

**REQUEST FOR PROPOSAL**  
**FOR**  
**CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE**  
**FOR CHATHAM COUNTY COMMISSIONERS**  
**RFP NO. 18-0006-1**

**PROPOSAL RECEIPT BY: FEBRUARY 9, 2018 AT 5:00 PM**

THE COMMISSIONERS OF CHATHAM COUNTY, GEORGIA  
ALBERT J. SCOTT, CHAIRMAN

COMMISSIONER HELEN L. STONE

COMMISSIONER TABITHA ODELL

COMMISSIONER JAMES J. HOLMES

COMMISSIONER JAMES "JAY" JONES

COMMISSIONER BOBBY LOCKETT

COMMISSIONER DEAN KICKLIGHTER

COMMISSIONER PATRICK K. FARRELL

COMMISSIONER CHESTER A. ELLIS

R. JONATHAN HART, COUNTY ATTORNEY  
CHATHAM COUNTY, GEORGIA

**CHATHAM COUNTY, GEORGIA  
DOCUMENT CHECK LIST**

The following documents, when marked, are contained in and made a part of this Package or are required to be submitted with the proposal. It is the responsibility of the Proposer to read, complete and sign, where indicated, and return these documents with his/her Proposal. FAILURE TO DO SO MAY BE CAUSE FOR DISQUALIFYING THE PROPOSAL.

X  GENERAL INFORMATION

X  PROPOSAL

X  LEGAL NOTICE

X  ATTACHMENTS: A. DRUG FREE WORKPLACE; B. NONDISCRIMINATION STATEMENT; C. DISCLOSURE OF RESPONSIBILITY STATEMENT; D. CONTRACTOR AFFIDAVIT/AGREEMENT; E. SAVE FORM; F. DEBARMENT FORM; G. M/WBE PARTICIPATION FORM; H. LOBBYING

**COUNTY TAX CERTIFICATE REQUIREMENT:** Contractor must supply a copy of their Tax Certificate as proof of payment of the occupational tax where their office is located.

CURRENT TAX CERTIFICATE NUMBER \_\_\_\_\_  
CITY \_\_\_\_\_  
COUNTY \_\_\_\_\_  
OTHER \_\_\_\_\_

**RECEIPT IS HEREBY ACKNOWLEDGED OF ADDENDA NUMBERS \_\_\_\_\_**

The undersigned proposer certifies that he/she has received the above listed and marked documents and acknowledges that his/her failure to return each, completed and signed as required, may be cause for disqualifying his/her proposal.

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

DATE: \_\_\_\_\_

Chatham County has established goals to increase participation of minority and woman owned businesses. In order to accurately document participation, businesses submitting bids or proposals are strongly encouraged to report ownership status. A minority or woman owned business is defined as a business with 51% or greater minority or woman ownership. Please check ownership status as applicable:

African-American \_\_\_\_\_ Asian American \_\_\_\_\_ Hispanic \_\_\_\_\_  
Native American or Alaskan Indian \_\_\_\_\_ Woman \_\_\_\_\_

For additional information concerning Chatham County's M/WBE Program, please call (912) 652-7828.

**CHATHAM COUNTY, GEORGIA  
OFFICE OF THE PURCHASING AND CONTRACTING  
1117 EISENHOWER DRIVE, SUITE C  
SAVANNAH, GEORGIA 31406  
(912) 790-1626**

**DATE: January 23, 2018**

**RFP No. 18-0006-1**

**GENERAL INFORMATION FOR REQUEST FOR PROPOSALS**

This is an invitation to submit a proposal to supply Chatham County with the software and professional services as indicated herein. Sealed proposals will be received at the Office of the Purchasing Director, **1117 EISENHOWER DRIVE, SUITE C, SAVANNAH, GEORGIA 31406** up to **5:00 P.M., on February 9, 2018, (LOCAL TIME)**. The Purchasing Director reserves the right to reject any and all proposals and to waive formalities.

Instructions for preparation and submission of a proposal are contained in the Request for Proposal package. Please note that specific forms for submission of a proposal are required. Proposals must be typed or printed in ink.

Any changes to the conditions and specifications must be in the form of a written addendum to be valid; therefore, the Purchasing Director will issue a written addendum to document approved changes. Generally when addenda are required, the proposal opening date may be changed.

Chatham County has an equal opportunity procurement policy. Chatham County seeks to ensure that all segments of the business community have access to providing services needed by County programs. The County affirmatively works to encourage utilization of disadvantaged and minority business enterprises in our procurement activities. The County provides equal opportunity for all businesses and does not discriminate against any persons or businesses regardless of race, color, religion, age, sex, national origin or handicap. The County expects its contractors to make maximum feasible use of minority businesses and qualified minority employees.

**All firms** requesting to do business with Chatham County **must register** on-line at <http://purchasing.chathamcounty.org>. The County's Purchasing Division is interested in fostering participation by all qualified business persons offering commodities and services. For additional information please contact Purchasing and Contracting at 912-790-1620.

## SECTION I INSTRUCTIONS TO PROPOSERS

- 1.1 **PURPOSE:** The purpose of this document is to provide general and specific information for use in submitting a proposal to supply Chatham County with software and services as described herein. All proposals are governed by the Code of Chatham County, Chapter 4, Article IV, and the laws of the State of Georgia.
- 1.2 **INFORMATION OR CLARIFICATION:** For information concerning procedures for responding to this solicitation, contact Peggy Joyner, Purchasing Director at (912) 790-1626. Such contact shall be for clarification purposes only. Material change, if any to the scope of services or bidding procedures will be only transmitted by written addendum. It is the proposers' responsibility to check the website to determine if any addenda(s) have been issued.

All questions must be submitted in writing to the Purchasing & Contracting Division, 1117 Eisenhower Drive, Citizen Service Center, Suite C, Savannah, GA. Attn: Peggy Joyner. Questions may be sent via FAX to (912) 790-1627 or email to [pjoyner@chathamcounty.org](mailto:pjoyner@chathamcounty.org). Questions of a material nature must be received prior to the cut-off date specified in the solicitation schedule. If no cut-off date is listed, the deadline for questions shall be 5:00 p.m. one week prior to the deadline of receipt of proposals. If a bid or proposal is faxed, it is the responsibility of the proposer to insure that the proposal is received in its entirety prior to the deadline for bid submittal. In certain circumstances, fax bids are never allowed i.e., when there is a bid bond requirement. The entire proposal must be submitted in accordance with the Instructions to Bidder/Proposers contained in this solicitation.

- 1.3 **ELIGIBILITY:** To be eligible for a resulting contract (s) in responding to this solicitation, the proposing firm must demonstrate that they, or the principals assigned to the project, have successfully completed services, similar to those specified in the Scope of Services.
- 1.4 **HOW TO PREPARE PROPOSALS:** All proposals shall be:
- A. Prepared on the forms enclosed herewith, unless otherwise prescribed, and **all documents must be submitted.**
  - B. Typewritten or completed with pen black or blue ink, signed by the business owner or authorized representative, with all corrections initialed and dated by the official signing the proposal. ALL SIGNATURE SPACES MUST BE SIGNED.

Bidders are encouraged to review carefully all provisions and attachments of this document prior to submission. Each bid constitutes an offer and may not be withdrawn except as provided herein.

**1.5 HOW TO SUBMIT PROPOSALS: All proposals shall be:**

- A. Submitted in a sealed opaque enveloped, plainly marked **Customer Relationship Management Software RFP #18-0006-1, with date and time of bid proposal opening, and company name.**
- B. Mailed or hand delivered as follows in a sufficient time to ensure receipt by the Purchasing Director on or before time and date specified above.

Purchasing and Contracting  
1117 Eisenhower Drive, Suite C  
Savannah, Georgia, 31406

- C. Each proposal must be submitted in one (1) original and two (2) copies bound to:

Chatham County Purchasing Department  
Attn: Peggy Joyner  
1117 Eisenhower Drive, Suite C,  
Savannah, GA 31406

An electronic proposal shall also be submitted either on CD or a flash drive.

**1.6 HOW TO SUBMIT AN OBJECTION: Objections from Offerors to this Request for Proposals and/or these specifications should be brought to the attention of the County Purchasing Director in the following manner:**

- A. When a pre-proposal conference is not scheduled, the Proposer shall object in writing not less than five (5) days prior to the Date for submission.
- B. The objections contemplated must pertain both to form and substance of the Request for Proposal documents. Failure to object in accordance with the above procedure will constitute a waiver on the part of the business to protest this Request for Proposal.

