

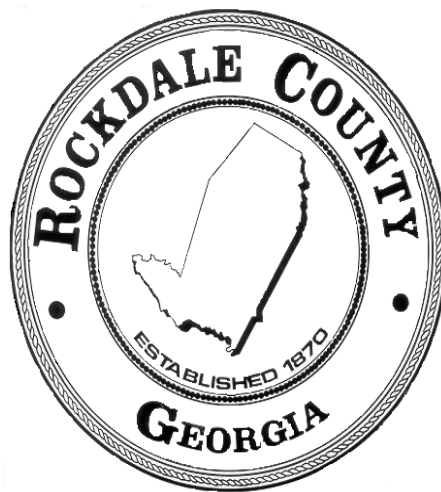
# **REQUEST FOR PROPOSALS**

**No. 18-26**

## **ROCKDALE COUNTY, GEORGIA**

**July 25, 2018**

### **Open Records System**



**ROCKDALE COUNTY FINANCE DEPARTMENT  
PROCUREMENT OFFICE  
958 Milstead Avenue  
CONYERS, GA 30012  
770-278-7552**

**INTRODUCTION:**

Rockdale County is requesting Competitive Sealed Proposals for the **Open Records System**. Instructions for preparation and submission of a proposal are contained in this packet. Proposals must be typed or printed in ink.

Rockdale County provides equal opportunity for all businesses and does not discriminate against any person or business because of race, color, religion, sex, national origin, handicap or veterans status. This policy ensures all segments of the business community have access to supplying the goods and services needed by Rockdale County.

**PURCHASING CONTACT FOR THIS REQUEST:**

All questions concerning this RFP and all questions arising subsequent to award are to be addressed to the Purchasing Division via email to Meagan Porch, Buyer, at [meagan.porch@rockdalecountyga.gov](mailto:meagan.porch@rockdalecountyga.gov) or the following address:

Rockdale County Finance Department  
Purchasing Division  
Attn: Meagan Porch  
958 Milstead Avenue  
Conyers, GA 30012  
Phone: (770) 278-7557, Fax: (770) 278-8910  
E-mail: [meagan.porch@rockdalecountyga.gov](mailto:meagan.porch@rockdalecountyga.gov)

To maintain a "level playing field", and to assure that all proposers receive the same information, proposers are requested **NOT** to contact anyone other than the contact above until after the award of the contract. Doing so could result in disqualification of the proposer.

**PROPOSAL COPIES FOR EVALUATION:**

Technical Proposal:

Four (4) hard copies and one (1) original hard copy and one (1) CD or Flash Drive in Adobe PDF format will be required for review purposes. (*Original must be clearly marked "Original" and the Copies clearly marked "Copies."*) . CD's that are blank or have incorrect information on them will not be acceptable and may be justification for disqualification. Check your disk(s) to ensure that they have the appropriate material on it before submitting.

Price Proposal:

One (1) hard copy of the price proposal form is required to be submitted in a separate sealed envelope labeled "Proposal Form".

**CONTRACT TERM:**

The Contract Term TBD.

**DUE DATE:**

Sealed proposals will be received at the Rockdale County Finance Department, Procurement Division, 958 Milstead Avenue, Conyers, GA 30012 no later than **2:00 P.M., local time, Thursday, August 23, 2018.** Proposals received after this time will not be accepted.

**PRE-PROPOSAL CONFERENCE:**

There will not be a Pre-Proposal Conference for this RFP.

**QUESTIONS AND CLARIFICATIONS:**

All questions and requests for clarifications concerning this RFP must be submitted to the Purchasing Division via email to [meagan.porch@rockdalecountyga.gov](mailto:meagan.porch@rockdalecountyga.gov) or at the above address no later than **2:00 p.m., local time, on Thursday, August 16, 2018**. It shall be the proposers responsibility to seek clarification as early as possible prior to the due date and time. Written responses from the County to the questions it receives will be in an addendum and posted to the County's website at [www.rockdalecountyga.gov](http://www.rockdalecountyga.gov), under Bid Opportunities. Questions or requests for clarifications received after this deadline will not receive a response.

