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## **REQUEST FOR BID (RFB)**

**#: AAA-TECH-001**

This Request For Bid (RFB) is available in its entirety in electronic form via the Lowcountry Council of Governments (LCOG) website at:

<http://www.lowcountrycog.org/solicitations/index.php>.

It can also be obtained by contacting the RFB Coordinator, Jordan Newman, at 843-473-3959 or [jnewman@lowcountrycog.org](mailto:jnewman@lowcountrycog.org).

The Lowcountry Council of Governments reserves the right to accept or reject any or all bids received as a result of this RFB, or to cancel in part or in whole, if it is in the best interest of the Lowcountry Council of Governments to do so.

### **PROJECT TITLE:**

Request For Bid for a Cloud-Based Senior Center Management and Reporting System

**BID DUE DATE: November 1, 2019 3:00 pm.**

### **AGREEMENT PERIOD:**

This is a one-time purchase agreement to be completed no later than June 30, 2019. Bids must be valid from 90 days from the bid due date.

### **RESPONDENT ELIGIBILITY:**

This procurement is open to those companies or organizations whose software and/or products satisfy the specifications stated herein and that are able to meet all training needs.

### **Lowcountry Council of Governments**

PO Box 98 | 634 Campground Road  
Yemassee, South Carolina 29945  
Main: 843.473.3990 Aging: 843.473.3991 Fax: 843.726.5165  
[www.lowcountrycog.org](http://www.lowcountrycog.org)

## **Section I. Scope of Solicitation**

### **1.1 PURPOSE OF REQUEST**

The purpose of this solicitation is to acquire a Cloud-Based Senior Center Management and Reporting System designed for agencies serving older adults (i.e., provision of home-delivered meals, transportation, group dining, volunteerism, activities, etc.). Offerors may submit a bid for the complete package of a Cloud Based, customizable, tracking and reporting system for (11) sites, to include web-based monitoring and reporting access for the purchasing entity. The complete package should include any equipment, supplemental supportive devices, and software required to effectively utilize the system at each of our (11) nutrition sites, and must include a minimum of one onsite regional training as well as ongoing technical support.

Bids submitted must meet, exceed or be comparable to the preferred specification and minimum qualifications listed.

### **1.2 SUPPLIES TO BE PURCHASED:**

Bids should include the following equipment, supplemental supportive devices, and software required to effectively utilize the system at each of our (11) nutrition sites.

<b>Product/Supply</b>	<b>Minimum Quantity</b>
<b>Preconfigured Touchscreen Computers (with desk top scanner and webcam)</b>	11
<b>Standard Key tags with bar codes</b>	1,500
<b>Hand Held Scanners</b>	30-35
<b>Cloud-Based Senior Center Management and Report System software (to include synchronization software and touchscreen application)</b>	--

Bids should also include a minimum of one onsite regional training and ongoing technical support, web-based monitoring and reporting access for the purchasing entity, and software and equipment maintenance fees. *(Offeror shall agree to accept additional product/supplies orders in the event of growth or necessary resupply within the region).*

Bids submitted must meet, exceed or be comparable to the preferred specifications and minimum qualifications listed.

### **1.3 MINIMUM QUALIFICATIONS**

The Offeror must be licensed to do business in the State of South Carolina, and have all licenses and certifications as required by law. Successful experience with local governments or similar entities is preferred.

## Section II. Submission of Bids and Requirements

### 2.1 RFB COORDINATOR

The RFB Coordinator is the sole point of contact for this procurement. All communication between the proposer and the LCOG upon receipt of this RFB shall be with the RFB Coordinator, as follows:

<b>Name/Title</b>	Jordan Newman, Area Agency on Aging Director Lowcountry Council of Governments
<b>Address</b>	PO Box 98   634 Campground Road
<b>City, State, Zip Code</b>	Yemassee, SC 29945
<b>Phone Number</b>	843-473-3959
<b>Email Address</b>	<a href="mailto:jnewman@lowcountrycog.org">jnewman@lowcountrycog.org</a>

### 2.2 SUBMISSION OF BIDS

Bids must be submitted electronically via email. The bid **must** be received by the RFB Coordinator no later than **3:00 pm on Friday, November 1, 2019.**

Submissions should be clearly marked within the subject line of the email to include the **RFB #:**  
**AAA-TECH-001.**

A confirmation of receipt by the RFB Coordinator will be emailed in response to all submissions. It is the Offeror's sole responsibility to ensure that these documents are received by the RFB Coordinator prior to the due date and time indicated in the solicitation. The LCOG assumes no responsibility for delays caused by delivery service, and/or unmarked or improperly marked electronic submissions.