**1.7 FORMAT FOR RESPONSES: To be considered, contractors must submit a complete response to the Request for Proposal. To assure a uniform review process and obtain the maximum degree of comparability, each proposal shall include all content in the requested order listed in Section 3.7 with signatures and required attachments.**

**1.8 ERRORS IN PROPOSALS: Proposers or their authorized representatives are expected to fully inform themselves as to the conditions, requirements, and specifications before submitting proposals. Failure to do so will be at the Proposer's own risk.**

**1.9 STANDARDS FOR ACCEPTANCE OF PROPOSERS FOR CONTRACT AWARD: The County reserves the right to reject any or all Proposals and to waive any irregularities or technicalities in Proposals received whenever such rejection or waiver**

is in the best interest of the County. The County reserves the right to reject the Offer of a Proposer who has previously failed to perform properly or complete on time contracts of a similar nature, whom investigation shows is not in a position to perform the contract.

**1.10 DEFINITION OF TERMS:**

**PROPOSER:** Whenever the term "Proposer" is used it shall encompass the "person", "business", "firm", or other party submitting a proposal to Chatham County in such capacity before a contract has been entered into between such party and the County.

**1.11 COMPLIANCE WITH LAWS:** The Proposer shall obtain and maintain all licenses, permits, liability insurance, workman's compensation insurance and comply with any and all other standards or regulations required by federal, state or County statute, ordinances and rules during the performance of any contract between the Proposer and the County. Any such requirement specifically set forth in any contract document between the Proposer and the County shall be supplementary to this section and not in substitution thereof.

**1.12 LOCAL PREFERENCE:** The contractor agrees to follow the local preference guidelines as specified in the contract documents, which state "The CONTRACTOR hereby agrees, as part of the consideration to Chatham County for making this Contract, that the CONTRACTOR in the carrying out of this contract will give the citizens of Chatham County preference for employment to perform all labor required by this contract; that the rate of wages to be paid shall not be less than legally required; and that in the purchase of materials to be used in the Work of the Project, preference shall be given to sources from within Chatham County to the maximum extent possible. The CONTRACTOR will cause the forgoing provisions to be inserted in all subcontracts so that provisions will be binding upon each subcontractor."

## **SECTION II GENERAL CONDITIONS**

**2.1 SPECIFICATIONS:** Any obvious error or omission in specifications shall not inure to the benefit of the Proposer but shall put the Proposer on notice to inquire of or identify the same to the County.

**2.2 MULTIPLE PROPOSALS:** No Proposer will be allowed to submit more than one offer. Any alternate proposals must be brought to the Purchasing Director's attention during the Pre-proposal Conference or submitted in writing at least five (5) days preceding the date for submission of proposals.

**2.3 GEORGIA OPEN RECORDS ACT:** The responses will become part of the County's official files with any obligation on the County's part. Ownership of all data, materials, and documentation prepared for an submitted to Chatham County in response to a solicitation, regardless of type, shall belong exclusively to Chatham County and will be considered a record prepared and maintained or received in the course of operations of public office or agency and is subject to public inspection in accordance with the

- 2.4 **GEORGIA TRADE SECRET ACT OF 1990:** In the event that a Proposer submits secret information to the County, the information must be clearly labeled as a "Trade Secret". The County will maintain the confidentiality of such trade secrets to the extent provided by law.
- 2.5 **CONTRACTOR RECORDS:** The Georgia Open Records Act is applicable to the records of all contractors and subcontractors under contract with the County. This applies to those specific contracts currently in effect and those which have been completed or closed up to three (3) years following completion.
- 2.6 **NO EXCLUSIVE CONTRACT/ADDITIONAL SERVICES:** Contractor agrees and understands that the contract shall not be construed as an exclusive arrangement and further agrees that the County may, at any time, secure similar or identical services at its sole option.
- 2.7 **OFFERS TO BE FIRM:** The proposer **warrants** that terms and conditions quoted in his offer will be firm for acceptance for a period of ninety (90) days from bid submitted, unless otherwise stated in the proposal in order to provide the Evaluation Team time to review all proposals.
- 2.8 **COMPLETENESS:** All information required by Request for Proposals must be completed and submitted to constitute a proper proposal. The County shall have sole discretion in evaluating qualifications and responses.
- 2.9 **DEBARRED FIRMS, INDICTMENTS AND PENDING LITIGATION:** Any potential proposer/firm listed on the Federal, State of Georgia or any government entity, Excluded Parties Listing (Barred from doing business) **will not** be considered for contract award. Proposers **shall** disclose any record of pending criminal violations (Indictment) and/or convictions, pending lawsuits, etc., and any actions that may be a conflict of interest occurring within the last five (5) years. Any proposer/firm previously defaulting or terminating a contract with the County will be considered.
- \*\* All proposers are to read and complete the Disclosure of Responsibility Statement enclosed as an Attachment to be returned with response. Failure to do so may result in your solicitation response being rejected as non-responsive. Proposer acknowledged that in performing contract for the Board, proposer shall not utilize any firms that have been a party of any of the above actions. If proposer has engaged any firm to work on this contract or project that is later debarred, Proposer shall sever its relationship with that firm with respect to Board contract.**
- 2.10 **MINORITY- WOMEN BUSINESS ENTERPRISE PARTICIPATION:** It is the desire of the County Board of Commissioners to increase the participation of minority (MBE) and woman-owned (WBE) business in its contracting and procurement programs. Bidder/proposers are requested to include in their proposals a narrative describing their past accomplishment and intended actions in this area. If bidder/proposers are considering minority or women owned enterprise participation in their proposal, those

firms, and their specific duties must be identified in their proposal along with the percentage(s) and dollar amount awarded to the M/WBE firm.

If the awarded contractor/vendor is claiming minority status, the contractor/vendor shall apply for certification by Chatham County, Georgia to the Office of Minority Business Coordinator. The Minority Business Coordinator will provide documentation of application status once approved or disapproved by Chatham County. Certification by any other government entity is acceptable if current copy of the certification is provided with this solicitation. For additional information concerning Chatham County's M/WBE Coordinator please call 912-652-7828.

- 2.11 LOBBYING ACTIVITIES:** During the request for proposal process and subsequent evaluation and award process, proposers shall have no discussions with Board members, other elected officials, county management staff and employees. Proposers are required to sign the lobbying affidavit included in the RFP package. All contact must be through the Purchasing & Contracting Office.
- 2.12 LIABILITY PROVISIONS:** Where proposers are required to enter or go onto Chatham County property to measurements or gather other information in order to prepare the proposal as requested by the County, the proposer shall be liable for any injury, damage or loss occasioned by negligence or the proposer, his agent, or any person the proposer has designated to prepare the Offer and shall indemnify and hold harmless Chatham County from any liability arising therefrom. The contract document specifies the liability provisions required of the successful proposer in order to be awarded a contract with Chatham County.
- 2.13 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:** By submission of this offer, the offer certifies, and in the case of a joint bid each party thereto as to its own organization, that in connection with this procurement:
1. The prices in this offer have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
  2. Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the proposer and will not knowingly be disclosed by the proposer prior to opening, directly or indirectly to any other competitor; and;
  3. No attempt made or will be made by the proposer to induce any other person or firm to submit or not to submit a bid for the purpose or restricting competition.
- 2.14 AWARD OF CONTRACT:** The contract, if awarded, will be awarded to the responsible proposer whose proposal will be most advantageous to Chatham County, price and other factors considered. The Board of Commissioners will make the determination as to which proposal best serves the interest of Chatham County.
- 2.15 TERM OF CONTRACT:** The contract shall cover initial purchase, installation and implementation of software as well as on-going maintenance and upgrades for the software.



- 2.16 VENDOR PERFORMANCE EVALUATION:** On April 11, 2008, the Board of County Commissioners approved a change to the County Purchasing Ordinance requiring Vendor Performance Evaluations, as a minimum, prior to the contract anniversary date. Should the vendor performance be unsatisfactory, the appointed County Project Manager for the contract may prepare a Vendor Complaint Form or a Performance Evaluation to be sent to the Purchasing Director.
- 2.17 PROCUREMENT PROTESTS:** Objections and protest to any portion of the procurement process or actions of the County staff may be filed with the Purchasing Agent for review and resolution. The Chatham County Purchasing Ordinance Section 9 Vendor Disputes.
- 2.18 QUALIFICATION OF BUSINESS (RESPONSIBLE OR PROPOSER):** A responsible bidder or proposer is defined as one who meets, or by the date of the bid acceptance can meet, all requirements for licensing, insurance, and service contained within this Invitation for Bids or Proposals. Chatham County has the right to require any or all bidders to submit documentation of the ability to perform, provide, or carry out the service or provide the product requested. Chatham County has the right to disqualify the bid or proposal of any bidder or proposer as being non-responsive or non-responsible whenever such bidder/proposer cannot document the ability to deliver the requested product.
- 2.19 COUNTY TAX CERTIFICATE REQUIREMENT:** A current Chatham County or municipal business tax certificate (within the State of Georgia) is required unless otherwise specified. A firm need not have a Chatham County Tax Certificate prior to submitting a proposal. However, a license must be obtained by the successful vendor prior to the award of contract. Please contact the Chatham County Department of Building and Regulatory Services at (912) 201-4300 for additional information.
- 2.20 LICENSES, PERMITS, TAXES:** The price or prices for the service shall include full compensation for all fees that the proponent is or may be required to pay. Chatham County is Tax Exempt. A Tax Exemption Certificate will be provided by the Purchasing & Contracting Office upon request (912) 790-1618 or (912) 790-1627 fax.
- 2.21 INSURANCE PROVISIONS:** The selected CONTRACTOR shall be required to procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the Contractor's fee proposal. **Contract work will not proceed unless Chatham County has in their possession, a current Certificate of Insurance.**

2.21.1 General Information that shall appear on a Certificate of Insurance:

- I. Name of Producer (Contractor's insurance Broker/Agent).
- II. Companies affording coverage (there may be several).
- III. Name and address of the Insured (this should be the Company or Parent of the firm Chatham County is contracting with).
- IV. A Summary of all current insurance for the insured (includes effective dates of coverage).

