

*Fayette*  
COUNTY

"WHERE QUALITY  
IS A LIFESTYLE"

**PURCHASING DEPARTMENT**  
140 STONEWALL AVENUE WEST, STE 204  
FAYETTEVILLE, GEORGIA 30214  
PHONE: 770-305-5420  
[www.fayettecountyga.gov](http://www.fayettecountyga.gov)

September 2, 2014

**Subject: Request for Proposals #P914 Work Order Management System for Public Works**

Gentlemen/Ladies:

Fayette County, Georgia seeks a qualified firm to provide an automated work order management system for various functions and Departments, in accordance with the scope of work and information contained herein. All required information shall be included with your proposal. Any exceptions to the scope of work shall be listed in the space provided. The term of this agreement shall begin on the effective date as set forth on the agreement page of the contract, and continue through June 30, 2015. Thereafter, this agreement may be automatically renewed by the county for four additional one-year renewal terms unless positive action is taken by the county to terminate the contract (each a "Renewal Term" and together with the Initial Term, the "Term"). This agreement is subject to the multi-year contractual provisions of O.C.G.A. 36-60-13(a).

All questions and inquiries concerning this request for proposals or the specifications shall be addressed in writing to Trina C. Barwicks, Contract Administrator of Purchasing, 140 Stonewall Avenue West, Suite 204 in Fayetteville, Georgia 30214 from 8:00 a.m. to 5:00 p.m. excluding weekends and holidays. The telephone number is (770) 305-5420, Fax: (770) 719-5515 and/or Email Address: [tbarwicks@fayettecountyga.gov](mailto:tbarwicks@fayettecountyga.gov). Any deviations from this procedure for questions or information pertaining to this request for proposal may result in your proposal being rejected.

Be sure to include the **proposal number** and **reference** along with your company's name and address on the **sealed** envelope in which the proposal is returned.

**PROPOSAL MUST BE SUBMITTED TO:**  
FAYETTE COUNTY PURCHASING DEPARTMENT  
140 STONEWALL AVENUE WEST, SUITE 204  
FAYETTEVILLE, GEORGIA 30214  
**REFERENCE: PROPOSAL #P914 WORK ORDER MGMT SYSTEM  
FOR PUBLIC WORKS**

September 2, 2014

RFP #P914

Proposals will be received at the above address until **3:00p.m., Tuesday, September 23, 2014** in the **Purchasing Department, Suite 204**. Proposals will be opened at approximately 3:00p.m., September 23, 2014 and the names of the companies that responded will be read. Proposals must be signed to be considered. Late proposals will not be considered. Faxed/Emailed proposals will not be considered.

If this request for proposal is downloaded from our website, it is the responsibility of the individual or company that downloads this request for proposal to continue to check the Fayette County web site for any addenda that might come out for this request for proposal and are posted on the Fayette County web site. Fayette County shall not be responsible for any information that any individual or company fails to get in an addendum that is posted on the Fayette County web site but is not downloaded. However, if the Fayette County Purchasing Department mails the request for proposal to a company or individual, we will keep a record of who we mailed that request for proposal to and all addenda for that request for proposal will also be mailed to those companies or individuals.

\*\*\*\*\*

**Note: The name of the companies that respond to this request for proposals will be posted on the Fayette County website within 3 business days after the proposal opening.**

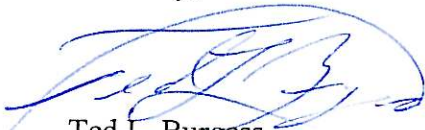
**There is no set time for an award to be made, as the proposals have to be evaluated. If an award is not made within 60 days of the proposal opening, an update will be posted on the Fayette County website.**

**If this proposal is awarded; once everything has been received by the successful company and the award is completed, that information will be posted on the Fayette County website. Please keep this procedure in mind.**

\*\*\*\*\*

The County reserves the right to reject or accept any or all proposals and to waive technicalities, Informalities and minor irregularities in proposals received.

Sincerely,



Ted L. Burgess  
Director of Purchasing

TLB/tcb

## GENERAL TERMS AND CONDITIONS

1. **Definitions:** The term "contractor" as used herein and elsewhere in the Terms and Conditions shall be used synonymously with the term "successful offeror." The term "county" shall mean Fayette County, Georgia.
2. **Preparation of Offers:** It shall be the responsibility of the offeror to examine specifications, scope of work, schedule and all instructions that are part of this request for proposal. Failure to observe any of the instructions or conditions in this request for proposal may result in rejection of the offer.

All of the specifications and information contained in this request for proposal, unless specifically excepted in writing by the offeror and such exceptions being included with the offer, will form the basis of the contract between the successful offeror and the county. The offeror should take care to answer all questions and provide all requested information.

3. **Submission of Offers:** Offerors must submit their proposal, along with any amendments issued by the county, in a sealed opaque envelope with the following information written on the outside of the envelope:
  - a. The offeror's company name,
  - b. The Request For Proposals (RFP) number, which can be found in the cover letter to the request for proposals document or on the web site, and
  - c. The "reference" which identifies the proposal, which can be found in the cover letter or the web site.

Price schedules shall be placed in an additional sealed opaque sealed envelope, identified as the price schedule, and enclosed in the sealed envelope with the proposal.

