

Douglas County

Washington

**Financial Systems
Replacement Program**

REQUEST FOR PROPOSALS

Issued: February 7, 2006

Responses Due: April 10, 2006

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1 General RFP Information

1.1 Objective of this RFP

The purpose of this Request for Proposals (RFP) is to replace or upgrade Douglas County's central financial systems with the best software solution to meet its needs – either through a single vendor's enterprise solution or a mixture of individual applications that support the County's critical financial functions. The County is seeking enhanced budgeting capability, financial reporting, human resources reporting and remote access. Vendors are encouraged to team with other vendors if that combined proposal will produce the best solution.

The proposed software solution for the central financial system will be accessed simultaneously by approximately eight employees of Douglas County. Additionally, junior taxing districts will require remote access.

All central financial systems are currently located and operating on an HP3000. The original version of these applications was implemented in 1986 and the County is interested in upgrading or replacing the central financial systems. The County is currently using Terra Scan for property assessment and tax collection and WinCams for county road cost accounting. Both these applications currently interface with the County Auditor's central financial systems and shall continue to be used. This RFP seeks an interface between any new central financial system and these two software applications.

In the event the County selects a proposal through this RFP, the County will negotiate and enter into an agreement with the selected vendor for all or any combination of the following:

- Application Software
- Database Software
- Customization/Tailoring of Software
- Interface Development
- Data Conversion
- Installation Services
- Implementation Services
- Training Services
- Maintenance and Support Services

1.2 RFP Organization

The RFP is composed of seven sections, organized as follows:

Section 1 – General Information

Section 2 – Proposal Preparation and Submission

Section 3 – General Information Instructions

Section 4 – Requirements Matrix Instructions

Section 5 – Pricing and Payment Instructions

Section 6 – Vendor Checklist

1.3 Douglas County

Douglas County, Washington, is a rural county located in North Central Washington and is home to more than 34,000 citizens. The county seat is Waterville, Washington, located approximately 25 miles northeast of Wenatchee, Washington. The County's has approximately 340 active employees. The County has three elected Commissioners and other Elected Officials responsible for the daily operations of General Government.

Further information regarding the County is available at its website - www.douglascountywa.net.

1.4 Current Environment

Douglas County Management Information Services (MIS) provides technology infrastructure management and operations management to all County departments. MIS supports application software for all financial programs on the HP3000 and for most applications residing on the Windows servers. In addition, MIS manages the County's telecommunications, information and communications systems.

The County provides financial management for junior taxing districts located within Douglas County. Junior taxing districts provide their own desktop hardware, software and related technology services.

1.4.1 HP3000 Environment

The County's HP3000 is aging and soon will no longer be supported by Hewlett Packard. The County wishes to replace the central financial system with software which will reside on a Windows server, as discussed below.

The following financial applications are currently executing on the County's HP3000:

- General Ledger
- Budget
- Payroll
- Accounts Payable
- Fixed Asset Inventory
- Project/Grant Tracking
- Timecard Entry
- Financial Reports

All of the above software applications were written by Data Now, a company located in Twin Falls, Idaho, and have been in use since 1986. The programs are written in Fujitsu Cobol and are fully integrated.

Data Now also maintains and updates the programs on an as-needed basis. The Data Now programs have been customized to meet Douglas County's needs. The data is backed up on a daily schedule. Tapes for each business day are stored off-site. There are full daily backups of all files on the HP3000. The tapes are rotated every other week. The new business system must be able to support the County's current transaction volumes, plus have enough capacity to handle increases in volume over the next 10 years without loss of performance.

The following table provides current transaction volumes:

Transaction volumes	Current (2005)
1. Number of Funds	118
2. Number of Vendors	3,000
3. Accounts Payable Transactions (warrants) per year	13,000
4. 1099 Reporting Entities	120
5. Number of Employees based on number of W-2s	735
6. Number of Timesheets (year, including temporary/seasonal)	3,600
7. Number of Revenue Transactions	4,290

The proposed solution must automate the following functions:

- General Ledger
- Budget
- Payroll
- Accounts Payable
- Fixed Asset Inventory
- Project/Grant Tracking
- Timecard Entry
- Financial Reports

The actual set of systems and functionality being replaced will depend on the scope of the entire solution, or set of solutions, the County selects.