- V. A brief description of the operations to be performed, the specific job to be performed, or contract number.
- VI. Certificate Holder (This is always includes Chatham County).

2.21.2 Limits of Insurance: Effective coverage shall have the following limits:

- A. **Commercial General Liability:** Provides protection against bodily injury and property damage claims arising from operations of a Contractor or Tenant. This policy coverage includes: premises and operations, use of independent contractors, products/completed operations, personal injury, contractual, broad form property damage, and underground, explosion and collapse hazards.

Minimum limits: \$1,000,000 bodily injury and property damage per occurrence and annual aggregate.

- B. **Worker's Compensation and Employer's Liability:** provides statutory protection against bodily injury, sickness or disease sustained by employees of the Contractor while performing within the scope of their duties. Employer's Liability coverage is usually included in Worker's Compensation policies, and insures common law claims of injured employees made in lieu of or in addition to a Worker's Compensation claim. Minimum limits: \$ 500,000 for each accident, disease policy limit, disease each employee and Statutory Worker's Compensation limit.
- C. **Business Auto Liability:** Coverage insures against liability claims arising out of the Contractor's use of automobiles. Minimum limit: \$1,000,000 combined single limit per accident for bodily injury and property damage.  
Coverage should be written on an "Any Auto" basis.

2.21.3 SPECIAL REQUIREMENTS:

- A. **Claims-Made Coverage:** The limits of liability shall remain the same as the occurrence basis, however, the Retroactive date shall be prior to coincident with the date of any contract, and the Certificate of Insurance shall state the coverage is claims-made. The Retroactive date shall also be specifically stated on the Certificate of Insurance.
- B. **Extended Reporting Periods:** the Contractor shall provide the County with a notice of the election to initiate any Supplemental Extended Reporting Period and the reason(s) for invoking this option.
- C. **Reporting Provisions:** Any failure to comply with reporting provisions of the policies shall not affect coverage provided in relation to this request.
- D. **Cancellation/Non-Renewal Notification:** Each insurance policy that supplies to this request shall be endorsed to state that it shall not be suspended, voided, or canceled, except after thirty (30) days prior to

written notice by certified mail, return receipt requested, has been given to the County.

- E. **Proof of Insurance:** Chatham County shall be furnished with certificate of insurance and with original endorsements affecting coverage required by this request. The certificates and endorsements are to be signed by a person authorized by the insurer to bind coverage on its behalf. All certificates of insurance are to be submitted prior to, and approved by, the County before services are rendered. The Contractor must ensure Certificate of Insurance are updated for the entire term of the contract.
- F. **Insurer Acceptability:** insurance is to be placed with an insurer having an A.M. Best's rating of A and a five (5) year average financial rating of not less than V. If an insurer does not qualify for averaging on a five year basis, the current total Best's rating will be used to evaluate insurer acceptability.
- G. **Lapse in Coverage:** a lapse in coverage shall constitute grounds for contract termination by Chatham County Board of Commissioners.
- H. **Deductible and Self-Insured Retention:** Any deductibles or self-insured retention must be declared to, and approved by, the County. At the option of the County, either: the insurer shall reduce or eliminate such deductibles or self-insured retention as related to the County, its officials, officers, employees, and volunteers; or the Contractor shall procure a bond guaranteeing payment of related suits, losses, claims and related investigation, claim administration and defense expenses.

**2.22 INDEMNIFICATION:** The CONTRACTOR agrees to protect, defend, indemnify, and hold harmless Chatham County, Georgia, its commissioners, officers, agents, and employees from and against any and all liability, damages, claims, suits, liens, and judgments, of whatever nature, including claims for contribution and/or indemnification, for injuries to or death of any person or persons, or damage to the property or other rights of any person or persons caused by the CONTRACTOR or its subcontractors. The CONTRACTOR's obligation to protect, defend, indemnify, and hold harmless, as set forth herein above shall include, but not be limited to, any matter arising out of any actual or alleged infringement of any patent, trademark, copyright, or service mark, or any actual or alleged unfair competition, disparagement of product or service, or other business tort of any type whatsoever, or any actual or alleged violation of trade regulations. CONTRACTOR further agrees to investigate, handle, respond to, provide defense for, and to protect, defend, indemnify, and hold harmless Chatham County, Georgia, at his sole expense, and agrees to bear all other costs and expenses related thereto, even if such claims, suits, etc., are groundless, false, or fraudulent, including any and all claims or liability for compensation under the Worker's Compensation Act arising out of injuries sustained by any employee of the CONTRACTOR or his subcontractors or anyone directly or indirectly employed by any of them. The CONTRACTOR'S obligation to indemnify Chatham County under this Section shall not be limited in any way by the agreed-upon contract price, or to the scope and amount of coverage provided by any insurance maintained by the CONTRACTOR.

- 2.23 COMPLIANCE WITH SPECIFICATION - TERMS AND CONDITIONS:** The Request for Proposals, Legal Advertisement, General Conditions and Instructions to Proposers, Specifications, Special Conditions, Proposers Offer, Addendum, and/or any other pertinent documents form a part of the Offeror's proposal and by reference are made a part hereof.
- 2.24 SIGNED RESPONSE CONSIDERED AN OFFER:** The signed Response shall be considered an offer on the part of the Proposer, which offer shall be deemed accepted upon approval by the Chatham County Board of Commissioners, Purchasing Director or his designee. In case of a default on the part of the Proponent after such acceptance, Chatham County may take such action as it deems appropriate, including legal action for damages or lack of required performance.
- 2.25 NOTICE TO PROCEED:** The successful proposer shall not commence work under this Request for Proposal until a written contract is awarded and a Notice to Proceed is issued by the Purchasing Director or his designee. If the successful Proposer does commence any work or deliver items prior to receiving official notification, he does so at his own risk.
- 2.26 PAYMENT TO CONTRACTORS:** Instructions for invoicing the County for service delivered to the County are specified in the contract document.
- A. Questions regarding payment may be directed to the Chatham County Finance Department, at (912) 652-7900.
  - B. Contractors will be paid the agreed upon compensation upon satisfactory progress or completion of the work as more fully described in the contract document.
  - C. Upon completion of the work, the Contractor will provide the County or contractor with an affidavit certifying all suppliers, persons or businesses employed by the Contractor for the work performed for the County have been paid in full.
  - D. Chatham County is a tax exempt entity. Every contractor, vendor, business or person under contract with Chatham County is required by Georgia law to pay State sales or use taxes for products purchased in Georgia or transported into Georgia and sold to Chatham County by contract. Please consult the State of Georgia, Department of Revenue, Sales and Use Tax Unit in Atlanta (404) 656-4065 for additional information.
- 2.27 CONTRACT COST ADJUSTMENTS:** Prices quoted shall be firm for the initial contract term and any subsequent maintenance periods as outlined in the RFP.

Any requested adjustment shall be fully documented and submitted to the County at least ninety (90) days prior to the contract anniversary date. Any approved cost adjustments shall become effective on the beginning date of the approved contract extension.

The County may, after examination, refuse to accept the adjusted costs if they are not properly documented, or considered to be excessive, or if decreases are considered to be insufficient. In the event the County does not wish to accept the adjusted costs and the matter can not be resolved to the satisfaction of the County, the Contract will be considered canceled on the scheduled expiration date.