**ADDENDA:**

Answers to questions submitted that materially change the conditions and specifications of this RFP will be issued in an addendum and posted to the County's website at [www.rockdalecountyga.gov](http://www.rockdalecountyga.gov) Bid Opportunities. Any discussions or documents will be considered non-binding unless incorporated and issued in an addendum.

**It is the proposer's responsibility to check the Rockdale County website at [www.rockdalecountyga.gov](http://www.rockdalecountyga.gov), Bid Opportunities for any addenda that may be issued, prior to submitting a proposal for this RFP.**

**QUANTITIES**

The quantities listed in the Proposers Response Schedule are provided as an estimate for proposal purposes. The County will not be obligated to quantities beyond actual needs.

**ENERGY EFFICIENT, RECYCLING, AND WASTE REDUCTION PURCHASING POLICY**

Policy #R-2015-08 includes the following language:

The Rockdale County Board of Commissioners only purchases energy star rated equipment and appliances that are economically responsible and reduce resource consumption and waste within federal, state, and local laws. The County will only purchase recycled copy, computer, and fax paper with at least 30 percent recycled content.

A copy of the policy may be viewed and downloaded by visiting the website at [www.rockdalecountyga.gov](http://www.rockdalecountyga.gov) Bid Opportunities, and scrolling down to the bottom of the page.

## INFORMATION TECHNOLOGY DISCLOSURES

This section is intended to obtain a full disclosure from the responder of all requirements related to the use of Information Technology for the successful implementation and operational readiness of the proposed solution. This disclosure should include all computer hardware, software, and network connectivity requirements that are needed.

Software that provides built-in data archiving mechanisms for all documents and files, and that can also be programmed to reflect State-defined retention schedules will receive preference.

Information must include:

- Point of Contact for Technical follow up (Name, title, email address, phone number)
- System Hosting (Cloud-based or Rockdale County Data Center)
- Compute requirements (server, workstations, field devices – Mfg and Model)
- Storage requirements (Mfg and Model, estimated 1<sup>st</sup> year requirement, estimated rate of growth, total capacity in Gb required for initial 2 years)
- Platforms involved – list all (Windows, iOS, Android, Linux, etc.)
- Scanners, cameras, monitors, printers (Mfg and Model)
- Software requirements (utilities, DB scripts, applications, – Name and Developer)
- High-level diagram of the solution (Host, Storage, DBs, Applications, Interfaces to other applications)

The Total Solution Cost should include all I.T. costs, plus (2) years of Maintenance (Support) Costs of all applications and equipment.

Responses must contain Payment Terms based on project-defined deliverables that include Project Plan Approval, Installation, Training, and Testing – both Systems and End-to-End (E2E) testing.

All systems that have been designated as “live”, “in use”, or “in Production” must follow the Change Management Procedures of the County in order for any subsequent changes to be approved, scheduled, and implemented. These procedures call for testing and adequate proof of testing.

**QUALIFICATIONS OF OFFERORS:**

Proposers must have a current business license from their home based jurisdiction and provide a copy of that license with the submittal of their proposal response.

Proposals from any offeror that is in default on the payment of any taxes, license fees, or other monies due to Rockdale County will not be accepted.

In evaluating Proposals, the County may seek additional information from any Proposer concerning such Proposer's proposal or its qualifications.

Proposers are to submit at least **three (3) client references** from projects with similar software installations as requested in this RFP.

**PROPRIETARY INFORMATION**

Careful consideration should be given before submitting confidential information to Rockdale County. The Georgia Open Records Act permits public scrutiny of most materials collected as part of this process. Please clearly mark any information that is considered a trade secret, as defined by the Georgia Trade Secrets Act of 1990, O.C.G.A. §10-1-760 et seq., as trade secrets are exempt from disclosure under the Open Records Act. Rockdale County does not guarantee the confidentiality of any information not clearly marked as a trade secret.

**FINANCIAL STABILITY**

The Offeror will provide financial information that would allow proposal evaluators to ascertain the financial stability of the firm.

- If a public company, the Offeror will provide their most recent audited financial report.
- If a private company, the Offeror will provide a copy of their most recent internal financial statement, and/or a letter from their financial institution, on the financial institution's letterhead, stating the Offeror is in good standing with that financial institution.

