



# Shelby County Tennessee

Mark H. Luttrell, Jr., Mayor

## **Request for Proposal** **Shelby County Government** **Purchasing Department**

160 N. Main, Suite 550  
Memphis, TN 38103

*Issued: August 19, 2011*

*Due: September 16, 2011 no later than 3:00 P.M. (Central Standard Time)*

### **RFP #12-008-06** **Consulting and Project Management** **For** **Integrated Criminal Justice System** **(Information Technology)**

Shelby County Government is soliciting written proposals, on a competitive basis, from interested and qualified companies or professionals to provide consulting and project management services for the planning, RFP development and selection assistance of an integrated Criminal Justice Computer System as outlined in this RFP. Information regarding this RFP is located on the County's website at [www.shelbycountyttn.gov](http://www.shelbycountyttn.gov). At the top of the home page, click on the links "Department", "P" for the Purchasing Department and "Bids" to locate the name of the above-described RFP.

The proposal, as submitted, should include all estimated costs related to the services requested by the RFP specifications. If selected, your proposal will be the basis for negotiating a contract with Shelby County Government. Your proposal must be received in the Shelby County Purchasing Department **no later than 3:00 p.m. on Friday, September 16, 2011.** Proposals should be addressed to:

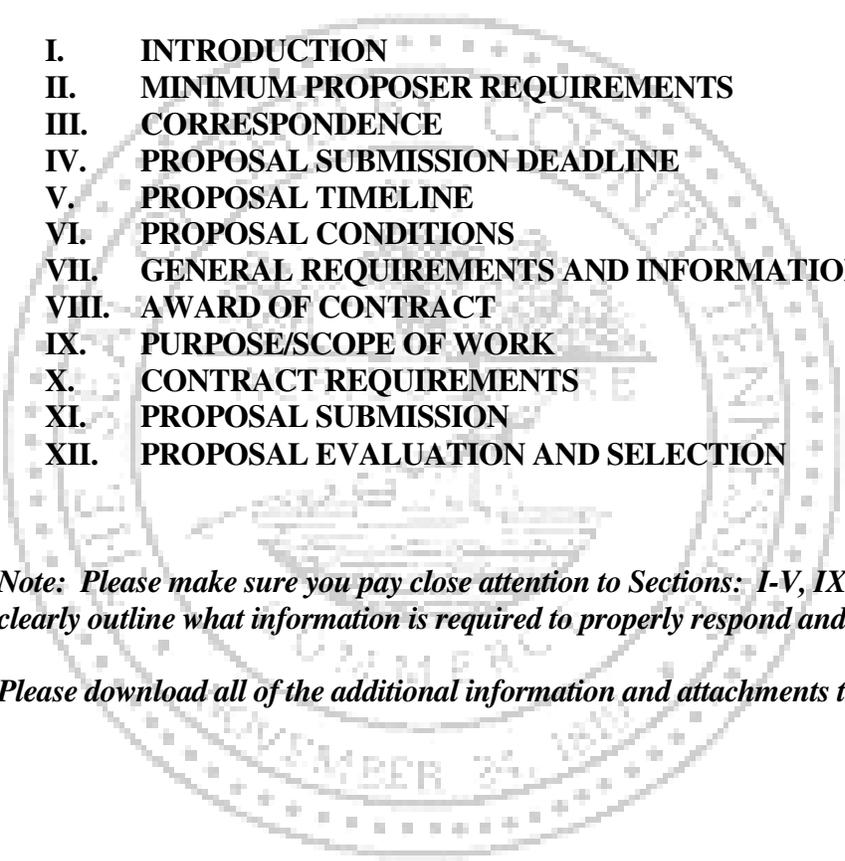
Debbie Cairncross, Buyer  
Shelby County Government  
Purchasing Department  
160 N. Main St., Suite 550  
Memphis, TN 38103

The package containing an original proposal (clearly identified as original) and eight (8) copies of your proposal must be sealed and marked with the proposer's name and "CONFIDENTIAL, CONSULTING SERVICES AND PROJECT MANAGEMENT FOR ICJS , RFP #12-008-06" noted on the outside.

Sincerely,

Debbie Cairncross, Buyer  
Shelby County Government  
Purchasing Department

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*Note: Please make sure you pay close attention to Sections: I-V, IX & XI. These sections will clearly outline what information is required to properly respond and prepare your RFP response.*

*Please download all of the additional information and attachments that accompany this RFP.*

## I. INTRODUCTION

Shelby County Government (the “County”) with the backing of the Shelby County Sheriff’s Office, Shelby County Criminal Court’s Office and Shelby County General Sessions Court Clerk’s Office, is seeking proposals from interested and qualified companies or professionals to provide consulting services to guide us through the implementation of an Integrated Criminal Justice Computer System, which includes a Court Management System, Offender Management System, Case Management for Pretrial and the Public Defender’s Office. The selected Consultant will be responsible for the Business Process Review, RFP Development, Procurement, Selection, and Implementation. This Request for Proposal (“RFP”) is being released to invite interested and qualified firms to prepare and submit proposals in accordance with instructions provided where one successful candidate will be selected and invited to enter into a contractual relationship with Shelby County for the Services outlined in this RFP. In this RFP, the terms Proposer and Consultant are used interchangeably unless the context indicates otherwise.

## II. MINIMUM PROPOSER REQUIREMENTS

All Proposers must:

1. A minimum of five (5) years’ experience in consulting similar criminal justice projects and a minimum of three (3) comparable systems implemented for other agencies of comparable size;
2. Have sufficient, competent and skilled staff, with experience in performing the Services.
3. Provide staff members that will be able to **pass a mandatory criminal background check before they are allowed entry onto the premises.**
4. Have all appropriate licenses and certification required in the State of Tennessee to perform the Services and procure all permits, pay all charges, taxes and fees.
5. Apply and qualify for a vendor number and Equal Opportunity Compliance (EOC) certification number through our EOC Administration (*see the details outlined in Section VII General Requirement/ e. Selection Criteria*) **prior to submitting your response.**
6. Adhere to all Title VI requirements and provide proof/documentation if necessary.
7. Adhere to the requirements of the “Living Wage Ordinance #328,” Section VI, Item I. (***A written statement of compliance must be provided with your response.***)
8. Provide proof of the minimum insurance requirements (**MANDATORY**, please review closely).

**Please Note: As a part of doing business with Shelby County, each individual, company or organization is required to obtain a vendor number and an “Equal Opportunity Compliance” certification number.**

***You can access the online application to receive the numbers indicated above at [www.shelbycountyttn.gov](http://www.shelbycountyttn.gov). At the top of the home page, click on the links “Department”, “P” for the Purchasing Department and “Conducting Business with Shelby County”. The***

*“Vendor Registration” link is at the bottom of the drop down box. Please download the application instructions and read thoroughly prior to accessing the application.*

*If you have any questions regarding the application, you may contact Purchasing at (901) 545-4360 or the EOC Administration at (901) 545-4336.*

### III. CORRESPONDENCE

All correspondence, proposals and questions concerning the RFP are to be submitted to:

**Debbie Cairncross, Buyer  
Shelby County Government  
160 N. Main St. Suite 550  
Memphis, TN 38103**

Respondents requesting additional information or clarification are to contact Ms. Debbie Cairncross in writing at [deborah.cairncross@shelbycountyttn.gov](mailto:deborah.cairncross@shelbycountyttn.gov) or at the address listed above. Questions should reference the sections of the RFP to which the questions pertain and all contact information for the person submitting the questions. ***IN ORDER TO PREVENT AN UNFAIR ADVANTAGE TO ANY RESPONDENT, VERBAL QUESTIONS WILL NOT BE ANSWERED. The deadline for submitting questions will be September 13, 2011 by 12:00 p.m. (CST).*** These guidelines for communication have been established to ensure a fair and equitable process for all respondents.