Mail or deliver one (1) unbound original proposal (paperclip or binder clip acceptable, no staples), signed in ink by a company official authorized to make a legal and binding offer, and three (3) copies, to:

Fayette County Government  
Purchasing Department  
140 Stonewall Avenue West, Suite 204  
Fayetteville, GA 30214

Attention: Contracts Administrator

4. **Timely Receipt:** Offers not received by the time and date of the scheduled proposal opening will not be considered, unless the delay is a result of action or inaction of the county.
5. **Open Offer:** The offer, once submitted and opened, shall remain open for acceptance for a period of at least ninety days from the date of the opening unless this time-frame is specifically excepted to in your offer.
6. **Corrections or Withdrawals:** The offeror may correct a mistake, or withdraw a proposal before the proposal opening date by sending written notification to the Director of Purchasing. Proposals may be withdrawn after the opening only with written authorization from the Director of Purchasing.

The county reserves the right to waive any defect or irregularity in any proposal received.

In case of discrepancy between the unit price and the extended or total price, the unit price shall prevail.

7. **Trade Secrets - Confidentiality:** A proposal is a public record, except for material which qualifies as trade secret information. To keep this information confidential, a proposer must submit trade secret materials in a separate, sealed envelope marked "Trade Secret – Confidential and Proprietary Information – Do Not Disclose Except for the Purpose of Evaluating this Proposal." Each page in the envelope should be stamped or otherwise marked designating it as trade secrets or confidential. Do not attempt to designate the entire proposal as a trade secret, and do not attempt to designate pricing information as a trade secret, as doing so may result in your proposal being disqualified. See O.C.G.A. 50-18-72 as amended by 2012 H.B. 397 for specific Georgia law on this subject.
8. **Site Conditions:** Offerors are urged to visit the site to familiarize themselves with site conditions. Upon submission of an offer, it is understood that the offeror is acknowledging his acceptance of all site conditions.
9. **References:** Offerors shall submit with proposals a list of three (3) jobs the offeror has done that are of the same or similar nature to the work described herein. For each job listed include a brief description of the work, a contact person, mailing address, valid telephone number and the date job was completed.
10. **Evaluation of Offers:** The evaluation of offers and the determination as to acceptability of services offered shall be the responsibility of the county. Accordingly, to insure that sufficient information is available, the offeror may be required to submit literature, samples, or other information prior to award. The owner reserves the right to obtain clarification or additional information from any firm regarding its proposal. The owner reserves the right to select a responsive, responsible firm on the basis of best value that is deemed to be most advantageous to the owners. The owner further reserves the right to reject any proposal, or all proposals, and to re-release the request for proposals.
11. **Non-Collusion:** By responding to this request for proposals, the offeror shall be deemed to have represented and warranted that the proposal is not made in connection with any other offeror submitting a separate response to this request for proposals, and is in all respects fair and without collusion or fraud.
12. **Ability To Perform:** The offeror may be required, upon request, to provide to the satisfaction of the county that he/she has the skill, experience and the necessary facilities, as well as sufficient financial and human resources, to perform the contract in a satisfactory manner and within the required time. If the available evidence is not satisfactory to the county, the county may reject the offer.
13. **Arrears:** Proposals will not be accepted from any person, firm, or corporation who is in arrears in any debt or obligation to the county.
14. **Notice to Proceed:** The County shall not be liable for payment of any work done or any costs incurred by any offeror prior to the county issuing a written notice to proceed.

15. **Term of Contract:** The term of this agreement shall begin upon issuance of a Notice to Proceed, and continue through June 30, 2015. Thereafter, this agreement will automatically renew for four additional one-year renewal terms (each a "Renewal Term" and together with the Initial Term, the "Term"), unless the county notifies the contractor thirty (30) days prior to expiration of the Initial Term or the then-current Renewal Term. This agreement is subject to the multi-year contractual provisions of O.C.G.A. 36-60-13(a).
16. **Unavailability of Funds:** This contract will terminate immediately and absolutely at such time as appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of the county under the contract.
17. **Patent Indemnity:** The contractor guarantees to save the county, its agents, officers, or employees harmless from liability of any kind for use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, articles or appliances furnished or used in the performance of the contract, for which the contractor is not the patentee, assignee or licensee.
18. **Indemnification:** The contractor shall defend, indemnify and save the county and all its officers, agents and employees harmless from all suits, actions, or other claims of any character, name and description brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of any negligent act or fault of the successful offeror, or of any agent, employee, subcontractor or supplier in the execution of, or performance under, any contract which may result from proposal award. The contractor shall pay any judgment with cost which may be obtained against the county growing out of such injury or damages.
19. **Non-Assignment:** Assignment of any contract resulting from this request for proposal will not be authorized.
20. **Insurance:** The contractor shall, without expense to the county, carry the following insurance, to be in effect throughout the term of the contract, in at least the amounts and limits set forth as follows:
  - **General Liability Insurance:** \$1,000,000 combined single limit per occurrence, including bodily and personal injury, destruction of property, and contractual liability.
  - **Automobile Liability Insurance:** \$1,000,000 combined single limit each occurrence, including bodily injury and property damage liability.
  - **Worker's Compensation:** Workers Compensation as required by Georgia statute.

A copy of the certificate of insurance should be submitted with your offer. No award will be made until proof of the insurance coverage is submitted. The certificate shall list an additional insured as follows:

Fayette County Board of Commissioners  
140 Stonewall Avenue West  
Fayetteville, GA 30214

21. **Bid Bond:** A bid bond equal to five percent (5%) of the total amount bid shall accompany your bid. Bid bonds shall be provided by a surety which appears on Georgia's list of approved sureties administered by the State Insurance Commissioner, or the U.S. Treasury's list of approved bond sureties (Circular 570).
22. **Performance and Payment Bonds:** Prior to execution of a contract, the successful responder shall submit performance and payment bonds each equal to 100 percent of the contract value, provided by a surety which appears on Georgia's list of approved sureties administered by the State Insurance Commissioner, or the U.S. Treasury's list of approved bond sureties (Circular 570).
23. **Termination for Cause:** The county may terminate the contract for cause by sending written notice to the contractor of the contractor's default in the performance of any term of this agreement. Termination shall be without prejudice to any of the county's rights or remedies by law.
24. **Termination for Convenience:** The county may terminate the contract for its convenience at any time with 30 days' written notice to the contractor. In the event of termination for convenience, the county will pay the contractor for services performed. The county will compensate partially completed performance based upon a signed statement of completion submitted by the contractor, which shall itemize each element of performance completed.