**SELECTION PROCESS:**

The Rockdale County Procurement Office and Evaluation Committee makes a recommendation for award. The Board of Commissioners will make the actual award of the contract and has the authority to award the contract to a company different than the company recommended by the Procurement Office and/or Evaluation Committee.

This is a past performance/quality/price trade-off source selection in which competing offeror's past and present performance history and product quality will be evaluated on a basis approximately equal to price. Award will be made to the responsible offeror whose proposal represents the best value after evaluation in accordance with the factors listed below. Rockdale County Board of Commissioners may reject any or all proposals and to waive any technicalities or informalities if such action is in the county's interest.

Rockdale County may evaluate proposals and award a contract without discussions with offerors. Therefore, the offeror's initial proposal should contain the offeror's best terms from a price and technical standpoint. The County reserves the right to conduct discussions if the County later determines them to be necessary.

Proposers will be evaluated based on the following criteria and may be called in for an interview. The County intends to award the contract to the responsible and responsive contractor whose proposal is determined in writing to be the most advantageous to the County taking into consideration all of the evaluation criteria.

## PROPOSAL INSTRUCTIONS

### Evaluation & Selection Criteria

A duly appointed Selection Committee shall rank the proposals and make recommendation to the Board of Commissioners for award of the contract. Determinations shall be based on the following considerations:

	<u>Weight Factor %</u>
A. Proposal Response	35%
B. Company Background and Qualifications	30%
C. Cost Proposal	20%
D. Interviews & Demonstrations	15%

#### A. Proposal Response Evaluation

- Each proposal will be first examined to determine its responsiveness to the RFP.
- Each responsive proposal will be evaluated on the following criteria:
- The ability of the product to meet the functionality outlined in this RFP.
- Proposer's ability to ensure the product will meet the future needs of the county as outlined in the training and support section of this RFP. This specifically includes the upgradeability of the product to keep pace with future technological advances.
- Project and implementation plans, including timetables.
- Level of Support and Service
- Training Plan and materials

#### B. Company Background and Qualifications Evaluation

- Client References
- Proposer Experience
- Current Workload
- Quality of Staff and Relative Experience
- Performance Record

#### C. Cost Proposal Evaluation

- Cost of Services
- Discounts offered
- Payment Plans

Short listed firms will be called upon to make an oral presentation and demonstration of their product to the Evaluation Committee. Once proposals have been determined by the Procurement Manager and the requesting department to be reasonably positioned to be selected for award, the Procurement Manager, in conjunction with the requesting department, may discuss proposals with bidders solely for the purpose of clarifying any issues raised by the Procurement Manager and the requesting department as to the responsiveness of the bidder's proposal to the solicitation requirements. All bidders shall be accorded fair and equal treatment with respect to any opportunity for discussion of proposals; but such discussions and clarification are permitted only after submission of proposal, prior to award.

**INSURANCE:**

Before starting any work, the successful contractor must furnish to Rockdale County certificate(s) of insurance from companies doing business in Georgia. The Company shall maintain in full force and effect the following insurance during the term of the Agreement:

Coverages:	Limits of Liability:
Workers' Compensation	Statutory
Employers' Liability	\$1,000,000.00
Bodily Injury Liability	\$1,000,000.00 each occurrence
except Automobile	\$1,000,000.00 aggregate
Property Damage Liability	\$1,000,000.00 each occurrence
except Automobile	\$1,000,000.00 aggregate
Personal & Advertising Injury Limit	\$1,000,000.00
Products / Completed Ops.	\$2,000,000.00 aggregate
Automobile Bodily Injury	\$1,000,000.00 each person
Liability	\$1,000,000.00 each occurrence
Automobile Property Damage	\$1,000,000.00 each occurrence
Liability	

All insurance shall be provided by an insurer(s) acceptable to the County, and shall provide for thirty (30) days prior notice of cancellation to the County. Upon contract award, Contractor shall deliver to the County a certificate or policy of insurance evidencing Contractor's compliance with this paragraph. Contractor shall abide by all terms and conditions of the insurance and shall do nothing to impair or invalidate the coverage.

