



REQUEST FOR PROPOSAL (RFP)

To Provide

**Montrose County Road & Bridge Department with an Asset, Operations, and
Project Management System along with Implementation Services**

For

Montrose County

Proposals Due

July 14th, 2022 by 2:00 PM (MST)

Location

**Montrose County IT Department Offices
121 South Townsend Ave.
Montrose, CO 81401**

General Information

Montrose County, Colorado is seeking proposals from qualified vendors (“bidder”) to provide an Asset, Operations and Project Management System along with Implementation Services for the Montrose County Road & Bridge Department.

The Montrose County Road & Bridge Department is upgrading from its current legacy system(s) to a more modern, feature-rich system that will offer greatly improved efficiencies.

The following information should be considered for bid submission:

Montrose County size.	2200 Square Miles
Number of Cities and Towns located within Montrose County.	9
Miles of Road currently maintained by the Montrose County Road & Bridge Department.	1,379
Number of Montrose County Road & Bridge Employees.	Road & Bridge has 47 Employees, Fleet has 8 employees and Public Works Administration has 5 employees for a total of 60 employees.
Number of Montrose County Road & Bridge Sites.	4
Number of Montrose County Road & Bridge Gravel Pit Sites.	9
Number of Pieces of Equipment currently utilized by Montrose County Road & Bridge.	451
Number of expected System Users.	20-25

Current solutions in use at Montrose County include: a Microsoft Access to a PostgreSQL Database for Asset tracking, Trimble GPS System, and Arc GIS System. Outside of Road & Bridge Faster is used for Fleet tracking and maintenance which is not scheduled to be integrated with the requested system at this time but may be in the future. Montrose County also utilizes UKG for Time and Payroll, and although integration is not requested at this time it may be in the future. Tyler Munis Software is used for Financial Accounting.

Instructions

Email one (1) digital copy of the proposal to vmcbride@montrosecounty.net no later than July 14th, 2022 at 2:00 PM, Mountain Daylight Time (MDT). **Late proposals will not be considered. An email confirming receipt of proposal will be sent, which will serve as confirmation of a timely submission.**

Proposal Submission Requirements

The proposal must provide information necessary for Montrose County to evaluate the qualifications, experience, and expertise of the proposing bidder to provide an Asset, Operations, and Project/Program Management System along with implementation services that meets the Montrose County Road & Bridge Departments requirements. Included in Appendix A is a list of technical and functional requirements (Requirements Matrix). This table must be completed and returned with the written proposal in order to evaluate the vendor's response.

The bidder is to make a written proposal ("proposal"), which presents an understanding of what Montrose County is requesting in an Asset, Operations, and Project/Program Management System solution along with implementation services for the Montrose County Road & Bridge Department. The proposal should demonstrate and provide evidence that the bidder or partners have the capabilities, professional expertise, and experience to provide the necessary services as described in this RFP. The bidder must ensure that all information required herein is submitted with the proposal. Failure to provide all information, inaccurate, or misstatement may be sufficient cause for rejection of the proposal or rescission of an award. Proposals shall be signed by an authorized representative of the bidding firm.

The bidder is asked to address each evaluation criteria contained in the Evaluation Process section of this RFP. Responses should be as thorough and detailed as possible so that Montrose County may properly evaluate the bidder's capabilities to provide the required system.

Responses must be based on the features that actually exist in their product released and sold to the general public as of the date the RFP response is submitted. Changes to the solution provider's base product required to meet the specifications should be clearly identified. Responses may not be based on features or enhancements expected to be included in future versions of the product. However, information regarding anticipated future product developments may be provided as an attachment to the response.

The bidder must include in their proposal the following items in the order shown:

1. Cover Sheet – A completed Proposal Cover Sheet which is the first page of this RFP.
2. Table of contents – All pages are to be numbered.
3. Introduction – Cover Letter/Executive Summary on company letterhead signed by a person with the corporate authority to enter into any contract which results from this RFP.
4. Company Profile – The following company profile information must be provided:
 - Bidder's name and contact information, including address telephone, website address, and fax number.
 - The organizational structure of the firm including subsidiaries, partnerships, or parent companies.
 - Year established (including former names and years established, if applicable).
 - Type of ownership and parent company, if any.
 - Areas of expertise.
 - Products and services offered.