1.4.2 Desktop Network Environment

Douglas County maintains an MS Windows based IP network with approximately 250 connections and 20 servers, which are running Windows 2000 and Windows 2003 Operating Systems. Currently, the County's runs a network of 7 domains and is based on Microsoft Windows 2000 Server and Active Directory. Domains will be consolidated to 3 domains in the next 18 months.

MIS is responsible for the physical network and the servers and for county-wide enterprise applications such as messaging, database, data warehouse, imaging, web, and network security. A help desk is available for network problems and desktop support.

Desktop support is provided by MIS. The desktops are primarily Pentium-level, Intel compatible with 10 to 100 mb Ethernet network connectivity. The County primarily uses Microsoft Windows operating systems for its 230+ networked desktop computers, running Windows XP Professional and Windows 2000 Professional, with MS Office XP or higher desktop applications. The County's desktops are scheduled to migrate to Office 2003 within 18 months.

The County's e-mail and schedule system is currently running Exchange Server 2000 and all desktops use Outlook XP or higher and Internet Explorer 6.0. The email system will be upgraded to the latest version available at the beginning of 2007.

Junior taxing districts providing financial information to the County Auditor maintain their own desktops and networks, using operating systems from Windows v.9x through Windows 2000, Professional or XP, and have versions of Windows and MS Office applications. Junior taxing districts provide financial information to the County Auditor in hard copy and electronically. The proposed system must allow remote data entry by junior taxing districts.

1.4.3 Distributed Computing Environment

Within the distributed computing environment, there is currently one standard database engine in use: Microsoft SQL Server 2000 on the Windows 2000 platform.

1.4.4 Imaging

Liberty's imaging system is in use for various county records. The proposed solution must address linkage between scanned document images and the central financial system. Vendors may propose a replacement to Liberty or an interface with Liberty to meet the RFP's imaging requirement. Proposals including an interface with Liberty will be looked upon favorably.

1.4.5 Internet and Intranet Environment

The County's standard desktop Internet browser is MS Internet Explorer 6.0. The County's intranet web server runs on MS Internet Information Server 5.0. The County's Internet website runs on MS Information Server 6.0.

1.5 Required Environment

In an effort to protect its existing investments, the County is seeking bids compatible with its Microsoft-centric network that leverage its existing licenses. **The County requires applications which run on a Windows 2000/2003 Network. Additionally, Microsoft SQL Server 2000 or newer is required as the relational database management system (RDBMS) for any proposed system.**

1.6 Data Conversion Needs

The County may wish to convert five years of historical data for reporting in the new central financial system. This is an alternative component of the response to this RFP which may be selected by the County.

1.7 Interfaces

This list is intended to aid Vendors in estimating interface costs. The actual set of interfaces required of a successful bidder will depend on the overall results of this entire procurement effort. Additional interfaces may be addressed and negotiated in a best and final offer process.

Interface	System Vendor	Software	Direction	Information Passed
Financial Information				
Public Works	Cascade Software	WinCams	One Way	A/P, Payroll
Assessment / Property Taxes:				
Revenue	Terra Scan	Terra Scan	One Way	Property tax billings and payments, all revenue collected.
Accounts Payable:				
Jury payments	WS AOC	JIS	One Way	Jury System to voucher system

1.8 RFP Official Contact

Upon release of this RFP, all vendor communications must be directed to the RFP Official Contact listed below. Unauthorized contact regarding this RFP with other County employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the County. Vendors may only rely upon written statements issued by the RFP Official Contact.

Name:	Karen Goodwin, CPA
Title:	Chief Accountant
Address:	P.O. Box 456 213 South Rainier Waterville, WA 98858
Telephone:	(509) 745-8527 ext. 209
Fax:	(509) 745-8812
E-mail:	kgoodwin@co.douglas.wa.us

1.9 Procurement Schedule

The procurement schedule for this project follows:

Note: The County reserves the right to adjust this schedule as necessary.