Rockdale, GA shall be named as Additional Insured under any General Liability, Business Auto and Umbrella Policies using ISO Additional Insured Endorsement forms CG 2010 or its equivalent. Coverage shall apply as Primary and non-contributory with Waiver of Subrogation in favor of Rockdale County, Georgia.

The insurance carrier must have a minimum rating of A or higher as determined by the rating firm A.M. Best.

Certificates must contain policy number, policy limits, and policy expiration date of all policies. The Request for Proposals (RFP) number and project name must be inserted in the Description of Operations section of the certificate.

Certificates are to be issued to:

Rockdale County, Georgia  
958 Milstead Avenue  
Conyers, GA 30012

**BONDS:**

N/A

**AWARD OF CONTRACT**

The Rockdale County Procurement Office and Evaluation Committee makes a recommendation for award. The Board of Commissioners will make the actual award of the contract and has the authority to award the contract to a company different than the company recommended by the Procurement Office and/or Evaluation Committee.

**ILLEGAL IMMIGRATION REFORM AND ENFORCEMENT ACT OF 2011**

Vendors submitting a Qualification package in response to this RFP must complete the Contractor Affidavit under O.C.G.A. §13-10-91(b)(1) which is provided with the RFP package to verify compliance with the Illegal Immigration Reform and Enforcement Act of 2011.

- A. The form must be signed by an authorized officer of the contractor or their authorized agent.
- B. The form must be notarized.
- C. The contractor will be required to have all subcontractors and sub-subcontractors who are engaged to complete physical performance of services under the final contract executed between the County and the contractor complete the appropriate subcontractor and sub-subcontractor affidavits and return them to the County a minimum of five (5) days prior to any work being accomplished by said subcontractor or sub-subcontractor. Format for this affidavit can be provided to the contractor if necessary.**



**GENERAL INFORMATION**

No proposals received after said time or at any place other than the time and place as stated in the notice shall be considered. No responsibility shall attach to Rockdale County for the premature opening of a proposal not properly addressed and identified.

**WITHDRAWAL OF PROPOSAL:**

A proposer may withdraw his proposal before the proposal due date, without prejudice to the proposer, by submitting a written request of withdrawal to the Rockdale County Procurement Office.

**REJECTION OF PROPOSAL:**

Rockdale County may reject any and all proposals and must reject a proposal of any party who has been delinquent or unfaithful in any formal contract with Rockdale County. Also, the right is reserved to waive any irregularities or informalities in any proposal in the proposing procedure. Rockdale County shall be the sole judge as to which proposal is best, and in ascertaining this, will take into consideration the business integrity, financial resources, facilities for performing the work, and experience in similar operations of the various proposers.

**STATEMENT OF EXPERIENCE AND QUALIFICATIONS:**

The proposer may be required, upon request, to prove to the satisfaction of Rockdale County that he/she has the skill, experience, necessary facilities and ample financial resources to perform the contract(s) in a satisfactory manner and within the required time. If the available evidence of competency of any proposer is not satisfactory, the proposal of such proposer may be rejected. The successful proposer is required to comply with and abide by all applicable federal and state laws in effect at the time the contract is awarded.

**NON-COLLUSION AFFIDAVIT:**

By submitting a proposal, the proposer represents and warrants that such proposal is genuine and not sham or collusive or made in the interest or in behalf of any person not therein named, that the proposer has not directly or indirectly induced or solicited any other proposer to put in a sham proposal, or any other person, firm or corporation to refrain from proposing and that the proposer has not in any manner sought by collusion to secure to that proposer any advantage over any other proposer.

**INTEREST OF:**

By submitting a proposal, the proposer represents and warrants that a Commissioner, Administrator, employee, nor any other person employed by Rockdale County has, in any manner, an interest, directly or indirectly, in the proposal or in the contract which may be made under it, or in any expected profits to arise there from.

**DOCUMENTS DEEMED PART OF THE CONTRACT:**

The notice, invitation to proposers, general conditions, and instructions for proposers, special conditions, specifications, proposal, and addenda, if any, will be deemed part of the contract.