***Note: All written questions submitted by the deadline indicated above will be answered and submitted to the respondent via email.***

**Please be aware that contact with any other personnel (other than the person clearly identified in this document) within Shelby County regarding this RFP may disqualify your company from further consideration.**

### IV. PROPOSAL SUBMISSION & DEADLINE

All proposals must be received at the address listed above no later than **September 16, 2011 @ 3:00 p.m. (CST)**. Facsimile or e-mailed proposals will not be accepted since they do not contain original signatures. Postmarks will not be accepted in lieu of actual receipt. Late or incomplete proposals may not be opened and considered. Under no circumstances, regardless of weather conditions, transportation delays, or any other circumstance, will this deadline be extended.

## V. PROPOSAL TIMELINE

Shelby County reserves the right to modify this timeline at any time. If the due date for proposals is changed, all prospective proposers shall be notified.

<b>Request for Proposals Released</b>	<b>Friday, July 15, 2011</b>
<b>Proposal Due Date</b>	<b>Friday, September 16, 2011 by 3:00 pm (CST)</b>
<b>Notification of Award</b>	<b>September/October 2011</b>
<b>Services to Commence</b>	<b>Immediately upon execution of the contract</b>

The County may reproduce any of the proposer's proposal and supporting documents for internal use or for any other purpose required by law.

## VI. PROPOSAL CONDITIONS

### A. Contingencies

This RFP does not commit the County to award a contract. The County reserves the right to accept or reject any or all proposals if the County determines it is in the best interest of the County to do so. The County will notify all proposers, in writing, if the County rejects all proposals.

### B. Modifications

The County reserves the right to issue addenda or amendments to this RFP.

### C. Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this RFP. It is the Proposer's responsibility to ensure that its proposals arrive on or before the specified time. The County may reproduce any of the Proposer's proposal and supporting documents for internal use or for any other purpose required by law.

Where two (2) or more related parties each submit a proposal or multiple proposals are received from one (1) vendor, for any contract, such proposals shall be judged non-responsive. Related parties mean proposers or the principals thereof, which have a direct or indirect ownership interest in another proposer for the same contract or in which a parent company or the principals thereof of one (1) proposer have a direct or indirect ownership interest in another bidder or proposer for the same contract.

Subcontractors of Lead Vendors are not permitted to submit separate proposals for this RFP. Subcontractors that submit separate proposals will negate their proposal as well as the

proposal of the Lead Vender they are subcontracting with. A joint Venture proposal by two or more unrelated parties will be accepted.

**D. Incurred Costs**

This RFP does not commit the County to pay any costs incurred in the preparation of a proposal in response to this RFP and proposers agree that all costs incurred in developing this RFP are the proposer's responsibility.

**E. Final Authority**

The final authority to award a contract rests solely with the Shelby County Purchasing Department.

**F. Proposal Validity**

Proposals submitted hereunder will be firm for at least ninety (90) calendar days from the due date unless otherwise qualified.

**G. Disclosure of Proposal Contents**

The proposer understands and acknowledges that the County is a governmental entity subject to the laws of the State of Tennessee and that any reports, data or other information supplied to the County is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee. All proposals and other materials submitted become the property of Shelby County Government.

**H. LOSB**

The County encourages the utilization of locally-owned small businesses as sources of subcontract work. The County notifies all respondents that all firms and/or individuals shall comply with the regulations relative to nondiscrimination in federally assisted programs of the Title VI of the Civil Rights Act of 1964, as amended.

**LOCALLY OWNED SMALL BUSINESS PURCHASING PROGRAM RULES AND REGULATIONS:**

- (i) The Administrator of Purchasing in conjunction with the Administrator of EOC shall identify certain goods and services required by the County to be set aside for special purchasing procedures for locally owned small businesses.
- (ii) Only certified locally owned small businesses will be allowed to submit competitive bids on the goods or services identified under paragraph (i) above.

(iii) The Administrator of Purchasing shall, in conjunction with the Administrator of EOC, annually review the Shelby County Capital Improvement Program to determine those projects with a construction cost of \$250,000 or more. Contracts amounting to at least ten (10%) of the construction costs of such project shall be awarded to locally owned small businesses as defined herein, except as set forth in sub-paragraph (vi) of this section, either as part of the conditions of the solicitation for general Consultants bidding on these projects, or as separate bids issued by the County for subcontracts that may be assigned to general Consultants.

(iv) After adhering to all other bidding and purchasing requirements of the County, not inconsistent with this part, if no bids are received from locally owned small businesses, then the County may solicit bids for the goods or services from all other sources.

(v) On all purchases and/or contracts entered into by the County, the Purchasing Administrator or his or her designee shall have the right to negotiate with any supplier of goods or services to the County for the inclusion of locally owned small business sub-Consultants and/or suppliers in the contract award.

(vi) Failure by a supplier or Consultant to include locally owned small business sub-Consultants or suppliers in its bid or contract may be grounds for rejection of said bid or contract unless the supplier or Consultant can show documented evidence of good cause why none were included.

(vii) Any locally owned small business awarded a contract or purchase order under this section shall not sublet, subcontract or assign any work or services awarded to it without the prior written consent of the Mayor or the Purchasing Administrator.

(viii) As to those purchases below the requirement for a formal bid solicitation (currently, under \$15,000) and not included in the locally owned small business set aside, the Administrator of Purchasing shall determine if any locally owned small business offers that product or service. If so, at least one such eligible locally owned small business should be included in the vendors contacted for an opportunity to bid, and the Administrator of Purchasing may, at his discretion, designate in a purchase order the purchase of such goods and services from the identified locally owned small business.

(ix) In those situations where a locally owned small business as defined herein, engages in open competitive bidding for County contracts, the Administrator of Purchasing shall provide for a preference for the locally owned small business where responsibility and quality are equal. Said preferences shall not exceed five percent (5%) of the lowest possible bidder meeting specifications. The preference shall be applied on a sliding scale in the following manner:

- a. A preference of up to five percent (5%) shall be allowed for contracts up to \$500,000.00;

- b. A preference of up to three and five-tenths percent (3.5%) shall be allowed for contracts up to \$750,000.00;
  - c. A preference of two and one-half percent (2.5%) shall be allowed for contracts up to \$1,000,000.00;
  - d. A preference of two percent (2%) shall be allowed for contracts that exceed \$1,000,000.00.
- (x) For construction contracts over \$2,000,000.00, the Administrator of Purchasing shall provide for a preference of two percent (2%) to general Consultants meeting the requirements of Section 1, Subparagraph B, if fifty percent (50%) or more of the total work comprising the bid has been or will be awarded to certified locally owned small businesses. The fifty percent (50%) subcontracting threshold must be met prior to contract execution.
- (xi) The Administrator of Purchasing may divide a single bid package for any purchase of goods and services into two or more smaller bid packages in any case that the Administrator of Purchasing reasonably believes that the smaller bid packages will result in a greater number of bids by locally owned small businesses.
- (xii) The Administrator of Purchasing, upon approval of the County Mayor, may establish special insurance and bonding requirements for certified locally owned small businesses so long as they are not in conflict with the laws of the State of Tennessee.
- (xiii) The Administrator of Purchasing, with the approval of the County Mayor, shall adopt and promulgate, and may from time to time, amend rules and regulations not inconsistent with the provisions of this ordinance, governing the purchase of goods and services from locally owned small business concerns to effectuate and implement the Locally Owned Small Business Purchasing Program within the intent of this ordinance.
- (xiv) The Administrator of EOC shall, in conjunction with the Administrator of Purchasing, provide a written quarterly report to the Mayor and Board of Commissioners which shall include a summary of the purchases selected for this program, a listing of the contracts awarded to locally owned small businesses for the period, and the dollar amounts of each such contract, and the percentage which such contracts bear to the total amount of purchases for the period.

## **I. Living Wage**

Shelby County Government Ordinance #328 “Living Wages” is hereby incorporated into this Request for Proposal and any resulting contract. Please make sure that you review and apply the requirements of the ordinance to your proposal response. Failure to do so will result in disqualification from the review and award process. You may view and

print the ordinance as a separate attachment for this RFP (*please do not forget to download ALL the additional attachments*).