**Fayette County, Georgia**  
**Checklist of Required Documents**

*(Please Return This Checklist with Your Proposal)*

**PROPOSAL #P914 WORK ORDER MANAGEMENT SYSTEM FOR PUBLIC WORKS**

**Be sure to include with your proposal:**

- Company information – on the form provided \_\_\_\_\_
- **Work Authorization Documents:** Contractor Affidavit \_\_\_\_\_
- Bid bond \_\_\_\_\_
- Insurance Certificate \_\_\_\_\_
- Pricing sheet \_\_\_\_\_
- References – on form provided \_\_\_\_\_

**COMPANY NAME:** \_\_\_\_\_

**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 Fayette County, Georgia 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

RFP #P914 WORK ORDER MGMT SYSTEM FOR  
PUBLIC WORKS

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

FAYETTE COUNTY BOARD OF COMMISSIONERS

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

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

Executed on \_\_\_\_\_, \_\_\_\_\_, 2014 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 \_\_\_\_\_, 2014.

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

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



**REQUEST FOR PROPOSALS NO. P914  
WORK ORDER MANAGEMENT SYSTEM FOR PUBLIC WORKS**

**A. INTRODUCTION**

Fayette County, Georgia seeks a qualified firm to provide an automated work order management system for various functions and Departments. The goal is to enter into a contract scheduled to end on June 30, 2015 but automatically renew for four additional years, unless positive action is taken by the county to terminate the contract.

**B. BACKGROUND & STATEMENT OF NEED**

Fayette County, Georgia is a growing community located 15 miles south of Atlanta's city limits and is an integral part of the Atlanta metropolitan area. The County's population is approximately 109,500, of which approximately 50,000 are in the unincorporated County.

Public Works is comprised of the following Departments that provide services throughout the unincorporated County. To help characterize the size of County staff, the number of office/professional personnel associated with each Department is indicated in parenthesis.

- Road Department (5);
- Building & Grounds Maintenance (4);
- Environmental Management (4.5);
- Fleet Management (2);
- Engineering (4);
- Solid Waste (1); and
- Streetlights (0.5).

These Departments frequently share equipment, staff, data and project information. They also have extensive communication with other County Departments (e.g., Finance or Fire) and County citizens (i.e., our customers). Growing populations, tightening budgets, and ever-increasing regulatory standards have resulted in the need for a better method of tracking, managing, reporting, sharing and archiving data. It is the intent of this RFP to find a software management system to help accomplish this.

The primary focus of this RFP is to procure a system for use by the Road Department, specifically to develop and track Work Orders, including budget, expenditures, photos, contact information, notes, etc. Secondary uses of the system may include, but are not limited to: Work Orders for Building & Grounds, Customer Service Requests (CSRs) for Environmental Management; and asset management, fuel management and Work Orders for Fleet. These goals are further defined in the following Scope of Work section.

## C. SCOPE OF WORK

This section of the RFP documents features of a Work Order Management System important to Fayette County. Throughout the RFP we distinguish between **essential features (i.e., shall)** and **desired features (i.e., should)**. The itemized features, however, are not all inclusive but are provided to help define the type of information, queries, database management features, reports, etc. that are of value to Fayette County. Within your proposal, vendors should identify and explain all software capabilities that may be of benefit to Public Works. It may be there are software features not listed within this scope of work that prove to be the most valuable.

### *Asset Management / Data Tracking*

The system shall be capable of maintaining a database and/or connect to databases of County assets, equipment, expenditures, etc. and provide queries and reporting abilities for these data. Listed below are examples of information we intend on tracking.

1. Roads
  - a. Name, attributes, and work history
  - b. Equipment, labor and material expenditures
  - c. Funding sources
  - d. Work by 3-party (outside) contractors
  - e. Road data by district or zone as defined by County (e.g., Commissioner Districts)
2. Bridges
  - a. Location, attributes, maintenance history
  - b. Scheduled maintenance and repair
  - c. Equipment, labor and material expenditures
  - d. Funding sources
3. Equipment (Trucks, Heavy Equipment, Tractors, etc.)
  - a. Equipment make, model, year, etc.
  - b. Equipment use by location/project, hours/miles, etc.
4. Hauling Services
  - a. Type and quantity of material hauled by truck with reference to ticket number, truck number, project number, date and time, etc.
  - b. Hauling by 3-party (outside) contractors
5. Fleet Maintenance
  - a. Life cycle / operating costs
  - b. Equipment use by job
  - c. Fuel consumption
  - d. Maintenance and repair history
6. Roadside Signs
  - a. Inventory of signs by number, type and location
  - b. Inventory of in-house sign materials
  - c. Sign-related expenditures by road, work orders, projects, etc.
  - d. Track work and cost for outside agencies

## 7. Stormwater Infrastructure

- a. Inventory of pipe, catch basins, inlets and manholes with attributes such as length, diameter, material, location (GPS coordinates), etc.
- b. Maintenance and repair work order history
- c. Recordkeeping of notes, field data, pictures, etc.
- d. Printing and logging of active work orders
- e. Documentation of work-order labor, material, equipment and funding

### *Customer Service Requests, Work Orders, Projects and Programs*

Fayette County uses the term “Customer Service Request” for inquiries by citizens that report a problem that requires some amount of investigation and follow-up. Customer Service Requests typically require field visits and documentation via pictures, measurements, and meeting minutes. Customer Service Requests do not usually have any costs associated with them except staff time, which is not tracked.