- Number of years the proposed system has been in production
 - Number of bidder's current clients company-wide
 - The average size of bidder's customers
 - Listing of office locations, specifically noting the location of the office that would be responsible for providing technical and functional support and its hours of operations.
5. Bidders requirements and expectations:
- Key assumptions bidder is making regarding Montrose County's current status with regard to its current systems and capabilities as well as any assumptions bidder is making about what Montrose County wants in this new solution.
 - Key County positions expected to participate in the project including estimated time commitment requested.
6. Proposal – The proposal submitted by bidder shall include at a minimum, the following:
- Description of the solution and how it will meet the project goals.
 - Details on whether the solution is offered on-premises and/or hosted or a full turnkey service.
 - Completed requirements matrix (Appendix A).
 - Completed Pricing Schedule (Appendix B)
 - Completed Bidder Information Sheet (Appendix C)
 - Completed Bidder Acknowledgment (Appendix D)
 - Detail on all third-party software or services required for the solution (if any).
 - Business process mapping/analysis plans.
 - Proposed conversion and implementation plan.
 - Project Plan Summary including Project start dates and project completion dates, in order to assist Montrose County in understanding the projected project start date and anticipated duration.
7. Service Level Agreement. This should include:
- Pre go-live support process.
 - Post go-live support process.
 - Support hours.
 - Escalation process.
 - Any costs that could be incurred by the County for regular or after hours/weekend support work.
 - Upgrade frequency.
 - Enhancement process and schedule.
8. Pricing schedule: Included in this RFP is a Pricing Schedule, which is Appendix B. Pricing Schedule must be completed and submitted. Pricing must be guaranteed for 120 days following the RFP due date. Ensure the Pricing Table includes all licensing and support costs for the solution, any third-party software or services required to fulfill the requirements, Installation costs, History Data ingestion costs (if any) and travel and training estimates. Support and licensing price increases should also be explained and estimated for the next 5 years, and broken down on a per-year basis. Bidders should be aware that as a governmental entity, the County cannot guarantee payments beyond the current fiscal year, and require any contract for payment for services or products beyond the current year to be conditioned upon funds being available and appropriated.

Failure to follow any of the requirements of this RFP may result in disqualification. Bidders should keep a copy of their proposal for their own records. All proposals become the property of Montrose County and shall not be returned.

Proposal Package Contents / Questions

The complete proposal requirements are contained within this document. If a bidder discovers any ambiguity, conflict, discrepancy, omission, or other error, or has any questions regarding this RFP, he/she must email Vernie McBride, vmcbride@montrosecounty.net no later than 2:00 PM, Mountain Standard Time (MST), June 3rd, 2022. Clarifications, modifications, and answers to questions of general interest will be posted as Addenda on the Montrose County website, www.montrosecounty.net no later than 2:00 PM MST, June 15th, 2022.

Evaluation Process

Proposals will be recorded, but not publicly opened, on July 14th, 2022, 2:00 PM MST at Montrose County IT Department Offices, located at 121 South Townsend Ave., Montrose, CO 81401.

An evaluation committee, consisting of Montrose County staff, including staff from Road & Bridge and IT Departments, will evaluate and score each submitted proposal. The highest scored responses may be invited to provide a demonstration to the evaluation committee. Bidders should be available for questions and/or demonstrations the week July 25th 2022. Montrose County reserves the right to not interview or demonstrate products, and to make final selection based upon the submitted proposal.

The evaluation committee shall recommend contract award in the best interest of Montrose County, using the following criteria:

1. Meets or exceeds the requirements of Montrose County (0-30 Point Range)
2. Ease of use, is intuitive and user friendly (0-30 Point Range)
3. Pricing, One-Time implementation costs, Annual ongoing costs, Data Migration Costs (0-20 Point Range).
4. Integration with our ARC GIS, Trimble GPS, and Tyler Munis Finance System (0-20 Point Range)

It is anticipated that award will be made within seven weeks of the proposal deadline, during a public meeting of the Board of County Commissioners (BOCC). The public is encouraged to attend; meetings are advertised at www.montrosecounty.net. All bidders will be notified of the decision by email.