## VII. GENERAL REQUIREMENTS AND INFORMATION

### A. Background

Shelby County Government seeks proposals from qualified firms to provide project management services, business process review, RFP development and selection assistance for an Integrated Criminal Justice Information System to include: 1) a new Criminal Court Management System, 2) an Offender Management System, 3) a Case Management System for Pre-Trial and 4) a Case Management System for the Public Defender's Office and 5) an Integrator consultant to deploy an Information Hub and integrate these systems.

The Shelby County Criminal Justice Coordinating Council (CJCC), chaired by then Sheriff Mark Luttrell and comprised of representatives from all the elected officials within the Shelby County Criminal Justice community, formed an IT Steering sub-Committee to explore the process of procuring a new, integrated criminal justice information system. Chaired by the Shelby County Criminal Justice Coordinator, this committee solicited a Technology Assessment from IJIS<sup>1</sup> (Integrated Justice Information Systems) and an Integrated Justice Information Assessment from the National Center for State Courts (NCSC)<sup>2</sup>. Upon reviewing the recommendations of both agencies, Shelby County decided to pursue the purchase of an Integrated Criminal Justice Information System. The CJCC IT Steering sub-committee has since morphed into the iCJIS Executive Committee tasked with providing guidance and oversight to this project. The iCJIS Executive Committee directs the activities of the appointed iCJIS Project Director. The iCJIS Executive Committee Charter is included with this RFP as attachment A.

Shelby County's desired solution will be Commercial-off-the-Shelf (COTS) products. Custom developed applications will not be considered. The selected contractor will work with the County to keep COTS customizations below ten percent (10%) of the overall product to ensure the County can take advantage of standard product upgrades at no additional cost and extend the life of the product.

Shelby County, in Western Tennessee, has a population of slightly less than one million with approximately 68% of the population residing in the major city of Memphis and the remainder residing in six smaller municipalities plus an unincorporated area of the County. The Sheriff has a statutory responsibility to operate the jail for the County and

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<sup>1</sup> Report available online [http://www.ijis.org/\\_publications/ta\\_reports.html](http://www.ijis.org/_publications/ta_reports.html)

<sup>2</sup> Report available online <http://www.ncsc.org/topics/technology-planning-acquisition/resource-guide.aspx>

must, by law, accept all arrestees. There are no other jails within the County other than a few holding cells maintained at the municipal police departments.

The Sheriff currently operates a main jail in downtown Memphis for male pre-trial detainees and a satellite jail for women and remanded juveniles referred to as Jail East. The downtown facility has a current bed capacity of 2,818 with an average daily population of 2,372 for the first six months of 2011. Jail East has a bed capacity of 382 and an average daily population of 265. Combined, the Sheriff's Office has about 50,000 bookings a year. Both of these facilities currently utilize Tiburon's Jail Management System, deployed in 1996. Tiburon purchased this JMS system from CorrLogic. Several other applications have been deployed in the Jail to fill gaps left by the current JMS. The expectation is that these applications will also be retired upon deployment of the new OMS. These include JICS (Jail Inmate Classification System), Grievances, Mugshot, Inmate Disciplinary, Incident Tracking and TAG (Tracking Active Gangs). JMSi is an inquiry only application for internal access. It queries both JMS and IMS. This functionality will be included in the scope of the new OMS.

The Shelby County Mayor's Office operates the Shelby County Correction Center. The Correction Center is a sentenced inmate facility, housing felons and misdemeanants sentenced to six years or less. It has a bed capacity of 3,534, an average daily population of 2,600, and about 10,000 bookings a year. The Correction Center currently utilizes Tiburon's Inmate Management System, which was also purchased from CorrLogic and has been in use since 1999. The Correction Center utilizes Classmate for inmate classification purposes. Classification functionality is expected in the new OMS allowing Classmate to be retired upon the new OMS deployment. It is thought that the business processes of the Jail and the Correction Center are so similar that they should be able to utilize the same Offender Management System, with certain functionality enabled for one facility and not for another.

Shelby County operates two criminal courts (Criminal Court and General Sessions Court – Criminal Division). There are four (4) municipalities within Shelby County with General Session's jurisdiction (Bartlett, Collierville, Germantown and Millington). Shelby County Criminal Court contains 10 divisions and processes approximately 28,000 filings a year. Criminal Court (state trial court) is unique in that it has a Property and Evidence department. Once a case is held to state from General Sessions Criminal or other municipalities, the property is transferred to Criminal Court for easy access for the District Attorney. The property and evidence department currently uses Porter Lee's Crime Fighter BEAST application for evidence management. This functionality will need to either be included in the CMS or Crime Fighter BEAST will need to be included on the Info Hub. Shelby County General Sessions Court, Criminal Division, has 9 divisions and processes approximately 250,000 filings annually including specialty courts; Drug Court, Domestic Violence Court and Environmental Court. Both criminal courts utilize an in-house developed application for case management, JSS. JSS was deployed in 1996. JSS is written in COBOL and like JMS and IMS, all data is stored on an HP nonstop

Tandem. COBOL and HP nonstop have become increasingly difficult to support and costly to enhance.

The Public Defender's Office is responsible for representing indigent defendants in court. They represent clients in General Sessions Court and Criminal Court plus they also work with the city courts of Bartlett, Collierville, Germantown and Millington. The Public Defender's Office handles over 34,000 cases a year. They currently employ 68 attorneys who are divided into five work groups: Capital Defense, Criminal Court, General Sessions, Special Litigation and Appellate. The Public Defender's Office currently uses a PowerBuilder application for case management called Case in Point. This application is no longer supported.

Pre-Trial Services provides pre-trial and post sentence (probation) supervision. They offer programs that are alternatives to incarceration. Their operations range from bond settings immediately following the arrest process to providing supervision of offenders convicted and placed on county probation. Pre-Trial includes Jail Release, Court Operations, the Day Reporting Center, Intensive Supervision, Mental Health, Probation, Treatment Program and Community Services. Pre-Trial Services also assists with the presentation of information that allows a bond to be set on defendants from the Shelby County Jail and helps provide supervision for defendants released on their own recognizance. They currently have no case management system except for a few Microsoft Access databases that are used for some reporting purposes.

Shelby County Information Technology currently supports all of these applications and the HP nonstop Tandems. IT has about 77 employees and is a full service IT department including telephones, help desk, networking, server support, application development and website maintenance. The current JMS/IMS/JSS systems are tightly integrated with a custom written interface. Vendor support for JMS/IMS is now less than reliable and no money will be budgeted for further enhancements for those systems. It would be difficult and at an additional cost to replace one system without replacing all three systems at the same time. The new iCJIS will need to be integrated using a Service Oriented Architecture solution. An Enterprise Service Bus solution (Info Hub) is included within the budget for this overall iCJIS project. The new OMS and CMS will be part of this Info Hub as well as Shelby County's current document management solution, OnBase. All existing Criminal Justice use cases defined for OnBase will be included in the scope of this project. JSSi is an inquiry only web portal for public use. This functionality will also be included in the scope of the CMS.

The below table lists all the primary applications used by various Shelby County justice agencies; this information is simply provided for background.