“Work Orders” are specific tasks that require field work to correct or improve a situation. Work Orders are typically performed by in-house staff, e.g., Road Department, Fleet Management, Building and Grounds Maintenance, etc., and have material, equipment and/or labor costs. Costs are tracked individually and usually funded from the General Fund. Schedule components include anticipated start, actual start, anticipated duration, and actual completion date.

“Projects” are similar to work orders but usually larger in scope, cost and complexity. The work may be performed by County staff or a Contractor. With respect to the Work Order Management System, it is desirable for the system to track costs (material, equipment and labor) and scheduling of identified tasks.

“Programs” refer to a specific funding source for a group of similar projects. An example for Fayette County is the 100+ stormwater-related projects that are funded using Stormwater Utility Fees. Tracking expenditures, labor, equipment, materials, etc. by individual project and comprehensively by Program is desired. A second example is Fayette County’s Transportation Special Purpose Local Option Sales Tax (SPLOST) program.

The system should have the following types of abilities and characteristics:

1. Input and scheduling of preventative work orders;
2. Input of citizen complaints (i.e., Customer Service Requests) and generation of corresponding Work Orders;
3. Monitor Work Order progress;
4. Customize Work Orders;
5. Send multiple types of alerts (i.e., email, text messages, internal program alerts);
6. Schedule with follow-up tracking;
7. Assign work by location, Work Order, Project, and Program;
8. Allow for queries/ data pulling from past Work Orders, Projects, and Programs;
9. Track Work Orders and Projects done for outside agencies;
10. Track utility locates for each Work Order and Project;

11. Track labor, material, equipment, and fuel cost with each Work Order, Project, and Program;
12. Track production by asset location, work activity, Work Order, Programs, and Projects;
13. Generate reports for each Work Order, Project, and Program from all input aspects or by time;
14. Generate work order form for completion by field employees.

### *Employee Management*

Over the past few years there is an increasing need for Public Works to track the time spent by County staff on Work Orders, Projects and Programs. Currently this is done using a combination of paper forms and Microsoft Excel. It is desired that the Work Order Management System be able to track individual time against these categories as well as dates, equipment and other data entered into the system.

More specifically, the system should have the ability to:

- a. Track regular hours, overtime, and compensatory time per employee;
- b. Track hourly wages and pay grades;
- c. Track temporary and seasonal staffing;
- d. Track employee by Department (Road, Building and Grounds, Engineering, etc.);
- e. Generate reports on individual employees and groups of employees; and
- f. Generate reports based on the Work Order, Project, and Program that employees are working on.

Fayette County Human Resources manages employee time and attendance using Workforce Central V 6.3 by KRONOS. The software logs time worked, annual leave, sick time, etc. It does not track employee time by project or activity and is not used by Public Works for managing projects. There are no plans or desire to integrate the Work Order software with the KRONOS product; their use and functions will be independent.

### *Geographic Information Systems*

Fayette County uses ESRI for its GIS (ArcGIS SQL Server 10.1). Functions within Public Works include the geographic tracking of Customer Service Requests, Work Orders and stormwater infrastructure. It is desired that the Work Order system is fully integrated with the GIS. As part of the proposal, vendors shall identify and describe how their system can be integrated with the GIS system (i.e., services, ArcGIS runtime, etc.).

The system shall be able to work with or without access to the County's GIS database.

### *Finance and Funding*

The Fayette County Finance Department uses MUNIS by Tyler Technologies for tracking and managing the County's funds, including revenue, expenditures, and budgets. Public Works tracks financial information on a more detailed basis and

generates reports that are imported into MUNIS. Currently the data are compiled in Excel and manually entered into MUNIS. It is desirable if the Work Order software is compatible of exporting data to Excel spreadsheets and/or MUNIS.

Below are examples of other desired capabilities:

1. Track annual contracts (e.g., The Road Department's annual contract for asphalt) against contract amount, time frame and invoices by Work Order, Project and Program;
2. Generate reports for annual financial contracts to show each vendor and expenditures;
3. Track Department expenditures against approved, with multiple account line items;
4. Track requisitions, purchase orders and invoices by account line item and vendor;
5. Generate reports for each annual budget, with capability to specify expenditures for multiple account line items;
6. Generate reports that illustrate the financial aspect of employee labor, equipment usage, fuel, and project by specific date range; and
7. Generate invoices for work orders and projects done for outside agencies.

#### *General System Requirements*

The vendor shall provide to Fayette County a "system" that includes all software, firmware, and software licenses for an operable and acceptable Work Order Management System.

- The system shall allow concurrent internal users (County staff). Proposals shall describe any limitations on the number and types of users and costs associated for multiple users.
- The system should have an option for web base access.
- The system should be capable of full integration with ESRI's ArcView Geographic Information System (GIS) software. Fayette County currently uses Version 10.1.
- The system should allow for a phased incorporation and utilization of existing County data.
- Vendor services shall include implementation of the software, including all labor, project management, installation, and basic training.
- The package of services should also include user manuals/materials, on-going support, maintenance services, and warranty information.
- The system shall be fully compatible with the County's existing Local Area Network (LAN), Wide Area Network (WAN) and standard local and networked printers.
- Any third-party products required by the vendor to implement system shall be included as part of the proposal.

