

**Baldwin County Commission
Request for Proposal (RFP)
Oracle JD Edwards Enterprise One Software Maintenance**

The Baldwin County Commission (County) desires to obtain through this Request for Proposal (RFP) a qualified firm to provide preventative maintenance and support services for Oracle's JD Edwards Enterprise One Software.

The competency, experience and background of the service providers will be considered along with the quality of the proposal in making the contract award. A proposal other than the lowest priced may be selected if the County determines, at its sole and absolute discretion that its interests will best be served by doing so.

The County reserves, and in its sole discretion may exercise, the following rights and options with respect to the proposal submission, evaluation and selection process under this RFP:

- To reject any proposals if, in the County's sole discretion, the proposal is incomplete, the proposal is not responsive to the requirements of this RFP as stated, the service provider does not meet the qualifications set forth in the RFP, or it is otherwise in the County's best interest to do so.
- To supplement, amend, substitute or otherwise modify this RFP at any time prior to selection of one or more service providers for negotiation and to cancel this RFP with or without issuing another RFP.
- To accept or reject any or all of the items in any proposal and award the contract(s) in whole or in part if it is deemed in the County's best interest to do so.
- To request that some or all of the service providers modify proposals based upon the County's review and evaluation.
- Baldwin County will not reimburse service providers for any cost involved in the preparation and submission of responses to this RFP or in the preparation for and attendance at subsequent interviews.

AWARD PERIOD

It is the intent of the Baldwin County Commission to award this contract for a twelve (12) calendar month period. However, the Baldwin County Commission may, at their option and in agreement with the Successful Bidder, renew the contract for up to two (2) additional years, in twelve (12) month increments. The Baldwin County Commission will, in writing, notify the Contractor thirty (30) days prior to expiration of the 2015 contract with its intent to extend the contract.

It is the County's intent to award the bid to one Vendor.

PROPOSAL SUBMISSION

Three (3) original paper copies of the proposal must be received by the County prior to **2:00 P. M., (Central Standard Time) on August 17, 2015**. All copies of the proposals must be under sealed cover and plainly marked. **No emailed proposals will be accepted.** Proposals should be delivered or mailed to:

Wanda Gautney, Purchasing Manager
312 Courthouse Square, Suite 15 (mailing address)
257 Courthouse Square (physical address)
Bay Minette, AL 36507
251.580.2520

INQUIRES AND QUESTIONS

Inquires or questions should be submitted by email only to Wanda Gautney, Purchasing Manager, wgautney@baldwincounty.al.gov no later than **August 10, 2015**. All inquiries or questions should be consolidated by each service provider and submitted prior to the **3:00 P. M.**, deadline. All questions that are submitted will be answered and posted to the County website by August 13, 2015.

PRIME SERVICE PROVIDER RESPONSIBILITIES

Service provider will assume responsibility for delivery of services and application performance, regardless whether or not the Service provider subcontracts any of these services. The Service provider will be the sole point of contact regarding contractual matters, including performance of services and the payment of any and all charges resulting from contract obligations. Service provider will be totally responsible for all obligations outlined under this RFP.

HOLD HARMLESS PROVISION

The service provider shall at all times indemnify and save harmless the County and its departments, their County Commissioners, officers and employees, against all liability, claim of liability, loss, cost or damage, including death, and loss of services, on account of any injury to persons or property, occurring from any cause whatsoever in the work involved in the contract, and will, at his expense, defend on behalf of the County and its departments, their officers and employees, either or all, any suit brought against them or any of the arising from any such cause.

SERVICE PROVIDER QUALIFICATIONS

All bidders, to the best of their knowledge and belief, must be in, and remain in compliance with all applicable Federal, Alabama State, County and municipal laws, regulations, resolutions and ordinances. In particular, and without limitation, all bidders must be licensed and permitted in accordance with The Code of Alabama Title 10, concerning corporations doing business within Alabama, Title 34, dealing with licensing for businesses, Title 40, concerning licenses and taxation, unless otherwise exempt. All bidders should be prepared to timely submit to the County non confidential evidence or documentation demonstrating that the fact they are

presently licensed and permitted under Alabama law. Such non confidential evidence or documentation is encouraged to be submitted with the Bid Package.

The bidder expressly acknowledges, to and for the benefit of the Baldwin County Commission, that this Agreement may be funded with federal grant monies and, therefore, bidder expressly warrants and agrees that it shall at all times comply with all applicable federal, state, local and municipal laws and regulations. For more information about the Federal regulations visit the website <http://www.gpoaccess.gov/index.html> Code of Federal Regulations.