<b>Application</b>	<b>Vendor</b>	<b>Agencies Supported</b>	<b>Comments</b>
JSS	In house	- Criminal Court - General Sessions Court (Criminal)	Deployed 1996
JMS	Tiburon/CorrLogic	- Jail - Criminal Records and Identification	Deployed 1996
JSSi	In House	Inquiry only tool	Web portal for public use
IMS	Tiburon/CorrLogic	Correction Center	Deployed 1999
JICS (Jail Inmate Classification System)	Northpointe	Jail	Used for classifications
Mugshot	Datamax Plus	- Jail - Correction Center - Criminal Records and Identification - Memphis Police (read access and flyer printing)	Used for booking and release photos
Grievances	In House	Jail	Tracks inmate grievances and responses
TAG (Tracking Active Gangs)	In House	- Jail - Correction Center - Sheriff's Office (read access)	Web application providing law enforcement with read access.
Classmate	In House	Correction Center	Used for classifications
OnBase	Hyland	All Criminal Justice	Juvenile Court OnBase is separate from the rest
BEAST	Porter Lee Corp. Agency	- Criminal Court	Deployed 2002, property and evidence room management
Contexte – Adult Court Case Management System	ACS	- Circuit Court - Chancery Court - General Sessions Civil)	

<b>Application</b>	<b>Vendor</b>	<b>Agencies Supported</b>	<b>Comments</b>
JCS (Juvenile Court System)	Softtech	Juvenile Court	Custom developed application deployed 2003
Jail Trip Accounting	In House	Jail	Custom developed dot net application
JustWare/Prosecutor	New Dawn	District Attorney	Public Defender's Office is reviewing to see if they can utilize this. Needs to be interfaced with Info Hub so that indictments are processed to CMS.
Access	Microsoft	Pre-Trial Services	Several standalone databases developed in house.
VisionRMS	VisionAir	- Sheriff's Office - Memphis Police	
Case in Point		- Public Defender	No longer supported
TBD	TBD	- Criminal Records and Identification	Sheriff's Office has JAG grant money for a new document management system for Records and Identification. They plan on purchasing this fiscal year.
Gideon	CIMS	Public Defender	Used with Jericho Project by Special Case Unit for Mental Health cases
Credit Card Application/ePayments	In house	General Sessions Criminal Court	Accepts online payment of GS Criminal Court fees. Plans to move to Elavon's Virtual Merchant
Appeals	In house	Criminal Court	Foxpro application used to track court appeals.
Bankruptcy Comparison	In house/Access	- General Sessions Criminal Court - Criminal Court	Tracks bankruptcy information from six different US Bankruptcy courts and compares with new filings in CC or GS in order to file proof of claim

**B. Scope of Contract**

The County wishes to engage in a contractual relationship with the best-qualified proposer selected through a competitive process that will work well with the County's personnel in the performance of the Services in a manner that is cost-effective and practical of which price is but one of the selection criteria.

**C. Project Time Frame**

The County anticipates awarding this contract late October, 2011 with a fully executed contract in effect by mid-December, 2011. The initial term will begin immediately upon execution of the contract and continue through June 30, 2012 with the option to renew for three (3) additional one (1) year periods beginning July through June, with the same terms and conditions and satisfactory performance of all criteria and subject to the availability of funds for each renewal period. The optional renewal periods will be upon mutual written consent of both parties. The provider must be prepared to begin immediately upon receipt of a Notice to Proceed.

**D. Reservation of Rights**

The County reserves the right, for any reason to accept or reject any one or more proposals, to negotiate the term and specifications for the services provided, to modify any part of the RFP, or to issue a new RFP.

The County may at any reasonable time, at its expense, make an audit of the proposer's books relative to the Accounts.

**E. Selection Criteria**

Each proposal response will be evaluated on the criteria outlined in Section XII of this document. Each proposer should set out in its response to this RFP to clearly identify the qualifications of its company and each individual who will work on this project.

As part of the qualification process each vendor will be required to apply for an EOC # and provide workforce utilization information. Please contact the EOC Administration @ 901-545-4336 to obtain the necessary documents and to ask any questions that you may have regarding this information.

*During the evaluation process, Shelby County Government reserves the right to consider the vendor's EOC rating in the evaluation.*

**F. Additional Information and References**

Any additional information that would be helpful to the County in evaluating a proposal, including a list of current and former clients with a similar profile to Shelby County, should be submitted. At least three (3) former clients who have terminated in the last five (5) years should be included on this list.

**VIII. AWARD OF CONTRACT**

Proposers are advised that the lowest cost proposal will not necessarily be awarded the contract, as the selection will be based upon qualification criteria as deemed by the County and as determined by the selection committee and the County Mayor.

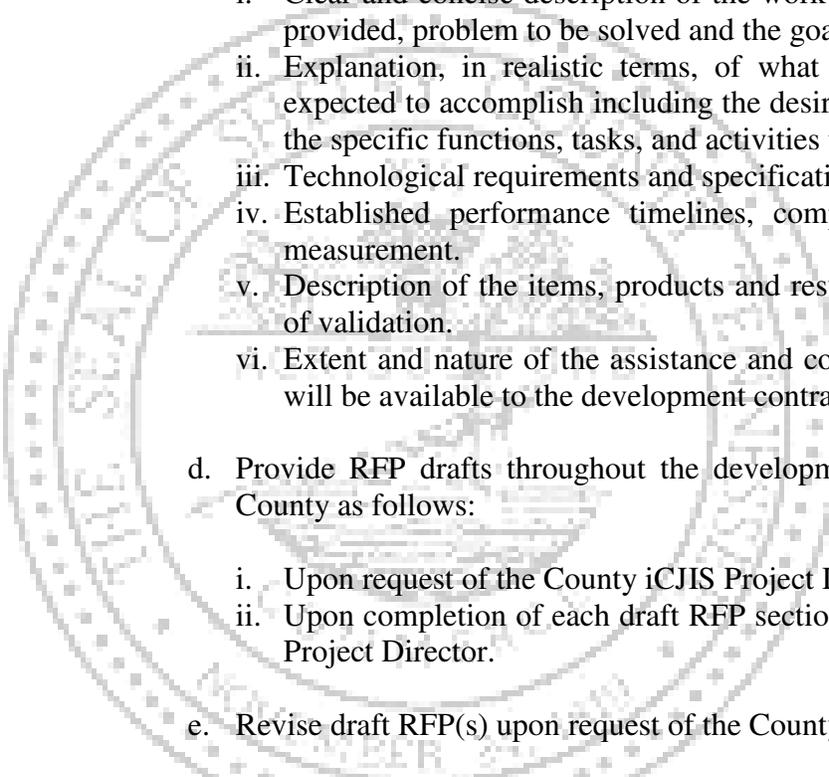
**IX. PURPOSE/SCOPE OF WORK**

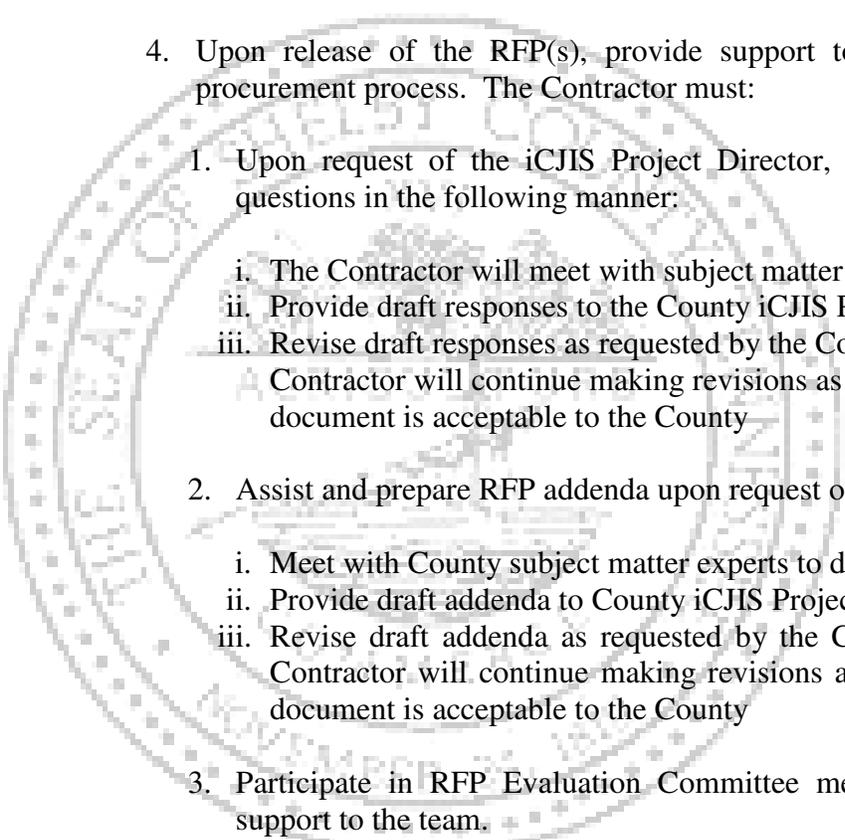
To select the best-qualified proposer (hereinafter referred to as “Consultant”) and award a County-approved contract for professional services to perform the Services and to satisfactorily complete all activities associated with the Services.