## *Training*

- The vendor should provide on-site training to County personnel (implementation team and Public Works staff) that covers all aspects of the software, including but not limited to configuration, data entry, workflow/notifications, querying, reporting (including ad-hoc reporting tools), administration functions and technical functions.
- The vendor should supply to County all necessary documentation to allow the County to independently operate, administer and maintain the system.
- The implementation team should receive high level familiarization training at the beginning of the project to enable the implementation team to make informed decisions regarding system configuration and use that meet the needs of the County.
- The Contractor should provide appropriate and adequate knowledge transfer, including supporting technical reference materials, to ensure that the system administrators can perform required software maintenance and successfully install system patches and future software upgrades.

## *Software*

Listed below are items expected to be provided with the system. Proposals shall acknowledge and describe all that are included, not applicable, or other.

1. The Contractor shall provide, install, and implement any and all software that is necessary to make the Contractor's System fully operational and compliant.
2. Software and firmware products the Contractor provides shall be the most recently released applicable version at the time that the product is installed or the Contractor must provide rationale with County approval for installation of such another version.
3. The Contractor shall license to the County, or obtain a license from the licensor and sub-license to the County all software, firmware, and software products installed as part of the System. All licenses and sub-licenses shall be registered to Fayette County.
4. Prior to the County's acceptance of the System, Contractor shall provide County with a list of all third-party software products installed or to be installed on the County's hardware, and documentation evidencing the County's rights of use with respect to each of the third-party software products.
5. The System shall support integration (import and export) with Microsoft Office products (e.g. Word, Access and Excel). The system shall also integrate with ESRI GIS for seamless mapping, workflow management and report generation.
6. Fayette County's Information Technology Department is currently moving County data (files, emails, databases) into the "cloud" via Microsoft 360. Completion of this change is expected by spring 2015.
7. The Contractor shall provide data migration to import all of Fayette County's current data into the system.

## *Fleet Management*

Fayette County's Fleet Management Department services over 500 pieces of equipment, including dump trucks, fire trucks, sedans and lawn mowers. They currently use

Arsenault Associates, Dossier – Version 6.2 (SP1) Platinum edition for their tracking and data management. The database runs on an SQL server.

Proposals shall note if the proposed system can be integrated with this software. Vendors may also describe the Fleet Management capabilities of their proposed system. It is not the intent of this RFP to replace the Fleet Management system but Fayette County will consider any options provided. All costs associated with the Fleet Management modules shall be listed separately. If a Fleet Module is proposed, describe the ability of existing data to be imported into the system

#### *Security*

It is desired that the system be able to limit users to specified types of data, responsibilities or roles, and associated passwords. In addition, the system should allow for the creation of strong passwords, with password aging and mandatory change intervals.

#### *Support, Maintenance and Expansion*

Fayette County desires to enter into a 5-year contract for software upgrades and support. Toward this end, the Price Schedule included in the RFP provides for establishing prices for five years.

#### *Warranty*

Describe or enclose all warranties included.

### **D. PROPOSAL RESPONSE REQUIREMENTS**

Proposals must include the following, in the order shown:

1. **Cover page:** Include the Request for Proposals number and title.
2. **Required Documents:** Company Information on form provided, Contractor Affidavit, Bid Bond and Insurance Certificate.
3. **Table of Contents**
4. **Company History and Experience / Project Team:** Provide a brief overview of your company, including the number of years in business, background, and history. Include the firm's experience in providing services such as those described in this RFP. Provide an organization chart of key team members to be assigned to this project. Provide a resume for key team members.
5. **Project Understanding and Proposed Solution:** Describe the firm's understanding of the objectives. Describe the proposed system, including the essential and desired components, and how the system will meet the described needs. Proposals shall:
  - Identify the database software upon which the system is built, along with description of our data can be imported to or exported from the system.

- Specify the number and type of users who can use the system, along with cost breakdowns for different numbers (if applicable). Based on current staffing levels, Fayette County sees a need for:
    - 3 - Master Users;
    - 6 - Input Users;
    - 6 - Viewing Users; and
    - 8 - Mobile Users (i.e., Apple, Droid, and Window operating systems).
  - Describe the types and hours of support available to users. Identify minimum response times for major problems (e.g., on-site support within 4 hours?). Support shall include but is not limited to, free software upgrades, patches, scripts, etc.
  - Describe the system's ability to grow in size as Fayette County grows. For example, what changes would be needed in the future if the County's population, and associated staff and assets, grows from the current 108,000 people to 140,000 or more? Note if there is an upper limit that would require a substantial upgrade.
  - Specifically note the system's ability to handle additional users without a negative impact on performance.
  - Describe the amount and type of training included in the proposal. Provide line-item costs for the training activities and options. It may be desirable to have a kick-off training session and then a follow-up several weeks or months into use. Identify support numbers, emails, on-line references, training manuals, etc. that are available. Describe successful implementation processes used in similar-sized municipalities.
  - Describe the security features associated with the system.
  - Describe the type and duration of warranty (or warranties) provided with the system
  - Separately identify any proposed features above and beyond those sought through this RFP, but which you wish to propose as adding value for the county.
6. **Implementation Schedule:** Include a project schedule, showing the implementation timeline and milestone completion dates.
7. **Financial Stability:** Provide your most recent audited financial statement as reported by an independent auditing firm. Fayette County reserves the right to require additionally that the responder provide an annual operating statement, income tax form, or other reasonably comprehensive evidence of financial condition, if needed.



## E. EVALUATION CRITERIA

The Fayette County Purchasing Department is the facilitator for issuing this RFP. All communications during procurement shall be through the Purchasing agent.