The Board of County Commissioners may award the contract based on the evaluation criteria outlined in the proposals, but reserves the right to make a final award based upon the best value to the County. In reviewing the proposals received, the County reserves the right to reject, for any reason whatsoever, any and all proposals, and to waive any informality or irregularity in a

proposal. The award of contract may be based on the complete proposal or any component thereof. The action to award a contract is subject to approval by the Board of County Commissioners. The submission of a proposal by any vendor does not in any way commit the County to enter into an agreement with that bidder.

Timeline (Estimated)

Dates are subject to change with notification provided as necessary.

RFP available on www.montrosecounty.net, May 16th, 2022

Questions deadline, June 3rd, 2022, 2:00 PM MST

Answers provided, June 15th, 2022, 2:00 PM MST

Proposals due, July 14th, 2022, 2:00 PM MST

Demonstrations conducted week of July 25th, 2022

Vendor of Choice announcement, September 7th, 2022

Contract Negotiations Complete, September 19th, 2022

Proposal award (estimated) September 21st, 2022

General Conditions

1. Bidder shall not subcontract any services without prior approval from Montrose County.
2. The Colorado Open Records Act applies to the successful proposal, and to all proposals after a proposal is awarded. Any information contained within the proposal that is proprietary in nature or protected by copyright, trademark, or other intellectual property law, should be clearly identified for non-disclosure purposes.
3. Payment to the prevailing bidder will be made upon submission and approval of invoice(s) and upon successful implementation of system. Payment will follow normal County payment processing cycles for issuance of checks. Invoices shall be sent directly to the County Finance Department at 1845 S. Townsend Avenue, Montrose, CO 81401 Attn: Accounts Payable. Invoices may be sent by e-mail to accountspayable@montrosecounty.net.
4. All materials submitted as part of this RFP shall become property of Montrose County.

Appendix A –Requirements Matrix

Montrose County Road & Bridge Department Asset, Operations, and Project Management System along with Implementation Services

Ref Num	Requirement	Fully Support Partially Support Do Not Support Support with 3 rd Party Supported in Future Release	Comments/Answers
1.0	Technical Requirements	Code	Comment/Answers
1.1	Please provide specific system requirements if on-premises solution.		
1.2	No users of the system are required to use elevated server or PC privileges to use the system		
1.3	Browsers supported: ie. Microsoft IE11, Edge, Firefox, Chrome, etc.		
1.4	Detail the application response times, benchmarks for processes such as report generation, etc.		
1.5	Does your solution include a guaranteed level of system performance, such as sub-second response time?		
1.6	Mobile functionality fully functional: Android and Apple IOS devices.		
1.7	Mobile functionality fully functional in connected or disconnected mode.		
1.8	System allows for simultaneous access to data by concurrent users.		
1.9	Users can be configured into roles limiting functionality to just their role.		
1.10	Ability to log out users and/or prevent users from logging in during periods of maintenance.		
1.11	Ability to monitor who is using the system and when licenses are in use.		
1.12	Is your solution hosted by your company or some third party hosting (Cloud) provider?		

1.13	Provide a description of your company's disaster recovery options.		
1.14	The system administrator(s) is able to deactivate a user account without contacting solution provider.		
1.15	What databases does your application support?		
1.16	Describe the County's responsibility in maintaining and managing the database(s).		
1.17	Does your system allow backups with no downtime? Does it allow for backups to be unattended? When are backups completed, i.e. time of day?		
1.18	Describe how your application handles multi-user contention or concurrency?		
1.19	Describe if and how your Software integrates with Arc GIS System.		
1.20	Describe if and how your Software integrates with Trimble GPS System.		
1.21	Describe if and how your Software integrates with Tyler Munis Financial System.		