## STANDARD INSTRUCTIONS

1. The instructions contained herein shall be construed as a part of any proposal invitation and/or specifications issued by Rockdale County and must be followed by each proposer.
2. The written specifications contained in this proposal shall not be changed or superseded except by written addendum from Rockdale County. Failure to comply with the written specifications for this proposal may result in disqualification by Rockdale County.
3. All goods and materials shall be F.O.B. Destination Conyers, Georgia and no freight or postage charges will be paid by Rockdale County unless such charges are included in the proposal price.
4. The following number, RFP No. **18-26** must be written clearly on the outside of each proposal envelope in order to avoid prior opening in error.
5. All proposals must be received and in-hand at proposal due date and time. Each proposer assumes the responsibility for having his/her proposal received at the designated time and place of proposal due date. Proposals received after the stated time and date may be subject to rejection without consideration, regardless of postmark. Rockdale County accepts no responsibility for mail delivery.
6. Unless otherwise stated, all proposals submitted shall be valid and may not be withdrawn for a period of 120 days from the due date.
7. Each proposal form submitted must include the name of the business, mailing address, the name, title and signature of the person submitting the proposal. When submitting a proposal to Rockdale County the Proposal Form must be submitted in a separate sealed envelope labeled "Proposal Form".
8. Rockdale County reserves the right to accept a proposal that is not the lowest price if, in the County's judgment, such proposal is in the best interest of the County and the public. The County reserves the right to reject any and all proposals.
9. Telephone, Emailed or Facsimile proposals will not be accepted.
10. No sales tax will be charged on any orders except for contracts that include construction materials being purchased through a third party.
  - i. Federal I.D. #58-6000882
  - ii. Sales Tax Exempt #58-800068K
11. If applicable, completed questionnaires must be signed manually. Rockdale County reserves the right to accept or reject any proposal on the basis of incomplete or inaccurate answers to the questionnaire.
12. If applicable, warranty information shall be provided.
13. Proposers shall state delivery time after receiving order.
14. Proposers shall identify any subcontractors, and include an explanation of the service or product that they may provide.

## ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

### GENERAL INTRODUCTION:

Rockdale County, Georgia (hereinafter referred to as "County") is soliciting competitive, negotiable proposals to provide comprehensive planning, development, data conversion, implementation and support of an Electronic Content/Document Management System (ECMS) solution. The County desires a single vendor for all services identified in the Request for Proposal (RFP). However, the County will consider alternates such as a prime vendor subcontractor for the conversion process. The selected firm will be responsible for providing services in accordance with the scope of services outlined in the proposal.

At a minimum, the vendor's services shall include the following:

- Design and configuration
- Interfaces to County data/systems \*\*\*
- Implementation consulting
- Training
- Content migration/conversion
- Documentation
- Project management
- Reporting
- Implementation using the County's technology infrastructure and standards
- Ongoing maintenance and operations support

The proposed Electronic Content/Document Management System (ECMS) solution must consist of proven technology that will satisfy the present needs and future growth of all county departments, as defined by the County. Vendor proposals must address the requirements for the day-to-day operation, as well as the ongoing administration and maintenance needs of the proposed Electronic Content/Document Management System (ECMS) solution. Vendor proposals must provide a written, clearly labeled, response to each and every section of this RFP, identifying Understood, Comply, Do Not Comply, or Explanation Necessary.

### DESIRED SYSTEM

The County of Rockdale intends to obtain the services of a qualified organization to provide the services as outlined below. Best industry practices and/or best management practices may require additional services not explicitly enumerated. The proposer should identify any additional services required, price them, and explain them in their response.

#### A. Project Objectives

The County of Rockdale is seeking the services of a qualified firm to take full responsibility for implementation and support of the ECMS. The objective of this RFP is to acquire an Electronic Content/Document Management System (ECMS) that interfaces with ESRI ArcGIS, CSI Magnet, Microsoft Office 2016, and Microsoft Office 365 SharePoint.

The Microsoft Office 365 system is administered and managed by the Technology Services Department.