Contract award will be made through a series of four steps: 1) proposal evaluation and identification of "short list"; 2) interviews and product demonstrations with short-listed vendors; 3) final ranking; and 4) fee negotiations with top-rated proposal. These steps are discussed in more detail below.

### 1. Proposal Evaluation

An evaluation committee will review and rank the technical merit portion of proposals based on the factors listed below. The relative weight for each evaluation factor is indicated (the maximum value is 100). These factors will be evaluated against the requirements (shall) and desires (should) described in the Scope section of this RFP, or as noted below. The points earned for technical merit will comprise 80% of your evaluation score.

*SCOPE (maximum 68 points, higher-weighted items listed first)*

*Asset Management / Data Tracking*

*Customer Service Requests, Work Orders, Projects and Programs*

*Employee Management*

*Geographic Information Systems*

*Finance and Funding*

*General*

*Warranty*

*Support, Maintenance and Expansion*

*Training*

*Software*

*Fleet Management*

*Security*

**OVERALL PRODUCT (maximum 16 points)**

This scoring category compliments the SCOPE but is used to rate proposals on their overall ability to meet County needs, as defined in the RFP.

Whereas the SCOPE section rates against defined requirements and desires, this category considers the comprehensive product and assesses how easily it can be integrated into Public Work's daily routine and if it addresses our needs. This category also rewards proposed features above-and-beyond those listed under SCOPE.

**COMPANY HISTORY & EXPERIENCE (maximum 6 points)**

Proposals will score the highest in this category that demonstrate Company stability and experience in providing system software to comparable governments and similar organizations. Of particular interest is documentation of client satisfaction (do County's continue to use the product year after year) and our confidence that the vendor will be around to provide support in the future.

#### PROPOSAL PRESENTATION (maximum 6 points)

This category is used to rate the overall effectiveness of communication via text, table, figures and graphics; the relevance of the information to the RFP; the layout, organization and professionalism of the proposal; and editorial issues such as grammar, spelling, punctuation, etc.

#### IMPLEMENTATION SCHEDULE (maximum 4 points)

This scoring category rates the proposed implementation schedule for the software system, relative to an assumed Notice to Proceed. In addition to the overall time required to get the system up and running, it also considers the ease (or challenges) in importing data, conversions and complexity of training and use. Typically, simpler and faster is better.

The remaining 20% of your score will be determined by your proposed prices. Prices of optional products or services offered beyond those specified in this RFP will not be used in the price comparisons and scoring, so that additional offerings will not work against you.

#### *2. Interviews and Product Demonstration*

Short-listed vendors will be invited to make a face-to-face presentation to Fayette County. At this time they can provide live demonstrations of the software and discuss the benefits of their software system to Fayette County. A question and answer will follow the presentation.

#### *3. Final Ranking*

Upon completion of the interviews and demonstrations, the review committee will rank the short-listed proposals based on a combination of the evaluation scores and presentations. The top-ranked proposal will be recommended for contract award, pending successful negotiations.

#### *4. Discussions, Negotiations, Revisions*

At this stage, the county may conduct any final discussions, negotiations, or proposal revisions with the top-ranking company(s).

### **F. DEFINITIONS**

1. Department – A group that is specialized in a specific field of knowledge that works in conjunction with other specialized groups, within their division (e.g., the Road Department).
2. Division – A large organization that oversees multiple specialized departments (e.g., the Division of Public Works).
3. Input User – System users with access and capabilities to enter and manage data in the individual CSR and WO; however the user doesn't have software capabilities or administrative rights
4. Master User – System users with access to all software capabilities and administrative rights.

5. Mobile Handheld Device – Smartphone, tablets, and laptops that are accessed by Mobile Users to track field data. Devices can have Apple, Droid, or Windows based operating systems.
6. Mobile User – System users that are field workers and will access the system only by a mobile handheld device. The user will update CSR, WO, employee assignments, employee labor time, and equipment usage.

Viewing User – System users who initially enter CSR and has the ability to access and view other information in the system, with the ability to apply limitations to user.





	On-Going Costs (e.g. software support or maintenance)						Total Five-Year Cost (A+G)
	(A) Lump Sum Price	(B) Year 1	(C) Year 2	(D) Year 3	(E) Year 4	(F) Year 5	
Fleet Management							
A)							
B)							
General							
A)							
B)							
Additional user (by type)							
A)							
B)							
Training							
A)							
B)							
Warranty(s)							
A)							
B)							
Support & Maintenance							
A)							
B)							
Security							
A)							
B)							

	(A) Lump Sum Price	On-Going Costs (e.g. software support or maintenance)					Total Five-Year Cost (A+G)
		(B) Year 1	(C) Year 2	(D) Year 3	(E) Year 4	(F) Year 5	
Software (not included above)							
A)							
B)							
Other							
A)							
B)							
<b>Total</b>							

STATE PAYMENT TERMS \_\_\_\_\_

COMPANY'S NAME: \_\_\_\_\_

## AGREEMENT

This Agreement, made this day of \_\_\_\_\_, 20\_\_\_\_, by and between Fayette County, Georgia (hereinafter called "Owner") and \_\_\_\_\_, hereinafter called "Contractor."