Milestone	Date
RFP Advertised	February 8, 2006

Milestone	Date
Vendor Questions Due	March 1, 2006
Responses to Questions completed and posted	March 9, 2006
Proposal Responses Due	April 10, 2006
Finalists Announced	April 24, 2006
Finalist Site Visits and Demonstrations	May 15 to May 19, 2006
Apparent Successful Vendor Announced	May 29, 2006
Contract Negotiations with Successful Vendor	May 29 to June 12, 2006
Contract Signed	June 14, 2006
Vendor Begins Work	TBD
System Substantial Completion	November 1, 2006
System Migration Complete	January 1, 2007

1.10 Questions Regarding the RFP

Vendors who request a clarification of the RFP requirements may submit written questions to the RFP Official Contact by mail, fax or email. The deadline for receipt of questions is March 1, 2006, at 5:00PM (PDT). Questions received and answers to those questions will be posted on the RFP section of the County's website no later than March 9, 2006.

2 Proposal Preparation and Submission

2.1 General Information

All vendors should read the entire RFP carefully. Failure to comply with instructions may result in a proposal being disqualified from consideration by the County.

Douglas County is using a spreadsheet matrix approach to this Financial Systems Replacement Program RFP. This will allow proposals received to be compared in a meaningful way. Vendors must prepare responses to the Requirements using the electronic versions of the Financial Systems Matrix and Technology Matrix described in this RFP and available on the County's website.

Vendors can also review amendments, updates and question responses at the web site. **It is the vendor's responsibility to review the website to obtain amendments, updates, question answers.**

The County's website for this RFP is www.douglascountwa.net/departments/auditor/rfp

The following provides instructions for submitting the proposal.

Due Date:	Proposals must be received by Douglas County no later than Wednesday, April 10, 2006, at 4:30 p.m. (PDT). Late proposals will be rejected.
Number of Copies:	Vendors must submit proposals in digital format by CD or by uploading to the County's RFP website. The County will not accept facsimile proposals.
Address for	Douglas County Auditor

Submission:	Attention: Financial Systems RFP PO Box 456 213 South Rainier Waterville, WA 98858
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Douglas County shall not be liable for any costs incurred by vendors in the preparation and presentation of proposals and demonstrations in response to this RFP.

2.2 Proposal Response Format

Proposals should contain straightforward and concise descriptions of the vendor's capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on accuracy, completeness, and clarity of content.

2.2.1 Response Components

There are five sections to the proposal. Each section is described in section 3.

1. Vendor Information
2. Proposal Narrative Summary
3. Technology Requirements Matrix
4. Financial Requirements Matrix
5. Price and Payment Proposal

2.3 Proposal Response Forms

To facilitate the submission and review processes, all vendors are required to complete the Financial Systems Matrix and Technology Matrix **in the digital form provided**. The forms are available at the County's RFP website: www.douglascountywa.net/departments/auditor/rfp.

2.4 Demonstration Software

At its discretion, a vendor may include demonstration software with its proposal. The software is for informational purposes only and is not scored as part of the evaluation. The County is not obligated to return any sample or demonstration software submitted with a proposal.

2.5 Proposal Evaluation

2.5.1 Evaluation Procedures

The County will evaluate proposals according to the following procedures:

1. The Douglas County selection committee will perform an initial screening of each proposal using the following mandatory requirements:

Software: General Requirements	
	The proposed product(s) must meet the Mandatory (M) Requirements of the Technical and Functional Matrices
	The proposed product(s) must be in production and fully operational in at least one government site within the State of Washington similar in size and function to Douglas County.

	The vendor must provide on-going product support to its product.
	The vendor must have 24-hour, 7-day-a-week support available.
	The product must be compatible with the County's LAN (Local Area Network) and network applications.
	The product must provide audit trails for all transactions, identifying user, date, and time.
	The product must be based on open architecture standards and must provide nonproprietary interfaces.
	All servers and workstation protocol stacks must run Microsoft's version of TCP/IP and not the Microsoft NetBEUI protocol stack.
	The system must support fund and multi-company accounting.
	The chart of accounts must meet the requirements of the Washington State Budgeting, Accounting and Reporting System (BARS).
	The system must not allow funds to be out of balance in both the balance sheet accounts and any subsidiary ledgers. Debits must equal credits.
	The system must have commitment accounting or encumbrances.