The goals of implementing a new ECMS include:

- Establish a relationship with a proven ECMS vendor with long-term viability
- Migrate existing documents and records to new ECMS
- Allow County to use existing scanning hardware
- Maintain functionality & interface to other software applications
- Implementation of an online (public-facing) document portal
- Automate retention policies where appropriate for effective document management
- Incorporate workflow for enhanced document processing
- Non-disruptive implementation with minimal downtime for users
- Extend the standardized use of an ECMS County-wide (scan/capture, index, storage and retrieval of documents)
- Effective training for all County users
- The scope of the ECMS is Countywide. The following provides a listing of current or future software application interfaces:
  - Office 365 (Outlook, Word, Excel, Powerpoint, SharePoint)

- Microsoft Office 2016 (Outlook, Word, Excel, Powerpoint, SharePoint)
- Microsoft Dynamics GP
- Tyler Technologies – Odyssey

## B. Technical Specifications

The Vendor must deliver to the County a new ECMS based on the following requirements.

### 1. Detailed Specifications

Vendors must provide a detailed response to each of the technical specifications listed in Exhibit B.

### 2. Software System Licensing

The recommended solution should have the ability to support concurrent users. The County has approximately 1050 total network users. Explain the software licensing model for the proposed solution (concurrent user or named user licensing). The recommended licensing model should support usage for all user types from software administration, scan/capture users, contributors/editors, search/retrieval (read only), etc. Licensing should also include external access for the public facing portal.

### 3. System Architecture

The County has standardized on a Microsoft Windows environment. Specifically using Windows 10 (64-bit) for desktop operating system. The server environment utilizes Windows Server 2012 R2 on VMware ESX with SAN storage. The standard database is Microsoft SQL 2014. Provide a detailed description of the system architecture for the proposed solution including the following:

- a. High level diagram of the required hardware architecture
- b. Hardware and software requirements including server operating system, database server, client browsers supported, etc.
- c. List of scanning hardware that is required for the solution
- d. Detail the inherent backup and recovery functionality that is available within the software

### 4. Implementation and System Configuration

The selected vendor will be responsible for all software installation and configuration for the proposed solution with assistance from the County's Technology Services department. The selected vendor will be responsible for providing all the necessary technical resources required for their product and the County will be responsible for installing operating system, database components and network connectivity. This includes all recommended system environments (development, test, production).

The vendor will be required to completely configure the proposed software components. This includes security integration (with Active Directory/SSO) and system integration with the County's current software applications as detailed in Exhibit B – Technical Specifications. The selected vendor will be responsible for FULLY testing the product as delivered and installed on the server, along with all testing for the solution and any associated updates to the server with clear guidance/directions for the County to be able to migrate into production with the assistance of the vendor team. The vendor/integrator will demonstrate that the installed and configured software meet all functional specifications provided in this document. All user acceptance test plans will be developed by the County to validate each component of the system being installed and configured along with validating all anticipated functionality is performing as anticipated. These user acceptance test plans will be specific and detailed clearly showing compliance with each requirement contained within this document and the vendor/integrator response and shared with the selected vendor after the vendor's design documentation is approved. Please provide a high level project implementation plan that identifies high level tasks and the required resources that will be performed by the vendor. Also outline tasks and resources that will be requested of the County. The project plan should take into account the implementation and configuration elements identified above.

### 5. Conversion/Migration of Existing Content

As previously mentioned, the County currently has files stored on shared network drives. The County desires one solution that will replace these file repositories. Describe in detail the recommended migration process for transferring existing document from the network shares. Please include in the cost proposal the estimate time and cost to migrate existing content.

### 6. Education and Training

Training Plan - The vendor/integrator must provide a training plan with the scope and length of proposed training for users and product/hardware support staff. This training must be sufficient to enable the users to become proficient with the system in a short time period. The following topics, at a minimum, need to include:

- **System Administration:**  
Detailed training for assigned the County system administrators and other software support functions are required. This training should sufficiently enable the County's support staff to perform all required daily, weekly, monthly, and ad-hoc support activities.
- **Technology Basics:**  
These basics should include what ECMS is, how it functions from a user perspective, the various components used, etc.
- **User Controls:**  
This portion of the training should include detailed information on user access to each application/function, what each application/function is used for, how to use each application/function, which applications/functions to access in what order, etc.
- **Security Maintenance Training:**  
This level of training should include detail associated with how the security models are planned and configured and procedures that should be followed by the County as updates to the security model is required.
- **Error Handling:**  
The error-handling portion of the training should include descriptive information as to the various error messages that can be received by the users during daily operation. This training should be sufficient that the user can resolve what was entered incorrectly, performed improperly, or what process needs to be performed.