- 2.28 VENDOR DEFAULT:** Chatham County reserves the right, in case of vendor default, to procure the articles or services from other sources and hold the defaulting vendor responsible for any excess costs occasioned thereby. Should vendor default due to a failure to perform or because a request for price increase, Chatham County reserves the right to remove the vendor from the County's bid/proposal listing for twenty-four months.
- 2.29 RESTRICTIVE OR AMBIGUOUS SPECIFICATIONS OR REQUIREMENTS:** It is the responsibility of the prospective proposer to review the entire request for proposal (RFP) packet and to notify the Purchasing Department if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications or bidding procedures must be received in the Purchasing Division not less than one week prior to the time set for proposal opening.
- 2.30 MERGERS:** If a selected firm is sold or merged with another organization, the County will consider the contract binding regardless of any name changes. If there is a conflict of interest, the County reserves the right to terminate said contract.
- 2.31 SECURITY AND IMMIGRATION COMPLIANCE ACT AND SYSTEMATIC ALIEN VERIFICATION FOR ENTITLEMENTS (SAVE):** On July 1, 2008, the Georgia Security and Immigration Compliance Act (SB 529, Section 2) became effective. All contractors and subcontractors entering into a contract or performing work must sign an affidavit that he/she has used the E-Verify System. E-Verify is a no-cost federal employment verification system to insure employment eligibility. Affidavits are enclosed in this solicitation. You may download M-274 Handbook for Employers at <http://www.dol.state.ga.us/spotlight/employment/rules>. You may go to <http://www.uscis.gov>, to find the E-Verify information. O.C.G.A. § 50-36-1, requires Georgia's cities to comply with the federal **Systematic Alien Verification for Entitlements (SAVE) Program**. SAVE is a federal program used to verify that applicants for certain "public benefits" are legally present in the United States. Contracts with the County are considered "public benefits." Therefore, the successful bidder will be required to provide the Affidavit Verifying Status for Chatham County Benefit Application prior to receiving any County contract. The affidavit is included as part of this bid package but is only required of the successful bidder.
- 2.32 PENDING LITIGATION:** Proposals will not be accepted from any company, firm, person, or party, parent subsidiary, against which Chatham County has an outstanding claim, or a financial dispute relating to prior contract performance. If the County, at any time, discovers such a dispute during any point of evaluation, the proposal will not be considered further.
- 2.33 EVALUATION FACTORS:** Factors such as proponents overall capability, specialized experience, reputation, past performance on similar projects, technical competence, financial stability, ability to meet program goals, delivery under the

contract terms, and fee schedule will be considered in the award recommendation. Commitment in the level of local MBE/WBE firms, consultants and employees will also be considered in the evaluation of proposals.

- 2.34 SELECTION PROCESS:** Proposals will be evaluated initially on the basis of the written document. Thus, the proposal must be complete, concise and clear as to the intent of the respondent. Further evaluation may include interviews with any or all proposers at the County's discretion.
- 2.35** All respondents must provide a statement of disclosure which will allow the County to evaluate possible conflicts of interest.
- 2.36** The County shall have sole discretion in evaluating both the responses and qualifications of the respondents.
- 2.37 CONTRACT:** The successful respondent will be expected to execute a contract within 30 days of notice to award. Upon award of the contract, the proponent shall be bound to deliver services on the terms and conditions of this document and any negotiations which may occur.

Successful Proponent will be asked to submit his/her firms' contractual issues for consideration in the Chatham County contract. Proposals will become part of the contract.

- 2.38 PERFORMANCE AND APPROVAL OF SUB-CONSULTANTS:** The proponent will perform the project as an independent contractor and not as an agent or employee of the County. Joint ventures and sub-consultant arrangements are not prohibited; however, the proponent shall secure written permission from Chatham County before subcontracting any part of this service. Such permission should be obtained during the proposal evaluation stage. Proponents are encouraged to use local Minority/Woman Business Enterprises and are reminded of reporting requirements when utilizing these arrangements.
- 2.39 CHANGES:** In the event a contract is awarded, the County may, at any time during the contract period, make changes within the general scope of the contract and its technical provisions. If any such change causes any increase or decrease in the proponent's cost of performing any part of the contract, whether changed or not changed by any such notice, an equitable adjustment shall be made in the contract prices, or in the time of performance, or in both. A written memorandum of such adjustment shall be made.

Any claim by the proponent for an equitable adjustment shall be supported by detailed cost and pricing data, which the County shall have the right to verify by audit of the proponent's records or, at the County's election, by other appropriate means. Any claim by the proponent for an equitable adjustment shall be made in writing and prior to proceeding with the additional services or capital investments. The County may accept and act upon claims made later if, in the County's sole discretion, circumstances justify so doing. Nothing in this clause shall excuse the proponent from proceeding with performance of this contract in accordance with its original terms and conditions and any approved changes.

- 2.40 TERMINATION OF CONTRACT:** Each party to the contract shall have the right to terminate any contract to be made hereunder for its convenience by giving the proponent written notice 60 days in advance of its election to do so and by specifying the effective date of such termination. The proponent shall be paid for services rendered and not in question or dispute through the effective date of such termination. Further, provided a contract is awarded, if a proponent shall fail to fulfill any of its obligations hereunder, the County may, by giving written notice to the proponent at issue, terminate the agreement with said proponent for such default. If this agreement is so terminated, the proponent shall be paid only for work satisfactorily completed.
- 2.41 ASSIGNMENT:** The Contractor shall not assign or transfer any interest of the contract without prior written consent of the County.
- 2.42 PAYMENT AND PERFORMANCE BONDS:** County reserves the right to require payment and performance bonds or other forms of surety satisfactory to the County Attorney

The undersigned proposer certifies that he/she has carefully read the preceding list of instructions and all other data applicable hereto and made a part of this invitation; and, further certifies that the prices shown in his/her proposal are in accordance with all documents contained in this Request for Proposals package, and that any exception taken thereto may disqualify his/her proposal.

This is to certify that I, the undersigned Proposer, have read the instructions to Proposer and agree to be bound by the provisions of the same.

This \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_.

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

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
COMPANY

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
PHONE NO.

## SECTION III SPECIFIC CONDITIONS

**3.1 SCOPE OF SERVICES:** The Commissioners of Chatham County are seeking a Citizen Relationship Management (CRM) system to manage all relationships and interactions of their constituents to help them better serve the public. This system will help them keep track of constituents' history, contact management and manage important decisions. See matrix for a list of requirements.

**3.2 METHODOLOGY:**

**STEP ONE: ACCEPTANCE AND EVALUATION OF PROPOSALS:** All technical requirements, unless otherwise specified, must be met by the proponent or such proposal will be disqualified as being non-responsive. A "shortlist" of qualified firms may be developed.

The evaluation committee will make the selection of the firm which it believes is best qualified to provide the software, fee proposal and other qualitative factors considered. It is emphasized that the firm which offers the lowest fee proposal will not necessarily be the firm selected to provide the service. The selection will be made of that firm which provides the best proposal. "Best" is defined as the best combination of qualitative factors and fee proposal.

A selection committee will review all proposals received by the opening date and time as part of a documented evaluation process. The Committee will evaluate suppliers according to but not limited to the following criteria:

- Responses to functional requirements.
- Cost and quality of the proposed software solution, training, and implementation services plan. Cost and quality of the proposed ongoing system maintenance/support services.
- Experience, demonstrated performance and financial viability of the software firm, including experience with County and local government.
- Compatibility with County's technical architecture, standards, and strategy and responses to technical requirements.
- Minority and Woman Owned Business Participation
- Acceptance of and exceptions to the terms & conditions preferred by the County.
- Quality, clarity and responsiveness of the proposal in conformance with instructions

The Selection Committee reserves the right to determine the suitability of proposals on the basis of all of these criteria.

Fee proposals must be submitted as requested in the format provided. Additional detail may be provided as an attachment.

**STEP TWO – Demonstrations and Site Visits**

The evaluation committee may request demos from shortlisted vendors and may decide



to conduct site visits with similar clients. It is the sole responsibility of the evaluation committee to determine if demos will be required. If demos are conducted, each of the "short-listed" firms will be scheduled for a demonstration. The demos will be scored and the points added to the total score.

- 3.3 PROPOSAL DEADLINE:** The response to the Request for Proposals must be received by the Chatham County Purchasing Division no later than **5 : 0 0 p m February 16, 2016, (LOCAL TIME)**. Any proposal received after the time may be rejected. Proposals must be responsive to the General Conditions (Information and Instructions), Special Conditions, Technical Specifications, and any attachments.

The County may, for good and sufficient reason, extend the response deadline, in which case all potential proponents will receive an addendum setting forth the new date and time.

- 3.4 WITHDRAWAL OF PROPOSAL:** Your proposal may be withdrawn by written request received by the County before the time fixed for receipt of proposals. Withdrawal of your proposal will not prejudice the right of the proponent to submit a new proposal, providing the latter is received timely as provided herein.

- 3.5 CONFIDENTIALITY OF DOCUMENTS:** Upon receipt of a proposal by the County the proposal shall become the property of the County without compensation to the proponent, for disposition or usage by the County at its discretion. The particulars of the proposal documents will remain confidential until final award of the contract. Only final points and ranking of proposals will be openly disclosed prior to approval by the Board of Commissioners.