The selection committee will identify those proposals meeting the initial evaluation criteria and subject them to further evaluation. Proposals not meeting the initial screening factors will be disqualified.

2. The committee will then evaluate the remaining proposals using the following criteria:

Procurement Specific Evaluation Criteria	Weight
Vendor Qualifications, Project Approach and Customer References	20%
Technical Fit	25 %
Functional Fit	25%
Support and Maintenance	15 %
Cost	15 %

NOTE: The County reserves the right to select, in its absolute and sole discretion, the vendor or vendors believed to best meet the County's overall needs.

3. The County will consider the results of the evaluation in step 2 and select the finalists.

4. The County will invite the finalists to present demonstrations of their products. (See the next section, Demonstrations, for more information). The selection committee will provide demonstration requirements to the finalists. The committee may also send representatives to visit the vendors' installation sites and/or customer reference sites. The committee will conduct additional background and reference checks on finalists.

5. After completing demonstrations and site visits, the County will likely select an apparently successful vendor or vendors. If initial demonstrations and site visits do not prove conclusive, the County reserves the right to conduct additional demonstrations or site visits. The County may also

request “Best and Final Proposals” from finalists, if necessary. The County reserves the right to reject all proposals.

The selection panel will recommend a vendor according to the selection criteria outlined in the RFP. Any award will be made by the Douglas County Board of County Commissioners.

2.6 Demonstrations

The County will invite finalists from the initial evaluation of proposals to demonstrate their systems. The selection committee will provide the specific requirements the demonstrations must meet in advance of the demonstration sessions. Vendors must conduct the demonstrations at Douglas County.

2.6.1 Functionality Testing

During the demonstration period a list of requirements from the Technical Requirements and Financial Systems Requirements matrices will be generated and the system will be required to demonstrate the required functionality.

2.6.2 Team Meeting

The selection committee may wish to meet the key project team members proposed by each finalist. If possible, finalists should arrange to have their proposed team members attend the demonstration session(s).

2.6.3 Pre-Demo Consultation

Finalists have the option of visiting the County prior to the demonstration for a “Pre-Demo Consultation.” Such a consultation would allow finalists to better determine the County’s needs and to clarify requirements of the demonstration.

The County reserves the right to request additional demonstrations in Douglas County beyond the initial round of demonstrations.

Evaluation of demonstrations and site visits will receive a separate rating from the proposal evaluation criteria.

2.7 Site Visits

In addition to inviting finalists to oral presentations and demonstrations, the County may send representatives to visit finalists’ installation sites and finalist company headquarters.

The County reserves the right to visit and/or contact both reference and non-reference customers without the vendor’s presence or involvement, which may include communication with vendors’ clients that experienced unfavorable installations or implementations which did not meet clients’ needs or expectations.

2.8 Best and Final Offer

Due to the complexity of this RFP and the number of alternatives the County could consider, the County may request “best and final” proposals from finalists. This will provide the vendors an opportunity to refine their proposals after working with the County, and allow the County to solicit

solutions, or combinations of solutions, that will best meet its needs. It also allows the County to gather additional information about the vendors. The County intends to engage in competitive negotiation as allowed under Washington law for technology acquisition.

2.9 Proposal Preparation Instructions

Proposals must conform to the requirements of this RFP.

The digital forms used to respond to this RFP are available at the County's RFP site www.douglascountywa.net/departments/auditor/rfp

Do not modify the forms or spreadsheets except to include responses. Failure to do so may result in the proposal being rejected.

3 Vendor Information

The proposal submitted shall contain the following information and conform to the following requirements:

3.1 Signature and Representations

All proposals must be signed by an official of the vendor authorized to bind the vendor and all joint proposal vendors to the proposal and pricing.

The cover letter must contain the following statements, without alteration:

The product described in this proposal meets all pre-screening initial requirements outlined in Section 2 of the RFP.

The RFP and this proposal, including pricing, shall be valid and binding for One Hundred Eighty (180) days following the proposal due date and will become part of any contract with the County, unless revisions, additions and deletions are expressly negotiated.