Please describe in detail how your training will be provided and describe how extensive the user and administrative training will allow rapid system deployment.

- **Training Costs -** Any training costs must be clearly described in the Pricing. Training for the operation of the proposed system shall be included in the response along with any other expenses related to training. It is necessary that all the training be performed on-site.

## 7. Functional Specifications

- **Indexing and Search**
  - Fielded indexing
  - Full-text indexing
  - Provide unlimited indexing capability
  - Provide the ability to customize search interfaces by application and individual user
  - Provide the ability to search across multiple repositories from a single search, and deliver a unified results list
  - Provide the ability to support multi-attribute search
- **Image Capture:**
  - Provide the ability to support mixed-volume scanning, including low, medium, and high volumes in a distributed environment
  - Provide the ability to handle documents of mixed types, sizes, and conditions
  - Provide the ability to manually group or route unacceptable images for rescanning
  - Provide image enhancement features
  - Provide bulk-import capabilities
  - Provide the ability to integrate with leading capture systems (please indicate which systems your solution is certified for)
- **Indexing:**
  - Provide the ability to support numerous indexing fields
  - Provide automated data capture (e.g. Zoned optical character recognition/intelligent character recognition support for index extraction, barcode recognition, etc.), as well as manual indexing and data entry
  - Provide the ability to integrate with legacy systems for retrieval of index information
  - Provide the ability to modify existing indexes
- **Image access and user features:**
  - Provide the ability to support full-text indexing for electronic documents and document images
  - Provide the support for image manipulation, including magnify, zoom, rotate, annotate, e-mail and print
  - Provide support for redaction of images (to block out areas of text so unauthorized users cannot view those areas)
  - Provide the ability to advance forward and backward through multi-page images

- **WORKFLOW REQUIREMENTS**

- Provide the ability to automate structured and repeatable work processes
- Provide the ability to support advanced routing logic within work processes
- Provide the ability to route images, documents, or work items based on any available index criteria

#### 8. System Maintenance/Support

The vendor/integrator will be required to provide technical support for the installed/configured solution. The County will have primary and backup technical resources responsible for day to day system administration and troubleshooting with the users. These technical resources will be trained by the vendor/integrator on all product/solution administrative functions necessary for the County project to be successfully support and maintain after successful deployment into production. The product/solution related technical training should enable the County staff to manage ongoing workload, be able to identify issues for vendor support resolution, and support end-users using the product/solution Please describe in detail your technical support hours and service level agreements. Also include support for protocols for any 3rd party vendors that are recommended for the proposed solution.

The vendor/integrator will provide information on the following items:

- Software problem isolation and identification procedures.
- How new software is released and installed.
  - If third-party software is used, information describing third-party software support.

# PROPOSAL FORM

Instructions: Complete all THREE parts of this bid form.

## PART I: Proposal Summary

Complete the information below. If you wish to submit more than one brand, make a photocopy of this Proposal Form.

1.		\$
2.		\$
3.		\$
4.		\$
5.		\$
6.		\$

## PART II: Addenda Acknowledgements (if applicable)

Each vendor is responsible for determining that all addenda issued by the Rockdale County Finance Department – Purchasing Division have been received before submitting a bid.

Addenda	Date Vendor Received	Initials
"1"		
"2"		
"3"		
"4"		
"5"		
"6"		

## PART III: Vendor Information:

Company Name	
Address	
Telephone	
E-Mail	
Representative (print name)	
Signature of Representative	
Date Submitted	

### Contractor Affidavit under O.C.G.A. §13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. §13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. §13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. §13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

\_\_\_\_\_  
Federal Work Authorization User Identification Number

\_\_\_\_\_  
Date of Authorization

\_\_\_\_\_  
Name of Contractor

\_\_\_\_\_  
Name of Project

\_\_\_\_\_  
Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on \_\_\_\_\_, \_\_\_\_, 201\_\_ in \_\_\_\_\_(city), \_\_\_\_\_(state).

