5.

Proposer is required to state the cost of the 100% performance bond in appendix 7.4 cost worksheet.

**3.6. Price Availability**

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

**3.7. 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.

**3.8. Payment Schedule**

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

**3.9. 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 will 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.

**4. Proposal Evaluation Process**

**4.1. Introduction**

All proposals received in response to this RFP will be evaluated by a proposal evaluation committee. 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.

#### 4.2. **Proposal Opening**

Proposals will be opened and the vendor's name announced in a public meeting to be held in Room 220 of the Kent County Administrative Complex in accordance to the Schedule of Events section 1.4. Proposals will not become public records until after the contract is awarded.

#### 4.3. **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.

Element	Weight
<b>Functional Fit</b>	<b>20%</b>
Supports primary functions within the Assessment Office as referenced in 1.8 (parcel management, track sales, notification letters, sketches buildings, audit trail of changes including sketches, assessment history, tracking building permits and assign tasks accordingly).	
Integrates with Sungard HTE Land Management software on Iseries platform.	
Integrates well with other software including Optiview Imaging, Crystal Reports, ESRI. Provides access to images, maps, photos, and sketches of parcels.	
Provide query and reporting capabilities to show high level overview of various data, data regarding appeals, manage outstanding permits by appraiser. Users can assign, schedule and track tasks, manage task loads, view details on assigned tasks and monitor productivity. Easily manage parcels by assessor. Compare properties based on any assessment data available. Manage and track split and combined properties back to the parent parcel.	
<b>Technical Fit</b>	<b>15%</b>
Solution runs on AS/400 server environment, Windows server 2012 or higher, SQL Server and/or supports Pc's on Windows 7. Utilizes standard relational database technology, and provides full backup and recovery functionality. Supports usage of internet and remote access. Low to no maintenance platform and does not require a special skill set to maintain.	
<b>Company Suitability</b>	<b>10%</b>
Length of time vendor has provided similar services to CAMA entities with program and activity registrations; length of time in business generally; and company financial stability.	
Number of vendor installations of similar size and complexity in Assessment Offices.	
Proposed software is a standardized version issued to all the vendor's customers.	
Experience and success of the vendor in providing similar services.	
Availability of personnel, facilities, equipment, and other resources (to what extent does the vendor rely on in-house resources vs. subcontracted resources)	
<b>Continuing Support</b>	<b>15%</b>
Ongoing support services provided by the vendor.	
Vendor's ability to respond to system issues in a timely fashion. Manages software installation, custom system modifications, troubleshooting, and release upgrades.	
<b>Proposed pricing and payment structure (price average)</b>	<b>20%</b>
Proposed pricing and payment structure.	
Purchase	
Monthly Lease	
Maintenance Fees - Are Cost fixed, increase yearly, average increase	
<b>Implementation Methodology</b>	<b>10%</b>

Strength of Methodology and project team (Methodology provides for reasonable project implementation timelines, identifies changes required to business processes, clearly identifies client vs. vendor implementation responsibilities and define terms of customer acceptance and signoff)	
Number of custom code modifications required.	
Quality and thoroughness of the vendor's submitted response; demonstrated understanding of the County's needs	
<b>Project Risk 0 – high risk, 10 – low risk</b>	<b>10%</b>
What is the vendor's qualifications and experience in like projects? How many customers are using the recommended software?	

**4.4. 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.

**4.5. 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.

**4.6. Vendor Selection Process**

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

**5. Proposal Response Format**

**5.1. 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 2.4. The complete proposal must include the items indicated on the Submission Checklist in Appendix 7.2.

**5.2. Proposal Content**

**5.2.1. Cover Sheet**

**5.2.2. 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.

**5.2.3. Table of Contents**

**5.2.4. 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.

**5.2.5. Vendor Qualifications and Experience**

Vendors must demonstrate their ability and competency to complete the project by providing responses in their proposals to all questions stated in Section 6.

**5.2.6. Features and Functionality of Proposed Software**

It is important to understand what features the proposed software has to determine the best fit for the Assessment Department. Discuss the functionality of the software as outlined in Appendix 7.3.

**5.2.7. Project Schedule**

Provide a detailed project plan for implementing the proposed system. The plan must include all tasks required by both the County and vendor covering the period from notification of contract award through the installation of all components of the proposed system. 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 must include a specific testing and acceptance plan. The schedule of tasks will be mutually agreed upon after the vendor is selected.

The schedule must include at a minimum tasks such as delivery and installation of equipment, data conversion, installation of replacement and additional peripherals, software installation, testing

documentation, implementation, and training. The proposed project schedule is to cause as little service interruption as possible.

**5.2.8. Cost Proposal Summary**

Vendors are required to submit cost proposals for purchase and maintenance of each type of hardware and software included in the proposal as well as 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.

The format for presenting cost data is shown in the Appendix 7.4. 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.

Upgrades or revisions to software made after the initial installation of the system, but which furnish capacity to meet a requirement of these specifications, must be included in the proposal price, including documentation and training.