### 2.3 BID REQUIREMENTS

Bids submitted must include the following:

1. An itemized proposed price summary of product/supply list, inclusive of product/supply delivery, maintenance fees, and any associated costs to meet the onsite training needs. This document must be signed by an authorized individual. This information should be submitted via the Bid Response Form.  
*(The Lowcountry AAA reserves the right to request clarification of an Offeror's bid, if necessary.)*
  2. Offeror must submit brochure(s), informative documents/video demonstration, and/or an equivalent describing the service and supplies proposed.
  3. A current copy of your System for Award Management (SAM) certificate that clearly identifies your agency name, address, and current SAM DUNS number.  
*(This can be found at [www.SAMS.gov](http://www.SAMS.gov) for printout or saved as a PDF.)*
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## **PREFERRED SPECIFICATIONS**

*Offerors must supply devices that meet, exceed or are comparable to the preferred specifications listed below.*

### **I. OPERATIONAL PROCESS**

<b>Public User Friendly</b>	<ul style="list-style-type: none"> <li>• Ability to capture signatures</li> <li>• Ability to enter volunteer hours</li> <li>• Ability to make reservations</li> </ul>
<b>Staff Facility</b>	<ul style="list-style-type: none"> <li>• Automated voice calling to any list of participants</li> <li>• Field options for participant records and ID photo</li> <li>• Capability for scheduling</li> <li>• Capability for routing</li> <li>• Capability to capture notes available to select staff</li> <li>• Ability to generate daily, weekly and monthly event calendars</li> <li>• Ability to offer search, registration and payment</li> <li>• Ability to capture payment and/or donations</li> </ul>
<b>Programs</b>	<p>Capacity to assign Categories and elements:</p> <ul style="list-style-type: none"> <li>I. Nutrition Program               <ul style="list-style-type: none"> <li>a) Transportation</li> <li>b) Touchscreen application with ASA-approved font size and color palette</li> <li>c) Home Delivered Meal</li> </ul> </li> <li>II. Evidence Based Program</li> <li>III. Individual Activities</li> <li>IV. Volunteerism</li> </ul>
<b>Users</b>	Capacity to allow multiple users simultaneously
<b>DATA Collection</b>	<ul style="list-style-type: none"> <li>• Ability to generate reports for duplicated, unduplicated and counts for all services</li> <li>• Ability to filter reports by any demographic or contact data elements</li> <li>• Ability to convert results of any report to excel</li> <li>• Ability to generate financial summary of payments received</li> </ul>

### **II. DEVICE FEATURES**

<b>Public User Friendly</b>	<ul style="list-style-type: none"> <li>• Touchscreen computer</li> <li>• Touchscreen application with ASA-approved font size and color palette</li> <li>• Scanning capabilities for verification</li> <li>• Barcoded key tags</li> </ul>
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### III. SETTINGS AND DATA

<b>Settings</b>	Capacity to facilitate <i>periodic</i> changes
<b>Updates</b>	Automatic Software updates
<b>Security Levels</b>	Admin (full access), Supervisor (configurable access), or User (lowest tier)

### IV. MISCELLANEOUS

<b>Connectivity</b>	Internet connection <ul style="list-style-type: none"><li>▪ Internet only and software synchronization</li><li>▪ No user local software installation</li><li>▪ No user hardware purchase</li></ul>
<b>OS Compatibility</b>	Windows XP, Vista, 7, 8, and 10
<b>Warranty</b>	Minimum one year on all tools
<b>Maintenance</b>	<ul style="list-style-type: none"><li>• No hardware to purchase</li><li>• Database maintenance and version update management is completed by Offeror</li></ul>
<b>HIPPA</b>	Must meet HIPPA Compliance



# Bid Response Form

DATE:
RFB #: AAA-TECH-001

**COMPANY NAME:**

**CONTACT NAME:**  
**STREET ADDRESS:**  
**CITY, STATE, ZIP:**  
**PHONE:**  
**EMAIL:**

PRODUCT/SUPPLIES	DESCRIPTION	QTY	UNIT PRICE	TOTAL
Preconfigured Touchscreen Computers (with desk top scanner and webcam)				
Standard Key tags with bar codes				
Hand Held Scanners				-
Cloud-Based Senior Center Management and Report System software (to include synchronization software and touchscreen application)				-
3 year Annual Maintenance Fee (software and devices)				-
Onsite Training				-
<i>List any and all exceptions to the minimum qualifications and preferred bid specifications (a list of exceptions may be attached, if more space is necessary).</i>		<b>SUBTOTAL</b>		-
		<b>TAX</b>		-
		<b>SHIPPING</b>		-
		<b>OTHER</b>		-
		<b>TOTAL</b>		<b>\$ -</b>

**CERTIFICATION:** I certify that the information contained in this bid fairly represents this organization to conduct the sale of goods described herein. I acknowledge that I have read and understand the requirements of the Solicitation and that this entity is prepared to implement the sale of goods as described herein. I further certify that I am authorized to sign this bid and any contractual agreement emanating there on behalf of the entity submitting the proposal. This bid is firm for a period of at least ninety (90) calendar days from the closing date. Closing date for this solicitation is Novemeber 1, 2019.

\_\_\_\_\_  
 Authorized Representative Signature

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Name and Title of Authorized Representative