- 3.6 CONE OF SILENCE:** Lobbying of Procurement Evaluation Committee members, County employees, and elected officials regarding this product or service is strictly prohibited. Such actions may cause your proposal to be rejected.

- 3.7 FORMAT OF RESPONSES:** To be considered, proponents must submit a complete response to the Request for Proposals. To assure a uniform review process and obtain the maximum degree of comparability, each proposal shall include the following content and shall be presented in the following order:

| Section | Title                            |
|---------|----------------------------------|
| A.      | Executive Summary                |
| B.      | Experience and Qualifications    |
| C.      | Functionality/Technical Approach |
| D.      | MWBE Participation               |
| E.      | Cost Proposal                    |
| F.      | Client References                |
| G.      | Required County Documents        |

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

### **A. Executive Summary**

This part of the response to the RFP should be limited to a brief narrative highlighting the vendor's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. This section should not include cost quotations. Please note that the executive summary should identify the primary contacts for the software vendor.

### **B. Experience and Qualifications- Total Points Possible 20**

This section of the vendor's proposal should include a general discussion of the vendor's understanding of the "overall" project and a summary of the product(s) being proposed.

Vendor *must provide the following information* about its company so that the County can evaluate the vendor's stability and ability to support the commitments set forth in response to the RFP. The County, at its option, may require a vendor to provide additional support and/or clarify requested information.

Company Background including:

- Amount of time the company has been in business
- A brief description of the company size (number of employees, revenues) and organizational structure.
- Amount of time and what experience vendor has with customer relationship management systems and particularly with similar clients.

### **C. Functionality – Total Points Possible 35**

Please see attached Functionality Spreadsheet with instructions. The spreadsheet will be posted as an Excel file for your convenience.

Please provide your implementation plan with proposed training in this section of your response.

Maintenance and Support Programs

Specify the nature of any post-implementation and on-going support provided by the vendor including:

- Telephone support (include toll-free support hotline, hours of operation, availability of 24 x 7 hotline, etc.).
- Help Desk, problem reporting and resolution procedures.

Proposals must include all software and modules that the County needs to attain the functionality stated in this RFP. Furthermore, all consulting hours needed to deliver the business requirements, including customization, configuration, and reporting, must be included in the cost proposal.

#### **D. MWBE Participation – Total Possible Points 15**

Commitment in the level of local MWBE firms, subcontractors, consultants and employees. Approach to meeting and exceeding the MWBE requirements. Firm's history of minority owned and woman owned business utilization. Please provide a narrative describing past accomplishments in this area. Proposers may also provide their employee demographic information to demonstrate their commitment to equal opportunity.

#### **E. Cost Proposal – Total Possible Points 25**

Proposer shall use the cost proposal sheet provided with detail of unit pricing broken out as an attachment. The County reserves the right to request cost and scope clarification at any time throughout the selection and negotiation process.

#### **F. Client References**

The County considers references to be important in its decision to award a contract. During the selection process, the County will contact references provided. Vendors must provide a direct client reference contact who was involved in the vendor-led project.

#### **G. Required County Documents**

This tab will include Attachments A- H

- 3.8 INTERVIEWS/DEMOS :** Demos and site visits may be required of any or all proposers. If required, the demos and site visits will be scored at 30 points.

#### **3.9 EXCEPTIONS TO THE RFP**

All requested information in this RFP must be supplied with the proposal. Vendors may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and the written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the County, and the description of the advantages or disadvantages to the County as a result of such exceptions. The County, at its sole discretion, may reject any exceptions or specifications within the proposal.

**Functionality Matrix**  
**See Attached**

| <p>Proposers must use one code only per requirement. The following answer key must be used when responding to the requirement, (F = Fully provided out of the box, FUT = Will be supported in future release, CU= Customization (changes to source code), TP = Third Party Product indicate name of Third Party Product in the comments column, MOD= Supported via modifications (screen configurations, reports, GUI tailoring etc), NA = not available)</p> |  |  |  | COMMENTS |                  |
|---|--|--|--|----------|------------------|
| FUNCTIONAL REQUIREMENTS - GENERAL   |  |  |  | RESPONSE | MODULES REQUIRED |
| 1   | <b>GENERAL SYSTEM CAPABILITIES:</b>  |  |  |          |                  |
| 2   | The System uses "rule based" configuration options that allows the site to design how the software will be deployed.   |  |  |          |                  |
| 3   | The staff should be able to adjust common variables, such as codes, tables, report parameters, etc., without the services of a professional programmer.  |  |  |          |                  |
| 4   | The software should have a one-time, single-point of data entry to reduce redundant work.  |  |  |          |                  |
| 5   | Software modules should integrate to maximize operator and system efficiency where applicable.   |  |  |          |                  |
| 6   | The software should have an easy to use system for preparing various statistical and analytical reports.   |  |  |          |                  |
| 7   | Integrated search capabilities on applicable fields without the use of a secondary application.  |  |  |          |                  |
| 8   | The software should provide a look-up capability for frequently entered information; and, once selected the information will automatically populate the corresponding data record.   |  |  |          |                  |
| 9   | The software should provide the ability to input, access, and store a user-defined level of historical data "on-line".   |  |  |          |                  |
| 10  | The software should verify the validity of the data being entered into the database by performing immediate error checking.  |  |  |          |                  |
| 11  | The software should provide the ability for the system manager to identify an individual who last entered or changed any transaction and the date of that change.  |  |  |          |                  |
| 12  | The software should allow corrections to be done in the originating module when applicable.  |  |  |          |                  |
| 13  | The software should provide the ability for multiple users to be on the system at the same time and multiple users to be in the same programs at the same time.  |  |  |          |                  |
| 14  | The software should be written using a relational database.  |  |  |          |                  |
| 15  | The software should provide the ability to direct output of a data search to a printer upon user demand.   |  |  |          |                  |
| 16  | The system should provide the ability for the user to create a PDF format for all reports.   |  |  |          |                  |
| 17  | User Experience should be customizable by user. This would include program launch portal, menu's, reports and browse screens.  |  |  |          |                  |
| 18  | Applicable modules should provide for user defined fields for the master files and input screens.  |  |  |          |                  |
| 19  | System should provide capability to integrate with an applicable Document Management system if available.  |  |  |          |                  |
| 20  | System provides the ability to design site specific output forms for applicable modules.   |  |  |          |                  |
| 21  | Software should provide a auto schedule capability to run reports at designated times in the future for applicable modules.  |  |  |          |                  |
| 22  | System should utilize "checklist" within applicable modules so that the system guides user through a process.  |  |  |          |                  |
| 23  | System should provide a Dashboard view of critical system statuses and key performance indicators for the organization. The organization should be able to both personalize the dashboard for each of their users, as well as customize it for their organization's specific metrics of performance. |  |  |          |                  |
| 24  | System should provide end users when applicable the ability to personalize their own Dashboards by selecting from a list of components.  |  |  |          |                  |
| 25  | <b>VENDOR SERVICES</b>   |  |  |          |                  |
| 26  | All applications should provide for future updates and enhancements on a regular basis. Vendor will note such provisions and identify associated costs.  |  |  |          |                  |
| 27  | The vendor should provide well defined all inclusive migration processes for software releases.  |  |  |          |                  |
| 28  | The vendor should support all modifications made to the system during the installation process in all future software upgrades.  |  |  |          |                  |
| 29  | 27/7 Support   |  |  |          |                  |
| 30  | Customer can apply releases and upgrades supplied by the vendor.   |  |  |          |                  |
| 31  | Software enhancements provided to other customers should be made available to the clients at no charge.  |  |  |          |                  |