**A. Scope of Work**

Consultant shall provide, as a minimum, the services set forth as follows:

1. Conduct a Business Process Analysis (BPA) for the Jail, Correction Center, Criminal Court, General Sessions Criminal Court, Pre-Trial Services and Public Defender’s Office. This will include documentation of all business rules, identification of places where policy decisions are required and definition of all required fields.
2. Develop an RFP(s) for replacement Offender Management System, Court Management System, Info Hub/Integrator, and Pre-Trial Case Management if the Court Management System does not include Pre-Trial requirements and a Public Defender Case Management System if the Court Management System does not meet their Case Management needs.
  - a. Structure the RFP to ensure the selected contractor will be able to deliver quality services, timely, and within budget.

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- b. Structure the RFP to allow the County to monitor the contractor's progress during the contract to detect problems and/or delays before they become critical.
  - c. The RFP(s) must include detailed information as follows:
    - i. Clear and concise description of the work to be performed, services to be provided, problem to be solved and the goals and objectives to be met.
    - ii. Explanation, in realistic terms, of what the development contractor is expected to accomplish including the desired approach to the problem and the specific functions, tasks, and activities that must be performed.
    - iii. Technological requirements and specifications, and legal limitations.
    - iv. Established performance timelines, completion dates and methods of measurement.
    - v. Description of the items, products and results to be delivered and method of validation.
    - vi. Extent and nature of the assistance and cooperation from the County that will be available to the development contractor.
  - d. Provide RFP drafts throughout the development process for review by the County as follows:
    - i. Upon request of the County iCJIS Project Director
    - ii. Upon completion of each draft RFP section via email to the County iCJIS Project Director.
  - e. Revise draft RFP(s) upon request of the County.
  - f. Finalize RFP(s) – upon approval by the County iCJIS Project Director the RFP(s) will be submitted to the iCJIS Executive Committee for sign off prior to publishing.
3. Develop RFP scorecard for RFP(s) to provide for integrity in the evaluation process. The selected Proposer must:
    - a. Utilize the County approved model.
    - b. Work with the County iCJIS Project Director throughout the document development.
    - c. Assist in helping RFP evaluation team members reach consensus.
    - d. Define and document the process the evaluation team will use to score the proposals.

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- e. Provide draft RFP scorecard(s) to the iCJIS Project Director via email for review.
  - f. Make changes to the RFP scorecard(s) upon request of the iCJIS Project Director.
4. Upon release of the RFP(s), provide support to the County throughout the procurement process. The Contractor must:
    1. Upon request of the iCJIS Project Director, prepare response(s) to bidder questions in the following manner:
      - i. The Contractor will meet with subject matter experts to develop response(s)
      - ii. Provide draft responses to the County iCJIS Project Director for review
      - iii. Revise draft responses as requested by the County iCJIS Project Director. Contractor will continue making revisions as requested until the response document is acceptable to the County
    2. Assist and prepare RFP addenda upon request of the County as follows:
      - i. Meet with County subject matter experts to develop addendum(s)
      - ii. Provide draft addenda to County iCJIS Project Director for review
      - iii. Revise draft addenda as requested by the County iCJIS Project Director. Contractor will continue making revisions as requested until the response document is acceptable to the County
    3. Participate in RFP Evaluation Committee meetings and provide technical support to the team.
      - i. The Contractor will not be a “scoring member” of the evaluation team.
      - ii. Participate in invited vendor demos.
      - iii. Document and present RFP Evaluation Committee with all any issues and concerns resulting from vendor demos.
    4. In the event of a Bid Protest, the Contractor will be involved in preparing documents for and participating in any meetings for development of a defense. Contractor may be required to attend and testify at any protest hearings to help resolve the protest.
  5. Close coordination with Shelby County iCJIS Project Director and iCJIS Executive Committee during contracting phase.

## **B. Project Assumptions and Constraints**

1. The consultants' work hours must be consistent with County key staff on-site. Shelby County normal business hours are 8:00 AM to 4:30 PM, Monday through Friday, except for County holidays.
2. No overtime pay will be authorized for non-standard work hours.
3. Any modifications, enhancements, change orders to the SOW of this project will be defined, documented and mutually agreed upon by the Contractor and the County Project Director prior to starting work on the modified task. Modifications outside the original scope of work will require contract amendment and Shelby County Commission approval prior to commencement of work.
4. The Contractor must submit a resume, for review, of all personnel substitutions, in advance. All Contractor personnel substitutions must be approved by the County Project Director.
5. The work location will be at 160 North Main, Shelby County's main administration building, on the 7<sup>th</sup> floor with Information Technology. Business Process Reviews will be throughout the Courts of 201 Poplar, the General Sessions Court Clerk's Offices in the Civil Court House, the Jail at 201 Poplar, Jail East and the Correction Center.
6. Time off for the Contractor staff will be authorized if there is no foreseeable impact to the expected deliverables or work schedule, as determined by the County Project Director.

## **X. CONTRACT REQUIREMENTS**

The successful Proposer will be expected to enter into a contract incorporating the following terms and conditions, and such additional terms and conditions standard to services of this type.

Neither the successful Proposer, nor any of their subcontractors, will be permitted to submit proposals for any future RFPs published as part of the iCJIS project. Also, neither the successful Proposer, nor their subcontractors, can provide OMS, CMS or system/data integration solutions to the County. This also includes any party related to the successful Proposer. Related parties include proposers, or the principals thereof, which have a direct or indirect ownership interest in another proposer for the same contract or in which a parent

company or the principals thereof of one (1) proposer have a direct or indirect ownership interest in another bidder or proposer for the same contract.

The successful Consultant will be expected to enter into a contract incorporating the following terms and conditions, and such additional terms and conditions standard to services of this type.

**A. General Requirements**

1. Control. All services by the Consultant will be performed in a manner satisfactory to the County, and in accordance with the generally accepted business practices and procedures of the County.
2. Consultant's Personnel. The Consultant certifies that it presently has adequate qualified personnel to perform all services required under this Contract. The Consultant will supervise all work under this Contract. The Consultant further certifies that all of its employees assigned to serve the County have such knowledge and experience as required to perform the duties assigned to them. Any employee of the Consultant who, in the opinion of the County, is incompetent, or whose conduct becomes detrimental to the work, shall immediately be removed from association with services under this Contract.
3. Independent Status.
  - a. Nothing in this Contract shall be deemed to represent that the Consultant, or any of the Consultant's employees or agents, are the agents, representatives, or employees of the County. The Consultant shall be an independent Consultant over the details and means for performing its obligations under this Contract. Anything in this Contract which may appear to give the County the right to direct the Consultant as to the details of the performance of its obligations under this Contract or to exercise a measure of control over the Consultant is solely for purposes of compliance with local, state and federal regulations and means that the Consultant shall follow the desires of the County only as to the intended results of the scope of this Contract.
  - b. It is further expressly agreed and understood by the Consultant that neither it nor its employees or agents are entitled to any benefits which normally accrue to employees of the County; that the Consultant has been retained by the County to perform the services specified herein (not hired) and that the remuneration specified herein is considered fees for services performed (not wages) and that invoices submitted to the County by the Consultant for services performed shall be on the Consultant's letterhead.