WITNESSETH: That for and in consideration of the payments and agreements hereinafter mentioned:

1. The Contractor will provide \_\_\_\_\_, as described in this agreement.
  
2. The total obligation of the county for the fiscal year of contract execution, and each fiscal year renewal term, if renewed, shall be as follows:
  - Initial term: \$
  - First renewal term: \$
  - Second renewal term: \$
  - Third renewal term: \$
  - Fourth renewal term: \$
  
3. The term "Contract Document" means and includes the following:
  - a. This Agreement
  - b. Payment and Performance Bonds
  - c. The proposal
  - d. Contractor affidavit – work authorization (E-Verify)
  - e. The request for proposals
  - f. Notice of award
  - g. Notice to proceed
  
4. The Owner will pay the Contractor in the manner and at such times as set forth in the Contract Document.
  
5. This Agreement shall be binding upon all parties hereto and their respective heirs, executors, administrators, successors, and assigns.
  
6. Any dispute which may arise under this Agreement shall be resolved under the laws of the State of Georgia and venue shall be proper in Fayette County, Georgia.



IN WITNESS WHEREOF, the parties hereto have executed or caused to be executed by their duly authorized official, this Agreement on the date first above written.

OWNER:  
Fayette County, Georgia

\_\_\_\_\_  
By: Steve Rapson, County Administrator

CONTRACTOR:

\_\_\_\_\_ (L.S.)

BY: \_\_\_\_\_

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

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Employer Identification Number:

\_\_\_\_\_

**PERFORMANCE BOND**

KNOW ALL PERSONS BY THESE PRESENTS: that

\_\_\_\_\_  
(Name of Contractor)

\_\_\_\_\_  
(Address of Contractor)

A \_\_\_\_\_, hereinafter called Principal, and

\_\_\_\_\_  
(Name of Surety)

\_\_\_\_\_  
(Address of Surety)

hereinafter called Surety, are held and firmly bound unto FAYETTE COUNTY, GEORGIA, 140 STONEWALL AVENUE, FAYETTEVILLE, GA 30214 hereinafter called OWNER, in total aggregate penal sum of

\_\_\_\_\_ Dollars (\$ \_\_\_\_\_) in lawful money of the United States, for the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators, successors, and assigns jointly and severally, firmly by these presents.

THIS CONDITION OF THIS OBLIGATION is such that whereas, the Principal entered into a certain contract with the OWNER, dated the \_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ a copy of which is hereto attached and made a part hereof for the construction of:

\_\_\_\_\_  
\_\_\_\_\_  
NOW, THEREFORE, if the Principal shall well, truly and faithfully perform its duties, all the undertakings, covenants, terms, conditions, and agreements of said contract during the original term thereof, and any extensions thereof which may be granted by the OWNER, with or without notice to the SURETY and during the one year guaranty period and if the PRINCIPAL shall satisfy all claims and demands incurred under such contract, and shall fully indemnify and save harmless the OWNER from all costs and damages which it may suffer by reason of failure to do so, and shall reimburse and repay the OWNER all outlay and expense which the OWNER may incur in making good any default, then this obligation shall be void, otherwise to remain in full force and effect.

PROVIDED, FURTHER, that the said SURETY, for value received hereby stipulates and agrees that no change, extension of time, alteration or addition to the terms of the contract or to WORK to be performed thereunder or the SPECIFICATIONS accompanying same shall in any way affect its obligation on this BOND, and it does hereby waive notice of any such change, extension of time, alteration or addition to the terms of the contract or to the WORK or to the SPECIFICATIONS.

PROVIDED, FURTHER, that it is expressly agreed that the BOND shall be deemed amended automatically and immediately, without formal and separate amendments hereto, upon amendment to the contract not increasing the contract price more than 20 percent so as to bind the PRINCIPAL and the SURETY to the full and faithful performance of the CONTRACT as so amended. The term "Amendment", wherever used in this BOND, and whether referring to this BOND, or the Contract shall include any alteration, addition, extension, or the modification of any character whatsoever.

IN WITNESS WHEREOF, this instrument is executed in four counterparts, each one of which shall be deemed an

original, this the \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

ATTEST:

\_\_\_\_\_  
Secretary  
(SEAL)

\_\_\_\_\_  
Principal

\_\_\_\_\_  
Witness as to Principal

BY: \_\_\_\_\_

\_\_\_\_\_  
(Address)  
\_\_\_\_\_

(Surety)

ATTEST:

\_\_\_\_\_  
Witness to Surety

\_\_\_\_\_  
Attorney in Fact

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

NOTE: Date of BOND must not be prior to date of Contract. If CONTRACTOR is partnership, all partners should execute BOND.

IMPORTANT: Surety companies executing BONDS must appear on the Treasury Department's most current list (Circular 570 as amended), be authorized to transact business in the state, and have a registered agent in the state where project is located. Surety companies must present financial statements for the prior three (3) years as proof of financial responsibility. The Owner reserves the right to review said financial statements and reject any surety not deemed financially able to assume the responsibility of this contract. Such bond shall not be deemed accepted until approved by Owner's Attorney.

**PAYMENT BOND**

KNOW ALL PERSONS BY THESE PRESENTS: that

\_\_\_\_\_  
(Name of Contractor)

\_\_\_\_\_  
(Address of Contractor)

a \_\_\_\_\_, hereinafter called Principal, and

\_\_\_\_\_  
(Name of surety)

\_\_\_\_\_  
(Address of Surety)

hereinafter called Surety, are held and firmly bound unto FAYETTE COUNTY, GEORGIA, 140 STONEWALL AVENUE, FAYETTEVILLE, GA 30214, hereinafter called OWNER, and unto all persons, firms, and corporations who or which may furnish labor, or who furnish materials to perform as described under the contract and to their successors and assigns in the total aggregate penal sum of:

\_\_\_\_\_ Dollars (\$\_\_\_\_\_)

in lawful money of the United States, for the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators, successors, and assigns, jointly and severally, firmly by these presents.