It is acknowledged that this proposal is subject to public disclosure under the Public Records Act and may be released in total as public information in accordance with Washington law. Any and all information believed to be proprietary and exempt from public disclosure has been plainly and clearly marked or otherwise identified.

3.2 Company Information

Provide the vendor's company name, address, telephone number, Federal employer tax number and Washington State business registration number. Provide the name, title, address and telephone number of the contact person authorized to represent the vendor and to whom correspondence should be directed. In the case of multiple vendors submitting a joint proposal, provide this information for each vendor. A lead vendor must be identified for a joint proposal and the primary contact person identified.

Provide the following information for each vendor:

Name of parent company, if any	
Length of time in business	
Length of time in business of implementing and licensing proposed product	
Percentage of gross revenue generated by implementation and licensing of proposed product	
Total number of installed clients using proposed product	
Total number of clients in production with same product proposed or installation pending	
Number of public sector clients	
Number of full time personnel at your company in:	
Customer and software support	
Installation and training	
Product development	
Sales, marketing, and administrative support	

Where is the office located that would service the proposed product for Douglas County?

Using the table below as a format, please list all public sector customers who have purchased and implemented the proposed product in the last five years. Repeat this procedure for each vendor named in the proposal.

Vendor name				
Customer name				
Contact name				
Title				
Phone number				
Mailing address				
Fax number				
Customer type (e.g., utility, municipality)	Customer Size	Product version installed		Installation date

Summarize the vendor's qualifications and why the vendor is uniquely qualified to provide the solutions sought by Douglas County. Provide this information for each vendor submitting a joint proposal.

Is stock in your company or your parent publicly traded on any stock exchange? If yes, provide copies of your most recent financial statements.

Have you or any vendor part of your joint proposal had a contract terminated for default, non-performance, convenience or any other reason during the past five years?

If your answer is affirmative, then describe all terminations. Termination for default includes any notice to stop performance due to the nonperformance or poor performance, whether the issue was litigated or not litigated and whether the issue was resolved favorably to vendor or not. Include the customer's name, address, and telephone number. Present the vendor's position on the matter. The County will evaluate the facts and may, at its sole discretion, reject the vendor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the vendor. In the case of multiple vendors submitting a proposal together, the County, at its discretion, may evaluate the vendors individually or as a whole.

A vendor response that indicates the requested information will only be provided if and when the vendor is selected as the apparently successful vendor is not acceptable. Restricting the vendor response to include only legal action resulting from terminations for default is not acceptable.

3.3 Exceptions

Indicate any and all exceptions that you take to any terms and conditions of the RFP. Proposals which take exception to the terms, conditions or specifications of the RFP or offer substitutions shall expressly state the exceptions and reasons therefore, and provide language substitutes. Failure to take exceptions shall constitute the vendor's acceptance of the terms, conditions and specifications of the RFP.

3.4 Proposal Narrative Summary

Provide a narrative summary of the proposal not to exceed four (4) pages. Include the name, title and qualifications of all vendor's principal officers and employees who will be installing, customizing, and implementing the County's central financial systems solution, as well as conducting training and initial support services.

3.5 Operating System, Hardware and Network Summary

Describe in detail all operating system, hardware and network requirements to successfully implement the vendor's proposal

3.6 Project Management

The County expects a successful vendor to present a comprehensive and realistic plan for successful implementation and training.

Describe in detail the planned phases of the project, including benchmarks and a timeline.

What project management plans (project schedule plan, training plan, system test plan, risk management plan, corrective action plan, project quality, change management) do you propose to implement? Describe the plans and timelines.

How will you proactively manage the working relationship with the County with respect to communication regarding project issues, recommending solutions, and assisting in solution implementation?

Describe all County resources required for each phase of implementation, including your expectations and resource requirements for County personnel by subject matter area.

2. Please complete the following table:

Is help desk support available?	
When is support available? (indicate XX AM – XX PM, in Pacific time and days of the week)	
How are charges for support structured (e.g., flat-fee or per incident)?	
Do you provide on-site support?	