4. Termination Or Abandonment.

a. It shall be cause for the immediate termination of this Contract if, after its execution, the County determines that either:

i. The Consultant or any of its principals, partners or corporate officers, if a corporation, including the corporation itself, has pled nolo contendere, or has pled or been found guilty of a criminal violation, whether state or federal, involving, but not limited to, governmental sales or purchases, including but not limited to the rigging of bids, price fixing, or any other collusive and illegal activity pertaining to bidding and governmental contracting.

ii. The Consultant has subcontracted, assigned, delegated, or transferred its rights, obligations or interests under this Contract without the County's consent or approval.

iii. The Consultant has filed bankruptcy, become insolvent or made an assignment for the benefit of creditors, or a receiver, or similar officer is appointed to take charge of all or part of Consultant's assets.

b. The County may terminate the Contract upon five (5) days written notice by the County or its authorized agent to the Consultant for the Consultant's failure to provide the services specified under this Contract.

c. This Contract may be terminated by either party by giving thirty (30) days written notice to the other before the effective date of termination. In the event of such termination, the Consultant shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date; however, the Consultant shall not be reimbursed for any anticipatory profits that have not been earned as of the date of termination.

d. All work accomplished by the Consultant prior to the date of such termination shall be recorded and tangible work documents shall be transferred to and become the sole property of the County prior to payment for services rendered.

e. Notwithstanding the above, the Consultant shall not be relieved of liability to the County for damages sustained by the County by virtue of any breach of the Contract by the Consultant and the County may withhold any payments to the Consultant for the purpose of setoff until such time as the exact amount of damages due the County from the Consultant is determined.

5. Subcontracting, Assignment Or Transfer. Any subcontracting, assignment, delegation or transfer of all or part of the rights, responsibilities, or interest of either party to this Contract is prohibited unless by written consent of the other party. No subcontracting, assignment, delegation or transfer shall relieve the Consultant from performance of its duties under this contract. The County shall not be responsible for the fulfillment of the Consultant's obligations to its transferors or sub-Consultants. Upon the request of the other party, the subcontracting, assigning, delegating or transferring party shall provide all documents evidencing the assignment.

6. Conflict Of Interest. The Consultant covenants that it has no public or private interest and shall not acquire, directly or indirectly, any interest which would conflict in any manner with the performance of its services. The Consultant warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of the County as wages, compensation, or gifts in exchange for acting as officer, agent, employee, sub-consultant to the Consultant in connection with any work contemplated or performed relative to this Contract.

7. Covenant Against Contingent Fees. The Consultant warrants that it has not employed or retained any company or person other than a bona fide employee working solely for the Consultant, to solicit or secure this Contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee working solely for the Consultant any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or making of this Contract. For breach or violation of this warranty, the County will have the right to recover the full amount of such fee, commission, percentage, brokerage fee, gift, or other consideration.

8. Employment of County Workers.

a. The Consultant shall not engage, on a full or part-time or other basis during the period of the Contract, any professional or technical personnel who are in the current employment of the County.

b. Notwithstanding the foregoing, no prior County official or employee may be employed by or receive compensation, wages or

benefits from the Consultant for a period of one (1) year from employment separation from the County if during the period of employment with the County the employee or official had any direct or indirect involvement with the Consultant's services or operations provided to the County.

9. Arbitration. Any dispute concerning a question of fact in connection with the work not disposed of by agreement between the Consultant and the County will be referred to the Shelby County Contract Administrator or his/her duly authorized representative, whose decision regarding same will be final.

10. General Compliance With Laws.

a. If required, the Consultant shall certify that it is qualified and duly licensed to do business in the State of Tennessee and that it will take such action as, from time to time, may be necessary to remain so qualified and it shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.

b. The Consultant shall, at all times, observe and comply with all federal, state, and local laws, ordinances, and regulations in any manner affecting the conduct of the work. The preceding shall include, but is not limited to, compliance with all Equal Employment Opportunity laws, the Fair Labor Standards Act, Occupational Safety and Health Administration (OSHA) requirements and the Americans with Disabilities Act (ADA) requirements.

c. This Contract will be interpreted in accordance with the laws of the State of Tennessee. By execution of this Contract the Consultant agrees that all actions, whether sounding in contract or in tort, relating to the validity, construction, interpretation and enforcement of this Contract will be instituted and litigated in the courts of the State of Tennessee, located in Shelby County, Tennessee, and in no other. In accordance herewith, the parties to this Contract submit to the jurisdiction of the courts of the State of Tennessee located in Shelby County, Tennessee.

11. Nondiscrimination. The Consultant hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Consultant on the grounds of handicap and/or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory

law. The Consultant shall upon request show proof of such nondiscrimination, and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination.

12. Entire Agreement. This Contract contains the entire Contract of the parties and there are no other promises or conditions in any other Contract whether oral or written. This Contract supersedes any prior written or oral Contracts between the parties.
13. Amendment. This Contract may be modified or amended, only if the amendment is made in writing and is signed by both parties.
14. Severability. If any provision of this Contract is held to be unlawful, invalid or unenforceable under any present or future laws, such provision shall be fully severable; and this Contract shall then be construed and enforced as if such unlawful, invalid or unenforceable provision had not been a part hereof. The remaining provisions of this Contract shall remain in full force and effect and shall not be affected by such unlawful, invalid or unenforceable provision or by its severance here from. Furthermore, in lieu of such unlawful, invalid, or unenforceable provision, there shall be added automatically as a part of this Contract a provision as similar in terms to such unlawful, invalid or unenforceable provision as may be possible, and be legal, valid and enforceable.
15. No Waiver Of Contractual Right. No waiver of any term, condition, default, or breach of this Contract, or of any document executed pursuant hereto, shall be effective unless in writing and executed by the party making such waiver; and no such waiver shall operate as a waiver of either (a) such term, condition, default, or breach on any other occasion or (b) any other term, condition, default, or breach of this Contract or of such document. No delay or failure to enforce any provision in this Contract or in any document executed pursuant hereto shall operate as a waiver of such provision or any other provision herein or in any document related hereto. The enforcement by any party of any right or remedy it may have under this Contract or applicable law shall not be deemed an election of remedies or otherwise prevent such party from enforcement of one or more other remedies at any time.
16. Matters To Be Disregarded. The titles of the several sections, subsections, and paragraphs set forth in this contract are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of the provisions of this Contract.
17. Subject To Funding. This Contract is subject to annual appropriations of funds by the Shelby County Government. In the event sufficient funds for this

Contract are not appropriated by Shelby County Government for any of its fiscal period during the term hereof, then this Contract will be terminated. In the event of such termination, the Consultant shall be entitled to receive just and equitable compensation for any satisfactory work performed as of the termination date.

18. Travel Expenses. All travel expenses payable under this Contract shall be in accordance with the County Travel Policy and Procedures. This includes advance written travel authorizations, submission of travel claims, documentation requirements, and reimbursement rates. The County will make no travel advances.
19. Incorporation Of Other Documents.
  - a. The Consultant shall provide services pursuant to this Contract in accordance with the terms and conditions set forth within the Shelby County Request for Proposals/Bids, as well as, the Response of the Consultant thereto, all of which are maintained on file within the Shelby County Purchasing Department and incorporated herein by reference.
  - b. It is understood and agreed between the parties that in the event of a variance between the terms and conditions of this Contract and any amendment thereto and the terms and conditions contained either within the Request for Proposals/Bids or the Response thereto, the terms and conditions of this Contract as well as any amendment shall take precedence and control the relationship and understanding of the parties.
20. Contracting With Locally Owned Small Businesses. The Consultant shall take affirmative action to utilized Locally Owned Small Businesses when possible as sources of supplies, equipment, construction and services.
21. Incorporation Of Whereas Clauses. The foregoing whereas clauses are hereby incorporated into this Contract and made a part hereof.
22. Waiver Of Proprietary Interest. Notwithstanding anything to the contrary contained herein or within any other document supplied to the County by the Consultant, the Consultant understands and acknowledges that the County is a governmental entity subject to the laws of the State of Tennessee and that any report, data or other information supplied to the County by the Consultant due to services performed pursuant to this Contract is subject to being disclosed as a public record in accordance with the laws of the State of Tennessee.