\_\_\_\_\_  
Signature of Authorized Officer or Agent

\_\_\_\_\_  
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME  
ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 201\_\_.

\_\_\_\_\_  
NOTARY PUBLIC  
My Commission Expires:  
\_\_\_\_\_



### Subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(3)

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with (name of contractor) on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five business days of receipt. If the undersigned subcontractor receives notice that a sub-subcontractor has received an affidavit from any other contracted sub-subcontractor, the undersigned subcontractor must forward, within five business days of receipt, a copy of the notice to the contractor. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

\_\_\_\_\_  
Federal Work Authorization User Identification Number

\_\_\_\_\_  
Date of Authorization

\_\_\_\_\_  
Name of Subcontractor

\_\_\_\_\_  
Name of Project

\_\_\_\_\_  
Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on \_\_\_\_\_, \_\_\_\_, 201\_\_ in \_\_\_\_\_(city), \_\_\_\_\_(state).

\_\_\_\_\_  
Signature of Authorized Officer or Agent

\_\_\_\_\_  
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME  
ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 201\_\_.

\_\_\_\_\_  
NOTARY PUBLIC  
My Commission Expires:  
\_\_\_\_\_

## Sub-subcontractor Affidavit under O.C.G.A. §13-10-91(b)(4)

By executing this affidavit, the undersigned sub-subcontractor verifies its compliance with O.C.G.A. §13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract for (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract) and (name of contractor) on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. §13-10-91. Furthermore, the undersigned sub-subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned sub-subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the sub-subcontractor with the information required by O.C.G.A. §13-10-91(b). The undersigned sub-subcontractor shall submit, at the time of such contract, this affidavit to (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract). Additionally, the undersigned sub-subcontractor will forward notice of the receipt of any affidavit from a sub-subcontractor to (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract). Sub-subcontractors hereby attest that its federal work authorization user identification number and date of authorization are as follows:

\_\_\_\_\_  
Federal Work Authorization User Identification Number

\_\_\_\_\_  
Date of Authorization

\_\_\_\_\_  
Name of Sub-Subcontractor

\_\_\_\_\_  
Name of Project

\_\_\_\_\_  
Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on \_\_\_\_\_, \_\_\_\_\_, 201\_\_ in \_\_\_\_\_(city), \_\_\_\_\_(state).

\_\_\_\_\_  
Signature of Authorized Officer or Agent

\_\_\_\_\_  
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME  
ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 201\_\_.

\_\_\_\_\_  
NOTARY PUBLIC

My Commission Expires: \_\_\_\_\_

### Affidavit Verifying Status for County Public Benefit Application

By executing this affidavit under oath, as an applicant for the award of a contract with Rockdale, County Georgia, I \_\_\_\_\_. [Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity] am stating the following as required by O.C.G.A. Section 50-36-1:

1) \_\_\_\_\_ I am a United States citizen

**OR**

2) \_\_\_\_\_ I am a legal permanent resident 18 years of age or older or I am an otherwise qualified alien or non-immigrant under the Federal Immigration and Nationality Act 18 years of age or older and lawfully present in the United States.\*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

\_\_\_\_\_  
Signature of Applicant: \_\_\_\_\_  
Date

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

\*\_\_\_\_\_  
Alien Registration number for non-citizens

SUBSCRIBED AND SWORN  
BEFORE ME ON THIS THE  
\_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Notary Public  
My commission Expires:

**\*Note:** O.C.G.A. § 50-36-1(e)(2) requires that aliens under the federal Immigration and Nationality Act, Title 8 U.S.C., as amended, provide their registration number. Because legal permanent residents are included in the federal definition of "alien", legal permanent residents must also provide their alien registration number. Qualified aliens that do not have an alien registration number may supply another identifying number below.

\_\_\_\_\_