| <p>Proposers must use one code only per requirement. The following answer key must be used when responding to the requirement. (F = Fully provided out of the box. FUT = Will be supported in future release, CU= Customization (changes to source code), TP = Third Party Product indicate name of Third Party Product in the comments column, MOD= Supported via modifications (screen configurations, reports, GUI tailoring etc) NA = not available)</p> |  |  |  | RESPONSE | MODULES REQUIRED | COMMENTS |
|--|--|--|--|----------|------------------|----------|
| FUNCTIONAL REQUIREMENTS - TECHNICAL  |  |  |  |          |                  |          |
| TECHNICAL CAPABILITIES   |  |  |  |          |                  |          |
| 1  | The system should have a user-friendly, read-only data dictionary (for non-technical users).   |  |  |          |                  |          |
| 2  | The system should provide the ability to support purging, with appropriate archival and audit trails, on individual or project specific data from all relevant system modules.   |  |  |          |                  |          |
| 3  | The system should provide field level edit checks for transactions during data entry and provide immediate user feedback, including error messages and possible corrective actions (i.e., warnings when entering existing address, etc.) |  |  |          |                  |          |
| 4  |  |  |  |          |                  |          |
| 5  | The system should provide online documentation and training materials such as context-specific help, search capability, Organization-specific business process documentation and process maps.   |  |  |          |                  |          |
| 6  | The system should allow authorized users to obtain/update information through self service applications when applicable.   |  |  |          |                  |          |
| 7  | The system should support importing and exporting standard desktop office application files to Microsoft Office suite where applicable.  |  |  |          |                  |          |
| 8  | The system should provide scheduling capabilities directly with Microsoft Outlook/Exchange, where applicable.  |  |  |          |                  |          |
| 9  | The system should provide integration with other technologies, where applicable.   |  |  |          |                  |          |
| 10   | <b>APPLICATION ARCHITECTURE</b>  |  |  |          |                  |          |
| 11   | The system should provide easy deployment to desktops, either through web-based technologies or provide deployment tools to push or pull software to the desktop.  |  |  |          |                  |          |
| 12   | The system should provide customizable user interfaces, where applicable.  |  |  |          |                  |          |
| 13   | The system should provide the ability to attach imaged documents.  |  |  |          |                  |          |
| 14   | The system should provide the ability to attach scanned documents to database objects.   |  |  |          |                  |          |
| 15   | The system should support mass changes to definable groupings of transactions, where applicable.   |  |  |          |                  |          |
| 16   | The system should provide the user with the ability to drill down from a transaction view to the respective and supporting source record view irrespective of the module containing information.   |  |  |          |                  |          |
| 17   | <b>SUPPORT FOR CLIENT OPERATING SYSTEMS</b>  |  |  |          |                  |          |
| 18   | Apple IOS  |  |  |          |                  |          |
| 19   | Windows 10   |  |  |          |                  |          |
| 20   | Windows 7  |  |  |          |                  |          |
| 21   | <b>SYSTEM ADMINISTRATION &amp; CUSTOMIZATIONS</b>  |  |  |          |                  |          |
| 22   | The system should provide user-defined:  |  |  |          |                  |          |
| 23   | Tables   |  |  |          |                  |          |
| 24   | Fields   |  |  |          |                  |          |
| 25   | Reports  |  |  |          |                  |          |
| 26   | Forms  |  |  |          |                  |          |
| 27   | Business rules and workflows   |  |  |          |                  |          |
| 28   | All application customizations should be retained following any system update.   |  |  |          |                  |          |

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|--|--|--|--|----------|------------------|----------|
| 29   | The system should allow administration tasks to be decentralized   |  |  |          |                  |          |
| 30   | DATABASE MANAGEMENT SYSTEM   |  |  |          |                  |          |
| 31   | The system should be optimized for Microsoft SQL Server RDBMS.   |  |  |          |                  |          |
| 32   | The system should include application and system configuration tables accessible by all modules.   |  |  |          |                  |          |
| 33   | The system should provide for simultaneous access to data by concurrent users.   |  |  |          |                  |          |
| 34   | The system should provide the ability to lock database records at a row and field level.   |  |  |          |                  |          |
| 35   | The system should provide data modeling, data definition and data dictionary components.   |  |  |          |                  |          |
| 36   | The system should provide a database that is integrated with all tools supplied for application development ad hoc database access and ad-hoc reporting.             |  |  |          |                  |          |
| 37   | The system should provide standard structured query language (SQL) capabilities for database queries.  |  |  |          |                  |          |
| 38   | The system should provide the ability for the administrator to track user behavior as well as database utilization.  |  |  |          |                  |          |
| 39   | The system should allow for data replication including but not limited to SQL Server Database Mirroring and Microsoft Distributed File System (DFS).                 |  |  |          |                  |          |
| 40   | The system should provide documented best practices including but not limited to optimum database configuration and client maintenance.                              |  |  |          |                  |          |
| 41   | NETWORK AND OPERATING ENVIRONMENT  |  |  |          |                  |          |
| 42   | System should be supported on Microsoft Windows Server operating systems.  |  |  |          |                  |          |
| 43   | The system should support industry standard virtualization platforms.  |  |  |          |                  |          |
| 44   | The system should provide the ability to copy and/or archive data to external storage media (e.g., tape, CD-ROM) based on user-defined selection criteria and times. |  |  |          |                  |          |
| 45   | The system should provide the ability to maintain multiple operating environments for development, test, training and production.                                    |  |  |          |                  |          |
| 46   | SECURITY   |  |  |          |                  |          |
| 47   | The system should display the last date and time the user logged onto the system at the time of logon.   |  |  |          |                  |          |
| 48   | The system should use single sign-on (SSO) with Microsoft Active Directory.  |  |  |          |                  |          |
| 49   | The system should allow an administrator to suspend a user ID from further use.  |  |  |          |                  |          |
| 50   | The system should allow an administrator to suspend all user access when a user is terminated.   |  |  |          |                  |          |
| 51   | The system should time out or suspend users after a period of time of being idle.  |  |  |          |                  |          |
| 52   | The system should restrict access to the file containing security parameters.  |  |  |          |                  |          |
| 53   | The system should allow an administrator to add and modify user security information using online screens with immediate profile update.                             |  |  |          |                  |          |
| 54   | The system should record in the system who changes security profiles and when changes are made (user name, date and time stamp).                                     |  |  |          |                  |          |
| 55   | The system should assign application access rights across entire suite of applications at a single point of entry.   |  |  |          |                  |          |



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|--|---|--|--|----------|------------------|----------|
| 56   | The system should support a decentralized security administration function by component and business unit   |  |  |          |                  |          |
| 57   | The system should provide summarized and detailed reports on user access, usage and audit logs, etc.  |  |  |          |                  |          |
| 58   | The system should utilize a role-based security system allowing an unlimited number of roles to be assigned to each user.   |  |  |          |                  |          |
| 59   | <b>BACKUP AND RESTORE CAPABILITIES:</b>   |  |  |          |                  |          |
| 60   | The system should provide full recovery and backup capabilities for all online and batch transactions.  |  |  |          |                  |          |
| 61   | The system should provide the ability to restore applicable transactions from the database transaction log.   |  |  |          |                  |          |
| 62   | <b>REPORTING</b>  |  |  |          |                  |          |
| 63   | The system should generate charts and graphs based on report data within the system.  |  |  |          |                  |          |
| 64   | The system should generate reports directly to HTML or PDF formats.   |  |  |          |                  |          |
| 65   | The system should provide the ability to view previously generated reports by all users or by specific users.   |  |  |          |                  |          |
| 66   | The system should schedule applicable reports to run automatically.   |  |  |          |                  |          |
| 67   | The system should allow for reporting by exception.   |  |  |          |                  |          |
| 68   | The system should allow print preview of all reports before printing and have print screen functionality.   |  |  |          |                  |          |
| 69   | <b>The system should utilize electronic spreadsheets to:</b>  |  |  |          |                  |          |
| 70   | Download information from the application   |  |  |          |                  |          |
| 71   | <b>The system should provide for the following types of custom report writing tools that will use the application established security at the database level:</b>                   |  |  |          |                  |          |
| 72   | User-friendly end-user report-writer  |  |  |          |                  |          |
| 73   | Graphical report-writer   |  |  |          |                  |          |
| 74   | The system should support integration with industry leading third-party reporting tools such as SAP Business Objects / Crystal Reports and Microsoft SQL Server Reporting Services. |  |  |          |                  |          |
| 75   | <b>WORKFLOW</b>   |  |  |          |                  |          |
| 76   | The system should provide best practice workflow templates.   |  |  |          |                  |          |
| 77   | The system should provide multiple approval paths based on item to be routed, where applicable.   |  |  |          |                  |          |
| 78   | The system should provide automated approval notification where applicable.   |  |  |          |                  |          |
| 79   | The system should provide the ability for a designated user to override particular workflow step.   |  |  |          |                  |          |
| 80   | The system should provide the ability to create custom workflows based on rules based tools.  |  |  |          |                  |          |
| 81   | The system should provide the ability to track documents submitted for approval and review with a time/date stamp.  |  |  |          |                  |          |
| 82   | The system should allow for workflow management and approval hierarchies.   |  |  |          |                  |          |