3. Please describe your problem escalation process, including:

- Initial problem identification (hand-off from help desk)
- Triage for priority and severity of problem
- Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
- Final authority regarding conflicts
- Response time goal and your statistics regarding meeting that goal

4. List any training, user conferences, and workshops your firm sponsors, attends, or recommends to support your product.

5. How long will you continue to support the application if enhancements/upgrades are not implemented? How is this assured for the customer?

6. Is installation assistance provided for updates?

7. How does customization affect the installation of upgrades?

8. Describe the typical IS staff skill sets and commitments required to manage the system on an ongoing basis for the following areas:

- Database Management
- Network & Operating Systems Support
- Desktop Support
- User Functional Support
- Programming
- Other

9. Describe any upgrades to the product over the last two years, and describe any planned upgrades anticipated within the next two years.

10. Do you have tools or methods to test changes to the software resulting from upgrades or business rule changes? Describe.

11. Describe your change request processing procedures and policies.

12. Describe how you provide customization to meet specific user requirements and your price schedule for customization?
13. Provide all warranty and exclusion of warranty language for the proposed product and, for joint proposals, the language to be used by each vendor.
14. How does customization impact the warranty?
15. Describe fault tolerant features of the product.
16. Describe in detail all maintenance and support services included within the proposed price.
17. Describe in detail all maintenance and support services excluded from the proposed price.
18. Describe in detail all maintenance and support services to be provided under separate, recurring contract.

4 Requirements Matrix Instructions

The Technology Matrix and the Financial Systems Matrix identify the features and functions desired by the County.

The features and functions are prioritized as follows:

Requirement Designation	Expectation
MR	The requirement or function specified is a mandatory requirement.
HD	The requirement or function specified is highly desirable
D	The requirement or function specified is desirable
O	The requirement or function specified is optional

A Mandatory Requirement (M) is an extremely important requirement for the operation of the new system. A NO response to any requirement indicated by M may result in an *automatic disqualification and elimination* of the vendor's response to this RFP. Any NO Response to a Mandatory Requirement should have an entry in the Comments Column.

In the Availability Column in the specification matrices, choices are "YES/NO/PLAN/CUSTOM." The vendor shall specify one of the following options:

Option	Definition
YES	The current production release of the software provides this feature without modification.
NO	This feature is not provided or planned.
PLAN	This feature is planned for inclusion in a scheduled future release. Please provide estimated release date.
CUSTOM	This feature can be incorporated. An estimate of the cost should be provided in the Comments Column

It is expected that the vendor will elaborate responses (if needed) to a particular requirement in the Comments column, an Excel note, or via RFP attachments. If attachments are used, refer to the question by worksheet name and item number.

5 Price and Payment Proposal Instructions

The Price Proposal must provide a comprehensive and complete description of all prices to fully and successfully implement the central financial systems solution described in the RFP.

The Price Proposal must reflect prices of separate "modules" or "applications" if the proposed central financial systems solution is designed and/or marketed in such a manner. Douglas County has segregated functionality into several categories: General Ledger, Budget, Payroll, Accounts Payable, Fixed Asset Inventory, Project/Grant Tracking, Timecard Entry and Financial Reports. Vendors are not required to use these categories when segregating price by module or application, but do need to identify which Douglas County functionality category or categories the module or application supports.

Information describing the scope and size of product licenses must be provided.

The Price Proposal must separately state the additional prices, if any, for the required Imaging Interface (Liberty), Public Works Project Cost Accounting Interface (WinCams), and the Property Tax/Revenue Interface (Terra Scan).

The Price Proposal must separately state the additional price for the optional Data Conversion sought by Douglas County.

The Price Proposal must separately state the price of maintenance and support to be provided under recurring contracts.

For joint proposals, identify the vendor supplying the application, module, implementation, training, maintenance, support and other services.

All prices must be FOB Waterville, Washington, in U.S. dollars and list WSST sales tax. The rate at Waterville, Washington is 8.0%.

The Payment Proposal must include a payment schedule tied to objective phases of the vendor's implementation plan.

6 Proposal Checklist

A complete proposal will include:

- Vendor Information
- Proposal Narrative
- Technical Requirements Matrix
- Financial Requirements Matrix
- Price and Payment Proposal