23. Organization Status And Authority.

- a. The Consultant represents and warrants that it is a corporation, limited liability company, partnership, or other entity duly organized, validly existing and in good standing under the laws of the State of Tennessee; it has the power and authority to own its properties and assets and is duly qualified to carry on its business in every jurisdiction wherein such qualification is necessary.
- b. The execution, delivery and performance of this Contract by the Consultant has been duly authorized by all requisite action and will not violate any provision of law, any order of any court or other agency of government, the organizational documents of the Consultant, any provision of any indenture, agreement or other instrument to which the Consultant is a party, or by which the Consultant's respective properties or assets are bound, or be in conflict with, result in a breach of, or constitute (with due notice or lapse of time or both) a default under any such indenture, agreement or other instrument, or result in the creation or imposition of any lien, charge or encumbrance of any nature whatsoever upon any of the properties or assets.

24. Warranty. The Consultant warrants to the County that all Services shall be performed in accordance with acceptable standards in the industry applicable to the Services. The Consultant shall correct, at its sole cost and expense, any work reasonably deemed to be unsatisfactory by the County. The Consultant warrants to the County that all Services shall be in strict compliance with the terms of this Contract, and all applicable governmental laws, rules and regulations.

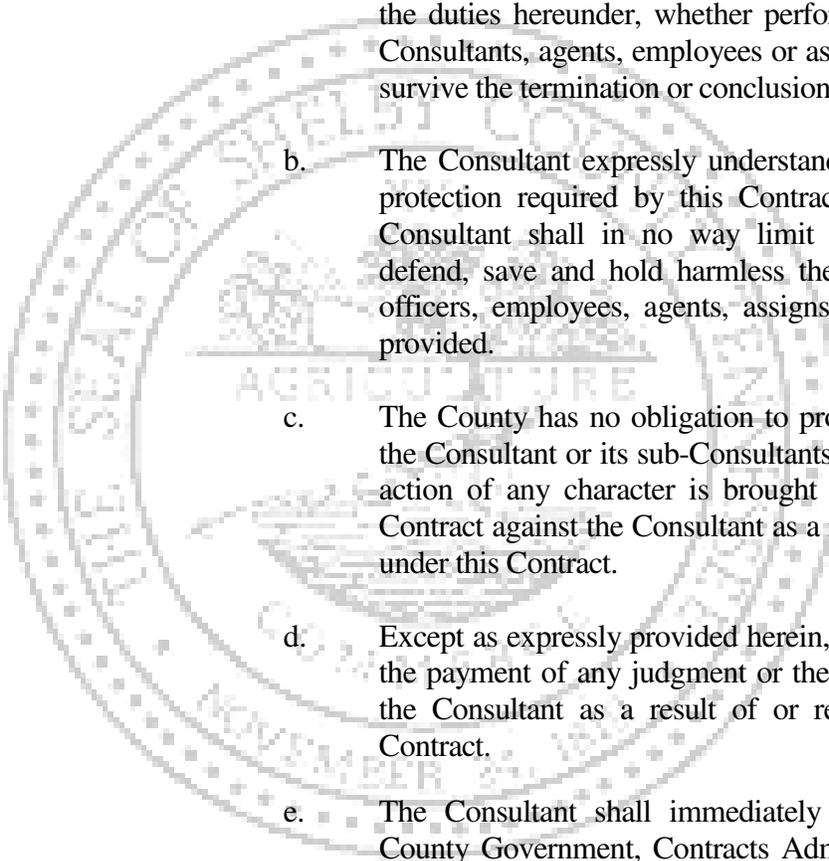
25. Rights in Data. The County shall become the owner, and the Consultant shall be required to grant to the County, or its successors, a perpetual, non-exclusive, non-transferable, royalty-free right, in the County's name, to use any deliverables provided by the Consultant under this Contract, regardless of whether they are proprietary to the Consultant or to any third parties.

**B. Indemnification and Insurance Requirements**

1. Responsibilities For Claims And Liabilities.

- a. The Consultant shall indemnify, defend, save and hold harmless the County, and its elected officials, officers, employees, agents, assigns,

and instrumentalities from and against any and all claims, liabilities, losses or damages—including but not limited to Title VII and 42 USC 1983 prohibited acts arising out of or resulting from any conduct; whether actions or omissions; whether intentional, unintentional, or negligent; whether legal or illegal; or otherwise that occur in connection with, or in breach of, this Contract or in the performance of the duties hereunder, whether performed by the Consultant, its sub-Consultants, agents, employees or assigns. This indemnification shall survive the termination or conclusion of this Contract.

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- b. The Consultant expressly understands and agrees that any insurance protection required by this Contract or otherwise provided by the Consultant shall in no way limit the responsibility to indemnify, defend, save and hold harmless the County or its elected officials, officers, employees, agents, assigns, and instrumentalities as herein provided.
  - c. The County has no obligation to provide legal counsel or defense to the Consultant or its sub-Consultants in the event that a suit, claim, or action of any character is brought by any person not party to this Contract against the Consultant as a result of or relating to obligations under this Contract.
  - d. Except as expressly provided herein, the County has no obligation for the payment of any judgment or the settlement of any claims against the Consultant as a result of or relating to obligations under this Contract.
  - e. The Consultant shall immediately notify the County, c/o Shelby County Government, Contracts Administration, 160 N. Main Street, Suite 550, Memphis, TN 38103, of any claim or suit made or filed against the Consultant or its sub-Consultants regarding any matter resulting from or relating to Consultant's obligations under this Contract and will cooperate, assist and consult with the County in the defense or investigation thereof.
  - f. The Consultant shall immediately notify the County, c/o Shelby County Government, Contracts Administration, 160 N. Main Street, Suite 550, Memphis, TN 38103, of cancellation or changes in any of the insurance coverage required.

2. Insurance Requirements. The Consultant will provide evidence of the following insurance coverage:

**PROFESSIONAL SERVICES/CONSULTANT PROJECTS  
LESS THAN \$1,000,000**

***Minimum Limits of Insurance***

Consultant shall maintain coverage with limits of no less than:

- 1) *Commercial General Liability Insurance* \$1,000,000 limit per occurrence bodily injury and property damage/\$1,000,000 personal and advertising injury/\$2,000,000 General Aggregate/\$2,000,000 Products-Completed Operations Aggregate. Shelby County Government, its elected officials, appointees, employees and members of boards, agencies, and commissions shall be named as additional insureds. The insurance shall include coverage for the following:
  - a) Premises/Operations
  - b) Products/Completed Operations
  - c) Contractual
  - d) Independent Consultants
  - e) Broad Form Property Damage, if applicable
  - f) Personal Injury and Advertising Liability
  - g) Cyber Liability – minimum limit of \$300,000
- 2) *Business Automobile Liability Insurance* - \$1,000,000 each accident for property damage and personal injury. Coverage is to be provided on all:
  - a) Owned/Leased Autos
  - b) Non-owned Autos
  - c) Hired Autos
- 3) *Workers Compensation and Employers' Liability Insurance* – Including coverage for sole proprietors, partners, and officers, regardless of requirement by Tennessee State Statute. Policy is to be specifically endorsed to include these individuals for coverage. Employers Liability Coverage is \$1,000,000 per accident. Consultant/Provider waives its right of subrogation against Shelby County for any and all workers' compensation claims.
- 4) *Professional Liability/Errors & Omissions Insurance* – minimum of \$1,000,000 per claim or occurrence/\$3,000,000 annual aggregate.
- 5) Employee Dishonesty – minimum limit of \$50,000 per employee, including Third Party coverage.

All policies will provide for thirty (30) days written notice to Shelby County of cancellation of coverage provided. Ten (10) days notice is applicable to non-payment of premium. If the insurer is not required by the policy terms and conditions to

provide written notice of cancellation to Shelby County, the Consultant/Provider will provide immediate notice to Shelby County.