THIS CONDITION OF THIS OBLIGATION is such that whereas, the PRINCIPAL entered into a certain contract with the OWNER, dated the \_\_\_\_ day of \_\_\_\_\_, 20\_\_, a copy of which is hereto attached and made a part hereof for the construction of:

\_\_\_\_\_  
\_\_\_\_\_  
NOW, THEREFORE, if the PRINCIPAL shall promptly make payment to all persons, firms, and corporations furnishing materials for or performing labor in the prosecution of the WORK provided for in such contract, and any authorized extensions or modification thereof, including all amounts due for materials, lubricants, oil, gasoline, coal and coke, repairs on machinery, equipment and tools, consumed or used in connection with the construction of such WORK, and for all labor cost incurred in such WORK including that by a SUBCONTRACTOR, and to any mechanic or materialman lienholder whether it acquires its lien by operation of State or Federal law; then this obligation shall be void, otherwise to remain in full force and effect.

PROVIDED, that beneficiaries or claimants hereunder shall be limited to the SUBCONTRACTORS, and persons, firms, and corporations having a direct contract with the PRINCIPAL or its SUBCONTRACTORS.

PROVIDED, FURTHER, that the said SURETY, for value received hereby stipulates and agrees that no change, extension of time, alteration. or addition to the terms of the contract or to WORK to be performed thereunder or the SPECIFICATIONS accompanying same shall in any way affect its obligation on this BOND, and it does hereby waive notice of any such change, extension of time, alteration or addition to the terms of the contract or to the WORK or to the SPECIFICATIONS.

PROVIDED, FURTHER, that no suit or action shall be commenced hereunder by any claimant: (a) Unless claimant, other than one having a direct contract with the PRINCIPAL, shall have given written notice to any two of the following: The PRINCIPAL, the OWNER, or the SURETY above named within ninety (90) days after such claimant did or performed the last of the work or labor, if furnished the last of the materials for which said claim is made, stating with substantial accuracy the amount claimed and the name of the party to whom the materials were furnished, or for whom the work or labor was done or performed. Such notice shall be served by mailing the same by registered mail or certified mail, postage prepaid, in an envelope addressed to the PRINCIPAL, OWNER, or SURETY, at any place where an office is regularly maintained for the transaction of business, or served in any manner in which legal process may be served in the state in which the aforesaid project is located, save that such service need not be made by a public officer. (b) After the expiration on one (1) year following the date of which PRINCIPAL ceased work on said CONTRACT, is being understood, however, that if any limitation embodied in the BOND is prohibited by any law controlling the construction hereof, such limitation shall be deemed to be amended so as to be equal to the minimum period of limitation permitted by such law.

PROVIDED, FURTHER, that it is expressly agreed that this BOND shall be deemed amended automatically and immediately, without formal and separate amendments hereto, upon amendment to the Contract not increasing the contract price more than 20 percent, so as to bind the PRINCIPAL and the SURETY to the full and faithful performance of the Contract as so amended. The term "Amendment", wherever used in this SURETY BOND and whether referring to this BOND, the contract shall include any alteration, addition, extension or modification of any character whatsoever.

PROVIDED, FURTHER, that no final settlement between the OWNER and the CONTRACTOR shall abridge the right of any beneficiary hereunder, whose claim may be unsatisfied.

IN WITNESS WHEREOF, this instrument is executed in four counterparts, each one of which shall be deemed an

original, this the \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

ATTEST:

\_\_\_\_\_  
(Principal) Secretary

(SEAL)

\_\_\_\_\_  
Witness as to Principal

\_\_\_\_\_  
Principal

BY: \_\_\_\_\_

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(Surety)

ATTEST:

\_\_\_\_\_  
Witness to Surety

\_\_\_\_\_  
Attorney in Fact

BY: \_\_\_\_\_

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

NOTE: Date of BOND must not be prior to date of Contract. If CONTRACTOR is partnership, all partners should execute BOND.

IMPORTANT: Surety companies executing BONDS must appear on the Treasury Department's most current list (Circular 570 as amended), be authorized to transact business in the state, and have a registered agent in the state where project is located.

Surety companies must present financial statements for the prior three (3) years as proof of financial responsibility. The Owner reserves the right to review said financial statements and reject any surety not deemed financially able to assume the responsibility of this contract. Such bond shall not be deemed accepted until approved by Owner's Attorney.

**RESPONDENTS'S QUALIFICATION SHEET – PROPOSAL #P914**

Please list three (3) references of current or very recent customers who can verify the quality of service your company provides. Projects of similar size and scope are preferred.

**REFERENCE ONE**

Government/Company Name \_\_\_\_\_

City \_\_\_\_\_

Contact Person and Title \_\_\_\_\_

Phone \_\_\_\_\_ Contract Period \_\_\_\_\_

Scope of Work \_\_\_\_\_

**REFERENCE TWO**

Government/Company Name \_\_\_\_\_

City \_\_\_\_\_

Contact Person and Title \_\_\_\_\_

Phone \_\_\_\_\_ Contract Period \_\_\_\_\_

Scope of Work \_\_\_\_\_

**REFERENCE THREE**

Government/Company Name \_\_\_\_\_

City \_\_\_\_\_

Contact Person and Title \_\_\_\_\_

Phone \_\_\_\_\_ Contract Period \_\_\_\_\_

Scope of Work \_\_\_\_\_



COMPANY INFORMATION

Company \_\_\_\_\_

Physical Address Of Business \_\_\_\_\_

\_\_\_\_\_

Mailing Address (If Different) \_\_\_\_\_

\_\_\_\_\_

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

(Print or Type)

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

(Signature)

Title \_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Cellular Number: \_\_\_\_\_