| <p>Proposers must use one code only per requirement. The following answer key must be used when responding to the requirement. (F = Fully provided out of the box, FUT = Will be supported in future release, CU= Customization (changes to source code), TP = Third Party Product indicate name of Third Party Product in the comments column, MOD= Supported via modifications (screen configurations, reports, GUI tailoring etc), NA = not available)</p> |   |  |  | COMMENTS |                  |
|---|---|--|--|----------|------------------|
| FUNCTIONAL REQUIREMENTS   |   |  |  | RESPONSE | MODULES REQUIRED |
| GENERAL PROGRAM CAPABILITIES:   |   |  |  |          |                  |
| 1   | The information you need, when you need it: Instantly pull up case history with all documents, letters, and meetings notes in one place.  |  |  |          |                  |
| 2   |   |  |  |          |                  |
| 3   | Find the right person and all their contact information. A complete contact and organization database means each case is connected to everyone involved- both inside and outside your agency. |  |  |          |                  |
| 4   | Automatic due dates, follow-up dates, ad filtering options help caseworkers manager current and historical cases without missing a detail or deadline.  |  |  |          |                  |
| 5   | Reuse key templates. Whether it's an address block or a full letter, use our Microsoft Office integration to help more constituents by saving time on forms and other paperwork.              |  |  |          |                  |
| 6   | Performance monitoring and staff tracking. Quickly understand incoming trends and monitor your staff's response rates and outstanding correspondence.   |  |  |          |                  |
| 7   | Trends at a glance. Stay on top of constituent service with custom reports that highlight wins and areas for improvement.   |  |  |          |                  |
| 8   | Understand emerging issues. Mail topics give insight into what constituents are talking about and where your office can direct resources to make the most impact.                             |  |  |          |                  |
| 9   | Advanced mail sorting. Our CRM pre-sorts and groups all of your incoming communications to improve your response capacity and rate.   |  |  |          |                  |
| 10  | Advocacy email management. We automatically detect grassroots advocacy and bulk communications, letting you focus your time on unique communications.   |  |  |          |                  |
| 11  | Advanced reporting. More than 20 pre-built modules offer productivity insights for offices of any size.   |  |  |          |                  |
| 12  | Intuitive interface. Our modern, familiar interface lowers training costs and helps you get to work quickly and efficiently.  |  |  |          |                  |
| 13  | Understand your constituents. Advanced queries, simple exports, and micro targeting features add value to your constituent data and improve future communications.                            |  |  |          |                  |
| 14  | Constant innovation. Free product updates ensure your software continues to improve from community feedback.  |  |  |          |                  |
| 15  | Reliable support. Our customer satisfaction comes from superior support, great training, and quality custom onboarding.   |  |  |          |                  |
| 16  | Enews/letter integration. Our gateway solution works alongside the CRM to help legislative and communications staff coordinate seamlessly on constituent outreach projects.                   |  |  |          |                  |
| 17  | Branded mobile app and website where residents can submit requests, receive updates and access city information.  |  |  |          |                  |
| 18  | Robust Knowledge Base that includes a wiki-based library of answers to residents' most common questions as a way to reduce staff inquiries  |  |  |          |                  |

| Proposers must use one code only per requirement. The following answer key must be used when responding to the requirement. (F = Fully provided out of the box, FUT = Will be supported in future release, CU= Customization (changes to source code), TP= Third Party Product indicate name of Third Party Product in the comments column, MOD= Supported via modifications (screen configurations, reports, GUI tailoring etc), NA = not available) |  |  |  | RESPONSE | MODULES REQUIRED | COMMENTS |
|---|--|--|--|----------|------------------|----------|
| 19  | Provide citizens with a wiki-based library of answers to common questions to enable them to self-serve.  |  |  |          |                  |          |
| 20  | Streamline request assignments through improved workflows and by hosting all requests in one place. Resolve citizen requests quickly with automated routing and notifications to the correct people. |  |  |          |                  |          |
| 21  | Custom reporting helps staff make data-driven decisions by enabling the agency to identify trends, prioritize resources, optimize processes and gauge staff performance.                             |  |  |          |                  |          |
| 22  | Visual mapping allows staff to view requests spatially and integrate with your GIS data.   |  |  |          |                  |          |
| 23  | Wiki-based system provides a library of answers to citizen and staff's most common questions.  |  |  |          |                  |          |
| 24  | Cases can be automatically routed to a specific team member or department, which vastly improves response time.  |  |  |          |                  |          |
| 25  | Manage any request from anywhere.  |  |  |          |                  |          |
| 26  | Alerts to trigger action.  |  |  |          |                  |          |
| 27  | Software automatically detects a citizen commissioner based off the citizen putting in their name and address.   |  |  |          |                  |          |
| 28  | Each correspondence should be CC's to all parties.   |  |  |          |                  |          |
| 29  | Track reported issues as open until staff clicks closed.   |  |  |          |                  |          |

**SECTION IV  
COST PROPOSAL**

**RFP# 18-00068-1 Customer Relationship Management Software for the Chatham County  
Board of Commissioners**

The undersigned agrees to furnish, install and provide implementation services for **Customer Relationship Management Software** per the requirements in the RFP for the following amounts:

**YEAR ONE**

The costs reflect a complete turnkey solution. Please provide detail of unit prices if necessary as an attachment. Include the costs for software maintenance and upgrades.

|                     |          |
|---------------------|----------|
| Software/Licenses   | \$ _____ |
| Implementation      | \$ _____ |
| Training            | \$ _____ |
| Maintenance         | \$ _____ |
| Total Cost Year One | \$ _____ |

**YEAR TWO**

|                     |          |
|---------------------|----------|
| Software/Licenses   | \$ _____ |
| Maintenance         | \$ _____ |
| Total Cost Year Two | \$ _____ |

**YEAR THREE**

|                       |          |
|-----------------------|----------|
| Software/Licenses     | \$ _____ |
| Maintenance           | \$ _____ |
| Total Cost Year Three | \$ _____ |

Maximum cap for future year increases \_\_\_\_\_ %  
(Must be approved, not automatic)

ALL FIRMS REQUESTING TO DO BUSINESS WITH CHATHAM COUNTY MUST  
REGISTER ON-LINE AT [HTTP://PURCHASING.CHATHAMCOUNTY.ORG](http://PURCHASING.CHATHAMCOUNTY.ORG).

This \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_.

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

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
COMPANY

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
PHONE NO.

\_\_\_\_\_  
CONTACT NAME AND EMAIL

# Chatham County Information Technology Vendor Policy

January 23, 2018

All vendors responding to either an RFP or bid package of Chatham County for information technology related services must adhere to the following policies:

1. Applications will authenticate users via the central Active Directory LDAP tree.
2. The vendor will never destroy production data in any way without written permission from the Chatham County Information and Communications Director, the County Manager, or designee.
3. The vendor will only modify production data with written permission from the data owner and ICS. Modifications to any production system files, including logs, will be completed by ICS staff only.
4. Vendors will be accompanied by ICS personnel for all work performed within the datacenter.
5. Vendors will leave a complete set of media and documentation for all applications or hardware installed. The documentation must include, at a minimum and where applicable:
  - a. Database management
  - b. Administration manuals, including performance tuning, user management, backup and recovery, and other common system tasks
  - c. System programming manuals, including the API manual(s)
  - d. User manual
6. Any database technology used must be Microsoft SQL server and the application must always support at least one prior release version of SQL Server than is most current. In addition:
  - a. The SQL server must also authenticate users by querying our LDAP tree. As of this writing, that technology is known as "Windows Authentication."
  - b. The principle of least privilege will be used for all SQL logins/users. The "sa" account will not be used or accessed by the vendor or vendor's application; neither will any logins/users be granted the "sysadmin" fixed server role.
  - c. The application must coexist on database servers with multiple other application databases from other vendors.
7. The licensing or permission to execute may not be bound to a specific processor or hard drive and instead must be licensed to run on any compatible hardware owned or purchased by Chatham County.

8. Provisions must exist for custom systems which provide Chatham County continued use of the software or hardware in the event the vendor or manufacturer should go out of business.
9. A FISMA compliance report should be submitted with this signed policy. (An internal FISMA compliance study is acceptable. More information can be found at <http://csrc.nist.gov/groups/SMA/fisma/index.html>)

\*\*Chatham County Information and Communications Services may choose to selectively ignore any one of these requirements as needed.

By signing below, the vendor or vendor representative is accepting these policies. As well, the vendor agrees to correct any conflicts with these policies or pay for the associated damages or consequential costs to Chatham County to take reasonable corrective action.

Vendor \_\_\_\_\_ Date \_\_\_\_\_

ICS Director \_\_\_\_\_ Date \_\_\_\_\_

## ATTACHMENT A

### DRUG FREE WORKPLACE CERTIFICATION

The undersigned certifies that the provisions of Code Sections 50-24-1 through 50-24-6 of the Official Code to Georgia Annotated, related to the Drug Free Workplace have been complied with in full.

1. A drug-free workplace will be provided for the employees during the performance of the contract; and;
2. Each sub-contractor under the direction of the Contractor shall secure the following written certification:

\_\_\_\_\_ (Contractor) certifies to Chatham County  
that a

drug-free workplace will be provided for the employees during the performance of this contract

known as Customer Relationship Management Software pursuant to paragraph (7),  
of subsection (B)

of Code Section 50-24-3. Also, the undersigned further certifies that he/she will not engage in

the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled

substance or marijuana during the performance of the contract.