All insurance policies maintained by the Consultant/Provider shall provide that insurance as applying to Shelby County shall be primary and non-contributing irrespective of such insurance or self-insurance as Shelby County may maintain in its own name and on its own behalf.

**C. Right to Monitor and Audit**

Access To Records. During all phases of the work and services to be provided hereunder the Consultant agrees to permit duly authorized agents and employees of the County to enter the Consultant's offices for the purpose of inspections, reviews and audits during normal working hours. Reviews may also be accomplished at meetings that are arranged at mutually agreeable times and places. The Consultant will maintain all books, documents, papers, accounting records, and other evidence pertaining to the fee paid under this Contract and make such materials available at their offices at all reasonable times during the period of this Contract and for three (3) years from the date of payment under this Contract for inspection by the County or by any other governmental entity or agency participating in the funding of this Contract, or any authorized agents thereof; copies of said records to be furnished if requested.

**XI. PROPOSAL SUBMISSION**

**A. General**

1. All interested and qualified proposers are invited to submit a proposal for consideration. Submission of a proposal indicates that the proposer has read and understands this entire RFP, including all attachments, exhibits, schedules, and addenda (as applicable) and all concerns regarding this RFP have been satisfied.
2. Proposals must be submitted in the format described below. Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc. are neither necessary nor desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.
3. Proposals must be complete in all respects as required in this section. A proposal may not be considered if it is conditional or incomplete.

4. **Hard copy proposals must be received by no later than 3:00 pm (CST) on September 16, 2011, at Shelby County Government Purchasing Department, 160 N. Main St., Suite 550, Memphis, TN 38103.**
5. The proposer agrees to provide the County with any additional information it deems necessary to accurately determine their ability to perform the services proposed. Furthermore, submission of this proposal constitutes permission by this organization for the County to verify all information contained in the proposal. Failure to comply with any request for additional information may disqualify the organization from further consideration. Such additional information may include evidence of financial ability to perform.

#### **B. Proposal Presentation**

1. One (1) original proposal (clearly identified as original) and eight (8) copies of the proposal are required.
2. The package containing the original and copies must be sealed and marked with the proposer's name and "**CONFIDENTIAL, CONSULTING SERVICES and Project Management for ICJS , RFP #12-008-06**" with due date and time indicated.
3. Proposals must be typed. Erasures and "white-out" are not permitted. Mistakes may be crossed out, and corrections may be typed adjacent and initialed in ink by the person signing the proposal. Please identify all attachments, literature and samples, etc., with your firm name and our RFP number.
4. Proposals must be verified before submission as they cannot be withdrawn or corrected after being opened. The County will not be responsible for errors or omissions on the part of the proposers in preparing their proposals. A responsible officer or employee must sign the proposal. Tennessee sales tax shall not be included in the Consultant's proposal.

#### **C. PROPOSAL FORMAT**

Response to this RFP must be in the form of a proposal package that must be submitted in the following format: **Please download the attachment to this document.** The Proposal Response Sheet (*required document*) should be the first page of your written response.

1. Cover Page – Submit on letterhead stationary, signed by a duly authorized officer, employee, or agent of the organization/firm.

2. Comprehensive Response (Minimum Requirements and Services Required)

- a. Address all services and requirements outlined in Section II – Minimum Requirements and Section IX – Services Required/Scope of Work.
- b. Outline of how respondent can meet or exceed the minimum requirements.
- c. Detail of how the respondent is qualified to provide the services required.
- d. A detailed description of the approach for accomplishing the services (include a time schedule for completion of each element).

3. Cost and Fees

- a. Provide the applicable itemized and any commissions included in the proposal for the Services for each element in the scope of work (this includes a break-down of the cost proposed for any sub-consultant working in conjunction with your organization on the project).
- b. Explain any assumptions or constraints in a price proposal to perform the services.
- c. Explain any additional charges or fees in the proposal.
- d. Adhere to the requirements of the “Living Wage Ordinance #328”, Section VI, Item I.

4. Experience of the Respondent.

A sufficient description of the experience and knowledge base of the proposer to show the proposer’s capabilities should be included in the proposal. At a minimum, the description of the experience and knowledge base of the proposer included in the proposal should include, but not necessarily be limited to, the following:

- a. A brief description of the history and mission of the proposer, including the proposer’s background and mission statement, the length of time the proposer has been in business, a description of the proposer’s organizational structure and a description of the proposer’s customer make-up;

- b. A statement of how long the proposer has provided services similar to the Services requested herein;
- c. A general description of the proposer's experience and background in providing services similar to the Services requested herein; and
- d. Any other relevant information about the experience and knowledge base of the proposer which is deemed to be material.
- e. Resume of each employee engaged in the Services, including the role of each and an overview of their previous experience with similar projects.

5. References

References of the proposer, including at least three (3) other clients for whom the proposer has provided services similar to the Services (with preference given to clients comparable to Shelby County Government) and, for each such reference, the business name, the identification of a contact person, the title of the contact person and a telephone number.

6. Additional Information

- a. A description of any other resources available to the proposer that will be useful in providing the Services.
- b. A description of the methods used by the proposer to measure the satisfaction of its client.
- c. Any other relevant information about the capabilities of the proposer deemed to be material.

## **XII. PROPOSAL EVALUATION AND SELECTION**

### **A. Evaluation Process**

1. Initial Review – All proposals will be initially evaluated to determine if they meet the following minimum requirements:
  - a. The proposal must be complete, in the required format, and be in compliance with all the requirements of the RFP.
  - b. Proposers must meet the Minimum Proposer Requirements outlined in Section II of this RFP.

2. Technical Review – Proposals meeting the above requirements will be evaluated on the basis of the following criteria:

- a. Each proposal will be reviewed by a special Ad-Hoc Committee which may elect to schedule a personal presentation and interview with one or more of the proposers.
- b. All proposals submitted in response to this RFP will be evaluated based on the following criteria:
  - i. Qualifications and experience of specific personnel assigned to this project;
  - ii. Quality and responsiveness of the proposal and the ability to present a clear understanding of the nature and scope of the project;
  - iii. Project methodology;
  - iv. Previous experience in performing similar Services;
  - v. Proposed cost to Shelby County Government;
  - vi. Other services available to Shelby County Government above and beyond the Services required.

3. Oral Presentation.

Shelby County Government reserves the right to interview, or to require an oral presentation from, any respondent for clarification of information set forth in the proposer's response. In this regard, at the discretion of the evaluation committee, some or all proposers who submit a proposal in response to this RFP may be asked to submit to an interview or give an oral presentation of their respective proposals to the evaluation committee. If so, this is not to be a presentation restating the proposal, but rather an in-depth analysis of certain qualifications of the proposer. The interview or oral presentation, if utilized, is intended to provide an opportunity for the proposer to clarify or elaborate on its qualifications without restating the proposal. The interview or oral presentation is to be a fact finding and explanation session only and is not to be used to negotiate any terms of the contract. If required, the time and location of such interview or oral presentation will be scheduled by the Administrator of Purchasing or his designee. Interviews and oral presentations are strictly an option of Shelby County Government or its evaluation committee and, consequently, may or may not be

conducted. All travel expenses to and from the interview or oral presentation shall be the responsibility of the proposer.

4. Selection will be based on determination of which proposal best meets the needs of the County and the requirements of this RFP.

*Shelby County Government reserves the right to consider the vendor's EOC rating in all evaluations.*

**B. CONTRACT AWARD**

Contract(s) will be awarded based on a competitive selection of proposals received. The proposers are advised that the lowest cost proposal will not necessarily be awarded the Contract, as the selection will be based upon qualification criteria as deemed by the County and as determined by the selection committee and the County Mayor. The proposals submitted will be evaluated by the County. All decisions are made at the discretion of the County.

The contents of the proposal of the successful proposer will become contractual obligations and failure to accept these obligations in a contractual agreement may result in cancellation of the award.

The County reserves the right to negotiate any portions of the successful proposer's fees and scope of work or utilize their own resources for such work.