2.0	Security	Code	Comment/Answers
2.1	Describe the proposed system's Application level security.		
2.2	What mechanism do you use for Single Sign-On?		
2.3	How are the users and security roles administered?		
2.4	What is the application authentication process? What methods are used to authorize users?		
2.5	Does your application allow for customer defined ID and password methodologies?		
2.6	Does your application allow for global security policies (e.g., number of invalid attempts before reset, time outs)?		
2.7	How is a validation for forgotten passwords processed when an employee becomes locked out or has forgotten log-on information?		
2.8	Does your solution support Multi-Factor Authentication? If so please provide details.		

3.0	General Requirements: Work Management Solution should provide the Montrose County Road & Bridge Department with the following capabilities	Code	Comment/Answers
3.1	Ability to assign and track employees, materials and equipment used on work orders or projects and associated costs, link all costs to a defined project number that can be assigned to a specific work activity and/or road segment.		
3.2	View history of all work completed via work order number, project code, road segment, Culvert #, Bridge # etc., view which employee's worked on it (hours and cost), what equipment was used for the work and the material that was applied.		
3.3	Group tasks into larger work orders.		
3.4	Create multiple tasks at once.		
3.5	Track work maintenance items, assign equipment, materials, and staff and set schedules for completion.		
3.6	See all tasks and projects both current and historical from a list report as well as on the Arc GIS integrated map.		
3.7	Ability to click on map and view work in progress with assigned personnel, equipment etc...		
3.8	Ability to reassign or transfer assets or personnel real time from one project to another.		
3.9	Analyze average task & project cost/cost differential.		
3.10	Maintenance of historic road segments (after surface changes and road realignments).		
3.11	Ability to manage and track transportation and traffic Items including all Roads by segment via ESRI ARC GIS integration.		
3.12	Ability to track and manage Pavement by road segments.		
3.13	Ability to track and manage Gravel Roads by road segments.		
3.14	Ability to track and manage Native Roads by road segments.		
3.15	Ability to track and manage Cattle Guards.		
3.16	Ability to track and manage Signs.		
3.17	Ability to track and manage Bridges.		
3.18	Ability to track and manage Guardrails.		
3.19	Ability to track and manage Culverts.		

3.20	Ability to manage Material purchasing and inventory including the following.		
3.21	Ability to manage material across multiple sites and complete inter location transfers etc...		
3.22	Manage Vendor information.		
3.23	Track inventory of materials, including types of aggregate in each gravel pit.		
3.24	Provide user-defined reorder points of materials.		
3.25	Allow user defined inventory method.		

4.0	Reporting Requirements: The County expects that out-of-the-box reporting features will be robust and meet most needs. Reporting needs that are not met by the out-of-the-box system drive custom configuration. The Vendor will be required to actively work to meet any configuration challenges identified during Report requirements gathering and scoping.		
4.1	All State of Colorado and Federally required reports to ensure regulatory and funding compliance.		
4.2	FEMA Reporting.		
4.3	Standard reports out-of-the-box.		
4.4	Ability for users to create and edit reports, field level queries, sorts, and reports.		
4.5	Tool for exporting reports or queries to MS Excel and/or Comma Separated Values.		
4.6	Ability to view/add/edit/remove custom widgets for dashboard reporting.		
4.7	Ability to set up auto generated reports on a schedule and have them sent via email to defined users.		

5.0	Existing Systems Integration and Data Migration Requirements		
5.1	Integration with Arc GIS.		
5.2	Integration with Trimble GPS Units.		
5.3	GPS Pathfinder Office Integration.		
5.4	Migration of existing historical data from PostgreSQL database to new system.		

6.0	Configuration Requirements		
6.1	Provide complete system configuration in collaboration with County staff to meet the objectives and task requirements for successful implementation.		
6.2	Configuration needs that are out-of-scope must be clearly communicated by the Bidder and change orders issued and approved prior to proceeding with out-of-scope work.		

7.0	Test Plan Requirements		
7.1	Provide a thorough test plan for system implementation.		
7.2	Provide timetable for test phase duration.		