All vendors, contractors and grantee are required to comply with the Alabama Immigration Law under Sections 31-13-9 (a) and (b) of the Code of Alabama. Forms and documents will be included with award documents. Information and forms can be found on the Baldwin County Commission's Purchasing website under E-Verify at www.baldwincountyal.gov

All out-of-state bidders must provide proof of proper certification of authority, and any required registration, to transact business in this State, in order to perform work for the Baldwin County Commission. Bidder's Registration Number shall be provided on the Bid Response Form. The phone number for the Alabama Secretary of State is (334) 242-5324, Corporate Division.

CUSTOMER REFERENCES

The "Proposer" must provide their current client list with contact information for each. The County may make such investigations as they deem necessary to determine the ability of the proposer to furnish all services, and the proposer shall furnish to the County all such information and data. The County reserves the right to reject any bid if the evidence submitted, or investigation of such proposer, fails to satisfy the County that such proposer is properly qualified to carry out the obligations of the contract and to furnish all services contemplated therein.

STATEMENT OF WORK

Baldwin County Commission uses Oracle's JD Edwards Enterprise One software to manage Accounts Receivable, Accounts Payable, Fixed Assets, Payroll, Financial Reporting, Budgeting, Procurement, and Human Resources. We would like both proactive and troubleshooting support as described below.

A. Scope of Service

All time and materials activities will be based upon mutually approved not to exceed written pricing quotations.

1. **Proactive maintenance**. Perform proactive maintenance on a schedule to minimize performance problems and unplanned system outages for our production environment. Examples include job queue and log file management, remove old packages from servers, monitor interactive tasks, web exception errors and give recommendations for improvements

to the system to increase reliability. Describe tasks and categorize them as daily/weekly/monthly activities. We currently have Development and Production environments. Quote should include support for all current and future environments. In the cost proposal, please provide a monthly flat rate if applicable. If not, please provide an estimate of number of average hours per month and hourly rate

2. **Troubleshooting**. Describe tasks that are considered troubleshooting, your solution methods and hourly rate or whether it is included as part of proactive maintenance. We currently have Development and Production environments. Quote should include support for all current and future environments.
3. **Application Support**. From time to time we need application consulting. This may include but not be limited to: implement new functionality, help with year-end processing or day-to-day support. Provide resumes of proposed application consultants. Describe your level of application support for the modules listed above and hourly rates.
4. **Third-party software support**. Describe your level of support for the following third party software: Vertex; also, an hourly rate for each should we need additional consulting services.
5. **Upgrade Support**. Provide support for future major upgrades, e.g., Tools release, and Planner updates. Indicate whether these upgrades are fixed price or time and materials.
6. **Hours Outside of Preventative Maintenance**. Hours that are not covered by Preventative Maintenance should be quoted per quarter to cover the following services:
 - ESU installations for year-end update
 - Functional Support as needed
 - Required ESUs installation through the year and package builds that are required
 - Troubleshooting help as needed
 - o UBE process failure
 - o Application or Runtime event error
 - o Performance issues
 - Ability to roll over the unused hours from one quarter to the next quarter

B. Technical Environment

1. Applications Environment

- a. Application/Version: JD Edwards EnterpriseOne/9.0
- b. Tools Release: 9.1.4
- c. Enterprise Server Platform: Windows
- d. Quantity of Web Servers: 1
- e. Web Server Platform: WebSphere 7

2. General Environment

- a. Supported Sites: Baldwin County Commission
- b. Total User Count: 150
- c. Full Client User Count: usually under 30

3. Database Environment

- a. Database Type & Version: MSSQL 2008R2
- b. DB Server Platform: Windows
- c. Quantity of Instances: 1

BALDWIN COUNTY REQUEST FOR PROPOSAL RESPONSE FORM

Software Maintenance Services

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Date: _____

Out of State or If yes, _____
 Yes No Registration Number

Company Name: _____

Address: _____

Company Rep _____
(Rep. Name Typed or Printed)

Position: _____

Email Address: _____

Phone: _____

Fax: _____

Bid Cost specifications are based on a yearly (annually) costs for the preventative maintenance and quarterly for support services and should be submitted as follows:

<u>Annual Preventative Maintenance Coverage Period</u> -----	Costs
Year 1	\$ _____
Year 2	\$ _____
Year 3	\$ _____

<u>Quarterly Support Services Coverage Period</u> -----	Costs
Year 1 Quarterly Price	\$ _____
Year 2 Quarterly Price	\$ _____
Year 3 Quarterly Price	\$ _____