Describe in detail all available payment alternatives including purchase, lease, lease to purchase and hosting the software. Any other alternative payment plans may be considered by the County. The vendor must specify any licensing costs that apply on a per-user basis.

**5.2.9. 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. See Submission Checklist Appendix 7.2 for a complete list of required documents.

**6. Vendor Qualifications and References**

**6.1. Vendor Overview**

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

**6.2. 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.

**6.3. Core Competencies**

Briefly describe the core services your company provides. If there are other software packages your company offers, identify the software and the market associated to it.

**6.4. 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 software.

**6.5. References**

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

- Contact Name
- Contact Title
- Company Name
- Address
- Contact Email
- Brief description of the Software modules used
- Original Install date
- Current Version

**6.6. Sample Contract**

Vendor must provide a sample contract with their response.

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

## 7.1. Notice of Intent to Submit Proposal Form

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### ***Kent County Information Technology***

#### ***Software Supporting the CAMA - parcel management and assessment software***

Please return this form, via one of the methods listed in section 1.5, no later than the completion date and time as indicated in 1.4 schedules of events.

Deliver To:

Kent County Levy Court  
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 # 15-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 1.4 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:



## 7.2. Submission Checklist

Item No.	Item to be Submitted	✓
1.	Cover Sheet	
2.	Letter of Transmittal	
3.	Table of Contents	
4.	Executive Summary	
5.	Vendor Qualifications and Experience	
6.	Features and Functionality of Proposed Software – see Appendix 7.3	
7.	Project Schedule	
8.	Cost Proposal Worksheet – see Appendix 7.4	
9	Course Outline for any training classes – see Appendix 7.4	
10.	Vendor Overview	
11.	Financial Statements and Annual Report	
12.	Core Competencies	
13.	3 <sup>rd</sup> Party Vendor Relationships/Partnerships	
14.	References (Minimum of 5), prefer customers using CLT valuation tables	
15	Sample Contract	
*	Any additional supporting documents deemed necessary by the vendor	

### **7.3. Features and Components of Software**

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- 1) Components
  - a. List and discuss the features of the different modules of the proposed software. Among the items discussed identify features that make this software unique. Indicate which software modules are required and which are optional to meet the criteria listed in 1.8 and 4.3.
  - b. Discuss the valuation functionality.
  - c. Provide any further information that would help make this software recommendation the best-fit software solution to support the Assessment Department for Kent County.
- 2) Hardware and Database
  - a. Provide the hardware specifications needed to run proposed software
  - b. Indicate the Database Platform
  - c. Do tables allow user defined fields? If so which tables contain these fields?
  - d. Does the software have Open Database Connectivity (ODBC) capability?
- 3) Accounting/Finance Features
  - a. Discuss data conversion, what systems have you converted and what valuation tables were used.
  - b. Discuss how the valuation tables will produce assessment values within 2% of the County's current values.
  - c. Discuss the billing cycles and how parcels are selected for billing.
- 4) Parcel Management
  - a. Discuss how parcels splits and combines are managed.
  - b. Discuss how condominiums are managed.
  - c. Discuss how mobile homes are managed.
- 5) Reports
  - a. Provide a list of reports that are available with the proposed software.
  - b. Can reports and/or it's data be exported to a PC? If so, what format types are available for this export?
  - c. Does the software use Crystal Reports? If so, what version?
- 6) Other Features
  - a. Discuss other features of the proposed software not previously mentioned.
  - b. In what manner are software updates/version upgrades issued?
  - c. Discuss the software support system in place for the proposed software. (e.g. hours available, methods for submitting software support tickets, etc...)
  - d. Is the software customized for each customer or a single version available for all the software vendor's customers?
  - e. Discuss other software packages that are supported by the software vendor. Include any other markets that this software is in.

#### 7.4. Cost Worksheet

1. **Hardware Pricing** – If the vendor submitting the proposal sells any hardware that is used in conjunction with this software, specify the component and pricing associated with it.

Hardware Component	Qty	Unit Price	Extended Price	Is it Required?

2. **Software Pricing** – Specify the pricing associated with the different software modules available. If there is discounted prices for a multipack purchase (i.e. 5-pack purchase), specify this along with the number of Licenses included.

Software Module Name	Is Module Required?	Price per License	Multipack Price / # of Licenses

3. **Training** – Provide the following information regarding the training required (if any) for the customer at startup.
  - a) Provide a course outline of items covered.
  - b) What training formats are available and what costs are associated with them?
 

☐ PC/Web Based                      \$  
☐ In-House for Customer        \$  
☐ Customer Offsite                \$
  - c) Number of training hours for startup:

4. Maintenance Costs – Indicate any maintenance costs and algorithms used to calculate the costs. What is the general increase amount for maintenance or license fees and how often do these fees increase.

5. Cost of Performance Bond.

6. Other Costs– If there are any other costs, specify them here with a description.

## 7.5. 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: \_\_\_\_\_