8.0	Training Requirements		
8.1	Provide written training plan and materials.		
8.2	Provide on-site training for County staff.		
8.3	Provide web based training for County staff.		
8.4	Provide on – going training for any and all software upgrades or changes.		
8.5	Provide software training environment and materials for new County staff.		

9.0	Implementation and User Acceptance Testing – A well –implemented system is the overall goal of this scope of work. Bidders should include any items that may have been overlooked or are specific to the software needed to realize the overall goals and specific requirements outlined in their proposal. Deliverables to be collaborated on, reviewed and approved by Montrose County.		
9.1	Working test environment.		
9.2	User acceptance testing action items Go-Live plan.		
9.3	All go-live critical items addressed in test environment.		
9.4	Live production environment fully integrated.		

10.0	Optional Features - Request Management – Citizen Reporting Solution		
10.1	Intake location-based requests from citizens through website and mobile applications for Android and iOS devices.		
10.2	Validate requests against jurisdictional boundaries and provide rules-based request management for those outside of County responsibility areas.		
10.3	Identify/avoid duplicate or redundant requests.		

Appendix B – Pricing Schedule

Montrose County Road & Bridge Department Asset, Operations and Project Management System with Implementation Services

Please provide 2 separate pricing schedules one including the requested optional features outlined in Appendix A and one excluding the requested optional features outlined in Appendix A

One-Time Costs –						
Software License Costs						\$
Software customization Costs						\$
Additional required interfaces/modules/etc.						\$
Additional Third-Party products required						\$
Implementation Costs						\$
Workflow configuration costs						\$
Data Migration from existing PostgreSQL Database						\$
Interface with Arc GIS, Trimble GPS, and Tyler Munis costs						\$
Training Costs						\$
Travel Costs						\$
Customization Costs						\$
Other Costs (If Applicable; please be specific)						\$
TOTAL ONE-TIME COSTS:						\$
<ul style="list-style-type: none"> <i>All costs must be included in this table. Add rows if necessary.</i> 						
Annual Recurring Costs -						
	Year 1	Year 2	Year 3	Year 4	Year 5	
Annual costs	\$	\$	\$	\$	\$	
Any other annual costs associated with solution	\$	\$	\$	\$	\$	
	\$	\$	\$	\$	\$	
	\$	\$	\$	\$	\$	
TOTAL RECURRING COSTS:	\$	\$	\$	\$	\$	
<ul style="list-style-type: none"> <i>All costs must be included in this table. Add rows if necessary.</i> 						

Any other annual costs associated with a solution	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$
TOTAL RECURRING COSTS:	\$	\$	\$	\$	\$
<ul style="list-style-type: none"> <i>All costs must be included in this table. Add rows if necessary.</i> 					

Appendix C - Bidder Information Sheet

Montrose County Road & Bridge Department Asset, Operations and Project Management System and Implementation Services

Bidder: _____

Address: _____

Phone Number: _____

E-Mail Address: _____

Authorized Representative's Signature: _____

Printed Name of Signer: _____

Title: _____

Date: _____

Appendix D – Bidder Acknowledgement

Montrose County Road & Bridge Department Asset, Operations and Project Management System and Implementation Services

The undersigned, having carefully read and considered this RFP, does hereby offer to provide the specified Asset, Operations and Project Management System and Implementation Services to Montrose County Colorado.

The undersigned gives permission for Montrose County to contact business references provided in this proposal, and any others for whom the undersigned has performed work.

The undersigned understands that materials submitted in response to this RFP are subject to the Colorado Open Records Law (CORA) and has clearly identify, for non-disclosure purposes, any information within the proposal that is proprietary in nature or protected by copyright, trademark, or other intellectual property law.

The undersigned further states that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, anticompetitive agreement, or other type of anticompetitive activities between themselves and any other interested party, in restraint of free competition.

Bidders Business Name _____

Authorized Representative Signature _____

Authorized Representative Name & Title (Print) _____

Address _____

Date _____

Phone _____

Email _____