\_\_\_\_\_  
CONTRACTOR:

\_\_\_\_\_  
DATE:

\_\_\_\_\_  
NOTARY:

\_\_\_\_\_  
DATE:

## ATTACHMENT B

### PROMISE OF NON-DISCRIMINATION STATEMENT

Know All Men By These Presents, that I (We), \_\_\_\_\_,  
Name

\_\_\_\_\_,  
Title Name of Bidder  
(herein after "Company") in consideration of the privilege to bid/or propose on the following Chatham County project procurement **(ANNUAL CONTRACT FOR INMATE HEALTHCARE SERVICES)**, hereby consent, covenant and agree as follows:

1. No person shall be excluded from participation in, denied the benefit of or otherwise discriminated against on the basis of race, color, national origin or gender in connection with the proposal submitted to Chatham County or the performance of the contract resulting therefrom;
2. That it is and shall be the policy of this Company to provide equal opportunity to all business persons seeking to contract or otherwise interested with the Company, including those companies owned and controlled by racial minorities, and women;
3. In connection herewith, I (We) acknowledge and warrant that this Company has been made aware of, understands and agrees to take affirmative action to provide minority and women owned companies with the maximum practicable opportunities to do business with this Company on this contract;
4. That the promises of non-discrimination as made and set forth herein shall be continuing throughout the duration of this contract with Chatham County;
5. That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made a part of and incorporated by reference in the contract which this Company may be awarded;
6. That the failure of this Company to satisfactorily discharge any of the promises of non-discrimination as made and set forth above may constitute a material breach of contract entitling the County to declare the contract in default and to exercise appropriate remedies including but not limited to termination of the contract.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## ATTACHMENT C

### DISCLOSURE OF RESPONSIBILITY STATEMENT

Failure to complete and return this information will result in your bid/offer/proposal being disqualified from further competition as non-responsive.

1. List any convictions of any person, subsidiary, or affiliate of the company, arising out of obtaining, or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract.  

---
2. List any indictments or convictions of any person, subsidiary, or affiliate of this company for offenses such as embezzlement, theft, fraudulent schemes, etc. or any other offenses indicating a lack of business integrity or business honesty which affects the responsibility of the contractor.  

---
3. List any convictions or civil judgments under states or federal antitrust statutes.  

---
4. List any violations of contract provisions such as knowingly (without good cause) to perform or unsatisfactory performance, in accordance with the specifications of a contract.  

---
5. List any prior suspensions or debarments by any governmental agency.  

---
6. List any contracts not completed on time.  

---
7. List any penalties imposed for time delays and/or quality of materials and workmanship.  

---
8. List any documented violations of federal or any state labor laws, regulations, or standards, occupational safety and health rules.  

---

I, \_\_\_\_\_, as \_\_\_\_\_  
Name of individual Title & Authority

of \_\_\_\_\_, declare under oath that

Company Name \_\_\_\_\_

the above statements, including any supplemental responses attached hereto, are true.

\_\_\_\_\_  
Signature

State of \_\_\_\_\_

County of \_\_\_\_\_

Subscribed and sworn to before me on this \_\_\_\_\_ day of \_\_\_\_\_

20\_\_\_\_ by \_\_\_\_\_ representing him/herself to be

\_\_\_\_\_ of the company named herein.

\_\_\_\_\_  
Notary Public

My Commission expires:

\_\_\_\_\_

Resident State: \_\_\_\_\_

**DPC Form #45**



## ATTACHMENT D

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

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

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

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

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

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

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

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

Executed on \_\_\_\_\_, \_\_\_\_, 20\_\_ in \_\_\_\_\_(city), \_\_\_\_\_(state).

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

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

SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_.

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

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

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

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

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

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

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

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

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

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

Executed on \_\_\_\_\_, \_\_\_\_, 20\_\_ in \_\_\_\_\_(City), \_\_\_\_\_(State)\_\_\_\_\_.

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

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

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

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

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

## ATTACHMENT E

### ***Systematic Alien Verification for Entitlements (SAVE)***

#### ***Affidavit Verifying Status for Chatham County Benefit Application***

By executing this affidavit under oath, as an applicant for a Chatham County, Georgia Business License or Occupation Tax Certificate, Alcohol License, Taxi Permit, Contract or other public benefit as reference in O.C.G.A. Section 50-36-1, I am stating the following with respect to my proposal for a Chatham County contract for \_\_\_\_\_. [Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity]

1.) \_\_\_\_\_ I am a citizen of the United States.

**OR**

2.) \_\_\_\_\_ I am a legal permanent resident 18 years of age or older.

**OR**

3.) \_\_\_\_\_ I am an otherwise qualified alien (8 § USC 1641) or non-immigrant under the Federal Immigration and Nationality Act (8 USC 1101 *et seq.*) 18 years of age or older and lawfully present in the United States.\*

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

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

\_\_\_\_\_  
Date

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

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

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

\_\_\_\_\_  
\*

Alien Registration number for non-citizens.

## ATTACHMENT F

### PROPOSER'S CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION

The undersigned certifies, by submission of this proposal or acceptance of this contract, that neither Contractor nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency, State of Georgia, Chatham County City of Savannah, Board of Education of local municipality. Proposer agrees that by submitting this proposal that Proposer will include this clause without modification in all lower tier transactions, solicitations, proposals, contracts, and subcontracts. Where the Proposer or any lower tier participant is unable to certify to this statement, that participant shall attach an explanation to this document.

Proposer must verify Sub-Tier Contractors and Suppliers are not debarred, suspended, ineligible, pending County litigation or pending actions from any of the above government entities.

Certification – the above information is true and complete to the best of my knowledge and belief.

---

(Printed or typed Name of Signatory)

---

(Signature)

---

(Date)

**NOTE:** The penalty for making false statements in offers is prescribed in 18 U.S.C. 1001

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**END OF DOCUMENT Mod. CC P & C 6/2005**

## ATTACHMENT G

**Chatham County  
Minority and Women Business Enterprise Program  
M/WBE Participation Report**

Name of Proposer: \_\_\_\_\_

Name of Project: \_\_\_\_\_ Proposal  
No: \_\_\_\_\_

| M/WBE Firm | Type of Work | Contact<br>Person/<br>Phone # | City, State | % | MBE<br>or<br>WBE |
|------------|--------------|-------------------------------|-------------|---|------------------|
|            |              |                               |             |   |                  |
|            |              |                               |             |   |                  |
|            |              |                               |             |   |                  |
|            |              |                               |             |   |                  |
|            |              |                               |             |   |                  |
|            |              |                               |             |   |                  |

MBE Total \_\_\_\_\_%      WBE Total \_\_\_\_\_%      M/WBE  
Combined \_\_\_\_\_%

The undersigned should enter into a formal agreement with M/WBE Contractor identified herein for work listed in this schedule conditioned upon execution of contract with the Chatham County Board of Commissioners.

Signature \_\_\_\_\_  
Print \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

## ATTACHMENT H

### AFFIDAVIT REGARDING LOBBYING

Each Bidder/Proposer and all proposed team members and subcontractors must sign this affidavit and the Bidder/Proposer shall submit the affidavits with their proposal confirming that there has been no contact with public officials or management staff for the purpose of influencing award of the contract. Furthermore, each individual certifies that there will have no contact with any public official after March 9, 2018 until award of the contract for the purpose of influencing contract award.

The undersigned further certifies that no team member or individual has been hired or placed on the team in order to influence award of the contract. All team members are performing a commercially useful function on the project.

Failure to provide signed affidavits from all team members with your response may be cause to consider your bid/proposal non-responsive.

\_\_\_\_\_  
BY: Authorized Officer or Agent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title of Authorized Officer or Agent

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

SUBSCRIBED AND SWORN

BEFORE ME ON THIS THE

\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Notary Public

My Commission Expires:

\_\_\_\_\_

My Commission expires:

Resident State: \_\_\_\_\_



## LEGAL NOTICE

### **CC NO. 167038** **Request for Proposal**

Request for Proposals will be received until **5:00PM on February 9, 2018** and opened in Chatham County Purchasing & Contracting Department, 1117 Eisenhower Drive, Suite C, Savannah, Georgia, 31406 for **RFP# 18-0006-1 CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE FOR CHATHAM COUNTY COMMISSIONERS.**

Request for Quotation can be downloaded and printed from the County Purchasing and Contracting website at <http://purchasing.chathamcounty.org>.

**For additional information concerning specifications, please contact Peggy Joyner, at (912) 790-1626. All firms requesting to do business with Chatham County must also register on line at <http://purchasing.chathamcounty.org>.**

CHATHAM COUNTY RESERVES THE RIGHT TO REJECT ANY/AND ALL BIDS AND TO WAIVE ALL FORMALITIES. "CHATHAM COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER, M/F/H, ALL BIDDERS ARE TO BE EQUAL OPPORTUNITY EMPLOYERS".

  
\_\_\_\_\_  
MARGARET H. JOYNER, PURCHASING DIRECTOR  
CHATHAM COUNTY, GEORGIA

Savannah News- INSERT: WEDNESDAY JANUARY 23, 2018